



## **Notification pertaining to Request for proposal (RFP) for “10 Mbps Internet Link”**

### **About NPCI:**

National Payments Corporation of India (NPCI) is a registered company under Section 25 of the Companies Act, 1956 with its Registered Office in Mumbai, India. NPCI is promoted by 10 banks in India under the aegis of the Indian Banks' Association with majority shareholding by Public Sector Banks.

The 10 promoter banks are State Bank of India, Punjab National Bank, Canara Bank, Bank of Baroda, Bank of India, Union Bank of India, ICICI Bank Ltd, HDFC Bank Ltd, Citibank NA, and HSBC. The vision, mission and objectives of NPCI are to operate for the benefit of all the member banks and the common man at large.

### **1.1 Objective of this RFP:**

National Payments Corporation of India proposes to procure 10 Mbps dedicated internet link at its outsourced Data Centre at Reliance Data center, Chennai & Tata Communications Ltd, BKC Mumbai. Presently NPCI has 5 Mbps (being upgraded to 10 Mbps) Internet links each from Reliance Communications Ltd at Data Center Chennai and Tata Communications Ltd; at Data Center, Mumbai. Hence we need alternate Internet Service providers (ISP) to bid at these locations for 10 Mbps Internet link. (The bidder should not be the existing Internet service provider of NPCI at Mumbai and Chennai DC).

### **1.2 Cost of the RFP**

The Bidder shall bear all costs associated with the preparation and submission of its bid and NPCI shall, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Bidders can procure the RFP document from NPCI's office, at 13th Floor, R Tech Park, off western express highway, Nirlon Complex, Near HUB Mall, Goregaon-East, Mumbai- 400063, on payment of non-refundable amount of Rs.5,000/- (INR Five thousand only), plus Service Tax, payable in the form of Demand Draft/Pay order from any scheduled commercial bank in India favouring “**NATIONAL PAYMENTS CORPORATION OF INDIA**” payable at Mumbai. This RFP document is non-transferable.

RFP document containing detailed specifications and requirements with terms and conditions can be obtained by eligible Bidders on any working day during office hours from 10:30 hrs.to 16:30 hrs on payment of RFP cost in the form of Demand Draft / Pay Order.

RFP document is non-transferable and cost of RFP documents is non-refundable.

### 1.3 Due Diligence

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders' risk and may result in rejection of the bid. Also the grounds for rejection of Bid should not be questioned after the final declaration of the successful Bidder.

The Bidder is requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications by e-mail mentioned in Section-1.

### 1.4 Ownership of this RFP

The content of this RFP is a copy right material of National Payments Corporation of India. No part or material of this RFP document should be published on paper or electronic media without prior written permission from NPCI.

1. The bidder should maintain Service Level Agreement for the proposed Links along with a guaranteed uptime commitment in excess of 99.99% per quarter.
2. The bidder is required to maintain the line for a minimum period of one year.
3. The 10 Mbps Internet link (1:1 uncompressed, unshared) should be upgradable up to 100 Mbps.
4. The bidder should provide Internet Link with last mile on Fibre and Ethernet handoff.
5. The bidder should provide at least 30 (/27) Public IP addresses (Class C) to NPCI.
6. The bidder should explicitly state the features offered by them for the INTERNET links including the last mile details with equipment, highlighting service level terms such as uptime, reliability, latency period, No of IP's offered, Throughput, RTD, Packet Drop, Scalability, contention ratio etc.
7. The bidder should explicitly mention the equipment proposed to be supplied with the line from their end and the end terminal equipment required to be provided by NPCI.
8. Average domestic latency should not be more than 200ms and Packet Loss should be less than 1% for the provided Internet Bandwidth.
9. ISP should be able to provide the appropriate tool to monitor and generate reports for the bandwidth utilization, average response time and packet loss. The ISP should be able to provide online usage report through web.
10. The bidder should insure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. Bidder will be responsible for making all the payments towards the local loop charges/rentals etc.
11. The quotation should clearly indicate the different components of the total charges recurring (annual) and non-recurring (one time) for bandwidth and equipment supplied.

12. ISP should provide necessary documents.
  - a. Local peering, within India, with multiple ISPs.
  - b. Local peering with NIXI
13. ISP should have fully resilient and self-healing network architecture on fiber medium, from the international gateway (either owned or hired) in India upto the international Points of Presence. The international connectivity must have Trans-Atlantic and Trans Pacific routes.
14. ISP should provide dedicated port for the connection (with no capping or rate limit).
15. ISP should be able to provide 24 x 7 x 365 customer support.
16. ISP should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.
17. ISP should have well defined capabilities and procedures to track call resolution progress status and provide the updates to NPCI. In addition, ISP should have well defined management and technical escalation procedures.
18. Operations & Maintenance
  - a. The Service Provider should have well-equipped O & M centers staffed with experienced personnel
  - b. Service Provider shall maintain sufficient spares at the O & M centers to comply with committed MTTR.
19. ISP shall have to sign the Service Level Agreement committing at least 99.9% of Internet gateway uptime for service availability. In case, ISP is not able to provide the required uptime of 99.99%, penalty will be applicable.
20. **Penalty for Downtime**

If the services remain down for any reason for more than 2 hours in any single instance including Saturday and Sunday then 0.5% of the proportionate contract value will be deducted as penalty and if Services remain down for 24 hours or more upto one week including Saturdays, Sundays, and holidays then 1% of the proportionate contract value will be deducted as penalty.

If, however, services remain down for more than a week then 2% of the proportionate contract value will be deducted as penalty for each such weeks up to two weeks after which the Performance Bank Guarantee will be invoked and NPCI will have right to cancel the order and go for any other ISP.
21. The bidder must provide a compliance statement for the above eligibility conditions indicating Annexure where documentary evidence as required is enclosed failing which the bidder will be declared as “Not Eligible” and the bid will not be processed any further.

## 1.5 Eligibility Criteria

### 1.5.1 Pre-requisite:

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The Bidder should also possess the technical know-how and the financial wherewithal that

would be required to complete the scope of work. The bid must be complete in all respects and should cover the entire scope of work as stipulated in the document.

### 1.6 Eligibility Criteria:

The invitation to bid is open to all Bidders who qualify the Eligibility Criteria as given below:

**1.6.1** The bidder should be a company registered under the Indian Companies Act, 1956 for the last three years.

**1.6.2** The bidder should have minimum annual turnover of Rs.50 Cr each during the last three financial years (2008-09, 2009-10, and 2010-11)

**1.6.3** The bidder shall be registered with TRAI for providing Internet Bandwidth Service in India.

**1.6.4** Reference of 2 clients who have procured similar or higher bandwidth from the Bidder.

**1.6.5** The bidder should not be existing Internet service provider of NPCI at Mumbai and Chennai DC.

**1.6.6** The bidder should not be blacklisted by any bank / institution in India or abroad.

### 1.7 Eligibility Criteria Response Sheet

**1.7.1** The Bidders should complete the Eligibility Criteria Response Sheet as given in Annexure E.

**1.7.2** Failure to provide the desired information and documents may lead to disqualification of the Bidder.

## BID Schedule and Address

S.No.	Description	
1	Name of Project	RFP for 10 Mbps leased line for Internet connectivity
2	Tender Reference Number	NPCI:RFP:2012-13/0001dated 26.04.2012
3	Date of Commencement of Issue of Bidding Document	26 <sup>th</sup> April, 2012
4	Last date and time for Issue of Bidding Document	07 <sup>th</sup> May, 2012
5	Last date and time for receiving Bidders' Pre-bid clarifications in writing	10 <sup>th</sup> May, 2012
6	Date and Time for Pre-bid Meeting	No Pre-Bid Meeting
7	Address for Pre-bid Meeting	Not Applicable
8	Last date and time for Submission of Bids	16 <sup>th</sup> May, 2012 3.00 pm
9	Address for Sale of Bidding Document, Place of Bid Submission and Opening of	National Payments Corporation of India, 13th Floor, R-Tech Park, Nirlon Knowledge Park, Goregaon (E), Mumbai - 400 063.

	Bids	
10	Date and Time of Eligibility Bid Opening	16 <sup>th</sup> May, 2012 4.00pm
11	Name and Address for Communication	<b>National Payments Corporation of India</b> , 13th Floor, R-Tech Park, Nirlon Knowledge Park, Goregaon (E), Mumbai - 400 063.
12	Bid Related Queries	Mr. Prashant Awale:+91 81081 08650 Email: prashant.awale@npci.org.in Mr. Tushar Talegaonkar: +91 81081 22815 Email: tushar.talegaonkar@npci.org.in Ms. Sheetal Dhale:+918108108631 Email: sheetal.dhale@npci.org.in
13	Bid Cost	Rs.5,000+ Service Taxes
14	EMD/Bid Security	Rs.1,00,000/-

*Note: 1. Bids will be opened in the presence of the Bidders' representative who chooses to attend.  
2. \*Date and Time of Technical & Commercial Bid Opening will be intimated later to eligible bidders.  
3. Bid Cost: DD/Pay Order shall be made in favor of "National Payments Corporation of India" for an amount Rs. 5,000+Service Tax (Non-Refundable) payable at Mumbai.*