



Notification pertaining to Request for Proposal (RFP) FOR 100 MBPS TDM LINK

1.1 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.

1.2 OBJECTIVE OF NPCI:

National Payments Corporation of India proposes to procure 100 Mbps dedicated TDM link between its outsourced Data Centres at Reliance Data center, Chennai and at Tata Communications Ltd, BKC Mumbai. Presently NPCI has one 100 Mbps TDM link each of RCOM and Airtel which are to be replaced with links from different service providers for redundancy. NPCI is in process of commissioning 100 Mbps TDM link of BSNL. Hence, NPCI propose to procure one 100 Mbps TDM link from another other service provider for redundancy.

1.3 COST OF THE RFP

The Bidder shall bear all the 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 the RFP document is non-refundable.

1.4 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.

1.5 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.

1.6 SCOPE OF WORK:

1. The bidder should maintain Service Level Agreement for the proposed Links along with a guaranteed uptime commitment in excess of 99.5% per quarter.
2. The bidder is required to maintain the link between two locations mentioned below for a minimum period of one year renewable every year up to 3 year at the same or lower price quoted for 1st year at the discretion of NPCI.
 - a. National Payments Corporation of India
c/o TATA Communications Ltd
Tower A, 3rd Floor,
Plot No. C-21 & C 36, G Block,
Bandra Kurla Complex,
Bandra (East)
Mumbai. Pincode- 400098
 - b. National Payments Corporation of India
c/o Reliance Communications Infrastructure Ltd
Reliance House, IDC SH-1A,
No.6, Haddows Road,
Nungambakkam, Chennai- 600006
3. The bidder should provide TDM Link with last mile on Fibre and Ethernet handoff. The link should be provided on own fibre backbone of bidder. The last mile should not be from existing service providers of NPCI i.e. RCOM, Airtel, BSNL. The TDM link is to be provisioned on the MUX at these locations. NPCI will complete the cross connect from MUX to Network Rack.

RFP FOR 100 MBPS TDM LINK

4. The bidder should explicitly state the features offered by them for the TDM link including the last mile details with equipment, highlighting service level terms such as uptime, reliability, latency period, Throughput, RTD, Packet Drop, and Scalability etc.
5. The bidder should explicitly mention the equipment proposed to be supplied with the TDM link from their end and the end terminal equipment required to be provided by NPCI, if any.
6. The connectivity between the primary Data Centre at Mumbai and the DR Site at Chennai should have the following requirements:
 - a. A maximum of 30 ms Roundtrip delay between Primary and DR site
 - b. A bandwidth requirement of 100 Mbps
 - c. The links is to be provisioned for high availability purpose.
 - d. Bandwidth scaling to 1 Gbps
 - e. Last mile on GE ports- Handover is on GE however if NPCI requires higher bandwidth then it should be capable to upgrade with increments of 100 Mbps within 4 weeks.
 - f. Last mile connectivity should be terrestrial line.
 - g. At any point of time Link failure should not be more than 4 hours.
7. The bidder should be able to provide 24 x 7 x 365 customer support.
8. The bidder should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.
9. The bidder should have well defined capabilities and procedures to track call resolution progress status and provide the updates to NPCI. In addition, the bidder should have well defined management and technical escalation procedures.
10. Operations & Maintenance
 - a. The bidder should have well-equipped O & M centers staffed with experienced personnel
 - b. The bidder shall maintain sufficient spares at the O & M centers to comply with committed MTTR.
11. The bidder shall have to sign the Service Level Agreement committing at least 99.5% uptime for service availability. In case, the bidder is not able to provide the required uptime of 99.5%, penalty will be applicable.
12. **Penalty for Downtime**

Any violation in meeting the above SLA requirements, NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) for each 15 minutes delay up to 4 hours, beyond the 4 hours, penalty would be INR 20,000 for each 15 minutes.

NPCI reserves its right to terminate the contract in the event the bidder repeatedly fails to maintain the service levels prescribed by NPCI in scope of work of this RFP in addition to invoking of Performance Bank Guarantee and NPCI will also have right to cancel the order and avail services from any other SP.
13. The bidder must provide a compliance statement for the above eligibility conditions in the Annexure-E 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.

1.8 ELIGIBILITY CRITERIA

1.8.1 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.

1.9 ELIGIBILITY CRITERIA:

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

- 1.9.1 The bidder should be a Company registered under the Indian Companies Act, 1956 for the last three years.
- 1.9.2 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).
- 1.9.3 The bidder should provide reference of 2 clients who have procured similar or higher bandwidth from the Bidder.
- 1.9.4 The bidder should not be existing MPLS service provider of NPCI at Mumbai and Chennai DCs.
- 1.9.5 The bidder should not be blacklisted by any bank / institution in India or abroad.
- 1.9.6 The bidder should have TL9000 certification.
- 1.9.7 The Bidder should have the DOT license

2.0 ELIGIBILITY CRITERIA RESPONSE SHEET

- 2.1.1 The Bidders should complete the Eligibility Criteria Response Sheet as given in Annexure D.
- 2.1.2 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 100 Mbps TDM Link
2	Tender Reference Number	NPCI:RFP:2012-13/0003 dated 22.05.2012
3	Date of Commencement of sale of Bidding Document	22.05.2012
4	Last date and time for sale of Bidding Document	31.05.2012
5	Last date and time for receiving Bidders' Pre-bid clarifications in writing	04.06.2012

RFP FOR 100 MBPS TDM LINK

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	12.06.2012 3.00 pm
9	Address for Sale of Bidding Document, Place of Bid Submission and Opening of Bids	National Payments Corporation of India, 13th Floor, R-Tech Park, Nirlon Knowledge Park, Goregaon (E), Mumbai – 400 063.
10	Date and Time of Eligibility Bid Opening	12.06.2012 3.15 pm
11	Name and Address for Communication	National Payments Corporation of India, 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.5,618.00 (Rs.5,000.00 + Service Tax)
14	EMD/Bid Security	Rs.1,00,000/-