Tender for MPLS VPN Services at various Sites of NIXI exchanges

1. Internet Service Providers, registered for providing MPLS VPN with Department of Telecom are invited to submit their sealed bids for the Provisioning of MPLS VPN with IP pool of 8 IPs, at each of the following 8 locations.

2. Location details with the requirement of Internet bandwidth per location is as follows.

Sr. No.	Location Name	Bandwidth Required	Installation Charges (One time)	Per Annum Charges unlimited quota (in INR)
1.	Noida	256 Kbps		
2.	Mumbai	64 Kbps		
3.	Chennai	64 Kbps		
4.	Kolkata	64 Kbps		
5.	Hyderabad	64 Kbps		
6.	Bangalore	64 Kbps		
7.	NMS Lab (IIT Chennai)	64 Kbps		
8.	NIXI New Delhi(Nehru Place)	64 Kbps		
* 9.	Lucknow	64 Kbps		
* 10.	Mohali	64 Kbps		
* 11.	Ahmedabad	64 Kbps		
	Total			

- * Lucknow, Mohali, Ahmedabad to be added later on with 64 kbps. Exact location and possible start dates yet to be decided.
- Per annum charges quoted must be including (1:1) bandwidth of given capacity, and also rental cost of any CPE required (Router/Modem/Switches etc)
- CPE will be provided and will be property of Bidder. Warranty/AMC will be arranged by Bidder only.

2. Sealed quotations must reach NIXI on 11th March, 2008 by 1500 hours at NIXI, 121-123, Ansal Tower Nehru Place, New Delhi 110019. The quotations will be opened on the same day at 1530 hours. Bidder should quote for each and every item mentioned above.

3. VPN services should be operational within four (4) weeks of issue of Purchase order.

4. Number of Locations can increase/decrease, where as payment will be made accordingly as per the actual sites completed under the contract.

5. Testing of each site will be done free of cost for 7 days. Payment will be due after the successful testing of Internet services.

6. Competent authority reserves the right to reject any bid, or to annul the tender without assigning any reason.

7. Bidder should provide password protected online MRTG graphs for all the links.

8. Bidder should ensure that at least 99.5% uptime in any case, calculated on monthly basis.

9. Penalty for Failure to Maintain Service Level

   (i) Downtime = duration of service interruption (in minutes)

   (ii) For any downtime of more than 0.5 % in a month, penalty will be 5(five) times the price for duration of the downtime.

(iii)   A credit note will be sent within 7 working days and will be adjusted in the

next bill.

10.   Payment terms

(i) The payment mode for One Time Charges will be after acceptance test is done and for recurring charges will be done on quarterly basis. On successful completion of acceptability test for 7 days and after NIXI is satisfied with the accuracy and completeness of the performance of the Internet Bandwidth, the acceptance certificate signed by the representative of NIXI and representative of the Vendor will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the Internet Bandwidth.

(ii) Applicable penalties for not meeting SLA shall be deducted from quarterly billed amount and payments shall be made accordingly.

11. Bandwidth delivery should be on Ethernet (RJ45). It will terminate on IX equipments. In each location except IIT Chennai & NIXI Delhi, we have one NMS server, one router, one switch. Switch is connected to router and NMS server is collecting traffic from switch. NMS server, Switch, Router are in same LAN and may be IP camera will be also in same LAN. For more details please refer attached network diagram.

12. (a). Annual/Routine maintenance should take place ONLY on Saturdays and Sundays.
(b). Maintenance must be scheduled at times approved by NIXI, with at least 7 days notice, and not to exceed three (3) hours in one calendar month.

13. (a) VPN SERVICE PROVIDER has to provide single point contact for fault reporting. A report on link availability, downtime for all the segments

should also be on 24x7x365 basis.

(b). Provider should be required to provide written incident reports in the case of problems within 2 days of incident. Those incident reports should detail root causes, mitigation efforts, etc, if any.

The service provider should provide sample incident report and along with explanation of its content in the bid.

(c).VPN Service Provider has to provide 24x7x365 proactive monitoring of link and if any hardware failure or network problems occur he himself create a ticket and inform to NIXI via mail or phone

14. At ALL times, the terms of our tender document will take precedence over ANY legal agreements signed with the VPN service provider.

15. The service provider should provide a well defined escalation mechanism and details of the same should be provided along with the bid.

16. PERIOD OF SERVICE & TERMINATION

The Period for the Service is for 2 YEARS starting from date of Commissioning/acceptance of VPN, which will be extended twice by one year duration each, on mutually acceptable rates, terms and conditions.

NIXI shall at any time terminate the contract by giving one month notice to VPN Service Provider without any compensation to supplier and even without assigning any specific reason. In case of termination of contract the service provider will extent support for smooth transition to a new service provider and take necessary steps to prevent any fall in service level.

17. **DISPUTE RESOLUTION AND JURISDI CTION**

Both the parties agree that any disputes arising out of to this agreement shall be resolved through mutual negotiations, failing which through Arbitration,

conducted in accordance with the provisions of Indian Arbitration and Conciliation Act 1996. Each party shall nominate its arbitrator and the two appointed arbitrators shall appoint a third umpire thus making a panel of three arbitrators. The venue of arbitration shall be New Delhi, India. Both the parties expressly and irrevocably consent and submit to the jurisdiction of the laws of India. The cost of arbitration proceedings shall be borne equally by both the parties.

18. You are requested to send us proposals in two envelops (one for commercials and one for technical) within 10 days of this publication in the newspaper in sealed cover at the following address:

Corporate Office:

Subject: RFP FOR VPN
National Internet eXchange of India,
121-123, Ansal Tower, 38, Nehru Place,
New Delhi-110019
India
Telephone: 011-41674311/12

Fax: 011-41674310

In case of any query you may contact Mr. Anoop Kumar Gupta and Mr. Ajay Tripathi on +91-011-41674311/41674312

Detailed Addresses and contact persons:

A) Bangalore
Network Operation center, Plot no 76,77,Cyber park,
Software Technology parks of India,
Electronic city, Hosur road, Bangalore-560100.

Contact Person :Mr.S.R.Subramaniam, Joint Director
M: 09845263431, Email : sr.subramaniam@blr.stpi.in

B) Hyderabad

M/s Software Technology Parks of India,
Ministry of IT Department, Dr. MCR HRD Campus, Road No. 25,
Jubilee Hills,
Hyderabad 500 034.

Contact Peson: Mr. Pradeep Behra
M:09347500498, Tel:040 2354 6212/040 2354 4068.
Email:pradipakumar.b@hyd.stpi.in

C) NMS Lab (IIT Chennai)
2nd Floor, CION Building
Electrical Sciences Block
IIT Madras
Chennai   600 036

Tel: 044 2257 0433/0472
Fax: 044 2257 0473

Contact person: Mr. Chris Pravin.A
Email address: chris@nmsworks.co.in
Mobile:09940513609

D) Kolkata

Mr. Rajiv Das
Software Technology Parks of India
Salt Lake Electronics Complex,
DP 5/1, Sector 5, Salt Lake,
Kolkata-700091.
Contact person:

Tel : +91-33-23673598/23673799/23673798,
Fax :+91-33-23673597
Email: rajib@kol.stpi.in,

E) Delhi
NIXI
121-123, Ansal Tower, 38, Nehru Place,
New Delhi 110019
Contact Person: Ajay Tripathi
M-9868477444
Tel:01141674311,312
Fax-011-41674310
Email:ajay@nixi.in

F) Mumbai
Software Technology Parks of India
International Infotech Park,Tower #7,Floor#6
Vashi Rly.Station Complex,Navai Mumbai-400705

Contact person: Mr. Manas Ray/ Mr.Mayank Shrivastava
Tel.:91-22-27812102/03/04 Fax:91-22-27812034
Email:manas@mumbai.stpi.in/Mayank@mumbai.stpi.in

G) Noida (For 256 kbps connectivity)
Software Technology Parks of India,
Ganga Software Technology Complex, Sector-29, Noida,
U.P. INDIA

Contact person: Mr. Praveen Misra
Tel: +91-120-2450411
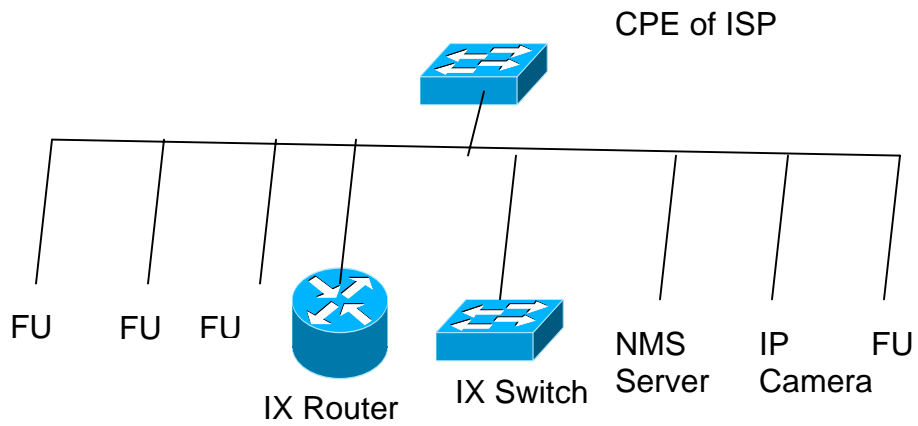Email:Praveen@stpi.in

H) Chennai
Software Technology Parks of India
Network Monitoring Center
No.4,Canal Bank Road Tidel Park Chennnai-600 113.

Contact person: Mr. Ram Prasad
Ph:+91-44-22540391/22540390
Email:ram@chennai.stpi.in

NETWORK DIAGRAM
Network Diagram refers to point 11

NIXI LAN Diagram at each Location

CPE of ISP

FU   FU   FU

IX Router   IX Switch

NMS
Server

IP
Camera

FU

FU-Future User