

**Format of Quotation**  
(on the LetterHead of Supplier)

**Date:**

**To,**  
**The Project Director,**  
**Nanaji Deshmukh Krushi Sanjivani Prkalp,**  
**30, Arcade,World Trade Centre,**  
**Cuffe Parade, Mumbai- 400 005.**

**Sub:- Quotation for the supply & Installation of 10 Mbps Internet Leased Line**

**Ref: RFQ no    Dated**

<b>Sr. No</b>	<b>Description of items with specifications</b>	<b>Quantity</b>	<b>Quoated Unit Rate (RS.)</b>	<b>G.S.T</b>	<b>Total Amount with G.S.T.</b>
<b>1</b>	<b>10 Mbps high availability 1:1 Internet Lease Line subscription with installation for 1 year with installation charges</b>	<b>1</b>			
<b>Amount in Words:</b>					

- The total cost of supply of ILL as per the above technical criteria is Rs.                      (Amount in figures) Rs.                      (Amount In Words) and we are ready to do so within the period mentioned in the quotation.
- We also certify that anyone who acts on our behalf or on our behalf is pursuing a corrupt course, defrauding, coercing, oppressing, obstructing, etc. We have taken appropriate measures to ensure that these rates will not be adopted while submitting the rate sheet and fulfilling the contract.

**(Supplier's Signature / Seal)**

**Date:**

**Name:**

**Place :**

**Post:**

**Address :**

**Tel. Number:**

## **Introduction of PoCRA**

Government of Maharashtra (GoM) is implementing the World Bank funded Project on Climate Resilient Agriculture in Maharashtra (PoCRA). The project development objective is to enhance climate-resilience and profitability of small holder farming systems in project districts of Maharashtra. The project aims to achieve the objective through promotion of climate resilient technologies and commodity value-chain across approximately 4,000 drought-prone villages in 15 districts (namely, Jalgaon, Aurangabad, Jalna, Beed, Parbhani, Hingoli, Osmanabad, Latur, Nanded, Buldana, Washim, Akola, Amravati, Yavatmal, and Wardha) and approximately 1,000 salinity affected villages in the basin of Purna river spread across Akola, Amravati, Buldana, and Jalgaon districts.

### **Purpose**

The purpose of this Quotation is to seek the services of reputed firm/agency, which shall supply Install, commission and maintenance of Internet Leased Line at PoCRA Location for one year by procuring the necessary hardware & Software for the same. This document provides information to enable the Vendors to understand the broad requirements to submit their bids.

### **Scope of Work**

PoCRA reserves the right to amend/add/delete/edit any of the following items of the scope of work at the cost of the Vendor, which shall be binding on the successful Vendor.

The objective of this activity is for Supplying, Installing, Commissioning and Maintenance of Internet Leased Line.

The period of the work is for one year and extension of further two years subject to yearly performance review. If during the review, the performance of the selected Vendor is not found satisfactory then PoCRA at its discretion may terminate the contract.

The Vendor should analyze the Internet Leased Line requirement at PoCRA. Subsequently, the Vendor needs to submit the detailed installation and commissioning plan of the Internet Leased line.

Following is the minimum scope but not limited to it:

1. The Vendor should provide one line of 10 MBPS Internet connectivity (Leased Line) from Tier-1 ISPs at PoCRA, Mumbai office on yearly rental basis.
2. Provide 5 Public IP addresses of ipv4 pool (32 bit) and 5 Public IP addresses of ipv6 (128 bit) pool.
3. Installation, commissioning, configuring of the link. to make line fully functional at 10MBPS.
4. Maintenance support service (24 hours and 7 days a week) for Bandwidth and quipment.
5. 10 MBPS Internet bandwidth Network Availability: More than 99.5 % per quarter.
6. Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of globe.
7. Latency: Less than 350 ms from PoCRA to ISP's tier 1 peering point.

8. Reports for performance, monitoring /usage to be submitted by, the Vendor on weekly or monthly basis or as per requirement of PoCRA
9. PoCRA shall provide the space and power supply for Internet Leased line connectivity.
10. Any other equipment including fiber etc. which is required to commission the Internet connectivity shall be the responsibility of the Vendor.

### **Acceptance Tests**

At the discretion of PoCRA, acceptance test will be conducted by the Vendor on installed Internet Leased Line connectivity at the PoCRA site in the presence of the officials of PoCRA. The tests will check for trouble-free operation of the complete network for ten consecutive days apart from physical verification and testing. There shall not be any additional charges payable by POCRA for carrying out this acceptance test. PoCRA will take over the network on the successful completion of the acceptance test.

### **Completeness of Installation & Commissioning**

The installation and commissioning will be deemed as incomplete if any component of the hardware, software etc. or any documentation is not delivered or is delivered but not installed and/or not operational or not acceptable to PoCRA after acceptance testing/ examination. Also, the Vendor shall have to supply all necessary accessories along with the supplied goods, appropriate licenses, device drivers, data sheets and documentation which may be required, whether mentioned or not mentioned in the Quotation scope, for successful acceptance of the quoted equipment to PoCRA.

### **Project Timelines**

T = Date of Award of contract

Sr. No	Service	Activity/Task	Timeline
1	Internet Leased Line	Complete Supply, Installation and Commissioning of Internet connectivity at PoCRA, Mumbai location.	T + 30 days

- Each deliverable shall be deemed to complete only after proper due diligence and acceptance by POCRA.
- There will be a penalty of Rs. 500 per day for delay in case the Complete Supply, Installation and Commissioning of Internet Leased at PoCRA (Head Office) as mentioned in the above table is not completed within 45 days after award of work.
- Penalty charges shall be limited to the 5% of contract value. However, PoCRA has right to terminate and blacklist the Vendor on non-performance.

## Payment Terms

- Payment for installation shall be made after necessary due diligence and approval of the Supply, Installing and Commissioning Internet Leased connectivity as per this Quotation scope.
- Payment for lease line shall be made on quarterly basis after necessary due diligence
- Payment shall be made within 30 days of submission of invoice on final acceptance by PoCRA on quarterly basis.
- Penalty, if any, as per the SLA defined in tender shall be adjusted against the quarterly payment.

## Service Level Agreement

The successful Vendor has to comply with below-mentioned SLAs to ensure adherence to quality, security and availability of service. The Vendor should provide adequate tools required to capture the data for SLA verification and will submit the SLA reports on the quarterly basis to POCRA. Based on the SLA MIS shared by the Vendor the final penalty would be calculated on quarterly basis.

- 10 Mbps bandwidth (1:1) Internet Lease Line connectivity at all the time.
- Packet Losses: Less than 1% (Average over 1000 ping) at any given point of time to any part of globe.
- Average Round trip delay (Latency): Less than 350 ms from WII to ISP's tier 1 peering point.
- Network Availability: Average network availability per calendar month across the IP network (Internet) should be > 99.50%
- Reports for performance, monitoring /usage to be submitted by the ISP on weekly or monthly basis or as per requirement of PoCRA. These reports may be accessible through an online portal on a periodic basis for realtime reporting.
- The response time for attending the faults will be four hours (maximum) after they are reported to the ISP. They will rectify the faults within 24 hours failing which it will arrange temporary replacements. The services shall be provided on 365x24x7 basis.

In case of the above parameters going out of specifications, PoCRA will have to be compensated adequately in respect of the extended time for the loss of hours in service. Also, if services are not found satisfactory, PoCRA reserves the right to cancel the contract with one-month notice.

Table 1: POCRA Network Uptime

S. No	Service	*Uptime service
1	Internet lease line	99.5%

\*Internet uptime will be calculated on monthly basis with 24 (Hours) x 7 x 365 Availability

Table 2: Penalty Calculation for Downtime

S. No	Downtime (Monthly Basis)	Downtime (Monthly Basis) *Penalty for Downtime of Internet Leased Line (Extension of the service period with no-additional cost to PoCRA)
1	1 to 2 %	5 Days
2	2% & above	10 Days

If during the assigned contract period the downtime exceeds more than 5 % for consecutive three four months then PoCRA has right to terminate contract and blacklist the Vendor on non-performance.

The extension period for the entire contract period will be extended only after the initial contract period is expired.

### **PRE-QUALIFICATION CRITERIA**

Sr. No.	Criteria	Supporting Documents Required
1	Vendor shall be registered in India under Companies Act 1956 / Act 2013 as on tender floating date and should be in operation from last 10 Years	Certificate of incorporation/ Business Registration Certificate
2	Vendor's Average Annual turnover during last 3 Financializes ending on 31 .03.18 shall be at least of Rs. 10Crores.	Copy of Audited reports BL sheet for last three FY should be submitted along with CA Certificate of Turnover.
3	Vendors must be a <b>Tier-1</b> and NLD (National Long Distance) license holder from DoT, Government of India. License should be valid for the full contract period.	Copy of License from DoT
4	Vendors should have executed at least 5 works for similar supplies (10 MBPS or more) in last 5 yrs. with any reputed organization in India out of which 1 should be with PSU/Govt. Organization. (For private parties TDS certificate need to be attached)	Copy of work order I work completion certificate of the Project shall be enclosed by Vendor
5	Vendor should have helpdesk 24 x 7 for registration of complaints and should have a contact number, email and online complaint registration system	Details of helpdesk and contact number with escalation matrix should be provided
6	Vendor should have valid ISO certifications.	Copy of ISO Certificate
7	The Vendor/ firm must have valid statutory registration required to operate the business in India	Mandatory: PAN, GST, PF
8	The Vendor shall provide a copy of satisfactory SLA executioner from customer.	Satisfactory Execution SLA certificate from customer

## TECHNICAL PARAMETERS COMPLIANCE

Sr. No.	Technical Parameters Compliance	Compliance
1	The Vendor shall provide 10 Mbps high availability 1:1 Internet leased line subscription for One year	
2	ISP will not define limit on outgoing traffic.	
3	The Vendor shall provide minimum 5 usable Public Class N BIC real static IP addresses (IPv4 & IPV6) to Pocra for exclusive use by Pocra Vendor will provide DNS services (if so required by Pocra) including reverse lookup on its own or via third party. DNS services configuration including reverse look up for each static IP addresses, as and when required, will be included.	
5	The Vendor should provide secured web based portal to monitor the bandwidth utilization and performance of the internet link & Pocra can use this report along with its own report generated via its own valid mechanism to quantify the quality of service and impose penalty if it does not meets the SLA (99.9%I	
6	The Vendor should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose	

### OTHER GENERAL TERMS AND CONDITIONS

- Pocra can upgrade the bandwidth on pro-rata basis as and when required during the contract period.
- The contract period would be initially for 1 year however department can extend the contract by placing 'repeat order for another 1 yrs at the same cost or further discounted price offered by the vendor.
- The payment will be made on quarterly basis upon satisfactory performance report from the competent authority
- The Vendor would ensure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. Vendor will be responsible for making all the payments towards the local loop charges/rentals etc.

### FINANCIAL BID PROFORMA

(BOQ) for 10 Mbps bandwidth (1:1) Internet Leased Line Connectivity

Sr. No	Description of items with specifications	Quantity	Quoted Unit Rate (RS.)	G.S.T	Total Amount with G.S.T.
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