



# Request for Proposal

***For Providing Network Connectivity and Infrastructure at all Estate Offices and Administrative Offices of HSVP.***

***RFP Reference No  
CITO/HSVP/2023/60432***

***Dated 24.03.2023***



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## **1 LETTER OF INVITATION**

HSVP invites bids for providing network connectivity at HSVP locations at administrative offices of HSVP as per details provided in this RFP.

## **2 GENERAL INFORMATION**

### **2.1 ORGANIZATION OVERVIEW**

The Haryana Shehri Vikas Pradhikaran (HSVP) is a statutory body of Haryana Government constituted under the Haryana Shehri Vikas Pradhikaran Act, 1977. Before the constitution of HSVP, the Department Of Urban Estates, which was established in the year 1962, used to look after the work concerning planned development of urban areas and it functioned under the aegis of the Town & Country Planning Department. The functioning of the Urban Estates Department was earlier regulated by the Punjab Urban Estates (Development & Regulations) Act, 1964 and rules made there under and the various development activities used to be carried out by different departments of the State Government such as P.W.D (B&R), Public Health, Haryana State Electricity Board etc. However, it was observed that the involvement of several agencies in the development of Urban Estates at various places had given rise to problems of coordination with the result that growth of most of Urban Estates became slow and caused unnecessary dissatisfaction among the plot-holders in particular and public in general. Besides, as the Department had to follow the financial rules and regulations of Govt., the arrangement of finances and sanction of estimates took a long time and the development works had not kept pace with the required standards of physical development. It was also considered that being Govt. department, it was unable to raise resources from various lending institutions although there were various financial institutions in the country to finance urban development programmes, which could be availed of. Thus in order to overcome all these difficulties and to achieve the expeditious development of urban estates, it was felt that the Department of Urban Estates should be converted into such a body which could take up all the developmental activities itself and provide various facilities in the urban estates expeditiously.

## 2.2 INTRODUCTION

1. Client Name: Haryana Shehri Vikas Pradhikaran (HSVP)

The address and telephone numbers of the Client's Office are:

Shri. Yogesh Ranga  
Chief Informationm Technology Officer  
Haryana Shehri Vikas Pradhikaran  
C-3, Sector-6,  
Panchkula, Haryana  
Phone: 0172-2569504  
E-mail: [citohsvp01@gmail.com](mailto:citohsvp01@gmail.com)

2. The bidder having the least Grand total cost (L1) in the financial bid will be considered successful bidder and will be awarded the contract.
3. The Bidders are invited to submit a Prequalification cum Technical Proposal and a Financial Proposal, in the formats specified in this RFP. Responses should be in English Language. The Bidders must meet the Minimum-qualification criteria (Section 2.8.1) in order to qualify for this bid. Technical and financial Proposals of bidders not meeting the Pre-Qualification stand rejected.

The bidder will be responsible for the followings:

- (i) The costs of preparing the proposal and of negotiating the contract, including visits to the HSVP during bidding phase (the same are not reimbursable from HSVP or any related party).
- (ii) HSVP is not bound to accept any/all of the Proposals submitted.
- (iii) HSVP reserves the right to cancel the tender anytime without specifying any reason thereof.

## 2.3 NOTICE INVITING TENDERS (KEY DATES)

S. No	Event	Details
1.	Document available on website. <a href="https://etenders.hry.nic.in">https://etenders.hry.nic.in</a> and <a href="http://www.hsvphry.org.in">www.hsvphry.org.in</a>	<u>27.03.2023</u>
2.	Last date for submission of Bid	06.04.2023 till 01:30PM
3.	Pre-qualification/Technical Bid Opening	06.04.2023 at 04:00 PM
4.	Commercial Bid Opening (Online)	To be conveyed
5.	Venue for Pre-Bid Conference	Conference Hall, HSVP Complex,C3, Sector 6, Panchkula
6.	Cost of RFP Document ₹5000/-	The payment shall be made online through the Portal
7.	Earnest Money Deposit <b>₹10,00,000/- (₹ Ten Lac only)</b>	
8.	Processing Fee: ₹ 1180/- (18.00% GST Incl.): 1180	
9.	Performance Bank Guarantee	15% of the order values with a validity of six months more than the expiry of contract date. The Performance guarantee is to be submitted by the successful bidder within 15 days of the award of contract.
10.	Website	<a href="https://www.hsvphry.org.in">https://www.hsvphry.org.in</a> <a href="https://etenders.hry.nic.in">https://etenders.hry.nic.in</a>

Note 1: Submission of Documents - Online Bidders will also required to physically submit the Bid Document and other document related to prequalification, technical parameter / Technical bid etc. The documents duly binded, properly tagged and numbered shall be sent through speed post or courier and should reach in the office of CITO, HSVP, C-3, Sector-6, Panchkula by 06.04.2023 till 03:00 PM.

Note 2: The commercial bid should only be submitted through online mode.

## 2.4 PREPARATION OF PROPOSAL

1. Bidders are requested to submit the proposal in English language only. Any printed literature in any other language can be submitted with the bid; provided that it is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.
2. The bidding comprises of Pre-qualification cum Technical bid and financial bid.
3. In preparing the bid, bidders are expected to study the different sections comprising this RFP in detail. The proposal should cover all the aspects and any other requirements as mentioned in different sections of the RFP. Deficiencies in providing the information requested may result in rejection of the Proposal.
4. While preparing the Proposal, bidders must give particular attention to the following:
  - a. The bidder shall not associate with individual bidder(s) and / or other firms or entities in a joint venture relationship to outsource/sub-contract a part or whole of services desired of the bidder as a part of this assignment.
  - b. Except as specifically provided, the Prequalification cum Technical Proposal shall not include any information relating to the Financial bid.
5. While preparing the Financial Proposal, Bidders are expected to take into account the requirements, terms and conditions of the RFP document.
6. The Financial Proposal should be inclusive of all taxes, duties, fees, levies, and other charges imposed under the applicable national/local laws.
7. Bidders should express the price of their services in INR only.
8. The proposals and quoted rates must remain valid for 180 days after the date of opening of the financial proposals. During this period, the bidder is expected to keep available the professional staff proposed for the assignment. The HSVP will make its best effort to complete negotiations within this period.
9. The EMD will be returned along with necessary endorsement for payment to the bidders whose offers are not accepted by the Authority within two months of the

placing of final order to the successful bidder. However, for the successful bidder, the EMD so submitted will be refunded on submission of Bank guarantee against security deposit.

## **2.5 SUBMISSION, RECEIPT AND OPENING OF PROPOSALS**

1. Each Bidder shall submit only one Proposal.
2. Proposals should be submitted in English Language.
3. Prequalification cum technical Proposal Contents: The Prequalification Proposal should contain:
  - a. Earnest Money Deposit as per the amount specified in the RFP.
  - b. Checklist for Minimum-Qualification Criteria along with relevant documentation showing the proof of eligibility as outlined in the subsection titled "Pre-qualification Cum Technical Criteria" (section 2.8.1)
  - c. Technical Bid along with relevant documents ( Section 2.8.2)
  - d. A declaration of any actual or potential conflict of interest.
4. Financial Proposal Contents: The Financial proposal should contains:
  - a. Financial bids should only be submitted through online mode
5. After the deadline for online submission of proposals, the Pre-Qualification cum Technical Proposal shall be viewed immediately by the evaluation committee
6. Proposals and quoted price must remain **valid for 180 days** after the date of opening of financial proposals
7. From the time the bids are opened to the time the contract is awarded, if any Bidders wish to contact the HSVP on any matter related to its proposal, it should do so in writing at the address of the HSVP's office indicated above. Any effort by the Bidder to influence the HSVP in the HSVP's proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the proposal.



## 2.6 INSTRUCTIONS TO BIDDERS FOR E-TENDERING

These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

### 1. Registration of bidders on E-tendering Portal

All the Bidders intending to participate in the tenders processed online, are required to get registered on the Electronic Tendering System on the Portal <https://etenders.hry.nic.in>

### 2. Obtaining a Digital Certificate

- a. The Bids submitted online are required to be signed electronically with a Digital Certificate to establish the identity of the bidder online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.
- b. In case of online bidding if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no objection certificate/power of attorney/lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000 and as amended 2008. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in HSVP tenders as per Information Technology Act 2000 and as amended 2008. The digital signature of this authorized user will be binding on the firm.
- c. In case of any change in the authorization, it shall be the responsibility of management/ partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm/ company. The procedure for application of a digital certificate however will remain the same for the new user.

- d. The same procedure holds true for the authorized users in a Private/Public Limited Company or L&C Society. In this case, the authorization certificate will have to be signed by the directors of the company.

### 3. Set up of machine

In order to operate on the electronic tender management system, the user's machine is required to be set up. A help file on setting up of the system can be downloaded from the home page of the website -<https://etenders.hry.nic.in> or may contact on following:-

Tel: 0172-2707732, 2700275

Toll Free: 1800 3070 2232

Mobile: +91-7878007972 and +91-7878007973

### 4. Download of Tender Documents

The tender documents can be downloaded by the registered user from the Electronic Tendering System through the Portal <https://www.hsvphry.org.in> and <https://etenders.hry.nic.in>

### 5. Key Dates

The bidders are strictly advised to follow dates and times as indicated in the Notice Inviting Tenders (Section 2.3). The date and time will be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the Notice Inviting Tenders.

### 6. Submission of actual online bids

Bidders have to submit their bids online and upload the relevant documents. The process is required to be completed within the date and time as stated in the Notice Inviting Tenders (Key Dates). (Section 2.3) The electronic bids of only those bidders who have submitted their bid within the stipulated time, as per the tender time schedule (Key Dates), will be accepted by the system. A bidder who does not

submit his bid within the stipulated time will not be allowed to submit his bid by the E-Tendering System.

**Note:** - Bidders participating in e-tendering shall check the validity of his/her Digital Signature Certificate before bidding in the Tenders floated online at e-tendering website <https://etenders.hry.nic.in>.

## **2.7 PRE- QUALIFICATION CUM TECHNICAL CRITERIA**

At the time of submission of bid response, the Consultant should conform to and/or be able to demonstrate Organizational, Financial and Experience criteria as specified below

The Bidder should have the capability to implement projects in terms of MPLS VPN Network services, requisite manpower of required qualification and experience, project management skills and quality/level of work. Bidder should have a proven record in implementing heterogeneous system integration projects, MPLS VPN (ANY to Any Topology), connectivity.

Please Note: These are the minimum requirements for a bidder to be evaluated for this RFP. Any bids not meeting the pre-qualification criteria shall be rejected.

## **2.8 TECHNICAL CRITERIA**

### **2.8.1 MINIMUM ELIGIBILITY CRITERIA**

1. The bidder must be a company registered/incorporated under the Indian Companies Act, 1956 and have been in existence for a period of at least 3 years as of 31.12.2022. (Relevant documents like certificate of incorporation, MOA etc.)
2. The Bidder should not have been Black listed or charged of involvement in any malpractice, fraud, scandal or any criminal case by any Central or State Government Department or Agency. (self-declaration on Letter head)
3. The bidder should have a Service tax registration and PAN number. (attach documents)
4. The bidding firm/company must be a registered Telecom company under the Companies Act for providing unified telecom services and having valid National Long distance (NLD) license (Attach certificate duly attested).
5. The Bidder should have had an average annual turnover of ₹1000 Crore during the last two financial years as evidenced by the audited accounts of the company/division (Attach Proof).
6. The Bidder should have had prior experience in providing Network Integration Services (MPLS VPN connectivity to be provided along with the infrastructure at all the locations mentioned in RFP) in e-Governance/ PSU's Banks, & Commercial IT-Telecom & BFSI Segment (Attach Proof, minimum two work completion certificates duly signed by client and clearly stating start date, scope, and commercial involved in the project).
7. The EMD should also be enclosed in the Pre-qualification-cum-Technical bid envelope.
8. The bidding firm/ company must be authorized to bid on behalf of the manufacturer and should submit an up-to date valid authorization letter till the currency of contract from original manufacturer for such equipment and its accessories, which are not manufactured by them and supplied under this RFP (Attach certificate).
9. The bidding firm/company must comprise a single company and consortiums are not permitted.
10. The successful Bidder shall provide the backup connectivity( MPLS and Internet) using last mile connectivity on other Service Provider Network for the Tier -1 location

mentioned in the RFP using Primary & Secondary Link from two different Service Providers.

11. Successful Bidder shall be responsible for the SLA Compliance & Connectivity Services from Secondary Link Service provider at every stage of the Contract
12. Successful Bidder shall submit an undertaking on its letter Head for providing backup connectivity services through a secondary service provider mentioning the name of the secondary service provider.
13. An Escalation matrix with contact details (Name, mobile number and Email ID) of relevant authorities and personnel up to the Head of Organization (President/CEO) shall be submitted.

**Documentary evidence in support of all the above-mentioned eligibility criteria should be furnished with bid.**

## **2.8.2 TECHNICAL BID**

The Technical bid prepared by the bidder shall comprise of the following, preferable in the following sequence

(Table of Content to be the first page):

1. The documents required for proof of eligibility mentioned at Section 2.8.1. Bid without these documents will be rejected outright.
2. Proposed solution / product / software / licenses as per requirement along with part number, if any for providing network connectivity. Technical Requirements Compliance sheets matrix as attached in Performa 4.
3. List of clients for which the bidder is having similar type of contracts and certificate regarding satisfactory performance of the contract (Please attach documentary proof).
4. Submit copy of HSVP tender document duly signed and sealed on every page.
5. Self-Declaration Compliance to SLA
6. Confirmation to the Technical Requirements Compliance Matrix attached at Performa 4
7. Product catalogues / references.
8. The bidder should submit IPv6 readiness certificate for the supplied items.

\* It is mandatory for all the bidders to fulfill all the above conditions of the Pre-qualification criteria and must be supported by attested documents.

**Note:** No pricing information shall be included in the Prequalification or Technical Bid. Inclusion of Financial Bid amounts in the Pre-qualification or Technical Bid shall make the Bid nonresponsive and HSVP shall reject it.

## **2.9 FINANCIAL EVALUATION**

All financial bids should be submitted as per the format mentioned in Performa 3. **The financial bid should be submitted through online mode only.**

Only those bidders who qualify the pre-qualification cum technical criteria evaluation shall be considered for financial evaluation. The bidder having the least Grand total cost (L1) in the financial bid will be considered successful bidder and will be awarded the contract.

## 2.10 AWARD OF CONTRACT

The contract will be awarded to the successful bidder by way of issuing letter of Intent to the successful bidder. The successful bidder shall accept the LOI within 10 days. Contract shall be signed within 15 days of Acceptance of LOI by the bidder.

The Successful bidder should submit a Bank Guarantee of an amount equal to 15 % of the Contract Value. The Bank Guarantee shall be submitted within 15 days of Signing the Contract.

Contract shall be valid for 3 years to be extended on mutual agreeable terms between both parties

## 2.11 CONFIDENTIALITY

Subject to the other provisions of this RFP, information relating to evaluation of proposals and recommendations concerning award of contract shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process.

**Note:** HSVP however not bind itself to accept the lowest and / or any bid and reserves the right to accept and / or reject any bid, wholly or in part based on other strengths & capabilities of the bidder. The Vendor has to fulfill the above conditions as mentioned above in all respects. If any of the conditions are not qualified or not fulfilled, the bid will be considered as non-responsive and would be rejected summarily and out rightly.



### 3 PROJECT PROFILE

#### 3.1 Administrative Setup of HSVP

- (i) HSVP has set up urban estates throughout the State, and their work is looked after by Zonal Administrators, assisted by 18 Estate Offices and 50 Divisions undertaking engineering works. The main duties of the estate offices include selling plots of all categories of land (developed and undeveloped) and realizing the amount of installments. All financial transactions are looked after by the estate officers and are channelized through the Accounts branch of the Head Office for expenditure on development activities.
- (ii) With over 25 years of successful operations, HSVP's activities have grown tremendously. In order to reap the benefits of IT in strengthening managerial capabilities, HSVP has undertaken the initiative of computerizing Property Management and Financial Accounting systems.

As a part of its initiative for automation, HSVP is implementing web-based software application in all urban estates of the state.

#### 3.2 Project Overview

- (i) The HSVP offices are spread all over Haryana, with centrally located head office in Panchkula supported by five Zonal administrator offices as per detail given below
  - Administrator, HSVP, Panchkula, C-3, Sector-6, Panchkula,
  - Administrator, HSVP, Faridabad, HSVP Complex, Sector-12, Faridabad,
  - Administrator, HSVP, Gurugram, HSVP Complex, Sector-14, Gurugram.
  - Administrator, HSVP, Hisar, HSVP Complex, U.E.II, Hisar.
  - Administrator, HSVP, Rohtak, Sector 1, HSVP Complex, Rohtak.

Besides 18 Estate offices and 50 Divisional offices. Local Area networking is there in all offices of HSVP. All offices are interconnected through MPLS-VPN.

The applications are hosted centrally at State Data center Haryana Sector 17 Chandigarh.

- (ii) The successful bidder will provide router (port and interfaces).
- (iii) LAN is installed in all the offices.

#### 4 SCOPE OF WORK

The minimum specified work is mentioned below and is to be performed as per the specifications and conditions mentioned in the different parts of this document. The broad items of minimum specified work are as under:-

##### **INSTALLATION, SETUP AND COMMISSIONING OF MPLS CONNECTIVITY AND NETWORK EQUIPMENTS**

1. Successful Bidder may include additional component if any required in its technical and financial bids otherwise any components required for completion of project shall be treated as included in the solution and will have to be provided by the Successful Bidder without any additional cost.
2. The Successful bidder has to provide completely managed MPLS connectivity services compatible with FortiGate 301E Firewalls installed in HSVP Network including all necessary end-to-end equipment etc. required for connectivity services for a period of 3 years from the date of successful commissioning of links and equipment.
3. To connect all the locations on a secure and resilient, total IP-MPLS VPN (ANY to Any Topology) network as per SLA. Last mile connectivity is through Copper/Fiber/RF.
4. The successful bidder will facilitate the engineer to visit the site every quarterly for preventive maintenance and submit the report accordingly.
5. The successful bidder must provide 32 Public IP address with every internet connection.
6. The details of Locations to be connected is as per "Performa 3".
7. To provide and ensure that the specified HSVP offices are able to access and update the information on its servers hosted at State Data Center, Sec.17, Chandigarh.
8. Solution should comply with all statutory and other legal requirements for the installation, integration, running, operation and maintenance of the System as specified in the RFP.
9. The above network shall be so conceptualized so as to have end to end secured communication through VPN and should support seamless transformation and integration of protocols based on open standards as well as open NMS support for monitoring configuring and measurement of the network resources.

10. The network so designed shall meet the security guidelines of CERT-In.
11. The bidder should design and engineer the system after understanding the existing network and should provide turnkey solution for the entire network and include any missing item(s) notwithstanding the detailed Bill of Material (BOM) given in RFP for the successful end-to-end implementation of the HSVP Connectivity.
12. The successful bidder will provide all necessary support for the smooth transfer of the network after the expiry of contract.
13. The successful bidder shall supply, install and Commission the Equipment as Performa3.
14. HSVP will provide site for installation along with UPS Power supply.
15. Solution should comply with all statutory and other legal requirements for the installation, integration, running, operation and maintenance of the System as specified in the RFP.
16. Successful Bidder will coordinate with all existing agencies/Service providers for smooth transition of the system.
17. Successful Bidder should give a detail methodology about his understanding of the project implementation in the time frame given in this RFP. The Successful Bidder shall also arrange a presentation of the same.
18. Proactive Monitoring of the entire Network.
19. **Monitoring tool/portal:** -Bidder will provide a Web-based Online Customer Management Network (CNM) Portal for providing detailed information of the links (location-wise) on under mentioned parameters:
  - Up-time report: Monthly, Quarterly
  - Site Status-Near Real-time
  - Bandwidth Utilization - - Daily, Weekly, Monthly, Yearly
  - Service Uptime· Daily, Monthly
  - Latency Statistics- Monthly
  - Jitter Statistics – Monthly
  - Packet Error Statistics– Near Real-time

Including above the portal must have functionality of raising online ticket for complaints related to MPLS services provided at all HSVP locations

20. The successful bidder will be responsible for smooth operations and maintenance of all services throughout the service of the contract.
21. **The connectivity services provided by the successful bidder should meet the SLA requirements of HSVP.**

22. **Shifting of premises-** In the event of shifting of premises, order to this effect will be placed with the selected bidder. Bidder will carry out site-survey at the new location for feasibility of location for type of media and intimate HSVP within two weeks. On receipt of confirmation from the HSVP, the Bidder to install and commission the link at the new location prior to shifting of office from old location. The vendor is required to implement and commission the location within 3 weeks from the date of order. The connectivity at the old location has to be dismantled and removed on the last day of shifting. The cost towards installation as per the contracted rate for the respective category will be applicable.
23. **Shifting of equipment within premises/office-** For shifting of equipment/ lines MPLS within the premises, vendor shall depute the concerned engineer/official within 24 Hrs. from the time of reporting of such requirement by the HSVP. This is to enable smooth transition of network equipment and to ensure proper functioning of network connectivity at the new place of installation, in coordination with HSVP's engineer/officials. Such shifting of equipment within premises/office shall be done at no cost to HSVP, whatsoever.
24. **Up-gradation of Bandwidth-** In the event of operational requirement bandwidth of any location will be upgraded/degrade from the initial contracted value to higher/lower value permanently, at the contracted rate. The HSVP will place order for the same.
25. **Up gradation of Location from one Category to Other-** At any time during the contract due to operational requirement any of the location will be upgraded from the existing category to higher category. Once the location is upgraded all terms and conditions [SLA etc.] of the new category will be applicable. From the date of up- gradation rate as per that category/bandwidth will be applicable.
26. All the network devices will be with under 3 Years comprehensive warranty with 24\*7-customer support. All peripherals, power and network cables required for successful installation shall be supplied by the bidder only.

#### **4.1 Phases of the project**

The Phases of the Project is elaborated in Scope of work.

##### **4.1.1 SCOPE OF SUPPLY**

1. Provision of Infrastructure and bandwidth as per ANNEXURE "Performa3". In addition, bidder should specify additional bandwidth that can be supported (by CPE)

and provided immediately at HSDC Chandigarh and HSVP HO Panchkula and other sites in case of additional requirement. Last mile connectivity is through Copper/Fiber/RF.

2. Supply of Products/equipment including active and passive components and their related accessories at the offices of HSVP mentioned at ANNEXURE "Performa 3".
3. The Successful Bidder shall not bid/supply any equipment that is likely to be declared end of sale within next six months. If, any equipment is declared end of sale within next six months, the Successful Bidder would be required to replace all such equipment with latest one and equivalent or better configuration. The Successful Bidder shall submit an OEM undertaking with this regard to Tenderer.
4. The Successful Bidder shall ensure that equipment should be latest and the specifications of the items supplied must be equivalent or superior to the existing equipment.
5. The Successful Bidder shall be responsible for end-to-end implementation and shall identify as mandatory and optional items viz., routers, modems, racks, etc. and shall quote and provide/ supply quantities that are considered necessary for the successful commissioning of the network.
6. Design the connectivity as described in the tender document on MPLS - VPN (Any to Any Topology).
7. SLA compliance tools.
8. Detailed implementation plan/schedule for carrying out the activities as per the project timeliness defined in RFP.
9. Facility for daily Network status report be provided through the portal of the successful bidder
10. The successful bidder will certify that the solution prescribed is complete to meet HSVP's requirements as mentioned in the scope of work.
11. Successful Bidder should include and quote for all necessary and mandatory components even if not mentioned in the RFP.
12. Proactive management of all links.
13. The Successful Supply of Products/equipment including their related accessories at the offices of HSVP mentioned.
14. Bidder shall be responsible for implementation and shall identify as mandatory and optional items and shall quote and provide/supply quantities that are considered necessary for the successful commissioning.

15. All Licenses, if any, should be of Full use and in the name of Haryana Shehri Vikas Pradhikaran. The certificate should be given to HSVP in original one week after the commissioning of the JOB.

#### **4.1.2 SCOPE OF ACCEPTANCE TESTING**

The Successful Bidder will first carryout accepting testing at his own level and submit the report to HSVP. HSVP has the right to carry out the necessary acceptance testing on its own or through its consultants. The activity will be completed within 7 working days after the commissioning of the project by the successful bidder.

## 5 TECHNICAL REQUIREMENT

The RFP specifies the indicative requirements of robust network architecture, fail safe system configuration, detailed functional specifications of the solution desired for project. The technical specifications specified are the minimum suggestive specifications and these should be taken as guidelines for design and implementation of project. The bidder can offer suggestions in the network design as well as indicate missing components if any, that may be considered necessary in his bid to implement and operate the facility to meet the required objectives of the project as has been laid down in this document.

- i) The bidder will offer equipment that will best accommodate and meet the present and future requirements for expansion of the Project.
- ii) Bids not meeting these minimum suggestive technical specifications are liable to be rejected. In case the equipment quoted exceeds/differ with the RFP technical specifications, the same should be clearly mentioned along with justification.
- iii) All the equipment should be new and of the prevailing/current standard production of the manufacturer at the time of the proposal.
- iv) Equipment supplied by the Successful Bidder must be fully compatible with existing network equipment. These should be latest and of superior or equivalent specifications.

The technical specifications given below are indicative only and not exhaustive in any manner. The bidder shall be deemed to have examined all requirements for successful implementation of the scope of the work.



## 5.1 Requirement of MPLS Links:

#	Address	City	Site Type	Bandwidth	Backup
1	Haryana State Data Center, Mini Secretariat, Sector 17, Chandigarh.	Chandigarh Internet	Tier - 1	50 Mbps	20 Mbps
2	Haryana State Data Center, Mini Secretariat, Sector 17, Chandigarh.	Chandigarh	Tier - 1	50 Mbps	20 Mbps
3	HSVP HO, c-3, sector-6 , Panchkula	Panchkula Internet	Tier - 1	100 Mbps	50 Mbps
4	HSVP HO, C-3, sector-6 , Panchkula	Panchkula	Tier - 1	50 Mbps	20 Mbps
5	HSVP, Sector 14, Gurugram	Gurugram	Tier - 1	20 Mbps	10 Mbps
6	HSVP Complex, Sector 12, Faridabad	Faridabad	Tier - 1	20 Mbps	10 Mbps
7	HSVP Complex, Sector 13, Hisar	Hisar	Tier - 1	20 Mbps	10 Mbps
8	HSVP office, Sonipat Road, Sec.3, Rohtak.	Rohtak	Tier - 1	20 Mbps	10 Mbps
9	Estate Office- II,HSVP,Plot A,C /1 GTPL Sector 34, Gurugram	Gurugram	Tier - 2	10 Mbps	4 Mbps
10	HSVP Office Building, Sector 8, Ambala	Ambala	Tier - 2	10 Mbps	4 Mbps
11	Estate Office, Poly clinic Building HSVP, Sector 9, Bahadurgarh	Bahadurgarh	Tier - 2	10 Mbps	4 Mbps
12	Estate Office, HSVP, Sector 13, City Center, Bhiwani	Bhiwani	Tier - 2	10 Mbps	4 Mbps
13	EE OFFICE –HSVP Div 5 South City Sector 41 Gurugram	Gurugram	Tier - 2	4 Mbps	--
14	HSVP Div 4 South City Sector 41 Gurugram	Gurugram	Tier - 2	4 Mbps	--
15	HSVP Division ,sector 15, Gurugram	Gurugram	Tier - 2	4 Mbps	--
16	HSVP nursery hort. Div. Sec.14, Gurugram	Gurugram	Tier - 2	4 Mbps	--
17	Estate Office, HSVP, Sector 17, Jagadhari	Jagadhari	Tier - 2	10 Mbps	4 Mbps
18	Estate Office, HSVP, Safidon Road, Jind	Jind	Tier - 2	10 Mbps	4 Mbps
19	Estate Office, HSVP, Sector 20, Kaithal	Kaithal	Tier - 2	10 Mbps	4 Mbps
20	HSVP Complex, Sector 12, Karnal	Karnal	Tier - 2	10 Mbps	4 Mbps
21	Estate Office, HSVP, Sector 13, Kurukshetra	Kurukshetra	Tier - 2	10 Mbps	4 Mbps

22	EO Office, HSVP, Sector 18, Panipat	Panipat	Tier - 2	10 Mbps	4 Mbps
23	HSVP Complex, Sector 1, Rewari	Rewari	Tier - 2	10 Mbps	4 Mbps
24	HSVP Complex, Sector 1, Rohtak	Rohtak	Tier - 2	4 Mbps	-
25	Estate Office,HSVP, Sector 20, Sirsa	Sirsa	Tier - 2	10 Mbps	4 Mbps
26	HSVP Complex, Sector 15, Sonipat	Sonipat	Tier - 2	10 Mbps	4 Mbps
27	Division Office,SCO No. 25, Sector,12, Faridabad	Faridabad	Tier - 2	4 Mbps	--
28	HSVP Division 1 Sector 8 Panchkula	Panchkula	Tier - 2	4 Mbps	
29	HSVP Division Ind Area Phase 1 Abhaypur Panchkula	Panchkula	Tier - 2	4 Mbps	
30	HSVP Complex, Sector 12, Palwal	Palwal	Tier - 2	4 Mbps	--

## 6 SERVICE LEVEL REQUIREMENTS

SLA is designed to monitor the delivery schedule for the items sought by the HSVP. If the Successful Bidder delivers as per the base line matrix payment is to be made to the Successful Bidder as per details below: -

### 6.1 A: SERVICE LEVEL AGREEMENT FOR CONNECTIVITY (MPLS and Internet)

#	Job Description	Baseline	Payment	Lower Performance	Payment	Breach	Payment
1.	Commissioning of complete Network at all locations.	T+8 Weeks	First Installment – at the end of quarter	Delay by 2 Weeks	Deduct 10% of Quarterly payment (QP)	Greater than 2 Weeks	Deduct 15% of QP
2.	Site remains down continuously for 3 days or more	DCL+3 Days	No Payment for the Month will be made for that particular site	Delay by another 1 days	Deduct 10% of QP	Delay by another 1 days	Deduct 15% of QP
3.	Total Network availability at each Site (Total hours in the quarter at particular site – Down time in hours at particular site)/ Total hours in the quarter for a particular site	>=99.5%	Full Payment				
		>=98% & <99.5%			5% of QP		
		>=98% & <=95%			10% of QP for each % point		
		>=95% & <=93%			20% of QP for each % point below 95%		
		<=93%			No Payment		
4.	Shifting of links/up gradation of bandwidth	<= 3 weeks from the	Full payment	>3 weeks	In the event of non-		

#	Job Description	Baseline	Payment	Lower Performance	Payment	Breach	Payment
		date of order			commissioning of the link within 3 weeks from the date or order, penalty at the rate of 10% of the order value will be charged for every week delay, subject to a maximum of 30% of the order value beyond which link will be shifted/upgraded at no cost to HSVP		

T = Date of placement of Letter of Intent.

QP = Quarterly payment payable to service provider for particular site

DCL = Date of Call Logging.

(Call will be considered logged if the user finds a link down in network or random checking of a link or from any reason where the user cannot be able to access or update the site from that location.)

DCC= Date of call closed. (Call will be considered close if the user will be able to access and update the information from the respective site)

The Successful bidder shall provide full committed bandwidth at all locations to HSVP.

## **7 TERMS AND CONDITION**

### **7.1 Use of RFP document and other Information**

Successful bidder shall not, without the Tenderer's prior written consent, disclose the contract agreement, or any provision thereof, or any specification, pattern, sample or information furnished by or on behalf of Tenderer in connection to any person other than a person employed by the Tenderer in the performance of the contract agreement and the scope of work. Disclosure of document/ information to any such employed person shall be made in confidence and shall extend only as far as may be necessary for such performance.

#### **Responsibilities of Successful bidder**

- (i) The successful bidder is responsible to execute all but not limited to the work specified under scope of work as specified in Section 3 of this RFP.
- (ii) The successful bidder shall be responsible for arranging Hardware, software, bandwidth integration, Commissioning and maintenance to ensure end-to-end connectivity as well as adhering to the SLA defined in the RFP.
- (iii) The successful bidder shall handle all the technical and implementation matters including timely commissioning and maintenance of the equipment provided against this RFP.

### **7.2 Warranty**

- (i) Successful bidder will also be responsible for providing comprehensive onsite warranty during the period of contract for all end-to-end equipment and their related accessories supplied under this RFP. The warranty of the all equipment should be 3 Years. The bidder will submit relevant documents/undertaking for 3 Year warranty of all equipment.
- (ii) Warranty shall be deemed to commence from the date of the successful completion and final acceptance by HSVP.

- (iii) Successful bidder shall undertake the preventive maintenance of all supplied equipment supplied under this RFP once in every quarter during the currency of contract to ensure the smooth functioning of the system.

### **7.3 Project Management and Service Level Agreement**

- (i) The successful bidder shall provide MPLS - VPN services initially for **three years** with an option to extend the same on quarterly basis for a maximum of four quarters. The successful bidder shall also manage the end-to-end equipment supplied and installed under this project.
- (ii) Service level agreement:-  
For Connectivity: The successful bidder will sign a Service Level Agreement with HSVP to ensure minimum 99.5% uptime for locations of the entire Network and uptime for individual sites as per SLA. SLA Matrix is at "Section 6".

### **7.4 Payment schedule:** Payments will be made from HSVP HQ.

#### Bandwidth:

- (i) The payments are to be released on equated quarterly basis on the submission of the Bills.
- (ii) Payments will be made quarterly basis on submission of invoices and calculation of penalties as per SLA. The First quarter will start from the date of Commissioning of project

### **7.5 Compliance with laws, permits**

The successful bidder shall comply with all local, state rules, regulations, ordinances, codes, and laws relating to the work or the conduct thereof and shall secure and pay for any permits and licenses necessary for the execution of the work and successful bidder shall be responsible for the same.

### **7.6 Forfeiture of earnest money**

- (i) If the bidder with Draws his bid before the expiry of validity or after the acceptance of the bid, the earnest money deposited by the successful bidder will be forfeited.

- (ii) If the successful bidder fails to comply with any of the terms, conditions or requirement of this contract and the technical specifications for the equipment requirement as indicated in various sections of the RFP document, the earnest money deposited by the bidder will be forfeited.
- (iii) In case successful bidder fails to comply with the project milestones, the earnest money deposited will be forfeited.
- (iv) In case of issue of the Letter of Intent, if the bidder fails to:
  - (a) Accept the Letter of Intent by returning a duly signed copy within the time limit specified; and / or
  - (b) Execute the contract agreement; and / or
  - (c) Furnish the performance HSVP guarantee as specified in this Document.  
The earnest money deposit will be forfeited

#### **7.7 Letter of intent and Performance Bank Guarantee**

- (i) After Acceptance of a Bid Proposal by HSVP, a letter of intent will be issued by the HSVP to the successful Bidder
- (ii) Acceptance of the letter of intent: The successful bidder shall accept the Letter of Intent within 10 (ten) days from the date of issue of the Letter of Intent by returning a duly signed copy to HSVP
- (iii) Signing of contract: The successful Bidder shall enter into the Contract Agreement with HSVP within 15 days of the acceptance of the Letter of Intent
- (iv) Performance bank guarantee: While signing the Contract Agreement with HSVP, the successful bidder within 15 (fifteen) days of signing the Contract agreement shall furnish unconditional irrevocable Performance Bank Guarantee of 15% of the total value of the project cost from a Nationalized Bank in favor of "Chief Administrator, HSVP" on the prescribed Format (as mentioned at Annexure 1), by the bidders valid till Six months more than the currency of the contract. The said Performance Bank Guarantee be extendable by the HSVP as per the requirement and shall be kept in full force and effect for the full term of the Contract Agreement. Further, the decision of the HSVP with regard to the Performance Bank Guarantee shall be binding on the successful bidder. HSVP may forfeit the Performance Bank Guarantee for any failure on part of successful bidder to complete its obligations under the Agreement. The Performance Guarantee shall be denominated in Indian

Rupees and shall be in the form of a Bank Guarantee issued by a scheduled bank located in India.

### **7.8 Force Majeure**

Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but without limited to, fire, flood, explosion, acts of God or any Governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions. If a Force Majeure arises, the Bidder shall promptly notify HSVP and HSVP in writing of such condition and the cause thereof. Unless otherwise directed by HSVP and HSVP, the successful bidder shall continue to perform his obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The successful bidder shall be excused from performance of his obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.

### **7.9 Termination of the contract**

- (i) In the event of the bidder failing duly and properly to fulfill the contract or committing breach of any of the terms and conditions of this contract or repeatedly supplying goods liable to rejection hereunder or failing, declining, neglecting or delay to comply with any demand or requisition or otherwise not executing the same in accordance with terms of this contract or not achieving the project milestones or if the bidder or his agent or servants being guilty of fraud in respect of this contract or any of his partners or representatives found directing, giving, promising or offering any bribes, gratuity, gift loan, perquisite, reward or advantage pecuniary or otherwise to any person in the employment of Government in any way relating to such officers or person or persons, officer or employment or if the bidder or any of his partners become insolvent or apply for relief as insolvent debtor or commence any insolvency proceedings or make any composition with his/their creditors or attempts to do so, then without prejudice to HSVP rights and remedies otherwise, HSVP shall



be entitled to terminate this contract forth with and may claim back all or part of the money already paid to the bidder.

- (ii) The termination of this contract in whole or part under any conditions shall not be affected by the acceptance, meanwhile or subsequently, of supplies accepted or made at any station whether in ignorance of the termination or otherwise.
- (iii) If during the currency of the contract, the successful bidder becomes bankrupt or otherwise insolvent or is likely to become insolvent or bankrupt, HSVP may, at any time, terminate the contract agreement by giving written notice to the successful bidder. Notwithstanding the above, such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to HSVP.

#### **7.10 Insurance of items**

Successful bidder shall insure all the delivered items against loss or damage incidental to manufacture or acquisition transportation, storage and delivery. The insurance shall be obtained by the Successful Bidder, naming the purchaser as the beneficiary, in an amount equal to the exact value of the Goods up to the installation at site on all risks basis, including strikes clauses etc. till the date of acceptance of the project.

#### **7.11 Arbitration**

- a) In the event of any dispute or difference, arising between the Successful Bidder, HSVP, and HSVP out of or in connection with the Contract or RFP or any of the terms and conditions contained therein or as to the interpretation or any other matter, both the parties shall resolve such dispute or difference first by mutual discussions. If any dispute or difference persists, it shall be referred to the court of Financial commissioner and Principle Secretary Town and Country Planning, Haryana and such a decision shall be binding on both the parties.
- b) This RFP and the Contract shall, in all respects, be governed by and construed in all respects in accordance with the laws of the Republic of India.

### **7.12 Acquaintance with all conditions**

The bidder acknowledges that he has made himself fully acquainted with all the conditions and circumstances under which the supplies required under the contract will have to be made or furnished and with all the terms, clauses, conditions, specifications and other details of the contract and the bidder shall not plead ignorance of any of those as excuse in case of complaint against or on rejection of supplies tendered by him or with a view either to ask for encashment of any rates agreed to in the contract or to evading any of his obligations under the contract.

### **7.13 Limitations of Liability**

Further, bidders' cumulative liability for its obligations under contract shall not exceed the total contract value.

### **7.14 Risk & Cost**

Risk purchase at the cost of supplier / service provider will be made on the failure of the supplier / service provider to make supply / to provide services as per Terms and Conditions mentioned in the tender documents. The difference of excess in cost thus incurred will be recovered from the supplier / service provider in a suitable manner and even from his pending bills, earnest money or security whichever is available.

# 8 ANNEXURE

(To be submitted by the successful bidder)

## 8.1 Annexure 1

### Format of Performance Bank Guarantee in favour of HSVP

In consideration of Haryana Shehri Vikas Pradhikaran (HSVP) and having its Headquarter at Sector 6 Panchkula, which expression unless the context otherwise requires, shall include its successors and permitted assigns (the "HSVP") having agreed to accept from [ ] (the name of the Contractor) a company incorporated, organized and subsisting under the Companies Act, 1956 (1 of 1956) and having its registered office at [ ] which expression unless the context otherwise requires, shall include its successors and permitted assigns (the "Contractor") under the terms and conditions of an agreement dated the [.....] day of [.....] between the HSVP and the Contractor for Providing network connectivity and infrastructure at HSVP locations as specified in the RFP Document for the same. Security deposit for the due fulfillment by the Contractor of the terms and conditions contained in the Contract Agreement on production of an interest free bank guarantee ("Performance Bank Guarantee") of 15% of the total work value of Rs. \_\_\_\_\_ (Rs. \_\_\_\_\_ only) amounting to Rs. \_\_\_\_\_ (Rs. \_\_\_\_\_ only) in favour of the HSVP valid six months more than the currency of the contract agreement.

We, [ ] (name of the, Bank) do hereby guarantee and undertake to indemnify and pay and keep indemnified the HSVP in terms of the Contract Agreement to the extent of this Bank Guarantee value of Rs. \_\_\_\_\_ ( \_\_\_\_\_ rupees only).

1. We, [ ] (name of the Bank) further agree that if a demand is made by the HSVP for honoring the Performance Bank Guarantee we, [ ] (name of the Bank) having no right of decline to cash the same for any reason whatsoever. The fact that there is a dispute between the HSVP and the Contractor is no ground for us [ ] (name of the Bank) to decline to honour the Performance Bank Guarantee.
2. We, [ ] (name of the Bank) further agree that a mere demand by the HSVP is sufficient for us [ ] (name of the Bank) to pay the amount covered by the Performance Bank Guarantee without reference to the Contractor and any

protest by the Contractor cannot be valid for us [ ] (name of the Bank) to decline payment to the HSVP.

3. We, [ ] (name of the Bank) further agree that the HSVP shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Contract Agreement or to extend time of performance by the Contractor from time to time or to postpone for any time or from time to time, any of the powers exercisable by the HSVP against the Contractor and to forbear or enforce any of the terms and conditions relating to the Contract Agreement and we shall not be relieved from our liability by reasons of any such variation or extension being granted to the Contractor or for any forbearance, act or omission on the part of the HSVP or any indulgence by the HSVP to the Contractor or any such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us [ ] (name of the Bank).
4. We [ ] (name of the Bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the HSVP in writing.

DATED THE [ ] DAY OF [ ] Signatures \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

For [Name of the Bank]

(Seal of the Bank)

## 9 PROFORMA'S

### 9.1 Proforma1 Bid Proposal Sheet

Bidder's Proposal Reference No. and Date	:		
Bidder's Name and address	:		
		Tel. No.	Fax No.
Bidders Correspondence address	:		
		Tel. No.	Fax No
Name of contact Person	:		
Designation	:		
Telephone No (s)	:		
Mobile No	:		
Email ID	:		

To,

The Chief Administrator, HSVP, C-3  
Sector 6, Panchkula.

Subject: Proposal for – providing network connectivity and infrastructure at all HSVP locations of HSVP

Dear Sir,

1. We, M/s \_\_\_\_\_, having read and examined in detail the specifications, requirements as mentioned in the TENDER do hereby propose to provide and commission the requirements as specified in the TENDER.

2. PRICE AND VALIDITY

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 days from the opening of the commercial bid or six months from the last date of submission of the TENDER, whichever is later.

3. EARNEST MONEY

We have paid the earnest money online amounting to Rs. \_\_\_\_\_ (Rs. \_\_\_\_\_). It is liable to be forfeited in accordance with the provisions of TENDER document.

4. ASSURANCE

We declare that all the services shall be performed strictly in accordance with the technical specifications and other terms and conditions covered in TENDER document.

5. BID PRICING

We further declare that the prices stated in our proposal are in accordance with your terms & conditions in the bidding document.

6. QUALIFYING DATA

We confirm having submitted the qualifying data as required by you in your TENDER document. In case you require any further information/ documentary proof in this regard before evaluation of our bid, we agree to furnish the same, in time, to your satisfaction.

7. Compliance

We declare that we shall compliance for all the Services, supply of Hardware, Resolution of call logged in time and All Terms and Conditions mentioned in the RFP Document.

8. We hereby declare that in case the contract is awarded to us, we shall submit the HSVP Guarantee as per terms of TENDER document.

9. We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief. We further declare that we have read the provisions of this TENDER and confirmed that these are acceptable to us.

10. Bid submitted by us is properly prepared and sealed to prevent any subsequent alteration and replacement.

11. We understand that you are not bound to accept the lowest or any bid by you.

Thanking you,

Yours faithfully,

(Authorized Signatory)

Signatures of authorized signatory

Seal of the company

Name:

Address:

Date:

(To be enclosed with Technical Bid)

## 9.2 Proforma 2 Undertaking by Bidder

NAME OF THE BIDDER: M/s \_\_\_\_\_

The bidder is requested to sign and affix their seal on each page of this document and submit this duly signed original TENDER document with Technical bid in respective cover without fail.

The bidder is also requested to give the following declaration as per the format.

We M/s \_\_\_\_\_ have gone through the terms and conditions and will abide by them as laid down vide pages from 1 to \_\_\_\_ (TENDER Commercial Bid and all relevant Annexures and formats enclosed)

We M/s \_\_\_\_\_ hereby confirm that our firm has not been blacklisted by any State Government / Central Government. We M/s \_\_\_\_\_ further confirm that our firm has no legal case pending in any of the courts for winding up the company.

We M/s \_\_\_\_\_ hereby declare that the particulars furnished by us in this offer are true to the best of our knowledge and we further understand and accept that, if at any stage the information furnished is found to be incorrect or false, we are liable for disqualification from this tender and also is liable for any penal action that may arise due to the above.

Date:

Place:

Signature:

Name:

Designation:



### 9.3 Proforma 3 Financial Form

Commercial sheet for MPLS - VPN connectivity

#	Address	City	Site Type	Bandwidth	Backup	Three year charges for Bandwidth inclusive taxes as applicable
1	Haryana State Data Center, Mini Secretariat, Sector 17, Chandigarh.	Chandigarh	Tier - 1	50 Mbps	20 Mbps	
2	Haryana State Data Center, Mini Secretariat, Sector 17, Chandigarh.	Chandigarh	Tier - 1	50 Mbps	20 Mbps	
3	HSVP HO, c-3, sector-6 , Panchkula	Panchkula	Tier - 1	100 Mbps	50 Mbps	
4	HSVP HO, C-3, sector-6 , Panchkula	Panchkula	Tier - 1	50 Mbps	20 Mbps	
5	HSVP, Sector 14, Gurugram	Gurugram	Tier - 1	20 Mbps	10 Mbps	
6	HSVP Complex, Sector 12, Faridabad	Faridabad	Tier - 1	20 Mbps	10 Mbps	
7	HSVP Complex, Sector 13, Hisar	Hisar	Tier - 1	20 Mbps	10 Mbps	
8	HSVP office, Sonipat Road, Sec.3, Rohtak.	Rohtak	Tier - 1	20 Mbps	10 Mbps	
9	Estate Office-II,HSVP,Plot A,C /1 GTPL Sector 34, Gurugram	Gurugram	Tier - 2	10 Mbps	4 Mbps	
10	HSVP Office Building, Sector 8, Ambala	Ambala	Tier - 2	10 Mbps	4 Mbps	
11	Estate Office, Poly clinic Building HSVP, Sector 9, Bahadurgarh	Bahadurgarh	Tier - 2	10 Mbps	4 Mbps	
12	Estate Office, HSVP, Sector 13, City Center, Bhiwani	Bhiwani	Tier - 2	10 Mbps	4 Mbps	

13	EE OFFICE –HSVP Div 5 South City Sector 41 Gurugram	Gurugram	Tier - 2	4 Mbps	--	
14	HSVP Div 4 South City Sector 41 Gurugram	Gurugram	Tier - 2	4 Mbps	--	
15	HSVP Division ,sector 15, Gurugram	Gurugram	Tier - 2	4 Mbps	--	
16	HSVP nursery hort. Div. Sec.14, Gurugram	Gurugram	Tier - 2	4 Mbps	--	
17	Estate Office, HSVP, Sector 17, Jagadhari	Jagadhari	Tier - 2	10 Mbps	4 Mbps	
18	Estate Office, HSVP, Safidon Road, Jind	Jind	Tier - 2	10 Mbps	4 Mbps	
19	Estate Office, HSVP, Sector 20, Kaithal	Kaithal	Tier - 2	10 Mbps	4 Mbps	
20	HSVP Complex, Sector 12, Karnal	Karnal	Tier - 2	10 Mbps	4 Mbps	
21	Estate Office, HSVP, Sector 13, Kurukshetra	Kurukshetra	Tier - 2	10 Mbps	4 Mbps	
22	EO Office, HSVP, Sector 18, Panipat	Panipat	Tier - 2	10 Mbps	4 Mbps	
23	HSVP Complex, Sector 1, Rewari	Rewari	Tier - 2	10 Mbps	4 Mbps	
24	HSVP Complex, Sector 1, Rohtak	Rohtak	Tier - 2	4 Mbps	-	
25	Estate Office,HSVP, Sector 20, Sirsa	Sirsa	Tier - 2	10 Mbps	4 Mbps	
26	HSVP Complex, Sector 15, Sonipat	Sonipat	Tier - 2	10 Mbps	4 Mbps	
27	Division Office,SCO No. 25, Sector,12, Faridabad	Faridabad	Tier - 2	4 Mbps	--	
28	HSVP Division 1 Sector 8 Panchkula	Panchkula	Tier - 2	4 Mbps		
29	HSVP Complex, Sector 12, Palwal	Palwal	Tier - 2	4 Mbps	--	
30	HSVP Division Ind Area Phase 1 Abhaypur Panchkula	Panchkula	Tier - 2	4 Mbps		

**Note-**

1. HSVP may increase/decrease bandwidth required at sites.
2. HSVP may Increase/decrease the number of Sites.

**Note:**

1. The above rates will also be applicable to any new site that may come during the contract period.
2. HSVP may increase /decrease the no of locations/ Hardware /Software/ Bandwidth.

**9.4 Proforma 4 Technical Requirement Compliance Matrix Response**

The technical specifications given in this annexure are indicative only and not exhaustive in any manner. The bidder shall be deemed to have examined all requirements for successful implementation of the scope of the work.

## 9.5 Proforma 5 Call Escalation Matrix

Location	Tier1	1st level	2nd level	3rd level	4th level
	Helpdesk Nos.	Escalation	Escalation	Escalation	Escalation
	24 X 7	(30 Mins) (With Mobile No.&Email ID)	(1 Hrs.) (With Mobile No &E-mail ID)	(2 Hrs.) (With Mobile No.&Email ID)	(4 Hrs.) (With Mobile No. &E-mail ID)
Chandigarh					
Panchkula					
Gurugram					
Faridabad					
Hisar					
Rohtak					
Jind					
Kaithal					
Sonipat					
Bahadurgarh					
Rewari					
Bhiwani					
Ambala					
Karnal					
Kurukshetra					
Jagadhari					
Sirsa					
Panipat					