



**Jharkhand Agency for Promotion of Information Technology**  
(An Autonomous body under Department of Information Technology, Govt. of Jharkhand)  
Ground Floor, Engineer's Hostel – I, Near Golchakkar, Dhurwa, Ranchi, Jharkhand  
Phone. 0651-2401040, 2401067, 2401041, Fax. - 0651-2401040

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### **Request of Techno-Commercial proposal for IP-MPLS VPN**

JAP-IT Intends to call Techno-Commercial proposal for IP-MPLS VPN (Any to Any Topology) network through Copper/Fiber/RF as last mile connectivity. The bidders need to ensure that they comply strictly with following Terms and Conditions.

Bidders are requested to submit their response in a single sealed envelope containing Declaration, Technical Documentation, Financials and any other related documents latest by **12.05.2017 till 03:30 pm**. The proposal received after due date will neither be opened nor entertained. Opening of bids and reverse auction will start from 04:30 pm onwards.

#### **Terms and Conditions:**

Bidder need to ensure that they strictly adhere to following terms and conditions while quoting the commercial. **Any manipulation/non-adherence of terms and conditions if found at any stage will not only lead to termination of the contract but will also ensure BLACKLISTING of firm as well as the firm being debarred from participating in any of the other Tender/EoI of JAP-IT.**

The firm needs to submit the declaration on their letter head that they agree to the following terms and conditions and they also agree to the consequences there upon for manipulation found at any stage.

- A. The link should be on underground optical fiber only with end to end solution and there should not be any wireless/overhead/Microwave or any media involved in the network for Primary Data Centre & Near Data Centre.
- B. The fiber should be strictly terminated in underground ring architecture
- C. The fiber should be terminated over SDH MUX or any equivalent device.
- D. For other location i.e. apart from Primary Data Centre & JAP-IT Data Centre last mile connectivity may be provided through Copper/Fiber/RF.
- E. The Firm itself or its subsidiaries/Venture/group company should not be blacklisted by any government departments.
- F. As and when the requirement by the client, bidder should have up-grade the MPLS and ILL bandwidth within very short period of time i.e. within a week.

#### **Scope of Work:**

The successful bidder has to provide completely managed MPLS connectivity services including all necessary end to end equipment etc. required for connectivity services for a period of 05 years from the date of successful commissioning of links and equipment. Successful bidder has to provide last mile connectivity at Primary Data Centre & Near Data Centre on fiber only. **Currently Data Centre at Police Head Quarter working as a Primary Data Centre and JAP-IT Data Centre working as a Near Data Centre.**

1. To connect all the locations on a secure and resilient, total IP-MPLS VPN (Any to Any Topology, layer 3 VPN) network as per SLA. Last mile connectivity is through Copper/Fiber/RF
  2. Bidder should comply with all statutory and other legal requirements for the installation, integration, running, operation and maintenance of the equipment as specified in the RFP
  3. The network shall be so conceptualized so as to have end to end secured communication through VPN and should support seamless transformation and
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integration of protocols based on open standards as well as open NMS support for monitoring configuring and measurement of the network resources

4. The network so designed shall meet the security guidelines of CERT-In.
  5. The bidder should design and engineer the system after understanding the existing network for the successful end to end implementation of the CTD (Dept. of Commercial Taxes, GoJ) Connectivity.
  6. The successful bidder shall supply, install and commission the equipment to meet or exceed the bandwidth requirement.
  7. Successful bidder will coordinate with all existing agencies/Service providers for smooth transition of the system.
  8. Up-gradation of Bandwidth/Change of location in the event of operational requirement, bandwidth of any location will be upgraded / degraded from the initial contracted value to higher/lower value, at the flexible contracted rate
  9. Bidder should have direct peering (connectivity) with Tier 1 carriers to minimize numbers of hops and latency thereof, to commercial Tax Office destinations.
  10. Bidder should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.
  11. Bidder should have single number for all the call logging and status update.
  12. The interface would be an Ethernet. Till that connectivity whatever Equipment are required, those will be fully included in the Bidder's responsibility for the bid, i.e., the terminal equipment, for providing connectivity between the Data Centre and ISP's gateway.
  13. The Bidder shall be responsible for providing Internet services on End-to-End basis to make the entire system working to provide sustained Internet bandwidth of not less than 10 Mbps. All the cost (if any) should be included in this bid. Implying that providing, installation & configuration of all Hardware and software required for implementation of services shall be sole responsibility of the Bidder, up to the Ethernet point provided to the Data Center, Commercial Tax Offices. Likewise, the Operation and maintenance (if any) of the service shall also be on end-to-end basis.
  14. End-to-end visibility to monitor and control performance
  15. Multiple bandwidth 100% for dedicated uncongested bandwidth
  16. SLA based service with guaranteed uptime, committed throughput, defined latencies and packet
  17. Managed Services should be provided through ISP
  18. Location wise details of required MPLS Bandwidth is as under:
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S N	Division Name	Circle Name	Network Model	Architecture	Existing Band width	Required Band width	POE Address (Commercial Tax Office)
1	DATA CENTER	Data centre	HUB	ILL	10 Mbps	12 Mbps	HDC (Police HQ) - CTD-Home Data Centre (HDC), Jharkhand Secretariat, Dhurwa, Ranchi-834001
		Data centre	HUB	MPLS	8 Mbps	10 Mbps	HDC (Police HQ) - CTD-Home Data Centre (HDC), Jharkhand Secretariat, Dhurwa, Ranchi-834001
2	DHANBAD DIVISION	Dhanbad	Spoke	MPLS	8 Mbps	10 Mbps	Commercial Tax, Deputy Commissioner, Naagriy Zone Dhanbad, Kachari Mod, Dhanbad 826001
3		Katras	Spoke	MPLS	2 Mbps	4 Mbps	Commercial Tax, Deputy Commissioner, Shyamdi More, Katras Pin- 828114
4		Chirkunda	Spoke	MPLS	2 Mbps	4 Mbps	Commercial Tax, Deputy Commissioner, Chirkunda Zone, Chirkunda, Maithan Sanjay Chauk 828207
5		Bokaro	Spoke	MPLS	2 Mbps	4 Mbps	Commercial Tax, Deputy Commissioner, Bokaro Zone, Circuit House, Sector - 1C, Bokaro 827001
6	RANCHI DIVISION	Ranchi	Spoke	MPLS	8 Mbps	10 Mbps	Commercial Tax, Deputy Commissioner, Southern Zone, Court Campus Ranchi 834001
7		Palamu	Spoke	MPLS	2 Mbps	4 Mbps	Commercial Tax, Deputy Commissioner, Palamu Zone, Daltonganj 822101
8		Gumla	Spoke	MPLS	2 Mbps	4 Mbps	Commercial Tax, Deputy Commissioner, Gumla Zone, Gumla 835207
9		Lohardaga	Spoke	MPLS	2 Mbps	4 Mbps	Commercial Tax, Deputy Commissioner, Lohaardaga Zone, Lohaardaga 835302
10	HAZARIBAGH DIVISION	Hazaribagh	Spoke	MPLS	2 Mbps	4 Mbps	Commercial Tax, Deputy Commissioner, Hazaribagh Zone, Station Club Road, Hazaribagh 825301
11		Tenughat	Spoke	MPLS	2 Mbps	4 Mbps	Commercial Tax, Deputy Commissioner Tenughat Zone, Fusro 829144
12		Giridih	Spoke	MPLS	2 Mbps	4 Mbps	Commercial Tax, Deputy Commissioner Giridih Zone, Giridih 815301
13		Ramgadh	Spoke	MPLS	2 Mbps	4 Mbps	S.D.O. Building Anumandal Padhadhikari Bhavan, Second floor Street: Bijulia Locality: Ramgarh Town: Ramgarh Cantt District: Ramgarh State: Jharkhand Pin Code: 829122
14		Koderma	Spoke	MPLS	2 Mbps	4 Mbps	Commercial Tax, Deputy Commissioner Koderma Zone, Koderma 825410
15	DUMKA DIVISION	Dumka	Spoke	MPLS	2 Mbps	4 Mbps	Commercial Tax, Deputy Commissioner, Dumka Zone Dumka 814101



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16		Deoghar	Spoke	MPLS	2 Mbps	4 Mbps	Commercial Tax, Deputy Commissioner Devdhar Zone, Court Campus Devdhar 814112
17		Sahebganj	Spoke	MPLS	2 Mbps	4 Mbps	Commercial Tax, Deputy Commissioner, Sakarugarh, Purbi Gate, Sahebganj 816109
18		Godda	Spoke	MPLS	2 Mbps	4 Mbps	Commercial Tax, Deputy Commissioner Godda Zone, Court Campus Goddah 814133
19		Pakur	Spoke	MPLS	2 Mbps	4 Mbps	Office of the Deputy Commissioner Commercial Taxes, Pakur Circle, Pakur. Khadanpara Mining Campus, Pakur Khadanpara, Mining Campus, Pakur Pin-816107
20	JAMSHEDPUR DIVISION	Jamshedpur	Spoke	MPLS	8 Mbps	10 Mbps	Commercial Tax, Deputy Commissioner Jamshedpur Zone, Court Campus, Jamshedpur 831001
21		Chaibasa	Spoke	MPLS	2 Mbps	4 Mbps	Commercial Tax, Deputy Commissioner, Chaibasa Zone, Court Campus, Chaibasa 833201

**Requirement Details:**

1. Initial contract period is of 01 Year, which may be extended for next 04 years on yearly basis after successful completion of 01<sup>st</sup> year.
2. Up-time should be 99.5% achieved quarterly for fiber connectivity and for other 98.5% up-time has to be maintained.
3. The project should be implemented in 15 days after issuance of Work Order and the delay in implementation will attract penalty of 0.5% of the total charges (as per column 'C' of price format) per week.
4. Selected bidder has to provide technical support for configuration of IP-MPLS VPN.
5. SLA with Penalty clauses as per JAP-IT's guideline and terms & condition

**Availability of service shall be assessed by the following three formulas:**

- i. Unavailability of service (UoS) :

$$\text{(Outage Duration)/(No. of days in the quarter)*24}$$

- ii. Outage Duration is the sum total of disruption period for the reporting quarter (Measured in hours) for the leased circuit calculated in accordance with para 4 of the EoI.

- iii. Availability of service (AoS) :

$$\text{(1-UoS) X 100\%}$$

- iv. Penalty payable at the end of quarter :
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**(AoS-X) \* (Quarter fees) \* (Penalty factor)**

Where X is the service level as specified in para 3.2 of the agreement and penalty factor is specified in para iv.1 below.

iv.1. Penalty Structure on Downtime for protected service, in case of fiber:

SI. No	Availability	Penalty Factor
1.	Up-to 99.5%	0
2.	Below 99.5% & up-to 98%	1.5
3.	Below 98% & Up-to 97.5%	1.75
4.	Below 97.5%	2.0

iv.2. Penalty Structure on Downtime for protected service, in case of others:

SI. No	Availability	Penalty Factor
1.	Up-to 98.5%	0
2.	Below 98.5% & up-to 97%	1.5
3.	Below 97% & Up-to 95.5%	1.75
4.	Below 95.5%	2.0

**Price Format:**

**A. For 01<sup>st</sup> Year:**

SI. No.	Item Description	Media	One Time Charges (A)	Annual Recurring Charges (B)	Total Charges (C)=(A+B)
1.	10 Mbps ILL (1:1)	Underground end to end fiber in ring architecture			
2.	10 Mbps MPLS (backhaul)				
2.	IP-MPLS VPN (Any to Any Topology) network through Copper/Fiber/RF as last mile connectivity	Copper/ Fiber/ RF			
<b>Service Tax @ _____</b>					
<b>Total Charges inclusive of all Taxes</b>					

**B. For 02<sup>nd</sup> to 05<sup>th</sup> Year:**

SI. No.	Item Description	Media	Cost for 02 <sup>nd</sup> year	Cost for 03 <sup>rd</sup> year	Cost for 04 <sup>th</sup> year	Cost for 05 <sup>th</sup> year
1.	10 Mbps ILL (1:1)	Underground end to end				

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2.	10 Mbps MPLS (backhaul)	fiber in ring architecture				
3.	IP-MPLS VPN (Any to Any Topology) network through Copper/Fiber/RF as last mile connectivity	Copper/ Fiber/ RF				
4.	Yearly discount @ ..... %					
<b>Service Tax @ _____</b>						
<b>Total Charges inclusive of all Taxes</b>						

**Commercial Terms and Conditions:**

- a. No other charges/taxes/duties in any form will be paid by the JAP-IT other than mentioned in the Price Format.
- b. Selection of bidders will be through reverse auction.
- c. Payment Terms:

**Annual Recurring Charges** will be paid after successful completion of a quarter,

**First Quarter Charges will be paid** after successful commissioning, testing of link and satisfactory performance of the link least three months.

- d. The Service tax mentioned and calculated in the price format should be the prevailing service tax in India and any increase/decrease in the taxes by government of India should be applied accordingly.

Sd/-

Officer on Special Duty,  
JAP-IT, Ranchi

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