

**Maharashtra Pollution Control Board, Govt. of Maharashtra**  
**Selection of Service Provider for**  
**Provision of Managed MPLS-VPN based connectivity and Internet bandwidth at**  
**MPCB offices in State of Maharashtra**

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**1. DISCLAIMER**

1.1 Though adequate care has been taken in the preparation of this *Request for Proposal* Document, the Bidder should satisfy himself that the Document is complete in all respects. Intimation of discrepancy, if any, should be given to the below mentioned office latest by the date mentioned in Sec.5.7. If this office receives no intimation by the date mentioned in Section 5.7, it shall be deemed that the Bidder is satisfied that the *Request for Proposal* Document is complete in all respects.

**Member Secretary**  
**Maharashtra Pollution Control Board**  
**Kalpataru Point, 3rd floor,**  
**Opp. Cine Planet Cinema, Sion Circle**  
**Sion (E), MUMBAI – 22**  
**Ph: 022-24014701**  
**Fax: 022-24024068**

1.2 Neither **MPCB**, nor their employees or consultants make any representation or warranty as to the accuracy, reliability or completeness of the information in this RFP nor is it possible for **MPCB** to consider the financial situation and particular needs of each party who reads or uses this RFP. **MPCB** recognizes the fact that certain prospective Bidders may have a better knowledge of the Project than others and thus encourages all prospective Bidders to conduct their own investigations and analysis and check the accuracy, reliability and completeness of the information in this RFP and obtain independent advice from appropriate sources.

1.3 Neither **MPCB** nor their employees or consultants will have any liability to any prospective Bidder or any other person under the law of contract, tort, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP, any matter deemed to form part of this RFP, the award of the Project, the information and any other information supplied by or on behalf of **MPCB** or their employees, any consultants or otherwise arising in any way from the selection process for the Project.

1.4 **MPCB** reserves the right to reject any or all of the Bids submitted in response to this *Request for Proposal* at any stage without assigning any reasons whatsoever.

1.5 **MPCB** reserves the right to change any or all of the provisions of this *Request for Proposal*. Such changes would be intimated to all parties procuring this *Request for Proposal*.

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**2. LIST OF ABBREVIATIONS**

IST	Indian Standard Time
MPCB	Maharashtra Pollution Control Board
CPCB	Central Pollution Control Board
PMC	Project Management Consultant
RFP	Request for Proposal
IMIS	Integrated Management Information System
DC	Data Center
DR	Disaster Recovery Site
NOC	Network Operations Centre
CNOC	Central Network Operations Centre
HNOC	Head Office Network Operations Centre
RNOC	Regional Network Operations Centre
SRNOC	Sub-Regional Office Network Operations Centre
LNOC	Laboratory Network Operations Centre
OEM	Original Equipment Manufacturer
UPS	Uninterrupted Power Supply
LAN	Local Area Network
WAN	Wide Area Network
PBG	Performance Bank Guarantee
SPBG	Supply Performance Bank Guarantee
LoA	Letter of Award
SLA	Service Level Agreement
ISP	Internet Service Provider
MPLS	Multi Protocol Label Switching
VPN	Virtual Private Network
Mbps	Mega Bits per Second
KBps	Kilo Byte per Second
CPE	Customer Premise Equipment
MTTR	Mean Time To Repair

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### **3. DEFINITIONS**

#### **3.1 BID**

The bids submitted by the prospective Bidders in response to this Request for Proposal Document issued by **MPCB**.

#### **3.2 BIDDER**

Bidding Firm / Company that has submitted a Bid in response to this Request for Proposal Document.

#### **3.3 DOCUMENT / BID DOCUMENT**

This Request for Proposal Document.

#### **3.4 PROJECT**

To select an appropriate service Provider for Provision of Managed MPLS-VPN based connectivity and Internet bandwidth at MPCB offices in State of Maharashtra

- a. providing Internet bandwidth and Managed MPLS VPN based network connectivity as mentioned in this document at all MPCB offices
- b. providing service on a 24x7 basis as per agreed Service Level Agreement for a period of 1 year extendable by further 2 years at the discretion of the Board

A list and addresses of these offices is given in Annexure – 1. A schematic of the proposed network is given at Annexure-2.

#### **3.5 REQUEST FOR PROPOSAL**

This Document being issued to the prospective Bidders, inviting their Bids.

#### **3.6 RESPONSIVE BIDDER**

Responsive Bidder is the bidder whose bid is found responsive after evaluation of the Bid as outlined in Section 5.2.

#### **3.7 SCREENING COMMITTEE**

A committee consisting of notable professionals in the field of Information Technology (IT), senior bureaucrats, MPCB Officials and the consultants has been formed. The decision of the Screening Committee shall be final and binding.

#### **3.8 CERTIFICATE OF OPERATION**

“Certificate of Operation” shall mean certificate being issued by MPCB or the Consultant appointed by it, certifying that Internet Connectivity and MPLS VPN Connectivity at all the locations as mentioned in the RFP has been achieved and demonstrated to MPCB or the Consultant.

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#### **4. PROJECT CONCEPT & STRUCTURE**

##### **4.1 BACKGROUND**

Maharashtra Pollution Control Board (MPCB) is an organization under the Ministry of Environment and Forests, Government of Maharashtra. The Board is responsible for ensuring that all norms under the Pollution Control Act as stated by the Ministry are adhered to by all relevant establishments in Maharashtra, which can, through their operations or processes, influence the natural environmental conditions. As can be seen, this involves a lot of documentation and interaction. In addition the related functions are spread over a large geographical area across the state of Maharashtra.

MPCB proposes to engage an agency for providing MPLS VPN connectivity and Internet Access at various MPCB offices. For this the Board wishes to select reputed organization in the relevant field through e-Tendering process.

##### **4.2 CURRENT INFRASTRUCTURE**

The Board has deployed an integrated e-governance application for automation of their various processes and workflows, such as consent management, cess management, waste management, etc. which is also integrated with a Laboratory Management Information System (LIMS). Currently Regional / Sub-re offices of MPCB, including Head Office in Mumbai along with the regional offices and the laboratories use these applications through an enterprise infrastructure deployed at these offices.

State of art infrastructure built on virtualization is hosted in a Data Centre at HQ-Mumbai. The Data Center hosts the servers and the storage which are accessed by all the offices through MPLS VPN connectivity being provided by the current Service Providers. The internet bandwidth from a current Service Provider is also provided at HQ- Mumbai and is shared by other offices over the network. Also Board is in process to establish DR site for business continuity.

The details of the relevant current infrastructure are given at Annexure - 2 for the convenience of the bidders.

##### **4.3 DETAILS OF PROJECT STRUCTURE**

The Board now proposes to change the MPLS architecture to achieve more performance, redundancy and extend connectivity to proposed DR site. To this extent, the Board is initiating a process to engage an agency for providing Internet Access and MPLS VPN connectivity.

Successful bidder (called as the Service Provider - SP) would be awarded the project

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under Contract / Work Order and a Service Level Agreement, with the following minimum scope:

**4.4 Brief Scope of Work**

1. Implement a “MESH (any to any)” Wide Area Network (WAN) connectivity, through a L3 MPLS VPN cloud, with Data Center Mumbai and all the other offices in MESH to deliver CPE to CPE managed services.
2. Facilitate connectivity for each of the Node (offices) at the bandwidths mentioned against each office in Annexure -1
3. Each of the locations to be connected to the MPLS cloud on a robust last mile connectivity preferably through fiber or alternatively through RF connectivity
4. Ensure redundant connectivity for the Hub with the MPLS VPN cloud using a wired / wireless primary connection with redundant connectivity.
5. Provide 30 Mbps of Primary and 10 Mbps Secondary Internet Bandwidth (1:1) at the Data Center Mumbai
6. The implementation for all the locations should be completed as per the timelines defined. Connectivity to DR Site should be completed upon Board’s intimation.
7. Provide Maintenance support service (24 X 7) throughout the contract period as per the agreed SLA.

Detailed responsibilities of the Service Provider are mentioned in Annexure-3.

**4.5 PROJECT COMPLETION SCHEDULE & CONTRACT PERIOD**

The project will have to be completed in all respects, within 2 (TWO) weeks of Bidder signing the Service Level Agreement. However, connectivity to DR Site must be completed within 1 (ONE) week of date of intimation of such addition by MPCB. The technical bid of the bidder must explain proposed methodology and schedule for undertaking the project as envisaged in the RFP document

The Contract will be valid for 12 calendar months, from the date of issuance of the “Certificate of Operation” and may be extended by additional TWO years at the discretion of the Board.

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## **5. DESCRIPTION OF THE SELECTION PROCESS**

### **5.1 SUBMISSION OF e-BIDS**

The submission of e-Bids by interested bidders in response to the Request for Proposal should be through e-Tender system only as mentioned in Annexure 5. The e-Bids will be

Envelope 1 / Cover 1: Technical Bid  
Envelope 2 / Cover 2 : Price Bid.

### **5.2 RESPONSIVENESS OF BID**

The e-Bids submitted by Bidders shall be initially scrutinized to establish "Responsiveness". A Bid may be deemed "Non-responsive" if it does not satisfy any of the following conditions:

1. It is not received by the due time & date specified in the section 5.7
2. It does not include EMD as stipulated in the RFP
3. It does not include sufficient information for it to be evaluated and/or is not in the formats specified.
4. It is not signed and / or sealed in the manner and to the extent indicated in Section 6 of this RFP Document.
5. It does not conform to the terms and conditions mentioned in the RFP

The Bids of Responsive Bidders shall be evaluated in the following two steps.

### **5.3 STEP 1 (COVER 1) – TECHNICAL BID EVALUATION**

In the first step, MPCB will evaluate the information submitted by the Bidder in Cover 1 of the Bid. Bids of only the responsive Bidders shall be considered for the subsequent technical evaluation. The evaluation criteria for assessment of the Technical Bid are described in Section-7.4.1. MPCB, on a written demand, will not open, the Cover 2 of the Bid, viz: the Price Bid, of the Bidders whose Bids are not responsive.

### **5.4 STEP 2 (COVER 2) – PRICE BID AND PRICE BID EVALUATION**

The Price Bid would seek to identify the Bidder making the most competitive price offer to MPCB. The evaluation criteria for assessment of the Price Bid are described in Section -8. The format for the Price Bid is specified in Annexure - 4

A ranked list of Bidders based on the results of the evaluation, as detailed in Section-8 of this Document, would be presented. The top ranked Bidder will be designated the Successful Bidder. MPCB is not bound to award a LoA to the lowest price bidder.

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### **5.5 AWARD OF LoA**

Successful Bidder would be given a Letter of Award (LoA) stipulating the conditions under which the bid has been qualified as the Successful Bid.

### **5.6 SIGNING OF ORDER ACCEPTANCE & SERVICE LEVEL AGREEMENT**

The Successful Bidder would sign a copy of the Purchase / Work Order as a token of acceptance of the same and a Service Level Agreement (SLA) within a period of 15 days from the day of Award of LoA.

### **5.7 SCHEDULE OF ACTIVITIES**

<b>Sr. No.</b>	<b>ACTIVITY</b>	<b>Date</b>
1.	Date of Start of Sale of RFP document	<b>October 18, 2017</b>
2.	Date of End of Sale of RFP document	<b>October 27, 2017</b>
3.	Last date for receipt of requests for clarifications	<b>October 27, 2017</b>
4.	Pre-bid Conference	<b>October 30, 2017 15 Hrs.</b>
5.	Last date & time for receipt of e- Bids (Covers 1 & 2) / Bid Preparation	<b>November 7, 2017 17 Hrs</b>
6.	Time and Date of Opening of Cover-1	<b>November 9, 2017 14-30 Hrs</b>
7.	Presentation by the bidders on their project implementation and support methodology	<b>To be announced</b>
8.	Time and Date of Opening of Cover-2	<b>November 18, 2017 11-30 hrs</b>

In order to enable MPCB to meet the target dates, Bidders are expected to respond expeditiously to clarifications, if any, requested during the evaluation process. MPCB shall adhere to the above schedule to the extent possible. MPCB, however, reserves the right to modify the same. Intimation to this effect shall be given to all Bidders.



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**6. PROCEDURES TO BE FOLLOWED**

**6.1 ENQUIRIES & CLARIFICATIONS**

Enquiries, if any, should be addressed to:

**Member Secretary  
Maharashtra Pollution Control Board  
Kalpataru Point, 3rd floor,  
Opp. Cine Planet Cinema, Sion Circle,  
Sion (E), MUMBAI – 400 022  
Ph: 022-24014701  
Fax: 022-24024068  
Email : [eic@mpcb.gov.in](mailto:eic@mpcb.gov.in)**

All queries that are received on or before the date mentioned in Section 5.7 shall be addressed by MPCB in writing. MPCB shall aggregate all such queries, without specifying the source and shall prepare a response, which shall be distributed to all parties who have procured the Request for Proposal Document. It may be noted that queries in writing would be entertained only from those parties who have procured this Document.

Request for clarifications received from prospective bidders who have not paid the fee for the RFP document as defined in 6.6.1, will not be answered. Such bidders will not be allowed to attend the pre bid meeting and also to bid..

Request for clarifications received after the last date mentioned in Section 5.7, may not be addressed. Decision of the Board in the matter will be final.

The prospective Bidders shall submit the queries only in the format given below:

<b>Sr. No</b>	<b>RFP Page No</b>	<b>RFP Clause No</b>	<b>Description in RFP</b>	<b>Clarification Sought</b>	<b>Additional Remark (if any)</b>

**6.2 SUBMISSION OF THE BID**

1. Cover 1 – Technical Bid

The information to be submitted by the Bidders as Cover 1 of their Bids is described in Section 7 and Annexure 5.

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2. Cover 2 – Price Bid

The Information to be submitted by the Bidders in the Price Bid (Cover 2) is described in Section 8 and Annexure 5.

3. Submission of the Bid

The Bidders are requested to follow the Bid submission process which is detailed in Annexure 5 as per the schedule elaborated in Section 5.7 and Annexure 5.

MPCB shall not be responsible for any delay in submission of the Bids. Any Bid received by MPCB after the due date for submission of the Bids stipulated in Section 5.7 and Annexure 5, will not be opened.

### **6.3 INITIALING OF THE BIDS**

NOT APPLICABLE FOR e-tenders

### **6.4 INSTRUCTIONS TO BIDDERS**

All Bidders should note the following:

1. The Bidder has to bid for all the locations as mentioned in Annexure -I.
2. Bids received after the scheduled time will not be accepted by MPCB under any circumstances. MPCB will not be responsible for any delay for any reason whatsoever.
3. Bid once submitted will be treated, as final and no further correspondence will be entertained on this. No Bids will be modified after the deadline for submission of Bids.
4. Bids that are incomplete in any respect or those that are not consistent with the requirements as specified in this *Request for Proposal* or those that do not contain the Covering Letter and other documentation as per the specified formats may be considered non-responsive and may be liable for rejection.
5. Strict adherence to formats, wherever specified, is required. Non-adherence to formats may be a ground for declaring the Bid non-responsive.
6. All communication and information should be provided in writing and in the English language only.

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7. The metric system shall be followed for units.
8. The price quotations for the bid should be denominated in Indian Rupees.
9. All communication and information provided should be legible, and wherever the information is given in figures, the same should also be mentioned in words.
10. Arithmetical errors will be rectified as follows –
  - a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying quantities, the unit price will prevail
  - b. In case of discrepancy between grand total obtained by adding various line item totals & the grand amount stated in words, the grand total will be recalculated and the same will be taken as correct.
  - c. **The price bid will be treated as inconsistent & non-responsive, in case if more than one type of discrepancy is observed in the price bid. Such price bid/s will be rejected summarily and considered as intentional misrepresentation and the EMD will be forfeited.**
11. MPCB reserves the right to seek additional information from the Bidders, if found necessary, during the course of evaluation of the Bid. Non-submission, incomplete submission or delayed submission of such additional information or clarifications sought by MPCB, may be a ground for rejecting the Bid.
12. The Bids shall be evaluated as per the criteria specified in this RFP Document. However, within the broad framework of the evaluation parameters as stated in this Request for Proposal, MPCB reserves the right to make modifications to the stated evaluation criteria, which would be uniformly applied across all the Bidders.
13. The Bidder should designate one person (“Contact Person” and “Authorized Representative and Signatory”) authorized to represent the Bidder in its dealings with MPCB. The Acknowledgement of Receipt of Request for Proposal Document shall be signed by the “Contact Person” and “Authorized Representative and Signatory”. This designated person should hold the Power of Attorney and be authorized to perform all tasks including but not limited to providing information, responding to enquiries, entering into contractual commitments on behalf of the Bidder etc. The Covering Letter submitted by the Bidder shall be signed by the Authorized Signatory and shall bear the stamp of the entity thereof.
14. The Bid (and any additional information requested subsequently) shall bear the initials of the Authorized Signatory and stamp of the entity thereof on each page of the Bid.
15. MPCB reserves the right to reject any or all of the Bids without assigning any reason whatsoever

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16. Conditional bids may be summarily rejected.
17. Mere submission of information does not entitle the Bidder to meet an eligibility criterion. MPCB reserves the right to vet and verify any or all information submitted by the Bidder.
18. If any claim made or information provided by the Bidder in the Bid or any information provided by the Bidder in response to any subsequent query by MPCB, is found to be incorrect or is a material misrepresentation of facts, then the Bid will be liable for rejection and the Bid Security will be forfeited. Mere clerical errors or bonafide mistakes may be treated as an exception at the sole discretion of MPCB and if MPCB is adequately satisfied.
19. The Bidder shall be responsible for all the costs associated with the preparation of the Bid. MPCB shall not be responsible in any way for such costs, regardless of the conduct or outcome of this process.
20. MPCB may, at its discretion, extend this deadline for submission of Bids by amending the RFP which will be intimated through MPCB website, in which case all rights and obligations of MPCB and bidder will thereafter be subject to the deadline as extended.
21. Bids received from the bidders will be considered as deemed acceptance by the bidder of all the terms, conditions, scope and formats mentioned in the RFP. clarifications, suggestions, if any, should be sought / given during the pre-bid conference.

## **6.5 VALIDITY OF THE PRICE BID**

Each Bid shall indicate that it is a firm and irrevocable offer, and shall remain valid and open for a period of not less than 180 days.

Non-adherence to this requirement and other terms stipulated in the RFP document may be a ground for declaring the Bid as non-responsive. However, MPCB may solicit the Bidder's consent for extension of the period of validity if the Bidder agrees to reasonably consider such a request. The request and response shall be in writing. A Bidder accepting MPCB's request for extension of validity shall not be permitted to modify his Bid in any other respect.

## **6.6 FEES AND DEPOSITS TO BE PAID BY THE BIDDERS**

### **6.6.1. Fees for Request for Proposal (RFP) document**

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The RFP can be purchased by making a payment (non-refundable) of **Rs. 10,000.00 (Rupees Ten Thousand only)** through online payment. Please refer Annexure 5 of this document for the payment methodology.

It is mandatory for the bidders to produce the proof of purchase of the RFP document to attend the pre-bid meeting. Prospective bidder failing to pay the fee for the RFP during the sale of RFP document will neither be allowed to attend the pre-bid meeting nor will their bid be accepted.

**6.6.2. Earnest Money Deposit (EMD)**

Bidders are required to submit a Earnest Money deposit (EMD) for an amount of **Rs. 10, 00,000.00 (Rupees Ten Lakhs Only)**. Please refer Annexure 5 for the payment of the same. Bids of the bidders, who have not paid the EMD as stipulated in this RFP, will be rejected by MPCB as non-responsive. No exemptions to this clause will be allowed.

MPCB shall reserve the right to forfeit the Bidder's EMD under the following circumstances:

1. If the Bidder withdraws his Bid at any time during the stipulated period of Bid validity as per Section 8.1 (or as may be extended).
2. If the Bidder, for the period of Bid validity:
  - i) in MPCB's opinion, commits a material breach of any of the terms and / or conditions contained in the RFP Document and / or subsequent communication from MPCB in this regard and / or
  - ii) fails or refuses to execute the LoA (in the event of the award of the Project to it) and/or
  - iii) fails or refuses to furnish the Service Performance Guarantee within the stipulated time
3. Any claim made or information provided by the Bidder in the Bid or any information provided by the Bidder in response to any subsequent query by MPCB, is found to be incorrect or is a material misrepresentation of facts

In the event that any Bid is non-responsive or rejected after technical evaluation, the EMD of such Bidders shall be refunded with the unopened Cover – 2 of their Bid.

In respect of the bids after Technical Evaluation and eligible for price bid evaluation, the EMD of the unsuccessful Bidders (after opening of Cover 2) can cease to be in force after 60 days following the announcement of award of the Project to the Successful Bidder through the issue of the LoA for the same. The EMD of the successful Bidder will be returned only on submission of SPBG that Successful Bidder will provide at the time of signing Order acceptance & the SLA. EMD of the unsuccessful bidders will be returned after 45 days of award of contract.

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**7. SUBMISSION OF TECHNICAL BID: COVER - 1**

**7.1. CRITERIA FOR MINIMUM ELIGIBILITY AND BID RESPONSIVENESS:**

The Bidder shall fulfill the following Minimum Eligibility Criteria to participate in the bidding process. The Bidder should provide necessary documentary evidences of compliance as follows. Failure to do so for any of the Criteria mentioned below shall result in disqualification of the Bidder.

1. Corporate entities, public or private limited company registered / incorporated under The Companies Act, 1956, and in business as Internet Service Provider for minimum FIVE (5) years would be eligible to bid for the Project. No consortiums allowed.
2. Indian Internet Service Providers (ISPs) which is minimum FIVE (5) years in business as on 31<sup>st</sup> March 2017
3. Bidder must have ISO certification valid as on date of bidding
4. The Bidder should be an Internet Service Provider license of Category A/B/C on own name for operations in Maharashtra valid as on date of bidding
5. The bidder must be TRAI approved.
6. The Bidder must have valid GST registration and PAN as on date of bidding
7. The Bidder should have officially purchased the RFP document by paying the necessary fees as per section 6.7.1 of the RFP

**7.2. COVER 1: INFORMATION FORMATS**

Bidders are required to organize Cover-1 as per the following checklist -

<b>Cover 1</b>	<b>Compliance to Minimum Eligibility Criteria and Technical Bid</b>
<b>Section 1</b>	a) Covering Letter as per the format specified in EXHIBIT 1 b) Attested copy of Power of Attorney c) Certificate of incorporation/registration d) Various tax clearance certificates including ISP Certificate e) Original RFP document issued by MPCB f) TRAI approval
<b>Section 2</b>	a) Documentary Proofs as testimony for Evaluation of Technical bids as per criteria listed in Section 7.4.1

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**7.3. TECHNICAL BID - COVER 1**

The Cover 1 submission will also include Technical Bid of the bidder.

1. The technical bid should be in line with the scope of work as described in the Annexure-3. & the network schematic given in Annexure -2
2. The bid should explain proposed methodology for undertaking the project as envisaged in the RFP document.
3. Technical literature for each product and services, covering full technical specifications, principal of operation, design features, test & monitoring facilities, description of operation.
4. The bid should have all relevant testimonials, so as to ensure they score maximum marks under the evaluation system defined in section 7.4.1
5. The bidder may also suggest any alternative network design that may technically & commercially benefit MPCB. However consideration of such a suggestion will be at the sole discretion of MPCB and will not be a binding on MPCB of any kind to accept the same.
6. Bar Chart indicating schedule of each activity under the tasks identified for the proposed schedule of completion of project must be included in the technical bid.

**7.4. TECHNICAL BID: EVALUATION CRITERIA & PROCESS**

The Bidder shall necessarily submit in Cover 1 of the Bid Document, the Technical Bid detailing his credentials for executing this project and the highlights of the equipment & services offered by him with respect to scope of work defined in the Bid Document and the benefits that would accrue to MPCB. The Screening Committee appointed for this purpose will do this evaluation. The Technical Bid will contain all the information required to evaluate the bidder's suitability to MPCB for the purpose of this project.

The guidelines for evaluation have been designed to facilitate the objective evaluation of the Technical Bid submitted by the bidder. The information furnished by the bidders in the technical bid shall be the basis for this evaluation. In case any of the information is not made available, the Committee will assign zero marks to that item.

While evaluating the Technical Bid, MPCB reserves the right to seek clarifications from the Bidders. Bidders shall be required to furnish such clarifications in a timely manner.

MPCB also reserves the right to seek additions, modifications and other changes to the submitted Bid. Bidders shall be required to furnish such additions / modifications / other

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changes in a timely manner.

#### 7.4.1 Evaluation of Technical Bid

The technical evaluation of the bidders will be done based on the criteria and marking system as specified as follows:

Sr. No.	Criteria	Graded Marks	Max. Marks	Testimonial to be presented
<b>1</b>	<b>Company Certification</b>		<b>5</b>	
	TL 9000, ISO 17799, ISO 20001, ISO 27001 Certification			Copy of certificate valid as on date of bidding
<b>2</b>	<b>Past Performance</b>		<b>20</b>	
A	Number of orders executed in THREE years ending March 2017, for Government (Central / State) or PSU for connecting 25+ offices each over MPLS VPN			Copies of the orders, executed in the designated period.  Letters from Customer, along with proof of having received at least 80% of the payment.
	Orders $\geq 5$	10		
	Orders $< 5$ but $\geq 3$	5		
	Orders $< 3$	0		
B	Letters from Customer indicating satisfactory performance for similar services in the last three years			
	Letters $\geq 5$	10		
	Letters $< 5$ but $\geq 3$	5		
	Letters $< 3$	0		
<b>3</b>	<b>Technical Compliance</b>		<b>40</b>	
A	The bandwidth provided must be dedicated (1:1) at each site and on dedicated ports.	10		Declaration with supporting data and / or informative write-ups.
B	The MPLS VPN links should be available in full duplex mode which must be demonstrated to the Board on demand	10		
C	The Service provider should have capability to run IPV6 on MPLS VPN links. Upgrade to IPV6 if required will have to be without any extra cost to the Board.	10		
D	Each PoP should have redundancy at all levels i.e. link, equipment, power, etc.	10		
<b>4</b>	<b>The Bidder has direct presence through own PoP in the cities where MPCB has office location. This should exclude extended / virtual PoP</b>		<b>10</b>	Declaration with the postal address of each PoP.
	Locations $\geq 20$	10		
	Locations $< 20$ but $\geq 10$	5		
	Locations $< 10$	0		
<b>5</b>	<b>Support Capabilities</b>			
a	24 x 7 support centre with toll free number facility with dedicated account manager	5	<b>10</b>	Write-up about the Service capabilities.
b	Access for MPCB to portal for Bandwidth availability and performance check on 24x7 basis	5		Write-up about the facility with illustrative screenshots.
<b>6</b>	<b>Presentation on plan to achieve 98% uptime</b>		<b>15</b>	
<b>TOTAL MARKS</b>			<b>100</b>	

Each responsive Bid will be attributed a **technical score denoted by symbol “S(t)”** . The technical score shall be out of a maximum of 100 marks.

If in MPCB’s opinion, the Technical Bid does not meet the minimum technical specifications & service requirements or is otherwise materially deficient / inconsistent in



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any other aspect; the Bid shall be declared Technically Evaluated & Non-Responsive and shall not be considered for further evaluation.

After technical evaluation, MPCB will rank the bidders in descending order of their technical scores with the top ranked bidder having the highest technical score. If any bidder is found to be technically inadequate to the requirements of MPCB, i.e. if the technical marks are lower than 80, then that bidder's bid would be deemed non-responsive for further evaluation and would not be considered further in the bidding process.

If in case, after technical evaluation, only one bidder is found to be responsive & eligible, i.e. if the technical marks of only one bidder are more than or equal to 80, the Board will decide an acceptable price band and open Price Bid of the only eligible bidder. If the price bid of the bidder falls within the price band specified by the Board, the bidder will be declared as the SUCCESSFUL BIDDER.

#### **7.5. PRESENTATION BY BIDDERS**

**MPCB** shall invite the Bidders to make a presentation, at their own cost and expenses, for their plan to achieve 98% uptime of the network. The agenda for the presentation along with date and time slot will be communicated to the bidder/s, by the Board at a later date.

#### **8. PAYMENT TERMS**

**8.1** The Price Bid should be valid for a minimum period of 180 days from the last date of submission of bids

**8.2** Following payment terms will be offered to the successful bidder/s:

1. Within 15 days of signing the Purchase Order / Work Order Acceptance and the Service Level Agreement the Successful bidder will submit to MPCB a SPBG for 10% of the value of the contract. The SPBG shall be in the form of a guarantee of a Nationalised Bank(s) acceptable to the MPCB and shall be valid till 3 months from the date of acceptance of the successful bidders' deliverables by MPCB and issuance of Certificate of Operation by MPCB.
2. The bidder on completion of the project and procurement of the Certification of Operation from MPCB shall at its cost, charges and expenses will submit a PBG for an amount equivalent to 10% of the value of the contract in favour of MPCB. The PBG shall be in the form of a guarantee/s of a Nationalised Bank acceptable to MPCB and shall be valid till the end of 14 months from the date of issuance of Certificate of Operation.
3. MPCB will release the SPBG after the bidder submits to MPCB, a Copy of the

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Certificate of Operation and PBG as described in Clause -2 above.

4. An amount equivalent to 60% of the contract value will be paid on submission of invoice along with certificate of operation.
5. Balance amount of 40% of the contract value will be paid in four equal quarterly installments in arrears on submission of invoice, each for 10% value of the contract and quarterly network performance reports. Date of issue of the Certificate of Operation will be taken as the start for ascertaining the four quarters.
6. An amount equivalent to 100% of the payments due for extra charges, if any, will be paid on submission of invoice for such charges, along with certificate of operation.
7. Additional Charges for bandwidth up-gradation during a quarter, if any, will be calculated from the date of start of using such additional bandwidth. The recurring charges for bandwidth usage for that specific quarter and quarters there after will be revised suitably.
8. All payments will be made after deduction of penalties if any, vide a crossed cheque payable in Mumbai and within 30 days of submission of invoice.

**8.3 Liquidity Damages and Penalty:**

1. **Penalty for delay in Installation & commissioning:** For any delay in installation and commissioning beyond 2 weeks from the date of signing the Contract and the Service Level Agreement (SLA), the Board reserves the right to charge an LD (Liquidated Damages) at the rate of 1% of the total contract value for the delay of every week or part thereof, subject to a maximum of 10% of the total contract value.
2. **Penalty Clauses for Non-compliance of SLA:**
  - **Creditable Outage:** In case the service is continuously unavailable beyond one hour, for any reasons, whether under control of the Service Provider or beyond, the bidder shall extend the period of service by one day for every hour of down time. However, the total downtime shall not extend 2 (two) days / 48 hours in a quarter, beyond which MPCB reserves the right to review and terminate the services of the bidder.
  - **Non compliance to Scalability:**
  - **Compliance of Service Level requirements as mentioned in Annexure-3**

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clause 6.0 will be measured per location every quarter. Service Provider will make all the related information available to MPCB.

The percentage uptime shall be calculated on quarterly basis as follows:  
Availability (in %) = (Total no of Hours in quarter – Total Outage Hours in quarter) x 100% / (Total No of Hours in quarter)

<b>Uptime</b>	<b>Penalty</b>
98.00%-97.00%	0.5% of total order value
96.99%-96.00%	1% of total order value
<95.99%	2% of total order value

**\*Note: Penalty subject to maximum of 10%**

## **9. EVALUATION OF PRICE BID: COVER 2**

### **9.1 PRICE BID PARAMETERS**

Bidders are required to offer their best prices in terms of cost of the Equipment & Services including all taxes and levies as on the last date of submission of bid (detailed break-up of all applicable taxes and levies over and above the quoted price should be mentioned)

### **9.2 EVALUATION OF PRICE BIDS AND RANKING**

The price bids of only technically successful bidders whose technical Bids have been awarded 80 or more marks by the Committee will be opened.

The evaluation will carried out if Price bids are complete and computationally correct. For the purpose of evaluation, only the Grand Total Price Z arrived at by addition of Sub Total - X & Sub Total- Y will be considered. For the purpose of arriving at Grand Total Price Z, the locations to be covered under implementation priority -1 will only be considered. Additional and/or optional charges if any will not be considered for the purpose of price bid evaluation. Lowest Price bid (denoted by symbol “P (m)”) will be allotted a Price score of 100 marks. The Price score will be denoted by the symbol “S (p)”. The Price score of other bidders will be computed by measuring the respective Price bids against the lowest bid.

These Price scores will be computed as:  $S(p) = 100 * (P(m) / P)$  where P is the Price bid of the bidder whose Price score is being calculated. The Price score shall be out of a maximum of 100 marks.

### **9.3 COMPUTING THE FINAL SCORE**

The composite score is a weighted average of the Technical and Price Scores. The

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weightages of the Technical vis-à-vis the Price score is 0.60 of the Technical score and 0.40 of the Price score. The composite score (S) will be derived using following formula:

$$S = (S(t) * 0.60) + (S(p) * 0.40) .$$

Thus the composite score shall be out of a maximum of 100 marks.

The responsive bidders will be ranked in descending order according to the composite score as calculated based on the above formula. The highest-ranking vendor as per the composite score will be selected. However in order to ensure that MPCB gets best solution in technical terms, MPCB reserves the right to enter into negotiation with bidder having highest technical score and place order with this bidder at a suitable price.

#### **10. AWARD CRITERIA**

Final choice of MPCB to award this project to a suitable bidder to execute this project shall be made on the basis of composite scoring arrived as per formula mentioned above.

#### **11. NOTIFICATION OF AWARD**

MPCB will notify the successful bidder in writing that his bid has been accepted. Upon the successful bidder's furnishing of performance security, MPCB will promptly notify each unsuccessful bidder and will discharge their bid security.

#### **12. INDEMNIFICATION**

The bidder hereby agrees and undertakes that, during the Term of the Contract, it shall indemnify and keep indemnified and otherwise save harmless, MPCB from any third party suits instituted against MPCB which are proved to be because of a direct consequence of the installation and / or use of equipment & services provided by the successful bidder.

#### **13. ASSIGNABILITY**

The successful bidder will not assign its rights, title or interest in the contract in favour of any third party without prior written consent of MPCB. MPCB reserves its rights to grant such consent on such terms and conditions, as it deems fits and proper. MPCB's decision to grant such consent or refusal to grant such consent shall be final.

#### **14. CONFIDENTIALITY**

Successful Bidder shall hold data and information about MPCB, obtained during the execution of its responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of MPCB.

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Successful Bidder and MPCB shall maintain in confidence any information relating to the terms and conditions of this contract, information received from each other hereto in connection with this agreement as well as the business operations and affairs of MPCB or the successful bidder and their affiliates and shall not provide access to such information to any third party. This obligation shall expire 2 years after completion of the contract.

### **15. CORRUPT & FRAUDULENT PRACTICES**

MPCB requires that the bidder under this RFP document maintains highest standards of ethics during procurement and execution of this project. In pursuance of this policy the board defines the terms set forth as follows

**“corrupt practice”** means offering, giving, receiving or soliciting of anything of value to influence the action or decision making of public official in the procurement process or execution of the project.

**“fraudulent practice”** means misrepresentation of facts in order to influence the action or decision making of public official in the procurement process or execution of the project to the detriment of the board, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the board the benefits of free & open competition.

If it is determined that bidder / s are engaged in corrupt & fraudulent practices their bid/s will be rejected and also will be declared ineligible for indefinite period or a stated period to time to participate in any future RFP floated by MPCB.

### **16. ARBITRATION**

All disputes, differences, claims and demands arising under or pursuant to or touching this document shall be settled by arbitration of sole arbitrator to be appointed by both the parties and failing such agreement, by two arbitrators, one to be appointed by each party to disputes. All arbitrations shall be held at Mumbai location.

### **17. LEGAL JURISDICTION**

All legal disputes are subject to jurisdiction of Mumbai courts only.

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**18. EXHIBIT 1**

**FORMAT OF THE COVERING LETTER**

***(The covering letter is to be submitted by the Bidder along with the Cover 1 of the Bid)***

Date:  
Place:

To,

**Member Secretary**  
**Maharashtra Pollution Control Board**  
**Kalpataru Point, 3rd floor,**  
**Opp. Cine Planet Cinema, Sion Circle,**  
**Sion (E), Mumbai – 22**

Dear Sir,

Sub: Service Provider for Provision of Managed MPLS-VPN based connectivity and Internet bandwidth at MPCB offices in State of Maharashtra

Please find enclosed one (1) original + two (2) copies of our Bid for "Selection of Service Provider for Provision of Managed MPLS-VPN based connectivity and Internet bandwidth at MPCB offices in State of Maharashtra" in response to the Request for Proposal (RFP) Document issued by **MPCB** dated .....

We hereby confirm the following:

1. The Bid is being submitted by (*name of the Bidder*) who is the Bidder in accordance with the conditions stipulated in the RFP.
2. We have examined in detail and have understood the terms and conditions stipulated in the RFP Document issued by **MPCB** and in any subsequent communication sent by **MPCB**. We agree and undertake to abide by all these terms and conditions. Our Bid is consistent with all the requirements of submission as stated in the RFP or in any of the subsequent communications from **MPCB**.
3. The information submitted in our Bid is complete, is strictly as per the requirements as stipulated in the RFP, and is correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our Bid.
4. We as the Bidder (Please strike out whichever is not applicable), designate Mr/Ms (mention name, designation, contact address, phone no., fax no., etc.), as our Authorized Representative and Signatory who is authorized to perform all tasks including, but not limited to providing information, responding to enquiries, entering into contractual commitments etc. on behalf of us in respect of the Project.

For and on behalf of:

Signature:

(Authorized Representative and Signatory)

Name & Designation of the Person:

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**19. EXHIBIT 2**

**FORMAT FOR COVERING LETTER SUBMISSION- WITH PRICE BID**

(The Price Bid should be submitted along with the following cover letter. Format of Price Bid is given in Annexure - 4)

Date:  
Place:

To,

**Member Secretary  
Maharashtra Pollution Control Board  
Kalpataru Point, 3rd floor,  
Opp. Cine Planet Cinema, Sion Circle,  
Sion (E), Mumbai – 400 022**

Dear Sir,

**Sub:** Selection of Service Provider for Provision of Managed MPLS-VPN based connectivity and Internet bandwidth at MPCB offices in State of Maharashtra

As a part of the Bid, we hereby make the following price offer to the MPCB.

The cost of the supply, installation, configuration, providing MPLS VPN Connectivity and Internet Bandwidth and Service Support for 12 months is mentioned in the Price Bid as per Annexure – 4 of the RFP.

We agree to bind by this offer if we are selected as the Successful Bidder.

For and on behalf of:

Signature (Authorized Representative and Signatory of the Bidder):

Name of the Person:

Designation:

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**20. ANNEXURE – 1**

**LIST OF LOCATIONS OF MPCB OFFICES AND BANDWIDTH REQUIREMENT**

Sr no	Location	Connectivity	Existing Tower Height	Address
1	HQ Sion MPLS (Hub) Primary	30 Mbps	3 mtr	Kalpataru Point,4th Floor, Opp. Cinemax, Near Sion Circle, Sion Mumbai-400 022
2	HO Sion MPLS (Hub) Secondary Last mile	8 Mbps		
3	HQ Sion Internet Primary	30 Mbps	3 mtr	
4	HO Sion Internet Secondary List mile	10 Mbps		
5	C Lab Mahape	4 Mbps	3 mtr	Central Laboratory, Maharashtra Pollution Control Board, "Nirmal Bhavan", P-3, MIDC Industrial Area, Mahape, Navi Mumbai- 400 701.
6	RO Raigad	4 Mbps	3 mtr	Maharashtra Pollution Control Board, Raigad Bhavan, 6th floor, Sector - 11, C.B.D Belapur, Navi Mumbai.
7	RO Nagpur	2 Mbps	6 mtr	Udyog Bhavan , 6th floor , Near Sales Tax Office, Civil Line , Nagpur - 440 001
8	RO Nashik	2 Mbps	3 mtr	Udyog Bhavan, First Floor, Trimbak Road, Near ITI, Satpur, Nashik - 422007
9	RO Thane	2 Mbps	3 mtr	Maharashtra Pollution Control Board, Plot No P-30, 5th floor Office Complex Building Mulund Checknaka, Thane.
10	RO Mumbai	2 Mbps	3 Mtr	Maharashtra Pollution Control Board, Raikar Chambers, "A" wing, 216, 2nd floor, Deonar Gaon Road, Near Jain Mandir, Govandi (E),Mumbai-400 088
11	RO Chandrapur	2 Mbps	3 mtr	Mahaveer Tower, 2nd floor, Mul Road, Chandrapur, 442 401
12	RO Aurangabad	2 Mbps	27 mtr	Paryavaran Bhavan, A - 4/1, MIDC Area , Chikalthana, Near Seth Nandlal Dhoot Hospital,Jalna Road , Aurangabad - 431 210
13	RO Kolhapur	2 Mbps	18 mtr	Maharashtra Pollution Control Board, Udyog Bhavan Building, Near Collectarate Office, Kolhapur - 416 002
14	RO Amravati	2 Mbps	3 mtr	Maharashtra Pollution Control Board Sahkar Surbhi Bapatwadi, Near Vivekanand Colony,Amravati-444606
15	RO Kalyan	2 Mbps	6 mtr	Maharashtra Pollution Control Board,Sidhivinayak Sankul,3rd and 4th Floor,Station Road,KalyanD(West)
16	RO Pune	4 Mbps	12 mtr	Jog Center, 3rd floor, Mumbai Pune Road, Wakdewadi, Pune - 411003.
17	SRO Nanded	1 Mbps	3 mtr	Lahoti Complex, 2nd Floor, Near Shivaji Statue, Vajirabad, Nanded - 431601



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18	SRO Chiplun	1 Mbps	3 mtr	Parkar Complex , 1st floor, Behind Nagar Parishad Office, Chiplun Taluka. Chiplun Dist . Ratnagiri
19	SRO Ratnagiri	1 Mbps	20 mtr	Revenue Department Employees Co-Op Credit Society Ltd., Office Building, Collectors Office Compound, Zandgaon , Ratnagiri - 415 639
20	SRO Sangli	1 Mbps	6 mtr	300/2 , Udyog Bhavan , Near Government Rest House , Vishrambaug , Sangli - 416 416
21	SRO Jalgaon	1 Mbps	3 mtr	Late Shri Bhikamchand Jain Municipal Market Building , Hall No. A , 3rd floor, Jalgaon - 425 001
22	SRO A.Nagar	1 Mbps	3 mtr	Bharat Timber, 1st floor, Tilak Road, Opposite Sanket Hotel , Ahmednagar , 414 001
23	SRO Akola	1 Mbps	15 mtr	Alsi Plot, Oppt. Hutatma Smarak, Nehru Park Chowk, Akola 444001.
24	SRO Tarapur	1 Mbps	24 mtr	MIDC Office Building, Boisar Station, Post Taps, Tarapur, Dist Thane.
25	SRO Parbhani	1 Mbps	3 mtr	Devkripa Building, Rangnath Maharaj Nagar, Nandkheda Road, Parbhani - 431401
26	SRO Bhandara	1 Mbps	3 mtr	Tatya Tope Ward, Near City Petrol Pump, Miskin Tank, Mahal Road, Bhandara-441 904
27	SRO Dhule	1 Mbps	3 mtr	2nd Floor, Fulchand Plaza, B.C. College Road, Near S.S.V.P.S. Engineering College, Near vidya Nagari, Devpur, Dhule.
28	SRO Mahad	1 Mbps	27 mtr	Samaik Suvidha Kendra Building, MIDC - Mahad, District Raigad - 402 309
29	SRO Satara	1 Mbps	12 mtr	Manjunath Major Commercial Building, 531, Sadar Bazar, Opp. Science College, Dist Satara - 415002..
30	SRO Solapur	1 Mbps	9 mtr	4/B, Bali Block, Civil Lines, Opposite Government Milk Scheme, Saat Rasta, Solapur - 413003.
31	SRO Latur	1 Mbps	9 mtr	Dev Towers, Opposite Tahsil Office, Latur - 413512
32	SRO Jalna	1 Mbps	24 mtr	Plot no. P - 3/1 & P -3/2, MIDC Area Jalna, Jalna Aurangabad Road, Jalna 431203

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**21. ANNEXURE – 2**

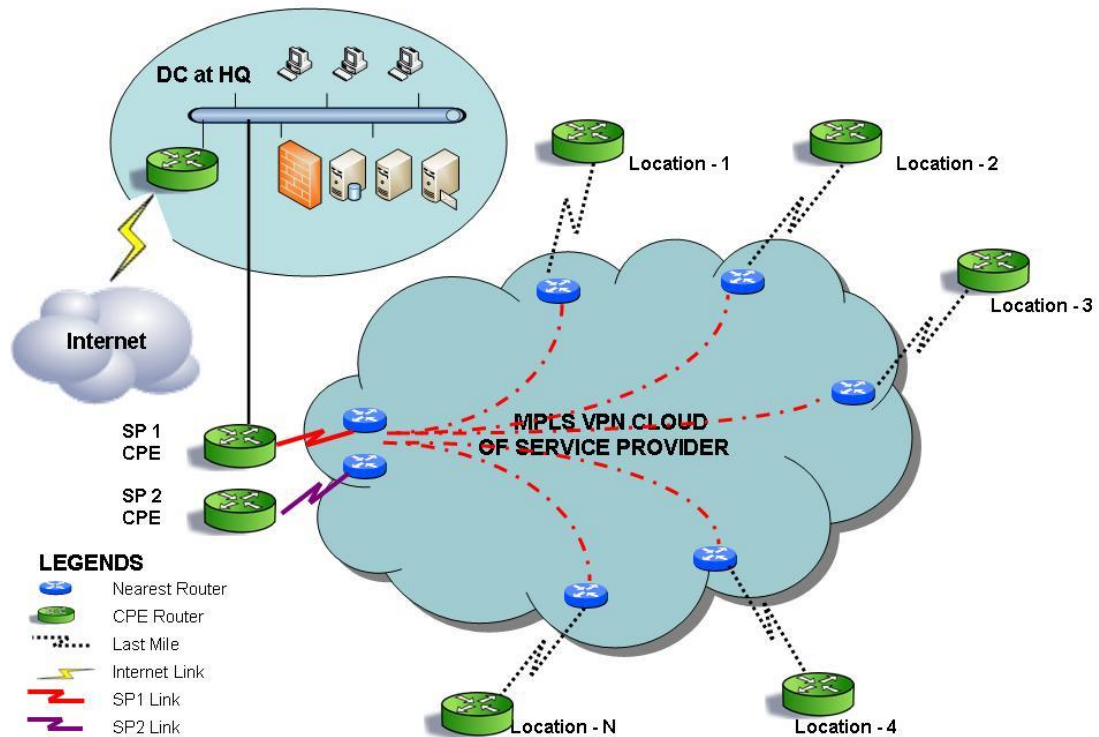
**CURRENT INFRASTRUCTURE and PROPOSED SOLUTION**

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**Current Infrastructure**

Fig -1



1. State of art infrastructure built on virtualization is hosted in a Data Centre at HQ-Mumbai. The Data Center hosts the servers and the storage which are accessed by all the offices through MPLS VPN connectivity being provided by the current Service Providers.
2. A “Hub and Spoke” Wide Area Network (WAN) connectivity architecture is implemented, through a MPLS VPN cloud, with Data Center at Mumbai as the Hub and all the other offices as Spokes to deliver CPE to CPE managed services.
3. MPCB has procured MPLS VPN from two different Service Providers.
4. The internet bandwidth from current Service Provider/s is also provided at HQ-Mumbai and is shared by other offices over the network.
5. Each of the locations is connected to the MPLS cloud on robust last mile

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connectivity through High Speed RF Links.

6. A Gateway security device is implemented at HQ to minimize network threat.

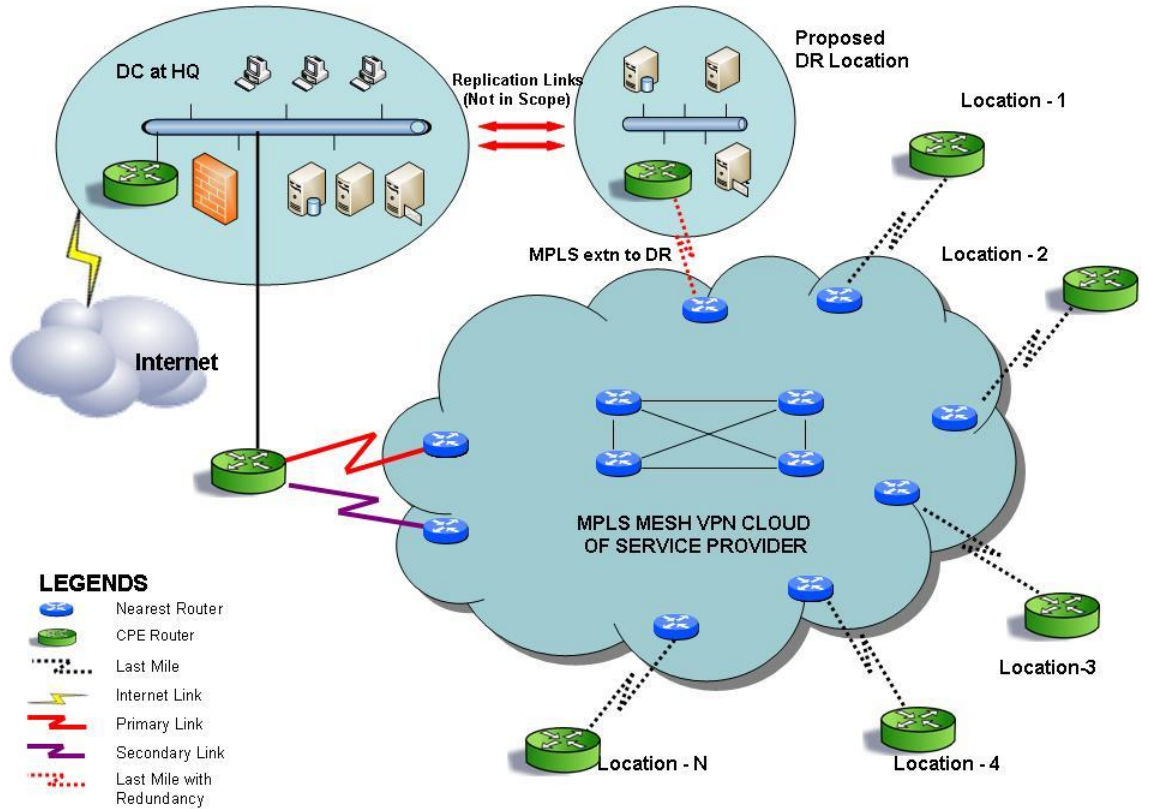
**Proposed Solution Requirement:**

1. The complete managed service under this contract includes network designing, providing all related network hardware on lease for connectivity with SLA binding the Bidder [Service Provider] to uptime and application/service quality commitments which includes.
  - Installation, configuration, hardening
  - Provision of last mile, bandwidth,
  - Maintenance support
  - Proactive monitoring and reporting, change management, migration, training etc.
2. The proposed architecture will be “MESH” (Any to Any), including DC and DR. Any location should be accessible to any other location through hub locations.
3. Prioritization of Bandwidth should be configured as per MPCB’s requirement for Video conferencing, Business critical applications and other applications at all locations.
4. In the event of failure of MPLS link, all the traffic from the MPCB’s locations/offices connected to the service provider network should be routed to DC through DR through the Point to Point link of the service provider between the locations.
5. All the MPCB locations to access internet through centralized router
6. Inclusion of DR location with L3 hub switching Dynamic Multipoint VPN (DMVPN).
7. Bandwidth scalable on the fly
8. Redundant Last Mile.

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**Logical View of Proposed Architecture**

Fig – 2



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**22. ANNEXURE - 3**

**SCOPE OF WORK FOR SERVICE PROVIDER**

MPCB desires to have services from the Service Provider (SP) internet bandwidth at DC Mumbai and establish WAN connectivity through MPLS VPN cloud with all their offices mentioned in Annexure -2 along with location of proposed DR-site. The scope of services is detailed herewith:

1. SP will provide 30 Mbps (1:1) of Internet Connectivity at the DC Mumbai, with redundancy.
2. SP will provide CPE to CPE, IP MPLS VPN connectivity between all the offices mentioned as per the “Schematic Connectivity Diagram” in Annexure-2 of the RFP. The last mile connectivity to the offices should be either through a Fiber or RF media with redundancy. The bandwidth for this connectivity at individual offices should be as mentioned in Annexure -1.
3. All the locations covered requiring last mile connectivity through RF/Optical fiber. In case of RF the SP will make use of the masts already installed by MPCB. In case if any mast/s need/s replacement and/or modification or new mast needs to be installed, the bidder will do the same at his own cost and expenses. It is strongly advised to the bidders to do a site survey for the purpose of assessing the need of the masts. Permissions, clearances, licenses, required if any, of local authorities or any other authority, to erect masts/towers will be obtained by the SP at his own efforts & costs. No separate or additional reimbursement of expenses of any kind on this account will be made by MPCB.
4. At all locations, all equipments for providing the MPLS connectivity (including CPE / router) will have to be supplied, installed and maintained (throughout the entire period of contract) by the Service Provider and shall remain property of the Service Provider.. Any other equipments including Modems / converters / fiber / Mux etc. that is required needed to provide the link will have to be provided by the SP.
5. In case MPCB office is relocated with in city, the SP should relocate then infrastructure with out any additional charge.
6. SP will provide the following services:
  - a) Provisioning of ALL the equipment for establishing the connectivity

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- b) The SP will provide minimum 10 (TEN) static IP addresses to MPCB
  - c) Configure the equipment provided (Modems / Router etc). Installation and commissioning of the link with appropriate wiring
  - d) Undertake necessary services such as configuration, hardening, integration with existing LAN/WAN of MPCB including UTM device at DC Mumbai and at proposed DR site, proactive monitoring and reporting, change management, etc., with SLA binding the Service Provider to uptime and application / service quality commitments
  - e) Participate and co-operate during DR situations and DR-Drills as and when required by MPCB
  - f) Run industry standard QoS / CoS and Traffic Engineering services in the MPLS backbone and configure QoS / CoS as per Board's requirement in their network
  - g) Complete set-up documentations giving details of the network diagrams, IP addressing scheme, IP addresses, Passwords & Security Settings, configuration details
  - h) Configure access through the required client interface (at Service Provider's cost, except for a PC) for designated MPCB staff to Service Provider's portal for the staff to check the status of call requests, link availability, link performance, etc.
  - i) Maintenance support service (24 hours and 7 days a week) throughout the contract period. This should also include regular scheduled preventive maintenance services.
  - j) Give reports about service performance to the Board on a monthly basis as desired by the Board
7. Service Successful Bidder / Service Provider will be required to sign Service Level Agreement having the following clauses:
- a) Working days: Seven days a week (Monday to Sunday)
  - b) SP should allocate a dedicated accounts manager as single point of contact.
  - c) Networking Availability Requirements: 24 hours for all locations
  - d) Up-gradable to higher capacity (at least double that of initial capacity ordered) bandwidth at any time within two weeks of written request from the Board. The last mile should support bandwidth of at least 10 Mbps
  - e) Compression rate 1:1 for the internet bandwidth
  - f) Throughput Guarantee: 98 percent.
  - g) Creditable Outage: In case the service is continuously unavailable beyond one hour, for any reasons, whether under control of the Service Provider or beyond, the bidder shall extend the period of service by one day for every hour of down time. However, the total downtime shall not extend 2 (two) days / 48 hours in a quarter, beyond which MPCB reserves the right to review and terminate the services of the bidder.

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- h) The down time shall start from the time of observance of the service non – availability by MPCB and end at the time of restoration of the services by the Service Provider, to the satisfaction of the customer. The delay due to non response of the Service Provider, in registering the service call and subsequent issuance of service call docket number shall have no bearing on Total Service down Time.
  - i) The percentage uptime shall be calculated on quarterly basis as follows:  
Availability (in %) = (Total no of Hours in quarter – Total Outage Hours in quarter) x 100% / (Total No of Hours in quarter)
  - j) Helpdesk (with preferably toll free number): 24 hours
8. SP should guarantee absolute network security in the shared infrastructure. SP should take measures to prevent VPN spoofing and label spoofing so that only locations authorized by MPCB are members of the VPN. SP should also ensure that our VPN interfaces, routes and contents of packets are hidden from all other VPNs and from the Internet

SP should provide MPLS network that is completely separate / isolated from that of internet network or Public Domain. The data sent across the channel should be secured by SSL VPN level security

9. Responsibility for Completeness: Any supplies and services which might not have been specifically mentioned in this RFP but are necessary for the installation, testing, commissioning, performance or completeness of the order, shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the system.

The Bidder shall be responsible for any discrepancies, errors and omissions in the technical details submitted by him/them irrespective of whether these have been approved, reviewed or otherwise accepted by the Board or not. The bidder shall take all corrective measures arising out of discrepancies, errors and omissions in drawings and other information as mentioned above within the time schedule and without extra cost to the Board

10. The Bidder shall have a clear Disaster recovery and Business Continuity Plan and the details shall be shared with the MPCB, if required.
11. Transition seamlessly from older MPLS to new MPLS network without hampering MPCB work, SP to specify downtime requirement, if any.



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**Proposed Minimum Specifications of Router**

- Minimum 2, GE ports and 2, FE ports for WAN/ LAN connectivity.
- Support IPSec encryption for data confidentiality, with support for dedicated hardware modules to offload encryption processes from the CPU.
- Support 3DES and AES encryption standards.
- Support CoS/QoS for real time traffic ie., voice and video, all Queuing mechanisms
- Should support IPV4, IPV6, static routes, all dynamic routing protocols, Multicast, VPN etc.
- The router should have all necessary hardware/software to enable it to provide the requisite information to NMS for reporting.
- The router should not be End of Sale or End of Support.

**Managed Services**

**1. Scope**

- The network should be supported by a complete Network Management System (NMS) for 24 x 7 monitoring all the circuits, remote terminals, and BW management.
- NMS should support monitoring, control and configuration of the entire network by means of user friendly Graphical User Interfaces.
- Monitoring Network Thresholds
- Monthly analysis of Network thresholds to intimate MPCB proactively for need of any change accordingly.
- Analyse usage of network and report MPCB about prediction of future trend.
- Access Violation should be continuously monitored by SP on regular basis

**2. Deliverables**

- Availability of Link based on MTTR
- Bandwidth utilization report
- CPE utilization, Link utilization, interface utilization reports online on Portal.
- Online reports for PE-PE SLA compliance reports (latency, packet loss, jitter etc) should be made available on Portal
- Information about the threshold breaches should be reported to MPCB on weekly/ monthly basis
- MPCB should be able to receive the alerts about the threshold breaches about the specific devices/links, through email/ SMS.

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**3. Network Management System**

- Incidence based MTTR report
- Devices utilization reports (CPU usage, Memory usage, Buffer usage)
- Access violation reports
- Performance Reports ( Latency, Packet Loss, Jitter etc)
- The bidder should be providing Dashboard report with following Details.
  - Fault Ticket no.
  - Total no. of link down incident (daily, Monthly)
  - Reason of failure with segregated graph.
  - Link availability (Mean down time report) and utilization report.
  - It should be SNMP compliant.
  - The NMS screen is required to be accessed by Bank personnel from the MPCB office, DC and DR Site

**RESPONSIBILITIES OF MPCB**

1. MPCB will provide an uninterrupted power supply connection for the customer premise indoor equipment including the period during switch-over from old MPLS to new MPLS cloud if additional power point is needed temporarily.
2. MPCB will ensure electrically safe earth-neutral voltage at the point of power supply.
3. MPCB will provide existing masts / towers on as-is basis to the Service Providers for the locations covered. The Board will provide suitable space on the terrace / rooftop, for the service provider to install mast required for mounting customer premise outdoor equipment
4. MPCB will provide path to draw cable from the outdoor equipment to indoor equipment
5. MPCB will provide necessary administrative support required by the Service Provider in obtaining permissions from local authorities to erect masts / towers

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**4. ANNEXURE - 4**

**PRICE BID FORMAT**

The bidders should strictly follow the format given below for submitting the price –bids and should submit the same on their official letter head.

<b>PRICE BID – PART A</b>						
Sr. No.	Description	Qty	Price			Amount
			Basic Price	Taxes	Unit Price	
			(Q)	(A)	(B)	
	<b>ANNUAL RECURRING CHARGES</b>					
	<b>Internet Bandwidth</b>					
1	Internet Access 30 Mbps (1:1) per annum inclusive of Backhaul Charges	1				
	<b>Sub Total - X in Words:</b>				<b>Sub Total - X</b>	
2	<b>Managed MPLS VPN Services</b>					
a	512 Kbps MPLS VPN					
b	1 Mbps MPLS VPN					
c	2 Mbps MPLS VPN					
d	4 Mbps MPLS VPN					
e	10 Mbps MPLS VPN with redundancy at DC Mumbai	1				
f	10 Mbps MPLS VPN with redundancy at Proposed DR location	1				
	<b>Sub Total - Y in Words:</b>				<b>Sub Total - Y</b>	
	<b>TOTAL PRICE BID (X+Y)</b>					
	<b>TOTAL PRICE BID (IN WORDS):</b>					
<b>** NOTE : ONLY THE PRICES MENTIONED ABOVE WILL BE CONSIDERED FOR PRICE BID EVALUATION **</b>						

**Note:**

1. The prices quoted are for the Scope of Work as mentioned in Annexure-3
2. The prices are valid for 180 days from the date of bid.

For and on behalf of:

Signature (Authorized Representative and Signatory of the Bidder):

Name of the Person:

Designation:

Date:

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<b>PRICE BID – PART B</b>						
Sr. No.	Description	Qty	Price			Amount
			Basic Price (A)	Taxes (B)	Unit Price (C = A+B)	
		(Q)	(A)	(B)	(C = A+B)	T = Q x C
<b>1</b>	<b>Tower Erection</b>					
a	Installation and commissioning charges <b>per location</b> - includes Line of Sight Survey	ONE				
	Cost of tower erection upto 9 mtrs					
b	Tower Erection beyond 9 mtrs on per mtr basis	ONE				
<b>2</b>	<b>Yearly MPLS VPN Bandwidth charges</b>					
a	512 Kbps MPLS VPN	ONE				
b	1 Kbps MPLS VPN	ONE				
c	2 Mbps MPLS VPN	ONE				
d	4 Mbps MPLS VPN	ONE				
e	Upgrade to 20 Mbps MPLS VPN with redundancy at DC Mumbai	ONE				
f	Upgrade to 20 Mbps MPLS VPN with redundancy at DR Location	ONE				
<b>3</b>	<b>Additional Services</b>					
	Facility for individual user to connect over VPN with requisite client hardware and / or software	ONE				
	Point to Point leased line (distance slab rate)	ONE				
<b>** NOTE : THE PRICES MENTIONED ABOVE WILL NOT BE CONSIDERED FOR PRICE BID EVALUATION **</b>						

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**5. ANNEXURE – 5**

**DETAILS FOR E-TENDER PROCEDURE**

**NOTICE DETAILS**

<b>Tender Reference no.</b>	<b>MPCB/EIC/e-Tender B-4293</b> <b>Date : 17/10/2017</b>
<b>Name of Work / Item</b>	<b>Selection of Service Provider for Provision of Managed MPLS-VPN based connectivity and Internet bandwidth at MPCB offices in State of Maharashtra</b>
<b>Cost of tender document &amp; Mode of Payment</b>	<b>Rs. 10,000/- (Rupees Ten Thousand Only) (Non Refundable) to be paid through Online Payment Modes i.e. Net Banking, Debit Card and Credit Card during Tender Document Download Stage.</b>
<b>EMD Amount &amp; Mode of Payment</b>	<b>Rs.10,00,000/- (Rupees Ten Lakhs Only) to be paid through Online Payment Modes i.e. Net Banking, Debit Card, Credit Card and NEFT/RTGS during Bid Preparation Stage.</b>
<b>Date ,Time and Place of Pre Bid Meeting</b>	<b>30<sup>th</sup> October 2017 15:00 Hrs at MPCB Conference Hall, Kalpataru Point, 4<sup>th</sup> Floor, Sion Matunga Scheme Road No.8, Opp. Sion Circle. Sion (East), <b>Mumbai - 400 022</b></b>
<b>Venue of online opening of tender</b>	<b>MPCB Conference Hall, Kalpataru Point, 4<sup>th</sup> Floor, Sion Matunga Scheme Road No.8, Opp. Sion Circle. Sion (East), <b>Mumbai - 400 022</b></b>
<b>Address for Communication</b>	<b>Member Secretary MPC Board, Kalpataru Point, 4<sup>th</sup> Floor, Sion Matunga Scheme Road No.8, Opp. Sion Circle. Sion (East), <b>Mumbai - 400 022</b></b>
<b>Contact Telephone &amp; Fax Numbers</b>	<b>Tel.No. - 022- 240 87 295, 022- 240 10437 Fax - 022- 240 87 295 Email - eic@mpcb.gov.in</b>
<b>e-Tendering Helpline Support:</b>  <b>Monday to Friday: 09:00 AM - 08:00 PM</b>  <b>Saturday - 09:00 AM - 06:00 PM</b>	<b><u>Telephone:</u></b> <b>020 - 3018 7500</b> <b><u>Email: <a href="mailto:support.gom@nextenders.com">support.gom@nextenders.com</a></u></b>

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**e-TENDER TIME SCHEDULE**

Sr. No.	Activity	Performed by	Start		Expiry	
			Date	Time	Date	Time
1	<i>Release of Tender</i>	Department	18-10-2017	11.00	18-10-2017	16.00
2	Tender Download	Bidders	18-10-2017	16.01	27-10-2017	17.00
3	Bid Preparation		18-10-2017	16.01	07-11-2017	17.00
4	<i>Superhash Generation &amp; Bid Lock</i>	Department	08-11-2017	10.00	08-11-2017	13.00
5	Control Transfer of Bid	Bidders	08-11-2017	13.01	09-11-2017	13.00
6	<i>Envelope 1 Opening</i>	Department	09-11-2017	14.30	09-11-2017	17.30
7	<i>Envelope 2 Opening</i>		18-11-2017	11.30	18-11-2017	14.30

**Please Note:** All bid related activities (Process) like Tender Document Download, Bid Preparation, and Bid Submission will be governed by the time schedule given under Key Dates below:

*\* Dates mentioned here, are scheduled dates for Bid Opening Activities. Any changes in dates of opening of technical and commercial bids shall be notified in 'Press Notice / Corrigendum' section on the e-Tendering sub portal of the department before opening of the same.*

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**INSTRUCTIONS TO BIDDERS FOR e-Tendering**

**GENERAL INSTRUCTIONS:**

The bidders are requested to familiarize themselves with the use of the e-Tendering portal of Government of Maharashtra well in advance

To view- Tender Notice, Detailed Time Schedule, Tender Document for this Tender and subsequently purchase the Tender Document and its supporting documents, kindly visit following e-Tendering website of **Government of Maharashtra**:  
<https://maharashtra.etenders.in>

The Contractors participating first time for e-Tenders on GoM e-tendering portal will have to complete the Online Registration Process for the e-Tendering portal. A link for enrollment of new bidders has been provided on <https://maharashtra.etenders.in>

All bidders interested in participating in the online e-Tendering process are required to procure Class II or Class III Digital e-Token having 2 certificates inside it, one for Signing/Verification purpose and another for Encryption/Decryption purpose. The tender should be prepared & submitted online using individual's Digital e-Token.

An important Training Workshop on e-Tendering procedure will be held on 02-09-2015 at 11:00 Hrs. at 4<sup>th</sup> floor Conference Hall , MPCB, Sion.

**e-Tendering Tool Kit for Bidders** (detailed Help documents, designed for bidders) has been provided on e-Tendering website in order to guide them through different stages involved during e-Tendering such as online procedure for Tender Document Purchase, Bid Preparation, Bid Submission.

Bidders will have to pay cost of Tender Document through online modes of payment such as **Net Banking, Debit Card and Credit Card** during **Tender Document Download stage**. This payment will not be accepted by the department through any offline modes such as Cash, Cheque or Demand Draft.

Similarly, Bidders will have to pay Earnest Money Deposit through online modes of payment such as **Net Banking, Debit Card, Credit Card and NEFT/RTGS** during **Bid Preparation stage**. This payment will not be accepted by the department through any offline modes such as Cash, Cheque or Demand Draft.

The interested contractors / bidders will have to make online payment (using credit card/debit card/net banking) of Rs. **1054/-** (inclusive of all taxes) per bid per tender to

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online service provider of e-Tendering system (Sify NexTenders) at the time of entering **Online Bid Submission** stage of the tender schedule.

If any assistance is required regarding e-Tendering (registration / upload / download) please contact GoM e-Tendering Help Desk on number: **020 – 3018 7500 (Pune Helpline)**, Email: [support.gom@nextenders.com](mailto:support.gom@nextenders.com)

**For a bidder, online bidding process consists of following 3 stages:**

1. *Online Tender Document Purchase and Download*
2. *Online Bid Preparation*
3. *Online Bid Submission*

**All of 3 stages are mandatory in order for bidders to successfully complete Online Bidding Process.**

**TENDER DOCUMENT PURCHASE AND DOWNLOAD:**

The tender document is uploaded / released on Government of Maharashtra, (GOM) e-tendering website <https://maharashtra.etenders.in>. Tender document and supporting documents may be purchased and downloaded from following link of Maharashtra Pollution Control Board on e-Tendering website of Government of Maharashtra, <https://maharashtra.etenders.in> by making payment through **Online Payment Modes i.e. Net Banking, Debit Card and Credit Card.**

If for any reason a bidder fails to make this payment through online modes, system won't allow the bidder proceed further for next stage resulting in his/her elimination from Online Bidding Process.

This payment will not be accepted by the department through any offline modes such as Cash, Cheque or Demand Draft.

Subsequently, bid has to be prepared and submitted online ONLY as per the schedule.

The Tender form will be available online only. Tender forms will not be sold / issued manually from M.P.C.Board office

The bidders are required to download the tender document within the pre-scribed date & time mentioned in online tender schedule. After expiry of the date and time for tender document download, Department / Corporation will not be responsible for any such failure on account of bidders for not downloading the document within the schedule even



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though they have paid the cost of the tender to the Department / Corporation. In such case the cost of the tender paid by the bidders will not be refunded.

**PREPARATION & SUBMISSION OF BIDS**

Both the Bids (Technical as well as Commercial) shall have to be prepared and subsequently submitted online only. Bids not submitted online will not be entertained.

**Online Bid Preparation**

**EARNEST MONEY DEPOSIT (EMD)**

Bidders are required to pay Earnest Money Deposit (if applicable) through Online Payment modes i.e. **Net Banking, Debit Card, Credit Card and NEFT/RTGS** during Bid Preparation Stage.

This payment will not be accepted by the department through any offline modes such as Cash, Cheque or Demand Draft.

If for any reason a bidder fails to make this payment through online modes, system won't allow the bidder to complete Bid Preparation stage resulting in his/her elimination from Online Bidding Process.

In case EMD is mandatory to all the bidders for a tender, offers made without EMD shall be rejected.

In Bid Preparation stage, bidders get access to Online Technical and Commercial Envelopes where they require uploading documents related to technical eligibility criteria and quote commercial offer for the work / item in respective online envelopes.

**TECHNICAL BID**

Following documents should be uploaded in Online Technical Envelope (T1) in PDF format, if required can be zipped as well and then uploaded during **Online Bid Preparation stage**.

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The list of documents for Technical Envelope is as follows:

Sr. No.	List of Documents	Compulsory / Additional
1	Covering Letter As per Format in EXHIBIT 1	Compulsory
2	Attested copy of Power of Attorney	Compulsory
3	Proof of Purchase of RFP	Compulsory
4	EMD as per Section 6.6.2	Compulsory
5	Certificate of incorporation / Registration Service Tax registration certificate	Compulsory
6	GST registration certificate	Compulsory
8	Copies of orders in compliance of Section 7.1 (4)	Compulsory
9	Documentary Proofs as testimony for Evaluation of Technical bids as per criteria listed in Section 7.4.1	Compulsory
10	Technical Proposal as mentioned in section 7.2 PART 2 (b)	Compulsory
11	Service provider's declaration about technical compliance	Compulsory
12	Covering Letter As per Format in EXHIBIT 2	Compulsory
13	TRAI Approval	Compulsory
14		
15		

**COMMERCIAL BID**

All commercial offers must be prepared online (An online form will be provided for this purpose in Online Commercial Envelope (C1), during **Online Bid Preparation** stage).

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Any bidder should not quote his offer anywhere directly or indirectly in Technical Envelope (T1), failing which the Commercial Envelope (C1) shall not be opened and his tender shall stand rejected.

*Note: During Online Bid Preparation stage, bidders are allowed to make any changes or modifications in the bid data uploaded by them in Technical (T1) as well as Commercial (C1) envelope.*

*Towards the end of Bid Preparation, once verification of EMD payment is successful, bidder completes the Bid Preparation stage by generating the Hash Values for T1 and C1. Post this, system won't allow him/her to make any further changes or modifications in the bid data.*

**Online Bid Submission**

In this stage, bidders who have successfully completed their Bid Preparation stage are required to transfer the data, already uploaded by them during Bid Preparation stage, from their custody to department's custody.

*Note: During this stage, bidders won't have any capability to make any kind of changes or editing into technical as well as commercial data.*

**INSTRUCTION TO BIDDERS FOR ONLINE BID PREPARATION & SUBMISSION**

Bidders are required to pay Earnest Money Deposit (if applicable to them) through Online Payment modes i.e. **Net Banking, Debit Card, Credit Card and NEFT/RTGS** during Bid Preparation Stage.

If for any reason a bidder fails to make this payment through online modes, system won't allow the bidder to complete Bid Preparation stage resulting in his/her elimination from Online Bidding Process.

Hence, it is strongly recommended to bidders to initiate this payment well in advance prior to expiry of Bid Preparation stage in order to avoid elimination from Online Bidding Process on grounds of failure to make this payment.

During the activity of **Bid Preparation**, bidders are required to upload all the documents of the technical bid by scanning the documents and uploading those in the PDF format. This apart, bidders will have to quote commercial offer for the work / item, for which bids are invited, in an online form made available to them in Commercial Envelope. This activity of **Bid Preparation** should be completed within the prescribed schedule given for bid preparation.

After **Bid Preparation**, the bidders are required to complete **Bid Submission** activity within prescribed schedule without which the tender will not be submitted.

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Interested contractors / bidders will have to make online payment (using credit card/debit card/net banking/Cash Card) of Rs. **1054/-** (inclusive of all taxes) per bid per tender to online service provider of e-Tendering system (Sify NexTenders) at the time of commencing **Online Bid Submission** stage of the tender schedule.

Non-payment of processing fees will result in non submission of the tender and Department will not be responsible if the tenderer is not able to submit their offer due to non- payment of processing fees to the e-tendering agency.

Detailed list of different modes of online payment to e-tendering service provider (**E-Payment Options**) has been provided under **E-Tendering Toolkit for Bidders** section of **<https://maharashtra.etenders.in>** .

The date and time for online preparation followed by submission of envelopes shall strictly apply in all cases. The tenderers should ensure that their tender is prepared online before the expiry of the scheduled date and time and then submitted online before the expiry of the scheduled date and time. No delay on account of any cause will be entertained. Offers not submitted online will not be entertained.

If for any reason, any interested bidder fails to complete any of online stages during the complete tender cycle, department shall not be responsible for that and any grievance regarding that shall not be entertained.

Any amendment to the tender will be placed on sub portal of the Department, who have invited the bids, on e-tendering portal of the Govt. of Maharashtra. The tenderer will not be communicated separately regarding the amendment.

**OPENING OF BIDS:**

The bids that are submitted online successfully shall be opened online as per date and time given in detailed tender schedule (if possible), through e-Tendering procedure only in the presence of bidders (if possible).

Bids shall be opened either in the presence of bidders or it's duly authorised representatives. The bidder representatives who are present shall sign a register evidencing their attendance. Only one representative per applicant shall be permitted to be present at the time of opening the tender.

**TECHNICAL ENVELOPE (T1):**

First of all, Technical Envelope of the tenderer will be opened online through e-Tendering procedure to verify its contents as per requirements.

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At the time of opening of technical bid the tenderer should bring all the original documents that have been uploaded in the Online Technical Envelope (T1) so that same can be verified at the time of opening of technical bid.

If the tenderer fails to produce the original documents at the time of opening of technical bid then the decision of the committee taken on the basis of document uploaded will be final and binding on the tenderer.

If the various documents contained in this envelope do not meet the requirements, a note will be recorded accordingly by the tender opening authority and the said tenderer's Commercial Envelope will not be considered for further action but the same will be recorded.

Decision of the tender opening authority shall be final in this regard.

The right to accept or reject any or all tenders in part or whole without assigning any reason thereof is reserved with Tender Opening Authority and his decision(s) on the matter will be final and binding to all.

The commercial bids shall not be opened till the completion of evaluation of technical bids.

The commercial Bids of only technically qualified Bidders as mentioned above will be opened.

**COMMERCIAL ENVELOPE (C1):**

This envelope shall be opened online as per the date and time given in detailed tender schedule (if possible), through e-Tendering procedure only,

**PRICE SCHEDULE**

**Note: Commercial Offer has to be entered online only. An Online Form, similar to the Commercial format given below, will be available to the bidders in Commercial Envelope (C1) during Online Bid Preparation stage where bidders would quote their offer.**

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**Final List of Documents to be uploaded Online:**

The following documents should be uploaded by the bidders in the form of PDF Files in the same order as mentioned below, on the e-Tendering website during **Online Bid Preparation** stage.

Sr. No.	List of Documents	Compulsory / Additional
1	Covering Letter As per Format in EXHIBIT 1	Compulsory
2	Attested copy of Power of Attorney	Compulsory
3	Proof of Purchase of RFP	Compulsory
4	EMD as per Section 6.6.2	Compulsory
5	Certificate of incorporation / Registration Service Tax registration certificate	Compulsory
6	GST registration certificate	Compulsory
7	Document proving ownership of Tier III Data Centre offering Private cloud services as per 7.1(3)	Compulsory
8	Copies of orders in compliance of Section 7.1 (4)	Compulsory
9	Documentary Proofs as testimony for Evaluation of Technical bids as per criteria listed in Section 7.4.1	Compulsory
10	Technical Proposal as mentioned in section 7.2 PART 2 (b)	Compulsory
11	Service provider's declaration about technical compliance	Compulsory
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Note: During **Online Bid Preparation**, apart from the above mentioned documents, if any need arises to upload additional documents in Technical Envelope, an option of '**Upload Additional**

**Maharashtra Pollution Control Board, Govt. of Maharashtra**  
**Selection of Service Provider for**  
**Provision of Managed MPLS-VPN based connectivity and Internet bandwidth at**  
**MPCB offices in State of Maharashtra**

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**Documents'** has been provided in the e-Tendering software which will be available to bidders during **Online Bid Preparation** stage.