

Stock Holding Corporation of India Limited
(Stock Holding)



RFP Reference Number: IT-09/2023-24

Date: 15-Feb-2024

GEM Reference No. - GEM/2024/B/4638716

**REQUEST FOR PROPOSAL FOR MANAGED NETWORK SERVICES FOR NETWORK
OPERATION CENTRE (NOC)**

DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Stock Holding Corporation of India Limited (StockHolding), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by StockHolding to any parties other than the applicants who are qualified to submit the bids (“bidders”). The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. StockHolding makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. StockHolding may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

RFP Document Details

Sr. No.	Description	Remarks
1	Name of Organization	Stock Holding Corporation of India Limited
2	RFP Reference Number	IT-09/2023-24
3	Requirement	Request for proposal (RFP) for Managed Network Services for Network Operation Centre (NOC)
4	Interest free Earnest Money Deposit (EMD) [*]	Rs.5,00,000/- (Indian Rupees Five Lakhs only) by way of RTGS/NEFT to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids by way of RTGS/NEFT on StockHolding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL0000004. Please share the UTR details to us on below mentioned email address.
5	Email Id for queries up to Pre-Bid Meet	PRIT@stockholding.com
6	Date of Issue of RFP Document	15-Feb-2024
7	Date, Time and place for online Pre-bid meeting	21-Feb-2024 11:00 AM For participation in pre-bid meeting, please send mail for online meeting link to PRIT@stockholding.com before 20-Feb-2024 05:00 PM
8	Last Date for Submission of Online Bid	26 - Feb -2024 03:00 PM
9	Date of opening bid	26 -Feb-2024 03:30 PM

[*] - Bidders registered under Micro, Small and Medium Enterprises (MSME) for specific trade are exempted from EMD. Bidders shall upload the scanned copy of necessary documents as part of eligibility criteria documents.

This bid document is not transferable.

StockHolding reserves the right to modify/update activities/ dates as per requirements of the process.

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SUBMISSION OF PROPOSAL

StockHolding invites e-tender through GeM Portal, in two bid system (Technical and Commercial bid), from firm/company/ to avail Managed Network Services for Network Operation Centre, Network Infrastructure Management and Network Link Management Services for all offices of StockHolding across India

Submission of Bids:

The online bids will have to be submitted within the time specified on website <https://gem.gov.in/> the following manner:-

1. Technical Bid (.pdf files)
2. Commercial Bid (.pdf files)

Invitation for bids:

This “Invitation for bid” is meant for the exclusive purpose of “Managed Network Services for Network Operation Centre for StockHolding as per the terms, conditions, and specifications indicated in this RFP and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

The bidder shall conduct a System Study of StockHolding’s overall network Infrastructure with respect to implementation of Network cum WAN Monitoring and Management solutions (NOC management and monitoring solutions/ Services) as mentioned in this RFP and submit a Solution thereof, with a detailed project plan, and also monitor the same during the solution/service rollout. Selected bidder has to provide a detailed presentation in terms of how “Network Infrastructure Management and link management services” to be provided to StockHolding for a period of 2 years with 1 year as extension and how bidders SLA is being tracked from their end and updated to StockHolding on monthly basis to ensure StockHolding’s DC, DR, NDR and all the branches network link connectivity will always be up throughout the support services of selected bidder.

Current State of NOC & WAN

The Network Management is based on a centralized model with onsite resources located at the Primary Data Centre in Navi Mumbai, DR-site at Bangalore and Delhi Hub location.

StockHolding has a WAN architecture built by leveraging BSNL and TCLs’ Layer -3 MPLS VPN services, it’s a dual carrier design (BSNL and TCL) with a dual last mile connectivity (across ISPs) for the BSNL and TCL backhaul links, from the StockHolding’s head-end router/s located at the DC & DR.

The TCL MPLS VPN is also used for replication and server related traffic apart from providing connectivity over last mile WIMAX to the branches.

All the regional and branch offices are currently connected to the BSNL MPLS network and/or TCL MPLS network with multiple combinations of Two MPLS links, Single MPLS link provider (BSNL or TCL) and WiMax or Broadband VPN connectivity as a backup.

StockHolding has already proposed to have dual last mile connectivity at the branches too and same has been implemented wherever feasible from alternate service provider end either with TCL WiMax or Broadband VPN. Few branches are connected to the regional offices/DC over P2P links, the existing backup is provided over MPLS/P2P/WiMax/Broadband etc. StockHolding also has SAN to SAN replication links.

The bidder will be required to design/re-design, migrate, configure/re-configure, monitor and maintain secure network infrastructure comprising of LAN/WAN/WLAN/WiMax/Broadband networks i.e. Lease lines, MPLS, WiMax, Point to Point, Broadband, Internet links, extranet links, WLAN controllers, Wireless APs, WLAN monitoring systems, VM environment, On premise private cloud environment, Video Conferencing, Life Size and WebEx Meetings and newer technologies etc. of the StockHolding which will include but is not limited to, co-ordination with link providers, OEM vendors, System Integrators, business entities of StockHolding etc. but also integration and migration of networks, link maintenance and management etc.

The bidder will also be responsible for the monitoring and configuration management of all network infrastructure comprising of Routers, switches, modems, Video Conferencing equipment's, WLAN controllers, Wireless APs, WLAN monitoring systems, LAN and WAN links, NMS systems, Life Size and WebEx Video conferencing solutions, private and public Cloud based solutions etc. under a managed service for DC, NDC, DR, NR DR, Extranet DR, Regional office/remote offices, Central Office and branches and assist the StockHolding in successful commissioning of WAN links and liaising with concerned WAN service providers.

Due Diligence:

The bidder is expected to examine all instructions, Forms, Terms, Conditions and Specifications in this RFP. Bids shall be deemed to have been made after careful study and examination of this RFP with full understanding of its Implications. The Bid should be precise, complete with all details required as per this RFP document. Failure to furnish all information required by this RFP or submission of Bid not as per RFP requirements will be at the bidder's risk and may result in rejection of the bid and the decision of StockHolding in this regard will be final and conclusive and binding.

Cost of Bidding:

The bidder shall bear all costs associated with the preparation & submission of its bid and StockHolding will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Contents of this RFP Document:

The requirements, bidding procedure, general terms & conditions are prescribed in this RFP document with various sections

- a Bidder Details – Annexure 1
- b Requirement with Scope of Service and Terms and Conditions
- c Format for Eligibility Criteria - Annexure 2
- d Format for Technical Bid – Annexure 3
- e Format for Price Bid (Commercial) Bids - Annexure 4
- f Integrity Pact (Text) Annexure 5
- g Covering Letter of Integrity Pact - Annexure 6
- h Compliance Statement – Annexure 7
- i Link Details – Annexure 8
- j Format of Bank Guarantee – Annexure 9
- k Bids preparation and submission details

Clarifications regarding RFP Document:

- a Before bidding, the bidders are requested to carefully examine the RFP Document and the Terms and Conditions specified therein, and if there appears to be any ambiguity, contradictions, gap(s) and/or discrepancy in the RFP Document, they should forthwith refer the matter to StockHolding for necessary clarifications.
- b A bidder requiring any clarification for their queries on this RFP may be obtained via email to PRIT@StockHolding.com
- c StockHolding shall not be responsible for any external agency delays.
- d StockHolding reserves the sole right for carrying out any amendments / modifications / changes in the bidding process including any addendum to this entire RFP
- e At any time before the deadline for submission of bids / offers, StockHolding may, for any reason whatsoever, whether at its own initiative or in response to a clarification requested by bidders, modify this RFP Document.
- f StockHolding reserves the rights to extend the deadline for the submission of bids, if required. However, no request from the bidders for extending the deadline for submission of bids, shall be binding on StockHolding.
- g StockHolding reserves the right to amend / cancel / postpone / pre-poned the RFP without assigning any reasons.
- h It may be noted that notice regarding corrigendum/addendums/amendments/response to bidder's queries etc., will be published on StockHolding's website only. Prospective bidders shall regularly visit StockHolding's same website for any changes/development in relation to this RFP.
- i It may be noted that bidder mentioned in the document may be either OEM/Distributor/System Integrator (SI).

Validity of offer:

The offer should remain valid for a period of at least **90 days** from the date of submission.

ELIGIBILITY CRITERIA (Documents to be Submitted Online)

Guidelines to be followed prior to submitting an application-

1. Bidder should upload all supporting documents at the time of submission duly signed and stamped on their company's letter head.

SI.	Criteria	Documents to be submitted by Bidder
1	The Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 with experience of owning and managing a well-established Network Operation Center (NOC) for at least 7 years.	Copy of Certificate of Incorporation issued by the Registrar of Companies and Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory
2	Should have an average annual turnover of at least Rs. 10 Crores per annum for last three financial years (2020-21, 2021-22 and 2022-23). It should be of individual company and not of Group of Companies	Certificate from CA mentioning annual turnover for last three financial years.
3	Bidder should be in Net Profit in the last 03 (three) audited financial years	Certificate from CA mentioning profit/loss for the past three financial years.
4	The bidder should have experience in minimum 03 (three) corporate customers in India for at least last 05 (five) years from RFP date for providing onsite (from customer premises) NOC services for managing and monitoring the network consisting of - (i) At least 900 remote network devices (such as routers, switches, etc.) per project. (ii) Providing remote Network Management Service such as installation, configuration & management of WAN links, L3 & L2 network devices of at least 200 branches (iii) Experience of managing minimum 500 links (Branch Links, Extranet links,) WiMAX/CDMA/ISDN Backup Link) from multiple service providers	Copy of Purchase Orders / Completion Certificate

5	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for any reasons within last 3 years from the RFP date.	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory
6	The bidder must have following valid Certifications: <ul style="list-style-type: none"> • ISO 9001/ISO 20000 and • ISO 27001:2013 certified 24x7 NOC 	Relevant ISO Certificates.
7	Bidder should minimum below no. of Trained and Certified Employees on their payroll with valid certifications, having 2 years' relevant experience (post certification) – CCNA: More than 20 CCNP: More than 3 CCIE: More than 2 PMP: More than 2	Self-declaration by the bidder on it Letter Head duly signed by the authorised signatory
8	Bidder/ need to certify that they have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. Bidder also to certify that bidder and OEM are not from such a country or if from a country, has been registered with competent authority.	Self-declaration from bidder on their letter head duly signed by authorized signatory
9	Bidder should have presence at all Tier 1 cities in India	Self-declaration on company letter head along with list of locations.
10	Bidder to provide undertaking that no penalties, amounting to up to 10% of the contract value per year, have been imposed in the last three years by any of its client(s).	Self-declaration from bidder on their letter head duly signed by authorized signatory

Eligibility Criteria (For On-site Manpower Assignment – Total 10 nos.)

(A)	Resource Type	Qualification	Experience	Certification Required
1	Project Manager cum L3 Engineer (One Number)	Should be Degree qualified Engineer with CCNP	5 years' experience post CCNP certification and Project Management skills plus exposure on WLAN, Voice and Video Conferencing with hands on experience on OEM like Cisco, Arista, Juniper, Extreme etc. network devices.	<ol style="list-style-type: none"> 1. Degree Certificate 2. Valid CCNP Certification 3. Experience Certificates
2	Core Network Engineer (Two Numbers)	Should be Degree qualified Engineer with CCNP	3 years' experience post CCNP certification in similar environment in terms of Management of the MPLS network / SDWAN architecture kind of topology, SDWAN, Network Access Control (NAC) architecture rollout / routing protocol deployed at StockHolding. Should have expertise on router / switches configurations, Voice, WLAN, Video conferencing, Policy based routing, Access Control List management, IPSLA, performance routing, troubleshooting and excellent documentation skills with hands on experience on OEM like Cisco, Arista, Juniper, Extreme etc. network devices.	<ol style="list-style-type: none"> 1. Degree Certificate 2. Valid CCNP Certification 3. Experience Certificates

3	Project Manager – NMS (1 Number)	Should be Degree Engineer with CCNA	5 years' experience in role of NMS Management on any NMS tool.	<ol style="list-style-type: none"> 1. Degree Certificate 2. Valid CCNA Certification 3. Experience Certificates
3	NMS Engineer (5 numbers)	Should be Degree/Diploma Engineer with CCNA	<p>3 years' experience in Network Management Services. Should have exposure to WAN environment and network monitoring tools. Expert in handling network devices like routers.</p> <p>THREE will be dedicated Engineers in Mumbai, and one each at Bangalore and Delhi location.</p>	<ol style="list-style-type: none"> 1. Degree/Diploma Certificate 2. Valid CCNA Certification 3. Experience Certificates
4	Technician (Cabling) (1 number)	Minimum Graduate / Technical Diploma Holder in related field with minimum 05 years of experience in Data Centre Non-IT Infrastructure	Experience in Data Center Structured cabling, designing, installation and maintenance	<ol style="list-style-type: none"> 1. Degree/Diploma Certificate 2. Experience Certificates
(B)	Criteria		Documents to be submitted by successful bidder	
1	Proposed resources must be on the Payroll of bidder (out-sourcing staff not allowed)		<ul style="list-style-type: none"> ▪ Last 3 Months Payslips / Appointment letter of present organization ▪ Resume of the resources proposed 	

BIDS PREPARATION AND SUBMISSION DETAILS

The online bids will have to be submitted within the time specified on website <https://gem.gov.in/> . Bidders must familiarize (if not already) with the Portal and check/ fulfil the pre-requisites to access and submit the bid there.

1. Submission of Bids

- a The required documents for Eligibility Criteria, Commercial Bid must be submitted (uploaded) online on GeM portal. Eligibility Criteria and Commercial Bid should be complete in all respects and contain all information asked for in this RFP document
- b The offer should be valid for a period of at least **90 days** from the date of submission of bid.
- c The Bidder shall fulfil all statutory requirements as described by the law and Government notices. The Bidder shall be solely responsible for any failure to fulfil the statutory obligations and shall indemnify StockHolding against all such liabilities, which are likely to arise out of the agency's failure to fulfil such statutory obligations.
- d The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP document(s). Failure to furnish all information required as mentioned in the RFP document(s) or submission of a proposal not substantially responsive to the RFP document(s) in every respect will be at the bidder's risk and may result in rejection of the proposal.
- e Delayed and/or incomplete bid shall not be considered.
- f There may not be any extension(s) to the last date of online submission of Eligibility Criteria details and commercial Price bids. This will be at the sole discretion of StockHolding.

2. Evaluation of Bids

StockHolding will evaluate the bid submitted by the bidders under this RFP. The eligibility bid submitted by the Bidder will be evaluated against the Eligibility criteria set forth in the RFP. The Bidder needs to comply with all the eligibility criteria mentioned in the RFP to be evaluated for evaluation. Noncompliance to any of the mentioned criteria would result in outright rejection of the bidder's proposal. The decision of *StockHolding* would be final and binding on all the bidders to this document.

StockHolding may accept or reject an offer without assigning any reason what so ever. The bidder is required to comply with the requirement mentioned in the RFP. Non-compliance to this may lead to disqualification of a bidder, which would be at the discretion of *StockHolding*.

- a Please note that all the information desired needs to be provided. Incomplete information may lead to non-consideration of the proposal.
- b The information provided by the bidders in response to this RFP document will become the property of StockHolding.

Evaluation Process

First the 'Eligibility Criteria bid document' will be evaluated and only those bidders who qualify the requirements will be eligible for 'Technical bid'. In the second stage, for only those bidders who meets the 'Eligibility Criteria', technical bids will be evaluated, and a technical score would be arrived at. In third stage, only those bidders, who have qualified in the technical evaluation, shall be invited for commercial evaluation.

Eligibility Criteria Evaluation

The bidder meeting the Eligibility Criteria as per **Annexure 2** will be considered for Technical evaluation. Any credential/supporting detail mentioned in "Annexure 2 – Eligibility Criteria" and not accompanied by relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labelled and segregated in the respective areas. There is no restriction on the number of credentials a bidder can provide.

Technical Bid Evaluation

The Technical bids of only those bidders shall be evaluated who have satisfied the eligibility criteria bid. *Stock Holding* may seek clarifications from the any or each bidder as a part of technical evaluation. All clarifications received by within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by the *Stock Holding*.

The proposal submitted by the bidders shall, therefore, be evaluated on the following criteria:

S.No	Evaluation Parameters / Credentials	Marks	Minimum Qualifying Marks	Maximum Marks (100)
Experience & Turnover of the Bidder (Maximum – 80 Marks)				
1	The number of projects executed by the Bidder of managing Network Operations Center (NOC) for their clients for managing and monitoring the network consisting of at least 900 remote network devices (such as routers, switches, etc.) per project for minimum 03 (three) corporate customers in India during last 05 years from the RFP date. The minimum maintenance period shall be 01 year.	a) 3 project – 12 Marks b) 4-7 projects – 16 Marks c) More than 7 projects – 20 Marks	16	20
2	The Bidders experience in providing remote Network Management Service such as installation, configuration & management of WAN links, L3 & L2 network devices of atleast 200 branches for minimum 03 (three) corporate customers in India during last 05 years from the RFP date	a) 200-400 branches - 12 Marks b) 401-700 branches – 16 Marks c) More than 700 branches – 20 marks	16	20

3	Bidder should have an exposure of managing atleast 500 links (Branch Links, Extranet links,) WiMAX/CDMA/ISDN Backup Link) from multiple service providers for minimum 03 (three) corporate customers in India during last 05 years from the RFP date	a) 500 - 700 Links : 8 Marks b) 701 - 1000 Links : 10 Marks c) More than 1200 Links : 15 Marks	10	15
4	No. of Trained and Certified Employees with valid certifications, having 2 years' relevant experience (post certification), out of which 1- year experience is with the bidder. [Based on No. of CCNAs, CCNPs, CCIEs, PMPs]	Self-declaration on bidder's letter head, confirming each of the mentioned criteria a) CCNA: More than 20, but less than 30; CCNP: More than 3 but less than 5; CCIE: More than 2 but less than 4; PMP: More than 2 but less than 4 (10 Marks) b) CCNA: Equal to 30 , but less than 50; CCNP: Equal to 5, but less than 7; CCIE: Equal to 4, but less than 6; PMP: Equal to 4, but less than 6 (12 Marks) c) CCNA: 50 or More CCNP: 10 or More CCIE: 6 or More PMP: 6 or More (15 Marks)	10	15
5	Bidder is a company/firm incorporated in India having average annual Turnover of at least Rs. 10 Crores in previous 03 (Three) financial years i.e. 2020-21, 2021-22, and 2022-23. This must be individual company turnover and not group of companies.	a) 10 Crores = 6 Marks b) >10 Crores <= 50 Crores = 8 Marks c) More than 50 Crores = 10 Marks	6	10
Technical Presentation (Maximum – 20 Marks)				
1	Technical proposal submitted by the bidder covering below aspects – a) Bidders past experience and capability to manage similar projects in India b) Understanding of the Project and it's Scope of Work c) Approach & Methodology for proposed support mechanism for meeting SLA parameters d) Detailed Project Plan during support period	Based on Bid documents submitted and clarifications received (if any)	12	20

Note:

- Managed Service refers providing Network Management and link management services within NOC Services.
- Terms – Bidder, Service Provider [SP], System Integrator and Vendor are used interchangeably.
- The bidder is required to provide documentary evidence for each of the above criteria.
- StockHolding shall verify the credentials submitted with the respective issuer and understand the credentials claimed for the purpose of evaluation and awarding marks.
- The bidder to submit appropriate credentials [other than self- certification] in respect of each of the item.
- The technical score will be allotted by StockHolding to each bidder against each section and will be considered final.

Commercial Bid Evaluation

Selection of bidders for commercial evaluation stage -

1. Only bidders who achieve the specified minimum qualifying marks across each evaluation parameters/credentials for Technical Evaluation, and
2. Cumulative score of 70 marks in the Technical evaluation

L1 bidder will be selected based on the lowest quote submitted. In case of tie between commercials quotes submitted, the bidder with highest technical marks will be shortlisted as L1.

Further, StockHolding reserves the right to negotiate with L1 bidder and based on the negotiation price submitted, order will be placed to the selected bidder.

REQUIREMENT

Stockholding inviting bids from firm/company/organization to avail Managed Network Services for Network Operation Centre, Network Infrastructure Management and Network Link Management Services for all offices of StockHolding across India for the period of 02 (two) years with one year as extension from 01st April 2024 to 31st March 2027 as per link list mentioned in Annexure-8.

Scope of Work (SOW)

1. Network Infrastructure Management

- ✓ Network Infrastructure planning and design/redesign;
- ✓ Network Infrastructure installation and re-installation;
- ✓ Network Infrastructure configuration and reconfiguration;
- ✓ Network Infrastructure configuration Management.
- ✓ Network Infrastructure devices backup and restoration;
- ✓ Network Infrastructure performance and capacity management;
- ✓ Network Infrastructure Incident Management.
- ✓ Network Infrastructure Change management.
- ✓ Network Infrastructure Problem management.
- ✓ Network Infrastructure fault management.
- ✓ Network Infrastructure Service Desk management.
- ✓ Network Infrastructure Link Management.
- ✓ Vendor Co-ordination.
- ✓ SLA Management

The scope of services relevant to Network Infrastructure management services includes the following:

- a. The selected bidder will manage and monitor the entire network infrastructure from the NOC situated at the StockHolding's primary data centre at Mahape in a hybrid mode.
- b. The selected bidder is required to prepare/modify/enhance referring the current diagrams/documentations maintained at StockHolding in terms of the network architecture diagrams for primary Data Centre (DC), Disaster Recovery (DR), Extranet DR, Near DR, HO, Branch connectivity or New Network connectivity, Application connectivity, Compliances audit requirements etc. as per the requirement of the StockHolding and the same will be submitted to the StockHolding team on quarterly basis / as on need basis along with version control for review.
- c. The bidder is required to modify/redesign the existing Network architecture (functionality and security) wherever required. In case of such requirements, bidder will provide detailed documentation on the modifications to be made thereof to StockHolding team for final approval. The bidder is also required to conduct POC/s for the network infrastructure related equipment / softwares / appliances / services / solutions etc. as and when requested by StockHolding team.

- d. The selected bidder will ensure appropriate Network Infrastructure architecture (functionality and security) is put in place, and conduct methodical reviews/assessments network audits as per CIS / NIST Benchmarks on a yearly basis (to identify any gaps/loopholes OR areas for concern OR Improvement/optimize the required functionality and security in the existing network architecture design) and mitigate the same, with particular emphasis to existing compliance requirements (ISO27001:2013, ISO27001:2021 etc.) and thorough documentation.
- e. Bidder shall provide the current infra documentation & information to the StockHolding selected System Integrator who will work for design and implement new technology to modernize the network infrastructure and tools listed in the network environment. The Bidder shall-
 - 1.e.1. Analyze the functionality, performance, reliability and security posture of the components in the network environment and provide recommendations on changes and improvements to meet business requirements;
 - 1.e.2. Create network reference designs to standardize wired and wireless networks at area sites and data centers;
 - 1.e.3. Perform proof-of-concept testing to validate design assumptions and vendor claims on functionality and interoperability;
 - 1.e.4. Create implementation and test plans and;
 - 1.e.5. Incorporate new network technology into 24x7 support and monitoring processes.
- f. Network Event and Monitoring:
Bidder shall monitor the network infrastructure to detect conditions which impact network connectivity to proactively detect deviations from normal operating levels. The monitoring must be capable of detecting both hard down failure conditions and proactively detect degraded response times to applications and services. The monitoring shall be implemented and maintained in DC and DR and not depended upon a single location & device. The Contractor shall:
 - 1.f.1. Configure, support and enhance the network management tools listed in System Environment. Proactively identify areas for improvements;
 - 1.f.2. Monitor the network infrastructure to detect circuit, equipment and security issues that would impact functionality or degrades performance;
 - 1.f.3. Initiate corrective actions with third party vendors such as circuit providers or hardware manufactures;
 - 1.f.4. Manage the progress of third party vendors in their efforts to implement corrective action and escalate based on vendor service level agreements;
 - 1.f.5. Proactively communicate status and expected resolution times to Stockholding staff impacted by network connectivity failures and;
 - 1.f.6. Measure and report network availability statistics for each location connected to the Stockholding's Wide Area Network.
- g. The bidder shall manage telecommunication data circuit additions, moves, changes and disconnections which may be the result of a change in requirements or transfer between telecommunication vendors due to contract changes. The bidder shall:
 - 1.g.1. Collect and report circuit utilization statistics that can be used for troubleshooting and capacity planning purposes;
 - 1.g.2. Work with telecommunication providers to obtain cost estimates for telecommunication service upgrades;
 - 1.g.3. Enter draft service orders in provider ordering systems for telecommunication services upgrades, changes and inside wiring requests;

- 1.g.4. Coordinate all circuit installation activities with providers and Stockholding site staff. This include site surveys, inside wiring and equipment specifications;
- 1.g.5. Staff all service activations and changes to implement the required configuration on network equipment and support acceptance testing;
- 1.g.6. Maintain a database of site and circuit information which can be used for incident management, circuit inventory management and reporting on overall Wide Area Network bandwidth capacity;
- 1.g.7. Report circuit issues to telecommunication providers and escalate based on telecommunication provider Service Level Agreements (SLA);
- 1.g.8. Monitor the telecommunication provider's performance to meet service level agreements for service restoration and assist Stockholding in obtaining credits when service level agreements are not met;
- 1.g.9. Measure uptime for each circuit and for the network as a whole to provide overall network availability metrics;
- 1.g.10. Collect network traffic statistics for capacity planning purposes, to forecast future bandwidth needs and to report networks readiness to support new services;
- 1.g.11. Proactively notify Stockholding sites about scheduled circuit maintenance;
- 1.g.12. Proactively identify circuits which are no longer in use;
- h. Resource Management and Staffing:
Bidder shall have a staffing plan and management structure to consistently provide the required services, manage projects, produce deliverables and complete contract administrative tasks. The bidder shall:
 - 1.h.1. Staff the resources with the relevant skillsets, experience and team structure to manage and perform the tasks specified in the "Resource Management" section for the duration of the contract;
 - 1.h.2. Provide a working environment and remuneration package to retain and motivate staff performance for the duration of the contact;
 - 1.h.3. Update and enhance staff knowledge and skillsets as network technology, design methodologies, security threats and cloud network services evolve during the life of the contract;
 - 1.h.4. Incorporate Information Technology Infrastructure Library (ITIL) Service Management principles in all aspects of service management and improve service maturity;
 - 1.h.5. Plan, monitor and report on all projects and major activities;
 - 1.h.6. Use a Quality Control Plan (QCP) to measure quality and timeliness in executing the tasks specified in the Scope and provide the contract deliverables on schedule.
- i. The selected bidder is required to provide all assistance to StockHolding's official for successfully conducting the DR Drills &BCP (Business Continuity Planning) Drills as per the StockHolding's IT & BCP policy.
- j. The bidder has to liaison with the (Internet, WAN, Broadband, Video Conferencing, LifeSize, WebEx, Wi- Fi, etc.) service providers in case of any issue in the (Internet, WAN, Broadband, Video Conferencing, LifeSize, WebEx, Wi-Fi etc.) connectivity links at DC, DR, Extranet DR, NR DR, HO, StockHolding's SSL and SDMS network connectivity, Branches etc.
- k. The bidder has to manage, maintain, configure/reconfigure , add, remove, modify, log calls for repair, update and upgrade all installed network infrastructure equipment's, at DC, DR, Extranet DR, NR DR, HO, Branches etc.

- l. The bidder has to perform warranty, inventory, AMC & Vendor Management to enable coordination with internal & external agencies including Internet SPs, WAN SPs for replacement or relocation of any hardware/software/service components.
- m. StockHolding reserves the right to make changes to the list of locations as and when required without assigning any reasons thereto.
- n. The bidder will perform monitoring/management/Integration/configuration/reconfiguration/migration/design/redesign of Intranet consisting of Leased Lines, Wireless/ WiMax, Broadband, RFs, and other Technologies, multiple LAN, VPN and Extranet consisting of links of NSDL / CDSL / NSE / NCDEX / BSE / RBI / MCX and Internet services or any other new business entities, as per the requirements of the StockHolding team.
- o. The bidder will perform Management, Configuration and troubleshooting of Routers, Switches, WLAN controllers, WLAN APs, WLAN monitoring systems, NMS/EMS systems, Load Balancers, Modems, Hubs and other Networking devices/servers (used by networking), including passive components (structured cabling) used in the network infrastructure.
- p. The bidder will perform IP Management, Internet Services Management, DDoS Service Management, Vendor Management, Asset Movement and Management.
- q. The bidder will supply the necessary expertise and templates to implement the service delivery processes and procedures as per ITIL/ITSM/ISO 27001:2013/Basel II guidelines / framework, required for the smooth functioning of the said managed services, from time to time during the period of this contract.
- r. The bidder will deploy and make available Qualified Shadow resources for NMS, L2 engineer, Network Project Manager and NMS Project Manager and same has to be identified well in advance and trained in StockHolding environment and reviewed and confirmed by Networking team, same resource only will be deployed in case of onsite engineer goes on planned or emergency leave.
- s. Qualified Shadow resource/s, having equivalent or more skillsets, qualifications, experience and immediately deployed onsite without any delay. On the unavailability of the resident onsite resource/s. Deviation of such arrangement from bidder's side will apply a penalty of Rs. 5000/- per instance per day basis as per the penalty criteria for resource management.
- t. The bidder will ensure 24x7 network service availability through onsite network infrastructure monitoring and management. (7:00AM to 23:00PM Onsite and 23:00PM to 7:00AM on need basis) It will be the responsibility of the bidder to take immediate actions to ensure 24x7 network services availability.
- u. The bidder will perform Management of Routers, L2- L3 Switches (Data Centre and connected access switches on floors), Passive network components (structured cabling) in the Data Centre and Hub rooms, LIUs, Modems, Hubs, other Networking devices and Data center cabling (UTP and Fiber) used in the core network including configuration and troubleshooting.
- v. The bidder will do monitoring and management of NMS/EMS tools (NMS/EMS) available with StockHolding in remote/hybrid mode. Bidder's onsite support team will provide necessary support to pin-point problem areas for early rectifications, Performance monitoring, tuning, Capacity Planning, Trending, Analyzing & Reporting, Monitoring of WAN traffic, flow analytics, bandwidth utilization and generation of reports, Incident management, change management, problem management, and SLA

- management. Bidder will provide necessary support incase StockHolding migrates existing tool or adopt any other cloud base services during the entire tenure.
- w. The bidder will evaluate, troubleshoot, reconfigure and rectify system performance under normal and degraded conditions and perform periodic fine tuning to ensure maximum network availability.
 - x. The bidder will ensure regular comprehensive reporting on health of Network Infrastructure, Network Equipment's, LAN/WAN/WLAN and any other network assets deployed.
 - y. The bidder will ensure the deployed resources for network management will look into end to end business application availability, reachability and user experience from the network perspective.
 - z. The bidder will ensure to maintain a comprehensive professional documentation of the network infrastructure under this contract.
 - aa. The bidder will ensure a robust log collection mechanism for the network infrastructure in scope of this RFP.

1.1 Network Infrastructure device management

Network devices to be monitored under device management include, but are not limited to the following:

Network Device Details

Table A:

Sr.No	Cisco Network Devices	No of Devices
1	Cisco 1841 Router	2
2	Cisco 2801 Router	104
3	Cisco 2811 Router	32
4	Cisco 2821 Router	2
5	Cisco 2901 Router	104
6	Cisco 2911 Router	5
7	Cisco 3945 Router	16
8	Cisco 4451 Router	4
9	Cisco WS-C2960+24TC-S Switch	8
10	Cisco WS-C2960-24TC-L Switch	13
11	Cisco WS-C2960-24TC-S Switch	234
12	Cisco WS-C2960-24-TT-L Switch	25
13	Cisco WS-C2960-48TT-S Switch	3
14	Cisco WS-C2960G-24TC-L Switch	19
15	Cisco WS-C2960G-48TC-L Switch	45
16	Cisco WS-C2960S-24TS-L Switch	1
17	Cisco WS-C2960X-24TS-L Switch	14
18	Cisco WS-C2960X-48TS-L Switch	1

19	Cisco WS-C3560E-24TD-E Switch	6
20	Cisco WS-C3560E-48TD-S Switch	4
21	Cisco WS-C2960X-24TD-L Switch	9
22	Cisco WS-C3850-48T-E Switch	8
23	Cisco WS-C3850-48XS-E Switch	2
24	Cisco WS-C2960X-24PS-L Switch	2
25	Cisco WS-C6509-E Switch	2
26	Cisco WS-C3560X-48T-S Switch	4
27	C9200-24P-E Switch	4
28	C9200-24T-E Switch	10
29	C9200-48P-E Switch	12
30	C9200-48T-E Switch	61
31	C9300-48H-A Switch	2
32	C9300L-24T-4G-E Switch	2
33	C9500-24Y4C-A Switch	2
34	N9K-C93108TC-FX3P Switch	12
35	N9K-C9332C Switch	2
36	Cisco UCS-C220 Appliance	2
37	WLAN Controllers Aruba 7200	2
Total Count		780

However, StockHolding is and will be in the process of the changing and migrating the end of support (EOS) and End of Life (EOL) network devices, servers, equipment's and appliances with equivalent one and /or higher specification / configuration model decided by the StockHolding by coordinating with respective / New OEMs from time to time. So number of devices may modify (Add / Delete) as per the requirement of organization. Considering this StockHolding expects that bidder will support to all such old and new network devices during migrations, new implementations, new technology upgrades like SDWAN, NAC implementations across all StockHolding branch locations as and when decided by the organization during entire support period of 3 years with no additional cost of maintenance during such upgrades and migrations adopted by StockHolding.

1.2 Logging of critical devices

- The bidder is required to maintain the syslog of critical network devices installed at DC, NDR, DR and critical locations for a period of three months. The logs should be onsite for three months as well as integrated with SIEM services opted by organization and can be stored on tapes and submitted to the StockHolding.
- The bidder has to ensure that the logs from WAN router are being stored in the syslog servers on regular basis.
- The periodicity for the retention of the log will be reviewed by StockHolding officials on monthly / quarterly basis.

- Bidder will design and implement all simple scripts that may be needed to analyze logs and produce reports as required by the StockHolding officials.

1.3 Log Archival

Logs collected from all the devices should be stored in a non-tamper able format on the archival device in the compressed form. Collection of Logs and storage should comply with the Regulatory requirement and should maintain a chain of custody to provide the same in a court of law, in case the need arises. For correlation and report generation purpose, past - 3- months log data should be available online. Logs prior to 3-months period should be stored on removable media as per the defined & audited process by StockHolding.

- The bidder has to provide guidelines for Back-to-Back SLAs with service providers and maintain a daily record of SLA pertaining to the incidents reported.
- The bidder will provide Branch Feed Back Reports regarding the services mentioned in this RFP from all StockHolding branches duly signed by relevant branch in-charge on Quarterly basis in format decided by StockHolding.

2. Network Link Management:

StockHolding has two service providers for MPLS Connectivity. Apart from that there are other service providers like Bharti, Sify, Airtel, TCL, TTML, TTSL etc. for extranet, Internet links and in total 255 links for monitoring and maintenance purposed.

Table - B

BSNL/ MTNL	Covering 200+ branches
TCL-WiMax	155+ branches as a backup connectivity at present*
VPN Broadband	36+ locations as a secondary backup and increasing in near future.

* Links from TCL may be converted as a primary link for branches wherever feasible.

In coming years StockHolding may go ahead with additional TCL WiMax, Broadband VPN, Network Access Control (NAC), Migration to SDWAN or any other technology and Media for connectivity as a primary and / or secondary link for branches as per the feasibility of other service providers and applicable media feasibility for respective location. Selected bidder has to provide support for integration, troubleshooting and follow-ups for backup link connectivity across all the locations. The bidder will work to achieve the following:

- A holistic solution to quickly **identify service impacting issues** in the network with drill down capability.
- Ability to **monitor Data Network and services** providing insight to performance of StockHolding data network, better management of services to maintain service levels.
- Collective **capacity** and **Inventory** view of the network.
- To effectively, efficiently & centrally perform all the configuration and administrative tasks
- Focus on resiliency backed up with strong process to ensure adherence to Service Levels.
- Right focus on service improvement plan with objective of achieving higher service targets.

The bidder will set up a team for monitoring NOC Operations to manage proactive & reactive network monitoring, event management, incident management, problem management, change management and other in scope activities. Bidder will leverage its expertise in handling the in scope services by deploying a team of certified professionals with hands on experience in delivering these services. Bidder should also provide an onsite engineer to take up the onsite support and local vendor coordination from the StockHolding premise.

2.1 Feasibility and Order Management

- a) Receive the request for a new link from the StockHolding.
- b) Coordinate for the feasibility with the respective service providers.
- c) Collate the feasibility response and consolidate for the analysis.
- d) Provide Confirmation to the StockHolding member on the feasibility for application of the link.
- e) Documentation process for the link application / link shifting / links surrendered and review the same on periodical basis as per the yearly calendar prepared by networking team.
- f) Ensure proper and timely order and documentation from the member.
- g) Coordinate with StockHolding for the release of order to the service provider.
- h) Coordinate with the service provider for timely order acknowledgement.
- i) Coordinate with the service provider for timely payments towards new link commissioning and shifting of link and quarterly payments made to service provider.
- j) Follow-up for link down issues with respective service provider and ensure that SLA has met as agreed with StockHolding.
- k) Proactive updates to StockHolding in case service provider has not meeting the SLAs as agreed or providing necessary guidelines to StockHolding for defining stringent SLAs with service provider.
- l) As Majority of StockHolding links are with BSNL service provider, bidder has to ensure that these links will be up as per the agreed SLA provided to bidder as complete ownership and accountability of link management is with bidder.
- m) In Link management end to end responsibility of network cables management from nearest ISP DP Box till customer's network equipment's lies between service provider and/or bidder (System Integrator). Any issues with respect to network cables laying, removal and replacement of network cables lies with bidder. Service provider and bidder has to ensure that for cable related issues Stockholding should get end to end support till Modem placed within the premises. Any consumables would be billed separately.

2.2 Network Implementation

- a) Creation of Project plan for the network implementation in line with service provider project plan.
- b) Communicate plan with member and Co-ordinate for site readiness as per plan timelines
- c) Track delivery schedule as per plan with the service provider
- d) Ensure delivery updates on a pre-defined frequency

2.3 Testing and Integration

- a) Testing the new link in co-ordination with the service provider

- b) Configuration of the network CPE as per the policy of StockHolding.
- c) Needs to keep a proper tracking details of service provider MUX, ports detail along with network diagram and document the same. This needs to be review on quarterly basis and / or as per the requirements from StockHolding by aligning an engineer from bidder side.
- d) Test the end to network connectivity in coordination with StockHolding and link service providers and do link related parameters testing as followed in Industry.
- e) Updating the system with routing policies, IP address inventory and the requisite configuration details
- f) Take handover of the link from respective service provider and initiate monitoring and maintenance of the link.
- g) As StockHolding's near DR and DR Site has been hosted with different service provider, bidder has to ensure a visit at these IDC locations from bidder's field engineers on monthly basis, during DR Drill activities and in case of any support requirement from StockHolding site. Bidder has to keep a track of such visits and send a monthly reports to StockHolding for verification purposed. Bidder has to ensure that local engineer's will be available from their team in case of any urgent requirements arises to visit IDC.

2.4 Follow-ups with Service Providers and Escalations

As StockHolding's major service provider is BSNL, MTNL and TCL for MPLS links, bidder has to ensure that all the In-scope and future links managed by bidder pertains to these service providers should be UP within a maximum service duration of 1-day post which bidder has to provide us an email justification of escalations to regional SDE, DE, AGM, DGM and GM level for respective locations for which link was down for more than a day. Bidder has an ownership of getting all such links UP for more than a day beyond which a strict penalty of link downtime, link fluctuations has to be bear by the bidder for which proper email justification has not received by StockHolding.

As BSNL has migrating their links from copper to fiber and for such migration BSNL requires an additional MLLN modem, Media converter etc. to be purchased. Bidder will ensure that all such accessories will be procure locally by bidder with the make and model suggested and / or recommended by BSNL and same can be connected to respective branch with additional commercial to StockHolding. This process needs to be completed after taking prior approval from Stockholding and within the stipulated time period provided by respective service providers.

2.5. Billing and Service Closures.

Bidder has to ensure that billing of such service providers has manage centrally as per the billing frequencies of Monthly, Quarterly, half-yearly, yearly etc. accepted by StockHolding. Bidder has to follow-up with service providers to ensure all such invoices are received promptly by StockHolding and same has been verified as per maker-checker arrangement to be created with NMS engineer.

Upon link closure bidder has to ensure that all the site equipment's pertains to StockHolding should be collected and included in centralized assets and proper tracking mechanism has been followed for finalised billing and collected advances from service provider if any. StockHolding expects a continuous follow-up with billing department of service provider and email evidences can be provided to us for verification / audit compliance.

- The bidder will conduct branch visit every quarter in each branch where the bidder personnel will conduct a satisfaction survey of end user services with the branch manager and also conduct a detailed preventive maintenance of all the network infrastructure components in the branch and provide a report of the same in the branch and file the same with the head office. Any findings in the branch visit will be actioned and concluded by the Bidder within one week. These feedback reports will need to be filed with StockHolding with the branch manager's signature and will be considered as part of the bidder's assessment.
- Bidder will also collect details of spares available during the preventative maintenance check.
- The bidder will be responsible for checking, verifying, submitting of various documents/financial instruments/filing of the various telecom related bills with proper documentation and also liasioning with service providers for technical and commercial (billing related) issues.
- The bidder will ensure the administration of network infrastructure servers and adhere to the ISMS policies in force from time to time.
- Regular reporting on health, performance of network infrastructure assets deployed.
- End to end Patch Management (IOS, firmware upgrades etc.) on all the network infrastructure and network servers, appliances and devices in scope.
- Migration of IPv4 to IPv6 (As and when required)
- Internet/WAN/LAN Bandwidth Optimization with the help of tools provided by StockHolding.
- Ensure availability and optimum utilization of all network infrastructure components, servers and devices.
- As StockHolding conducts VA / PT exercises on monthly / quarterly basis, bidder has to ensure that onsite / back office NOC team of respective bidder will closed the points for which vulnerabilities has been observed during such exercises by coordinating with OEMs of respective in-scope network devices, appliances, servers, NMS tool and / or services etc. Bidder has to ensure that all such vulnerabilities (High / Medium / Low / Informational) points should be closed as per the definite time frame provided by StockHolding. Failure to close such points will attract penalty as mentioned in SLA tracking as per compliance management terminology.
- The bidder will conduct a configuration and ACL review on the network infrastructure every quarter, and submit the relevant analysis and findings in a report.

3.0 NOC Operations

The bidder will develop the work flow process Standard Operating Procedure (SOP) documents for attending to the various functions of the NOC including the work flow for

attending to the incidents/changes/new requests generated within the scope of network infrastructure management and same will be review on continual basis as per the laid down calendar activities performed by the Organization. The Bidder will develop documents such as user manual, systems manual for smooth functioning of the NOC.

The bidder will provide support to onsite NMS/EMS tool / Cloud based service as a full-fledged NOC monitoring service, for management and monitoring purposes. The in house tool should comprise of Network monitoring, management and Application analytics, Incident Response and management, Change management, Problem management, Performance, SLA Management, Asset Management, IP Address Management, Quality and Optimization reporting (read: as per provided NOC services), Patch Management, Backup and Storage, Log management, Threat Analysis, Policy Management etc.

- a) Network integration/Network Monitoring and Complete end to end Management
- b) Trouble-shooting problems related to Networking
- c) Monitoring of StockHolding's network infrastructure and regular checking of network health
- d) Carrying our surveys of new offices and suggesting the architecture and providing detailed BoM.

3.1 Incident Management

- a) Proactive fault identification
- b) Fault diagnosis and escalation
- c) Multidimensional notification
- d) Fault resolution Management
- e) Escalation Management
- f) OEM TAC Case Tracker Report should be shared with StockHolding on Monthly Basis.
- g) Identification and troubleshooting of network problems within the pre-defined time frame.
- h) Identification of network device hardware problem and escalate and coordinate with appropriate agency for resolution within the pre-defined time frame.
- i) Identification & trouble shooting of physical layer problem with specified SLA
- j) Trouble shooting of switching, routed & routing protocol (IP, IPX, RIP, IGRP, EIGRP, OSPF, BGP, IS-IS etc.). Resolve all routing problems within SLA.
- k) Identification & troubleshooting of L1, L2 and L3 level problem within SLA. Also troubleshoot all types of hardware & software problems.

3.2 Network Configuration Management

- a) Configuration Change Management to be done onsite.
- b) Configuration backup & restoration.
- c) IP Address Management.

3.3 Performance Management –

- a) Maintain consistent uptime of network devices by monitoring CPU, memory usage & preventive maintenance of routers and switches on continuous basis across all locations of StockHolding for in-scope network devices.
- b) Periodic testing of backup connectivity in case of primary link failure on monthly basis. This should be carried out for all the branches on monthly basis.
- c) Logs, power status, module status for core devices, diagnostic result, failover status, routing protocol status.
- d) Earthling related issues as and when observed in any branch needs to be sorted out in co-ordinating with branch heads and follow-ups needs to be done till resolution.
- e) Branch level WAN / LAN support, Coordination and supervision for renovation, relocation, rack redressing, Network hardware troubleshooting, and installations.
- f) Half-yearly Preventive Maintenance (2nd and 4th quarter) activity should be conducted at Branch/ Regional Offices (ROs) / Department level of network devices.
- g) During preventive maintenance activity StockHolding expects that field engineer visiting the branch carry out minimum cable dressing activity and sort out the network cable related issues by coordinating with branch head.

3.3 Problem Management

- a) Carry out comprehensive problem analysis and provide root cause reports for major incidents.
- b) Implement changes in the system to resolve the cause of incidents

3.4 Change Management

- a) Identify record, classify and implement changes on the network devices on need basis.
- b) Implementation of all changes based on approval from the StockHolding.

3.5 Asset Management

- a) Network Device Asset Management including Device / Links available in StockHolding Networks from All SP's.
- b) EOL / EOS Details to be maintained and review the same on quarterly basis.
- c) Monitoring to be done based on tools access to which a view of StockHolding's devices is to be extended to StockHolding
- d) All the third party hardware failure call should be logged and follow up with them by successor Bidder till the replacement of devices, and to maintain StockHolding uptime as per their SLA.
- e) Field resource to be arranged by bidder for new device / new services integration to be done at StockHolding and branch locations.

3.6 Documentation

- a) Prepare & update network documents as per StockHolding / industry standards whenever required. Documents to be updated on regular basis with proper version controls.
- b) Prepare & maintain change management documentation with version controls as per Stockholding standards on regular basis.

- c) Maintaining inventory of in-scope network devices, servers, appliances across all locations.

3.7 Reports

Table - C

Report name	Report description
Events	Total number of availability events generated during reporting period, categorized by event type (warnings, exceptions, and informational). Data is presented in both table and graph format.
Incidents	Total number of incidents logged that were initiated because of an availability event.
Root cause	All incidents logged through availability events and their root cause as captured at the time of closing the incident
Availability by device	% availability by configuration item for the reporting period and previous reporting period in both table and graphic format

Onsite team should provide support for existing NMS tool used for NOC monitoring, management and integration with other services by coordinating with respective OEM of tool.

- Work/ Liaison with the existing System Integrator(s) and various application vendors of the StockHolding for integration the services/ solutions with existing application platforms, servers, storage environments, enterprise network, and security solutions, etc.
- Development of operating procedures in adherence with the StockHolding's policies.
- Adherence to agreed Service Level Agreements (SLA) and periodic monitoring and reporting of the same to designated team and official of the StockHolding.
- Continual improvement of the Network Operations Services as defined in the SLA
- The raw log collection should be stored at Stock Holding's premise only as per the compliances standards followed by StockHolding.
- Workflow Automation.
- Selected bidder will define the work flow automation for the tool so that applications are integrated and manual intervention is minimal.
- Network Infrastructure devices and links to be monitored by NOC monitoring tool to include but are not limited to the following as per Table-A.

However, Stockholding may go ahead and include network security devices like firewalls, intrusion prevention System, Web application firewalls, active directory servers, mail servers, application and database servers etc. for capacity monitoring in network monitoring tool / service used by Stockholding. Bidder's onsite team has to provide necessary support for integration of these devices.

- The bidder is required to maintain basic configuration template for all network devices i.e. L2 Switches, L3 Switches, WAN routers, Wi-Fi Controllers and access points, Access Control Server etc. as per the StockHolding's IT security policy and implement the same across the network to maintain the uniformity of the configuration.
- The bidder shall implement security policy, QOS policy and traffic reengineering policy that will be decided by the StockHolding. StockHolding may change policies as per the requirement of the StockHolding from time to time. The bidder shall coordinate with the service provider for its implementation and take complete ownership of the configuration.
- Bidder to configure QOS on WAN routers as required to maintain the optimal quality of the application.
- The bidder is required to maintain the configuration on Wi-Fi Controllers and access points, WAN routers and L2 and L3 switches and required to do the changes in routing table, access-list, etc. as & when required to maintain the business function.
- The bidder is required to implement End-to-End Router based IPsec encryption (IPSEC /3 DES/AES) if required.
- The bidder is required to conduct network drills at regular intervals (to be decided by the StockHolding) for all devices configured in high availability mode by passing traffic through the devices which were in passive mode.

3.8 Network infrastructure functionalities

- To examine the health of the network devices by verifying the parameters such as utilization during peak hours, version control of Wi-Fi Controllers and access points, routers and switches, Operating Systems of managed servers and other network parameters/ applications/devices, Access Control Server etc.
- To identify the performance bottlenecks and to take suitable rectification steps, in consultation with the StockHolding and suggest measures for improvement.
- The bidder will be responsible for configuration of the network devices as per the StockHolding's IT security policy. StockHolding can conduct the audit of the network as per SEBI / RBI / PFRDA etc. regulatory bodies guidelines, if any or as per StockHolding's requirement through a third party or by StockHolding's Internal / External audit team on quarterly, half yearly and yearly basis. Bidder has to close the findings as per the deadlines provided by the internal / external auditors to meet the compliance. Any deviations in meeting such compliance will attract penalty as per compliance management terminology.
- Bidder will be responsible for complying with closing all the Internal / External audit observations.
- The bidder has to ensure re-validation checks and post fix of the audit is performed, after the relevant configuration changes are made in the network, without any additional cost to the StockHolding.

Bidder has to close all the findings of vulnerability assessment and penetration testing conducted by the Organization on periodical basis and provide the report as per the deadlines set by the organization.

The bidder has to ensure quarterly review and rectification of the entire network infrastructure devices configuration in scope during contract period.

3.9 Backup & OS Management

- The bidder is required to take periodic backup (Daily, Weekly, Monthly, Yearly etc.) of all network infrastructure devices as per StockHolding's IT policy and keep record of the same.
- The bidder is required to occasionally test the authenticity of the backup taken by restoring the same in the router.
- The bidder is required to take configuration backup before & after each change management activity as the same can be used for restoration in case of any issue post change management.
- The bidder is required to inform the StockHolding in case of any requirement of IOS up gradation required in any of the network infrastructure servers and devices and perform the same post approval from the StockHolding.

4.0 Deliverables

Bidder has to manage the NOC on 24X7X365 basis and deliver the services and provide the reports to the StockHolding on periodic basis throughout the contract period for each of the services mentioned under project scope, in addition to providing other critical observations / methods/ improvements as deemed fit based on bidder's professional experience for each of the services mentioned above.

- Integrate all the network infrastructure devices and links supplied with the Incident Management, Change Management, Problem Management, and SLA Management with Dashboard viewing system.
- Monitor and take remedial action on network incidents on 24X7X365 basis of StockHolding and track the resolution of the same and close the incidents.
- Escalate the open incidents, as per the escalation matrix till resolution of the same.
- Continuously fine tune the NOC operations and services provided with the NMS/EMS tool.
- Continuously improve the NOC operations to maximize the usage of tools.
- Manage archival of logs as per the Archival and retention policy of the StockHolding.
- Provide 24X7X365 comprehensive maintenance support (all parts inclusive) at DC and DR to resolve any technical problem/issues.
- Action taken on internal and external Vulnerability Scanning / Penetration testing as per the defined frequency.
- Remediation plan of deficiency observed in the Vulnerability assessment and penetration testing has to be prepared by the onsite resource personnel.
- Providing reports with in house / Cloud based NMS/EMS tools and reports should be compliant with ISO 27001:2013 and ITIL/ITSM standards e.g.: Incident management, Change Management, SLA Management etc.

- Provide the complete set of Operation and System Manuals in -3- sets of Hardcopies as well as in Softcopies of all the systems, components, network infrastructure servers and devices managed and maintained as part of the NOC Operations.
- The successful bidder will work closely with Information Security team / Security Operations Centre Team for finalizing the robust and secure network design or any other work related to StockHolding's LAN/ WAN / PERIMETER NETWORK as per regulatory guidelines.
- Define the NOC process manual.

4.1 Transition Management / Due Diligence Activity

The transition period for handing over the network related activities and documents to successful bidder would start prior to three months from the expiry of contract or selection of new network integrator, whichever is earlier.

- A. It is the responsibility of the successful bidder to rollout the Project within stipulated timelines from award of Purchase order. The bidder shall ensure and extend full support for continuity of operations during the migration and contract period.
- B. The successful bidder has to present the detailed process for completing the transition to the StockHolding. At every stage, a signoff needs to be taken from the StockHolding's respective administrative offices for DC/DR- Head Office-IT Networking Department).
- C. The successful bidder shall inform contact details of SPOC/Project Incharge identified promptly after receipt of purchase order for smooth roll out under the Project with in stipulated timelines.
- D. The successful bidder shall deploy and also share the profile of its support staff and technical personnel at DC Site, along with Escalation Matrix within 4 weeks from date of receipt of purchase order with consent from StockHolding's team.
- E. The successful bidder has to submit a daily Roster of resources, status report, Tracker of down calls, dashboard of links to the IT-Networking team regarding number of branches whose transition has been completed.
- F. The delay in transition beyond 3 months will be liable for liquidated damages recovered from the successful bidder provided delay is happening due to reasons contributed by the Bidder.

Transition involves one-time activities required to transfer responsibility for the services, including processes, assets, facilities, technology and other knowledge to the bidder. Post the StockHolding recognizes that the bidder carries Due diligence activity on yearly basis and its effectiveness has a significant impact on the success of ongoing services.

The bidder should ensure the smooth transfer of the services so as to continue to meet StockHolding's business requirements in a way that minimizes unplanned business interruptions. The bidder will be responsible for planning, preparing and submitting a Transition Plan to StockHolding. Bidder will fully cooperate and work with any and all StockHolding's Third Party Contractors/Vendors/Consultant in a manner that will result

in a seamless transfer of Services, and such transfer of Services shall be in accordance with the Transition / Due diligence plan.

During the Transition / Due diligence period, bidder will be responsible for implementation of the Governance Model. Bidder will identify the suitable personnel for the roles defined under the governance structure for implementation. Bidder will also be responsible for appointing its back end team representative members to the newly / ongoing established governance forums.

Bidder will have the sole responsibility for implementation of the new Bidder's delivery organization structure. All preparation and planning for such implementation must be completed during the Transition / Due diligence period.

The bidder will explain how and when it will implement the transition activities, describe how it will transition Services from StockHolding's current environment. The Bidder will include a project plan ("Transition / Due Diligence Project Plan") indicating the tasks, timeframes, resources, and responsibilities associated with the transition / due diligence activities.

Bidder has to develop a detailed transition plan covering at least the following key areas:

- ✓ Transition / Due Diligence Schedules, Tasks and Activities
- ✓ Operations and Support
- ✓ Maintenance
- ✓ Resource Requirements
- ✓ Software Resources
- ✓ Hardware Resources
- ✓ Facilities
- ✓ Personnel
- ✓ Other Resources
- ✓ Relationships to StockHolding's other Teams / Projects
- ✓ Management Controls
- ✓ Reporting Procedures
- ✓ Risks and Contingencies- Key Risks, issues, dependencies and mitigation plans.
- ✓ Transition / Due Diligence Team Information
- ✓ Transition / Due Diligence Impact Statement and assessment
- ✓ Review Process
- ✓ Configuration Control
- ✓ Plan Approval
- ✓ Describe tools, methodologies and capabilities of the teams deployed for transition / Due
- ✓ Diligence.

- ✓ Complete Documentation.

All Bidders are required to ensure that their framework for transition / Due Diligence of proposed services from StockHoldin's IT team/current Service Provider, at a minimum should include the following phases and allied activities:

Table - D

Service Requirements	Description
Initiation	Kick off the transition based on the agreed transition plan
Planning	This phase takes care of all the planning activities required for successful transition of services
Execution	Execute the transition of services while ensuring near zero risk and no disruption to business.
Closure	Create all the transition documents and submit to the client for review and sign off and start off with MIS & SLA reporting.

4.2 Bidder's Roles & Responsibility

Table - E

S.No	Tasks
A	Initiation
1	Project kick-off
2	Team mobilization
B	Planning
3	Project charter
4	Communications plan
5	Set-up transition management process (risk, issues, changes, dependencies, reporting etc.)
6	Agreement on acceptance criteria and sign-offs
C	Execution
7	Discover and study existing practice, process, assets etc.
8	Define service delivery process
9	Define processes; develop SOPs, checklists, escalation matrix and flow charts. (Bidder has to obtain StockHolding's sign off on documentation prior to completion of transition phase)
10	Deploy tools Monitoring tools as a service.
11	Configuration of monitoring parameters and SLAs
12	Shadow support
D	Transition Closure
14	Primary Takeover
15	Business as usual to be delivered by successful bidder's operations team as per scope of work
16	Finalized run-books
17	Hand-over document

18	Finalize the Service transfer process document
19	Submit the Transition documents to the StockHolding for review and sign off
20	MIS report generation and SLA reporting
21	The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with StockHolding's requirements and any statutory or regulatory guidelines

- Bidder to ensure proper documentation during each phase of transition and get them approved by StockHolding's Network team.
- Maintain steady operation of Transition period will have to be done within 30 days from the date of the order from the existing service provider.
- Bidder has to provide sufficient staff during the transition period however the payment for services shall start after the transition period and formal handover of service to the bidder.
- Finalize the reporting mechanism in consultation with the StockHolding.

Periodic Review of the project:

StockHolding officials will hold a meeting with the senior officials of selected bidder once in a month or as decided by StockHolding on a later date to review the progress and to take necessary steps/decisions for performance improvement. The scope of the meeting includes but not limited to the following.

- Taking decisions on network infrastructure architecture designs.
- Making necessary Policies/ changes as part of change management.
- Examining the level of SLA compliance achieved and taking steps for improvement.
- Attending to dispute resolution.
- Suggesting extra reports based on SLA requirement.
- Review the prices every year to determine the downward revision, if any due to reduction in taxes, duties, levies etc.
- Due diligence process planning.
- Health monitoring of the network infrastructure appliances and devices
- Any other issues that arise from time to time.

4.3 Resource Management

- All team resources included in NOC Operations and device management should be on the payroll of bidder. At least 10 resources should be allocated for StockHolding for the full project contract duration as a Network Consultants (Mahape, Delhi and Bangalore). They should have professional qualifications as per their roles (L1, L2, Project Manager etc.) as mentioned like updated versions of CCNA / CCNP / CCIE / PMP/ ITIL / ITSM along with OEM Certified for the product / solution. Resume/ CV for each of these members should be provided to the StockHolding.
- Minimum on-site resource deployment will be as shown below. Bidder make sure that at any given instance minimum resource count of one engineer within shift window as per the expertise level must always be available on site to meet the desired SLA as per the requirement.
- Minimum 8 resources must be available at any given day at Navi Mumbai Mahape

Site, and single resource at Delhi and Bangalore Site as per the shift schedule. SI must factor number of shadow resources required to managed the NOC operations and accordingly include the same.

Table - F

Location	Expertise Level	Count	Service Window
Bangalore	NMS engineer L1	1	Business Hours 9:00am to 18:00pm
Delhi	NMS engineer L1	1	Business Hours 9:00am to 18:00pm
Mumbai	NMS engineer (L1)	2	7:00am to 15:00pm and 14:00pm to 23:00pm
	Core Network Engineer (L2)	2	7:00am to 15:00pm and 14:00pm to 23:00pm
	Additional NMS + Core Network engineer (L1 cum L2)	1	Business Hours 9:00am to 18:00pm.
	Network Cabling Engineer	1	Business Hours 9:00am to 18:00pm
	Project Manager [Network (1) + NMS (1)]	2	Business Hours 9:00am to 18:00pm

The timings however may change depending on the work requirements, the personnel deputed should be prepared to work long hours in case of emergencies and even on holidays and Sundays.

On-site Manpower Assignment:

(A) On-Site Personnel Details (Following personnel should be deployed)

- 1) Project Manager cum L3 Engineer (One Number): Should be Degree qualified Engineer with CCNP having at least 5 years of experience post CCNP certification and Project Management skills plus exposure on WLAN, Voice and Video Conferencing with hands on experience on OEM like Cisco, Arista, Juniper, Extreme etc. network devices.
- 2) Core Network Engineer (Two Numbers): Should be Degree Engineer with CCNP having atleast 3 years' experience post CCNP certification in similar environment in terms of Management of the MPLS network / SDWAN architecture kind of topology, SDWAN, Network Access Control (NAC) architecture rollout / routing protocol deployed at StockHolding. Should have expertise on router / switches configurations, Voice, WLAN, Video conferencing, Policy based routing, Access Control List

management, IPSLA, performance routing, troubleshooting and excellent documentation skills with hands on experience on OEM like Cisco, Arista, Juniper, Extreme etc. network devices.

Service Window (Monday to Saturday)

- Project Manager: 09:00 AM to 06:00 PM
 - Core Network Engineer: 07:00 AM to 11:00 PM (One Engineer per Shift – As per shift timings)
- However, timings may change depending on the work requirements, the personnel deputed should be prepared to work long (extended) hours and on Sundays/Holidays in case of emergencies.

Responsibilities:

Project Manager

- Ensure 24*7 connectivity of existing network systems to have stable operation of the organization's IT network.
- Overall in charge of account
- Conducting periodic service reviews with StockHolding.
- Configuration Management, Maintenance, Support & Optimization of new and existing Network devices and communication links
- Manage the data communications needs of StockHolding LAN and WAN, WLAN, Voice and Video Conferencing and Meeting requests.
- Manage the physical network infrastructure, in the StockHolding Data Centre, Access Wiring Closet-Uplinks (Fiber and UTP) and remote locations.
- Participate in network planning, design, development, deployment, and modification.
- Monitor and control service levels of network suppliers.
- Liaise with StockHolding officials to establish and implement a list of monitored network activities.
- Ensure that data communication within StockHolding is reliable and of sufficient capacity to meet StockHolding's business needs.
- Hands on experience and working knowledge on network devices of multiple OEMs like Cisco, Juniper, Arista, Extreme, HP (Aruba) etc.
- Hands on experience and working knowledge on SDWAN, VDI platforms, Virtual LANs and upgraded technologies.
- Provide physical connections to the corporate LAN as required.
- Ensure that data communications packets are routed efficiently both in the corporate LAN & WAN.
- Provides regular feedback on network performance, both in general & against specific service levels.
- Monitor bandwidth use, analyze traffic patterns and volumes, and determines impact/implications of the above mentioned issues on StockHolding LAN / WAN / Extranet network.
- Ensure network security standards are upheld.
- Backup Link testing Broadband / WiMAX/ etc.)
- Backup Management of all network devices and tools used for network management.
- Providing network performance statistics & reports.

- Manage and ensure optimal operation of all network hardware & equipment.
- Establish best practices and policies for installing, configuring, maintaining and troubleshooting network hardware devices.
- Establish and maintain regular written communications for smooth functioning with StockHolding officials across branches
- Maintain network asset management, including maintenance of N/W equipment inventory and related documentation with proper Network Diagram.
- Maintain Daily record of SLA and the incidence reporting jointly with StockHolding Coordinator
- Resource attendance and Rostering, report on the same to StockHolding officials.
- Maintain the processes and procedures as per ISO 27001:2013 guidelines and requirements.

Core N/W Engineer

- Identify problems & Incidence in LAN & WAN, WLAN, Voice and Video network, and ensure quick resolution of problems and ensure maximum uptime of Leased Line, MPLS, WiMAX and Broadband links.
- Change Router Configurations (Access Lists, Static Routes etc.), L2, L-3, WLAN, Voice systems and devices (DC and connected access switches on floors), Passive network components in the datacenter, & cabling (UTP and Fiber), UTP & Fiber Uplink Cabling to the wiring closet (Access) and document the changes properly as per change management procedures.
- Manage Asset movement across StockHolding branches and maintain the Inventory List up-to-date.
- Coordinating with various vendors and problem escalation as per need.
- Taking daily, weekly backups of all routers and manageable switches, WLAN, Voice and Video Conferencing systems,
- Link Health checking and accordingly provide capacity planning inputs and reports
- Management of VOIP, IP Telephony (e.g. QOS, VOIP Configurations, VOIP Nos. List for all VOIP enabled branches)
- Monitor and control service levels of network suppliers.
- Ensure detection of alerts from the network infrastructure.
- Provide physical connections to the corporate LAN, WLAN and Voice systems as required.
- Ensure that data communications packets are routed efficiently.
- Provide regular feedback on network performance, both in general and against specific service levels.
- Monitor bandwidth use, analyzes traffic patterns and volumes, and determines impact/implications of issues of the above mentioned issues on StockHolding LAN / WAN / Extranet / WLAN / Voice and Video Conferencing networks.
- Ensure security standards are upheld.
- Hands on experience and working knowledge on network devices of multiple OEMs like Cisco, Juniper, Arista, Extreme, HP (Aruba) etc.
- Hands on experience and working knowledge on SDWAN, VDI platforms, Virtual LANs and upgraded technologies.
- Handle service requests.
- Monitor incident details, including the configuration items affected.
- Investigate and diagnose incidents and problems (including resolution)

- Detect possible problems and notifies problem management.
- Document the resolution and recovery of assigned incidents.
- Acts as a restoration team member, if required, during major incidents.
- Carry out actions in order to correct known errors.
- Engineer should visit Stockholding Mumbai and Navi Mumbai branches as per the requirement to resolve branch connectivity related issues if any.

Screening of personnel to be deputed:

StockHolding will conduct a formal interview of the project team members to judge the process and technical skills, suitability for the project and prior experience before granting sanction to be a part of the project team.

StockHolding reserves the right to accept / reject any member deemed unsuitable without assigning any reason whatsoever

- Background verification checks for all personnel deployed at StockHolding.
- All the members of the on-site team should be provided with mobile phones by selected bidder.
- The on-site team shall maintain attendance register Soft copy and Hard copies with StockHolding officials
- The on-site team shall not be changed without adequate notice (minimum ONE month for NMS/NIS personnel and 2 months for L2 Engineer and PM with proper handover to the new resource and in concurrence with StockHolding officials) to StockHolding. Any resigned resource of on-site team should not be relieved before giving suitable replacement and handover to the new resource.
- Selected bidder should ensure that all deputed personnel are present on all StockHolding working days.

(B) On-Site Personnel Details (Following personnel should be deployed):

- 1) Project Manager (1 No.): Should be qualified Degree Engineer with NMS tool having experience of Five years in similar role of NMS Management.
- 2) NMS Engineer (5 Nos.): Should be Degree/Diploma Engineer with CCNA having minimum experience of 3 years in similar environment. Should have exposure to WAN environment and network monitoring tools.
NMS Engineer should be qualified Degree Engineer with CCNA having minimum experience of 3 years in similar environment. Expert in handling network devices like routers and Switches **Off above, THREE** will be dedicated Engineers in Mumbai, and one each at Bangalore and Delhi location.

Service Window (Monday to Saturday):

- Project Manager: 09:00 AM to 06:00 PM
- NMS Engineer:
 - 07:00 AM to 11:00 PM (One Engineer per shift in Mahape)
 - 09:00 AM to 06:00 PM (General Shift at Delhi and Bangalore location)
- Network Cabling Engineer: 09:00 AM to 06:00 PM

However, timings may change depending on the work requirements, the personnel deputed should be prepared to work long (extended) hours or on Sundays/Holidays in case of emergencies.

Responsibilities:

(Project Manager)

- Managing & Maintenance of MPLS / P2P billing in quarterly / yearly billing cycles
- Installation and Maintenance of NMS Tools
- Develop and maintain technical documentation and operational procedures, Preparation of Standard Operating procedures (SOPs), Checklists for link commissioning and link maintenance.
- Provide day-to-day support in maintaining the communication network, including responsibility for ensuring processes and outputs are complete and error-free.
- Identification, analysis and resolution of problems regarding link management and link commissioning
- Plan, schedule and coordinate activities related to link management projects
- Perform planning / scheduling / prioritizing / coordination of activities related to network monitoring for team members
- Work with vendors and StockHolding official to integrate new technologies into the end-user environment if any
- Management of Asset Inventory of network equipment
- Maintaining Digital Logic Carrier (DLC) and MUX documentation
- Providing Daily, weekly, monthly consolidated reports from NMS Engineers
- Prepare, Review. And follow-up of customer feedback from across branches as per the organisation standards
- Roster management.
 - Project Manager should visit Service providers' offices and exchanges as per the requirement for resolution of link and branch connectivity related issues.

NMS Engineer

- Identify problems and incidents in the WAN network and ensure quick resolution of problems
- Installation and maintenance of NMS software.
- Responsible to take on escalation by helpdesks / Network monitoring centers & provide trouble-shooting, support on WAN related issues (link outages & equipment failures)
- Proper and thorough documentation of all WAN related changes to enable seamless backup support
- Practice and maintain good vendor relationship to ensure delivery of quality services as per Service agreements.
- Proper handover to personnel in next shift
- Coordinating in case of problems with branch office of StockHolding
- Daily Infra check list (Mux, modem, fiber/copper cable, IP PBX)-morn and evening, status report to be submitted.
- Campus Survey monthly report (ducts, pathways with in the StockHolding premises and leading to the StockHolding premises) should be submitted

- Provide front-end support for all WAN projects like upgrades & new installation by working with local Telecom companies and carriers like BSNL, MTNL, TCL, TTML, Bharti Airtel etc. to ensure timely testing / termination of WAN links & configuration of related equipment (e.g. DLC, MUX, MDFs, pumps etc.)
- Ensure minimum uptime of 99% for MPLS & Backbone & P2P links, 98% for all other links as per the defined SLA by StockHolding on monthly basis.
- Sending / replacing routers, switches and modems to remote branch locations.
- Maintain leased line, MPLS, WiMAX/RF billing for all locations in proper manner and tool provided by StockHolding.
- Co-ordinate with MTNL, BSNL, TCL, TTML, Bharti Airtel etc. for any billing related issues.
- Movement of Assets as per StockHolding requirement and maintain Asset movement details.
 - Engineer should visit BSNL / MTNL exchanges and Service provider's offices as per the requirement to resolve link related issues.
 - Engineer should visit Stockholding branches as per the requirement to resolve branch connectivity related issues if any.

Screening of On-Site personnel to be deputed:

StockHolding will conduct a formal interview of the project team members to judge the process and technical skills, suitability for the project and prior experience before granting sanction to be a part of the project team.

- StockHolding reserves the right to accept / reject any member deemed unsuitable without assigning any reason whatsoever.
- All the members of the team should be provided with mobile phones by the bidder
- The on-site team shall maintain attendance register with StockHolding officials
- The on-site team shall not be changed without adequate notice (minimum ONE month) to StockHolding. Any resigned resource of on-site team should not be relieved before giving suitable replacement.
- Selected bidder should ensure that all deputed personnel are present on all StockHolding working days.

Network Cabling Engineer

- One number of cabling engineer Site Ops (Resource) for StockHolding Data Center cabling to be available on-site.
- Graduate with 5 years of hands-on experience in Datacentre cabling, designing, installation and maintaining structured cabling systems.
- Proficiency in reading and interpreting network diagrams, floor plans, and blueprints.
- Experience with network infrastructure components, including copper and fiber optic cables, connectors, patch panels, and racks.
- Excellent troubleshooting skills to diagnose and resolve network connectivity issues efficiently.
- Ability to work independently or as part of a team, with good communication and interpersonal skills.

- Attention to detail, organization, and time management skills.
- Knowledge and practical handholding and experience in the latest cabling infrastructure installation standards and practices.
- Stay updated with emerging technologies, trends, and advancements in structured cabling systems and provide suggestions for improvement.
- Conduct regular inspections to ensure compliance with safety regulations and standards.
- Apply his knowledge of industry best practices and quality standards to ensure the highest level of installation and testing.

Designing and Planning

- Collaborate with onsite NOC and SOC team members, architects, and network designers to understand network requirements and objectives.
- Apply his knowledge and experience to create detailed structured cabling plans, including cable pathways, equipment layout, and network configurations.

Installation and Implementation:

- Independently perform installation, termination, and testing of copper and fiber optic cables, connectors, and related network equipment.
- Efficiently mount and configure network racks, cabinets, and patch panels.
- Conduct cable pulling, dressing, labelling, and cable management to ensure a clean and organized installation.
- Utilize troubleshooting skills to identify and resolve any issues during the installation process.

Documentation and Reporting:

- Create accurate as-built documentation of the installed cabling system, including drawings, diagrams, and test results.
- Use your experience to maintain comprehensive records of cable routes, labelling, and connectivity information.
- Generate reports on project progress, issues encountered, and recommendations for improvement.

Soft Skills:

- Should understand the 24×7 support nature of our work.
- Should understand start-up kind of role where we would expect him to learn new technologies frequently.
- Must be willing to travel in and around in Mumbai based locations and Bangalore.

Day to Day Monitoring & Management:

1. Daily monitoring of intelligent solution components (Master & slave Analyzers, intelligent patch panels and cables to straight panels and cables, power cords) to keep network live 100% uptime.

2. Monitoring of passive intelligent solution software for proper functions ex. Alerts/ mail is getting generated in case of any interruption in network ports.
3. Continues updating of data in intelligent software for like Add/ moves/changes etc.in the network on day to day basis.
4. Managing Break Down/ Shut down activities (Server and Network device replacement/ upgradation / Movement from one rack to another rack) related to the passive network.
5. Addressing on daily calls relates to passive network issues like Data, Voice, IP related, leased lines/Wireless lines. (9 AM to 6 PM – Mon to Sat) and extend an access as on need basis.
6. Coordination with Internal (StockHolding team) & external agencies (Airtel, Tata, MTNL, BSNL, Reliance etc.) to address the leased/ Wireless lines for quick resolutions.
7. Maintenance, Management and Monitoring of Back office fiber/copper connectivity from Data Centre to all the Hub rooms.
8. Monitoring of All hub room's fiber/copper connectivity which is connected to server room.
9. DC to hub rooms Network cables additions, moves, changes, patch cable (Copper & Fiber cable dressings, redressing re-labelling etc.
10. Documentation of existing cabling of entire Data centre, Hub rooms, DLC rooms, User work area etc. and updation of documentation on day to day basis for the Addition / Movement / Removal / Shifting of cables carried out during the day.
11. Providing the required support for any temporary setups for testing purpose with respect to the network and make necessary modifications in the existing document.
12. Replacement / Cable laying of fiber, copper cables, copper patch cords, fiber patch cords.
13. Providing off line support non office hours, emergencies, Preventive maintenances and/or as required by Stockholding.
14. Engineer will be provided to close the calls within the agreed timelines.
15. LIU testing from Network room racks to server rooms racks and all the hub rooms in which LIU is connected with SC and LC Connectors.
16. Providing Adequate and Trained backup resource in case existing resource is on Leave / not available for more than 1 day.
17. Require network cabling related support like IOs, Cable laying, Cable termination etc. changed at Stockholding's Mumbai branches, Near DR and DR Site for all passive work related issues.
18. Laying of cat6, cat6A and Fiber cable or re pulling of any old cable. Adding new points with proper cable laying, termination, testing, labelling and dressing. Understanding the new requirement of cabling material for any new or old work.
19. Perform all patching, un-patching, cutover works including but not limited to UTP (data, voice and Fiber), multi-mode fibre and single mode fibre cables, within the site location accordance with Patching Process.
20. Emergency Services to be provided on 24 x 7 basis.
21. Technical resource support is expected to arrive on-site within two hours from notification.
22. Cabling Engineer should visit Stockholding Mumbai and Navi Mumbai branches as per the requirement to resolve branch connectivity related issues if any.

The bidder has to ensure strict penal action is initiated, monetary OR suspension/dismissal, against onsite/shared resources deployed at the StockHolding for any type of misconduct, misbehaviour, misdemeanour, in-subordination, moral turpitude exhibited while dealing with the officials/employees/contractors/vendors of the StockHolding, in the course of discharging their duties at the StockHolding, the bidder on receipt of such an adverse remark, in writing OR during reviews conducted by the StockHolding, should ensure compliance and submit a detailed action taken report (ATR) on their letter head to the StockHolding.

In case of absence of any of the resource person, standby manpower should be provided by the bidder. If StockHolding is not satisfied with the performance of the standby personnel, StockHolding may not accept such standby manpower and in such cases, charges on actual basis of manpower support will be charged to the bidder, in subject to adherence of SLA conditions. The above details are only indicative figures and may undergo changes as per the requirement of StockHolding from time to time.

StockHolding may conduct interview of each of the bidder's selected resource before deployment in the project. A Technical Program Manager shall be appointed & be responsible for execution and compliance of entire Scope of Work. Although the Technical Program Manager for the project would not be stationed at the StockHolding, but he or she shall be required to visit the StockHolding for attending the meetings, taking feedback, review of policies, consultation etc. and giving recommendations there of as and when required by the StockHolding as well as to meet the project requirement.

The Technical Project Manager shall visit the StockHolding at least 2 times per month or as directed by the StockHolding officials to review the project. The number of visits may increase during important activities or as and when required.

Bidder and the personnel's deployed for NOC Operations having access to information on StockHolding's security programs and systems received or generated under this contract shall ensure that they meet StockHolding's requirements.

Bidder shall conduct adequate background checks of the personnel who will be deputed at positions handling StockHolding's sensitive information. The background check report for each personal deputed at the StockHolding's site has to be submitted to the StockHolding before on-boarding of the resource/s.

- Bidder shall maintain confidentiality of the StockHolding's information accessed by them.
- Bidder shall sign Confidentiality cum Non-Disclosure Agreement with StockHolding.
- Once Bidders' personnel are removed from the project, whether on termination / resignation etc. the same should be immediately informed to the StockHolding and preclude any further access to all information to such person. Prior approval should be obtained from the StockHolding before granting access to StockHolding's information either at Bidder's site or at StockHolding's sites.

The selected bidder must ensure immediate replacement of resource with similar skillset in case existing resource fails to report to StockHolding office / Going for a leave (more than two days) / resign from organization etc. Shadow resource has to be on site during absence of primary resource. Same skills set resource shall be provided in case of replacement of resource due to discipline or any other performance issues.

StockHolding will impose a penalty at a rate of 10% of its total monthly payable for each case of such violation.

Notice Period: All the deputed man-power should have a notice period of 30 days after formally accepted by Stockholding.

4.4 Service Level Agreement (SLA) and Penalty

The bidder needs to execute a Service Level Agreement with the StockHolding covering all terms and conditions of this tender. Bidder need to strictly adhere to Service Level Agreements (SLA). Services delivered by bidder should comply with the SLA mentioned in the table below.

The bidder should generate SLA reports for tracking the delivery of services. SLA will be reviewed on a monthly basis and based on the review payments for the services will be done. The SLA reports should be integrated with the dashboards. Thus enabling StockHolding to continuously track the SLA.

Enclosed Annexure: Technical Eligibility Criteria and SLA

Service Level Targets Metric Calculation and Penalty Calculation

High level service level targets are described in sections below.

Service Level Agreement (SLA)

1. SLA deviation calculation to be considered on monthly basis.
2. The penalty will be calculated on monthly contract value.
3. The total cap on monthly penalty is 10% of the monthly contract value and the overall cap on penalty is as follows:

A. Monitoring and Management of Network Devices & Links (LAN and WAN)

Network Devices and Link Uptime Calculation Method.

Business Hours Window: (Monday to Saturday = 7:00AM to 11:00PM = 16 hours in a day * 26 days)

Vendor should provide network devices & link uptime of 99.5% for the offices with dual link and 98% for the offices with single link for all the links provided in Annexure as per “Network link uptime” table as shown below on monthly basis.

Uptime shall be calculated at the end of each month as follows.

Uptime: $\{(Actual\ Uptime + Excusable\ Down\ Time) / Schedule\ Hrs\} \times 100$

- A. Actual Uptime means, of the scheduled hours, the aggregate number of hours in any month during which each defined and supported equipment is actually available for use.
- B. Excusable downtime means the aggregate number of hours in any month during which each defined and supported link and service is down during scheduled hours due to preventive maintenance, scheduled outages, LAN cabling faults, infrastructure problems or any other situation which is not attributable to vendor’s failure to exercise due care in performing its responsibilities.
- C. Scheduled hours means the days of the week and the hours per day for which the vendor has committed to an availability service level for a system or network and during which periods such Availability Service Level will apply.

System Downtime Calculation Method:

- A. The recording of downtime shall commence from the time of registering the call with the vendor.
- B. If Stockholding elects to continue the operation on the equipment of service, when part of the equipment or service gives problem, an event normally giving rise to downtime, the commencement of downtime shall be deferred until Stockholding releases the equipment or service as required by the vendor to do remedial maintenance.
- C. Downtime shall end when the equipment and all services is made operational.
- D. Downtime shall not be considered under the following scenarios:
 - 1. Failure of Stockholding to take any specified action previously agreed by Stockholding with the vendor where Stockholding has modified the software or hardware without prior written consent of the vendor.
 - 2. Time taken by pre-scheduled preventive maintenance and health check at a time convenient to Stockholding during agreed service hours.
 - 3. Repair time due to machine failure caused by confirmed environmental conditions.
 - 4. When the system is normally functioning time to reload operating system and any applications and restore any old data at Stockholding’s request.
 - 5. Preventive maintenance, Scheduled outages, LAN Cabling faults, infrastructure problems or any other situation which is not attributable to vendor’s failure to exercise due care in performing its responsibilities.

Uptime Commitment for Links:

Table - G

Parameter	Metric	SLA	Metric Calculation	Unit of Measure	Reporting Frequency	Bench Mark
Uptime	Critical Links as per Annexure	SLA	Total no. of hours the link is down	Percentage	Monthly per link basis.	Critical > = 99.5%,
Uptime	Offices with Dual Link as per Annexure.	SLA	Total no. of hours the link is down	Percentage	Monthly per link basis.	Normal > = 98%
Uptime	Offices with Single Link as per Annexure.	SLA	Total no. of hours the link is down	Percentage	Monthly per link basis.	Normal > = 99%

Deviation of every 1% from the benchmark will attract a penalty of 2% of the monthly PO value. Penalty will be calculated on a monthly basis post verification of monthly report.

B. Network Configuration, Capacity Management & Device Lost:

Table - H

Event	Criticality	Timeframe		Penalty Calculation
Create, modify and delete configurations in network devices after obtaining approval from the StockHolding Team.	Medium	Response Time: 30 min	Resolution time: 2 hour	For each instance of breach, penalty will be 0.5% of monthly invoice value.
Review of capacity planning of network devices & links. Details of underutilized and over utilized network devices & links. Recommend plan to procure/upgrade the over utilized Network devices & links.	Medium	Response: starting on the 1st day of the first month of the Start of every Quarter.	Resolution: within 5th day of the first month of the start of every Quarter.	For every 1 week of delay or part thereof, the penalty will be 0.5% of monthly invoice value.
Loss of any network assets, under the control of the service providers' onsite team, due to omission or negligence or failure, to follow the due process in handling and updating the network inventory.	High	Immediate.		For each instance of breach, penalty will be 1% of monthly invoice value. In addition, the purchase value of the lost asset at

				that period of time will be Recovered.
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Deviation of every 1% from the benchmark will attract a penalty of 2% of the monthly PO value. Penalty will be calculated on a monthly basis post verification of monthly report.

C. Incident Management and Investigation Metric Calculation and Penalty

Incident Management aims to restore normal service operation as quickly as possible and minimize the adverse effect on business operations, thus ensuring that the best possible levels of service-quality are maintained. 'Normal service operation' is defined here as service operation within service level agreement limits.

Incident management can be defined as is any event which is not part of the standard operation of the service and which causes, or may cause, an interruption or a reduction of the quality of service.

The objective of incident management is to restore normal operations as quickly as possible with the least possible impact.

Response and Resolution Time

Table - I

Parameter	Metric	SLA	Metric Calculation	Unit of Measure	Reporting Frequency	Bench Mark
Response Time	%of Tickets responded within the SLA	SLA	Total number of Tickets responded within SLA by total number of Tickets handled by the resolver group.	Percentage	Monthly	Critical > = 99% within 15 Minutes, High > = 99% within 15 Minutes, Medium > = 99% within 30 Minutes. Low > = 99% within 30 Minutes.

Resolution Time	% of Tickets resolved within the SLA	SLA	Total number of Tickets resolved within SLA by total number of Tickets handled by the resolver group.	Percentage	Monthly	Critical > = 99% within 30 minutes. High > = 98% within 1 Hour. Medium > = 97% within 4 Hours, Low > = 95% within 8 Hours.
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Deviation of every 1% from the benchmark will attract a penalty of 2% of the monthly PO value. Penalty will be calculated on a monthly basis post verification of monthly report.

D. Call logging with OEM, Support Vendors & Reporting for License Expiration

Table - J

Event	Criticality	Timeframe		Monthly Compliance	Penalty Calculation
Call / Ticket logging with link provider for link failure / low reliability / flapping.	High	Response time- 15 min			For each instance of breach, penalty will be 0.5% of monthly invoice value per day delay in call logging.
Remote Support - (DR, NDR, Extranet (Fort) and Branches)	Medium	Response: within 15 min via email/phone call etc., if not resolved should visit the site within 2 hours and start restoration process.	Resolution- resolve the issue max. within 8 hours by the next day.		For each instance of breach, penalty will be 0.5% of monthly invoice value per day delay in call logging.
/Call/Ticket logging to OEM/SI/Vendor for device malfunctioning (call should not be rejected by OEM/SI/Vendor	Medium	Response time - 30 min			For each instance of breach, penalty will be 0.5% of monthly invoice value per day delay in call logging.

citing configuration issue)					
Ensure call logged to OEM/SI/Vendor/Link Provider are resolved within their signed / non-signed SLA with OEM /SI / Vendor/ Service Provider. For BSNL and MTNL call logged within 15 minutes.	Medium	Within vendor SLA		90%	For each instance of breach, penalty will be 0.25% of monthly invoice value per day. Bidder to ensure that calls are constantly followed-up & closed. If required, should be escalated to StockHolding network team promptly as per escalation matrix for immediate action.
Reporting of License/AMC/AT S expiry of in scope devices to StockHolding team for renewal.	High	90 day prior to expiry			For each instance of breach, penalty will be 0.25% of monthly invoice value per day.

Deviation of every 1% from the benchmark will attract a penalty of 2% of the monthly PO value. Penalty will be calculated on a monthly basis post verification of monthly report.

E. Resource Management

Table - K

Event	Criticality	Penalty Calculation
Unavailability of agreed resources on site (DC, DR and Delhi) (For 1 resource) for a day.	Low	For each instance of breach, penalty will be 0.5% of monthly invoice value. i.e. (A)
Unavailability of agreed resources on site. (For 2 resources) for a day.	Medium	Additional 1% of monthly invoice value. i.e. B = (A) + 1%
Unavailability of agreed resources on site. (For More than 2) for a day.	High	Additional 2% of monthly invoice value. i.e. C = (B) + 2% for subsequent instances and increase in unavailability of

		resources.
Late Coming/Early departures (for more than one hour late per day for more than 3 instances in a month).	High	For each instance of breach/resource, penalty will be 0.25% of monthly invoice value.
Transfer of onsite resources without providing an adequate 30 days' notice to StockHolding.	High	For each instance of breach/resource, penalty will be 3% of monthly invoice value.
Removal of NMS and Network Project Manager before Project expiration period.	High	Less than 2 Years = 5% of Yearly invoice value for per instance.
Separation of duties (i.e. use of email ids and login ids across roles)	Medium	For each instance of breach/resource, penalty will be 0.25% of monthly invoice value.
Any/All, trainings aligned for the onsite resources of the service provider, should be intimated by the backend team (program manager or equivalent and above) in advance of at least 2 weeks in writing for approvals from the StockHolding team, along with the necessary provisioning plan for a shadow/backup resource -in line with the Purchase Order OR having equal/greater expertise/knowledge/skillsets and qualification / OEM Certification- to be deployed onsite in the event of the original resources being not available for the said training period.	High	If successful bidder fails to provide notice, StockHolding reserves the right to deduct penalty of INR 5000/-day for the period of un-availability of the replacement from the payment payable to bidder.

F. Preventive Maintenance

Table - L

Event	Criticality	Penalty Calculation
Unavailability of conducting preventive maintenance at branches on Half-yearly basis.	High	For each instance of breach, penalty will be 10% of monthly invoice value.

G. Monitoring & Management of Processes and NMS Tool

Table - M

Event	Criticality	Timeframe	Monthly Compliance	Penalty Calculation
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<p>Proper functioning, Monitoring & Reporting of NMS Tool</p>	<p>High</p>	<p>Response Time: 15 min Resolution time: 2 hour</p>	<p>99.5%</p>	<p>Deviation of every 1% from the benchmark will attract a penalty of 0.5% of the monthly PO value. Penalty will be calculated on a monthly basis post verification of monthly report.</p>
<p>The bidder should have a documented NOC (process, procedure, standard operating procedures (SOP) and MIS etc.) in-line with the standards followed by StockHolding, and customized to StockHolding environment before starting the NOC operations. These processes, procedures and SOP documents are to be considered as Standing documents and hence should be reviewed and updated regularly.</p>	<p>Medium</p>	<p>A) Response time: Start of the Month (Time of Service Initiation) B) Resolution time: End of the Month (As per service requirement)</p>	<p>99.5%</p>	<p>Deviation of every 1% from the benchmark will attract a penalty of 1% of the monthly PO value. Penalty will be calculated on a monthly basis post verification of monthly report.</p>
<p>The bidder should share the complete documentation templates (process, procedure, standard operating procedures (SOP) and MIS etc.) in-line with the standards followed at StockHolding, with the StockHolding team, for approvals, after initiating the NOC services and to be completed within 2 months.</p>	<p>Medium</p>	<p>Response time: Start of the Services (Time of Service Initiation)</p>	<p>(before initiation of NOC operations) 100%</p>	<p>Non-compliance will attract a penalty of 0.5% per day till resolution is made, capped at 10% of Monthly purchase order value.</p>

H. Problem Management

Problem management aims to resolve the root cause of incidents to minimize the adverse impact of incidents and problems on business that are caused by errors within the IT infrastructure, and to prevent recurrence of incidents related to these errors. A 'problem' is an unknown underlying cause of one or more incidents, and a 'known error' is a problem that is successfully diagnosed and for which either a workaround or a permanent fix has been identified.

A problem is a condition often identified as a result of multiple incidents that exhibit common symptoms. Problems can also be identified from a single significant incident, indicative of a single error, for which the cause is unknown, but for which the impact is significant.

A known error is a condition identified by successful diagnosis of the root cause of a problem, and the subsequent development of a work-around.

The principal purpose of *problem management* is to find and resolve the root cause of a problem and thus prevent further incidents; the purpose of *incident management* is to return the service to normal level as soon as possible, with smallest possible business impact.

Table - N

Parameter	Metric	SLA	Metric Calculation	Unit of Measure	Reporting Frequency	Bench Mark
Root Cause	% of RCA report submitted (Critical)	SLA	Total number of RCAs submitted within 48 Hrs / Total number of RCAs	Percentage	Monthly	>95%

Note: Deviation of every 1% from the benchmark will attract a penalty of 2% of the monthly PO value. Penalty will be calculated on a monthly basis post verification of monthly report.

I. Change Management

Change management aims to ensure that standardized methods and procedures are used for efficient handling of all changes; a change is an event that results in a new status of one or more configuration items approved by management and enhances business process changes (fixes) - with a minimum risk to IT infrastructure.

The main aims of change management include:

- a. Minimal disruption of services
- b. Reduction in back-out activities.
- c. Economic utilization of resources involved in the change
- d. Change Management Terminology
- e. Change: the addition, modification or removal of CIs
- f. Forward Schedule of Changes (FSC): schedule that contains details of all forthcoming changes.

Table - O

Parameter	Metric	SLA	Metric Calculation	Unit of Measure	Reporting Frequency	Bench Mark
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Schedule Adherence	Schedule Adherence – Change	SLA	Total number of Changes Implemented by total number of changes planned for the month	Percentage	Monthly	>=95%
Change Management Efficiency	Successful Changes	SLA	Total number of Changes implemented successfully by total number of changes implemented	Percentage	Monthly	>=95%
Failed Changes	% changes rolled back	SLA	Total number of changed rolled back due to failure by total number of changes implemented successfully	Percentage	Monthly	<=5%

Note: Deviation of every 1% from the benchmark will attract a penalty of 2% of the monthly PO value. Penalty will be calculated on a monthly basis post verification of monthly report.

J. Compliance Management Terminology (Applicable for Audit / VA and PT Observations)

- Compliance action: the addition, modification of changes.
- Forward Schedule of Changes (FSC): schedule that contains details of all forthcoming changes.

Table - P

Parameter	Metric	SLA	Metric Calculation	Unit of Measure	Reporting Frequency	Bench Mark
Schedule Adherence	Schedule Adherence – Change	SLA	Total number of Changes Implemented by total number of changes planned for the month	Percentage	Monthly	>=95%
Change Management Efficiency	Successful Changes	SLA	Total number of Changes implemented successfully by total number	Percentage	Monthly	>=95%

			of changes implemented			
Failed Changes	% changes rolled back	SLA	Total number of changed rolled back due to failure by total number of changes implemented successfully	Percentage	Monthly	<=5%

Note: Deviation of every 1% from the benchmark will attract a penalty of 2% of the monthly PO value. Penalty will be calculated on a monthly basis post verification of monthly report.

Priority Definitions

A measure of how quickly the incident needs to be addressed based on the impact to the service and the businesses tolerance to the service to be unavailable or degraded.

Table - Q

Value	Definition of Value
Critical	The backhaul and replication links will form the Critical Links. The Data Center at StockHolding Mahape DC, Near DR Site, DR Site, Registered Office at Centre point, Fort office, Internet links and 3 Site replication links locations will be critical for StockHolding.
Normal	All the links at Back offices & Regional Offices with dual links and single link are of high priority.

Contract Duration

- a. Successful bidder shall enter into contract for the period of 02 (two) years with one year as extension with StockHolding.
- b. Year 2 price will have maximum escalation upto 10% on Year 1 Price.
- c. StockHolding may choose to extend the contract period for another 1 year with the maximum escalation upto 10% on Year 2 Price for the selected bidder.

Terms and Conditions

A. Payment:

- a. Monthly payment on submission of Invoice duly certified by *StockHolding* Networking official(s). Details of the payroll/offer letter/joining letter needs to be submitted once a year for all the resources on Company Letterhead (signed by Authorised Signatory) for payment initiation.
- b. However, Half-yearly vendor has to provide Preventive Maintenance completion report along with SLA reports and invoices for release of payment for the respective month.
- c. Applicable TDS will be deducted (recovered) from the payment(s).

- d. Applicable Penalty/Penalties may be recovered from payment
- e. Payments will be released only after submission and verification of the required Bank Guarantee (BG). No payment will be made to successful bidder, until the BG verification is done.

B. Taxes & levies:

- a. Applicable GST payable at actual as per prevailing rate of taxes as per Government notification
- b. In case of tax exemption or lower TDS; Bidder has to submit letter from Government Authority for tax exemption or lower TDS (to be submitted along with each of the invoice(s) (c) Applicable TDS will be deducted from payment(s).

C. Contract Period:

- a. **Renewal period** : 01st April 2024 to 31st March 2026 (2 years)
- b. **Extension period** : 01st April 2026 to 31st March 2027 (1 year)

D. Location Details:

Mahape, Bangalore and Delhi.

- E. Bidder to abide by labour laws, human rights and regulations in their regions of business. Bidder to adhere to laws addressing child, forced or trafficked labour.

Refund of Earnest Money Deposit (EMD):

- a. EMD will be refunded through NEFT to the successful bidder on providing (a) an acceptance confirmation against the PO issued by *Stock Holding* and (b) submission of Performance Bank Guarantee wherever applicable and should be valid for 30 days beyond the contract period.
- b. In case of unsuccessful bidders, the EMD will be refunded to them through NEFT within 15 days after selection of successful bidder subject to internal approval of *Stock Holding*.

Performance Bank Guarantee (PBG):

Successful Bidder shall, at own expense, deposit with the *Stock Holding*, within seven (7) days on issuance of PO, a Bank Guarantee (BG) for the value of 5% of the Contract Value from scheduled commercial banks as per Annexure - 8. This Bank Guarantee shall be valid up to 60 days beyond the completion of the contract period. No payment will be due to the successful bidder based on performance, until the BG verification is pending.

Bank Guarantee may be discharged / returned by *Stock Holding* upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Bank Guarantee.

Stock Holding reserves the right to invoke the BG in the event of non-performance by the successful bidder.

Penalty Clause

- a. *StockHolding* may choose to impose penalty on monthly invoices submitted by vendor.
- b. *StockHolding* reserves the right to invoke the Bank Guarantee in case of any breach of SLA, problem resolution or other commitments.

Force Majeure

The Bidder will not be held responsible for breach of executing any obligation or delay in executing any obligations during below given circumstances / conditions:

- a. War, Riots, Strike, Fire, Flood, Earthquake, Storm, Pandemic breakout, Power failure, Theft etc.
- b. Any Governmental priorities (Necessary proof for validation viz. Govt. Gazette notifications, Leading Newspaper reports, etc. should be made available) (c) Sabotage or omission of StockHolding

Dispute Resolution

In the event of any dispute arising out of or in connection with this Order, the parties shall use their best endeavour to resolve the same amicably AND if the dispute could not be settled amicably, the matter shall be settled in the court under Mumbai jurisdiction only. The final payment will be released only after the Bidder complies with above-mentioned clause

Right to alter RFP

- a. StockHolding reserves the right to alter the RFP terms and conditions at any time before submission of the bids.
- b. StockHolding reserves the right to modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever. We further understand and accept that StockHolding's decision in this regard will be final and binding on all bidders.

Integrity Pact

The Bidder will have to enter in to an Integrity Pact with StockHolding. The format (text) for the Integrity Pact is provided as Annexure-5. The successful Bidder will have to submit a signed and stamped copy of the Integrity Pact by the authorized signatory of the successful Bidder.

Non-Disclosure Agreement (NDA)

The successful Bidder will sign a Non-Disclosure Agreement (NDA) with StockHolding for the contract period. The draft text of the NDA will have to be approved by legal department of StockHolding.

Indemnify

The Bidder should hereby indemnify, protect and save StockHolding against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all

the equipment offered by the Bidder. Any publicity by Bidder in which name of StockHolding is used should be done only with the explicit permission of StockHolding.

Subcontracting

As per scope of this RFP, sub-contracting is not permitted. The bidder shall not assign or sub-contract the assignment or any part thereof to any other person/firm.

Termination Clause

StockHolding reserves right to terminate the contract by giving 30 days prior written notice in advance –

- a) If Half-yearly Preventive Maintenance not done by the successful bidder in a year;
- b) If penalty amount is equal to or more than 10% of monthly invoice value for 3 months in a particular year;
- c) If at any point of time, the services of bidders are found to be non-satisfactory;
- d) If at any point of time, StockHolding finds out deviation to sub-contracting clause;

After termination of contract with L1 bidder due to above reasons or any deemed to be fit for cancellation, StockHolding reserves the right to award the contract to L2 Bidder at same applicable L1 price and at the same terms and conditions for the remaining term of the contract to ensure business continuity.

Exclusions and Limitations of Liability

Relief Events. A Party will not be in breach of this Agreement for any delay in fulfilling any of its obligations under this RFP and agreement entered pursuant thereto or the resulting consequences if, and only to the extent that, such delay is due to (i) the other Party's failure or delay fulfilling an obligation under this RFP or (ii) a Force Majeure Event. The time for performance of the affected obligation will be extended by the time of the delay caused by such Party/User's failure/delay or the Force Majeure Event. Notwithstanding the foregoing, Force Majeure Events do not excuse the failure to pay any charges due under this Agreement or any disaster recovery and business continuity obligation.

Limitations of Liability: Without limiting (Exclusion of Consequential and Indirect Damages) Below, Each Party's Total Aggregate Liability For Direct Damages Under Or In Connection With This Agreement For All Claims, Whether In Contract, Tort (Including Negligence) Or Otherwise, Will Be Limited As Follows:

- a. For Failure To Comply With Service Levels, To The Amount Of Credits Set Out In The Relevant Sla, Which Are Customer's Sole And Exclusive Monetary Remedy; And
- b. For All Other Claims, the Charges Incurred In the 6 Months Immediately Preceding the Cause of Action under the Order to Which the Claim Relates.

Exclusion of Consequential and Indirect Damages: Neither Party will be liable to the other for any:

- a. Indirect, Consequential, Exemplary, Special, Incidental Or Punitive Damages,

- b. Economic Losses, Including Loss of Use, Loss of Business, Anticipated Savings, Data, Revenue, Profits (In each case, whether Direct or Indirect Damages), Or (Iii) Goodwill Or Reputation, Arising Out Of Or In Connection With This Agreement, The Services, Related Products, Deliverables, Equipment, Documentation, Information, Or The Intended Use Thereof, Under Any Theory Of Tort (Including Negligence), Breach Of Contract, Statutory Duty, Pre-Contract Or Other Representations (Other Than Fraudulent Representations), Or Warranty, Even If The Party Knew Or Should Have Known Of The Possibility Of Such Damages.

Exceptions to Limitations of Liability: The Exclusions and Limitations of Liability contained in this clause do not apply to:

- a. Claims for Death or Personal Injury caused by negligence; Or
- b. Any other liability that cannot be limited or excluded by applicable law.

ANNEXURE - 1 - Details of Bidder's Profile
(To be submitted along with technical bid on Company letter head)

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Sl. No	Parameters	Response		
1	Name of the Firm/Company			
2	Year of Incorporation in India			
3	Names of the Partners/Directors			
4	Company PAN no			
5	Company GSTN no. (please attach annexures for all states)			
6	Addresses of Firm/Company			
	a) Head Office			
	b) Local Office in Mumbai(if any)			
7	Authorized Contact person			
	a) Name and Designation			
	b) Telephone number			
	c) E-mail ID			
8	Years of experience of Managing more than 500 network devices			
9	Financial parameters			
	Business Results (last three years)	Annual Turnover	Profit	
		(Rs. in Crores)	(Rs. in Crores)	
		2020-21		
		2021-22		
		2022-23		
	(Only Company figures need to be mentioned not to include group/subsidiary Company figures)	(Mention the above Amount in INR only)		

N.B. Enclose copies of Audited Balance Sheet along with enclosures

Dated this..... Day of 2024

(Signature)

(In the capacity of)

**ANNEXURE - 2 – Eligibility Criteria
To be submitted as part of
Technical Bid**

SI.	Criteria	Documents to be submitted by Bidder
1	The Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 with experience of owning and managing a well-established Network Operation Center (NOC) for at least 7 years.	Copy of Certificate of Incorporation issued by the Registrar of Companies and Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory
2	Should have an average annual turnover of at least Rs. 10 Crores per annum for last three financial years (2020-21, 2021-22 and 2022-23). It should be of individual company and not of Group of Companies	Certificate from CA mentioning annual turnover for last three financial years.
3	Bidder should be in Net Profit in the last 03 (three) audited financial years	Certificate from CA mentioning profit/loss for the past three financial years.
4	The bidder should have experience in minimum 03 (three) corporate customers in India for at least last 05 (five) years from RFP date for providing onsite (from customer premises) NOC services for managing and monitoring the network consisting of - (iv) At least 900 remote network devices (such as routers, switches, etc.) per project. (v) Providing remote Network Management Service such as installation, configuration & management of WAN links, L3 & L2 network devices of atleast 200 branches (vi) Experience of managing minimum 500 links (Branch Links, Extranet links,) WiMAX/CDMA/ISDN Backup Link) from multiple service providers	Copy of Purchase Orders / Completion Certificate
5	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory

	any reasons within last 3 years from the RFP date.	
6	The bidder must have following valid Certifications: <ul style="list-style-type: none"> • ISO 9001/ISO 20000 and • ISO 27001:2013 certified 24x7 NOC 	Relevant ISO Certificates.
7	Bidder should minimum below no. of Trained and Certified Employees on their payroll with valid certifications, having 2 years' relevant experience (post certification) – CCNA: More than 20 CCNP: More than 3 CCIE: More than 2 PMP: More than 2	Self-declaration by the bidder on it Letter Head duly signed by the authorised signatory
8	Bidder/ need to certify that they have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. Bidder also to certify that bidder and OEM are not from such a country or if from a country, has been registered with competent authority.	Self-declaration from bidder on their letter head duly signed by authorized signatory
9	Bidder should have presence at all Tier 1 cities in India	Self-declaration on company letter head along with list of locations.
10	Bidder to provide undertaking that no penalties, amounting to up to 10% of the contract value per year, have been imposed in the last three years by any of its client(s).	Self-declaration from bidder on their letter head duly signed by authorized signatory

Eligibility Criteria (For On-site Manpower Assignment – Total 10 nos.)

(A)	Resource Type	Qualification	Experience	Certification Required
1	Project Manager cum L3 Engineer (One Number)	Should be Degree qualified Engineer with CCNP	5 years' experience post CCNP certification and Project Management skills plus exposure on WLAN, Voice and Video Conferencing with hands on experience on OEM like Cisco, Arista, Juniper, Extreme etc. network devices.	4. Degree Certificate 5. Valid CCNP Certification 6. Experience Certificates
2	Core Network Engineer (Two Numbers)	Should be Degree qualified Engineer with CCNP	3 years' experience post CCNP certification in similar environment in terms of Management of the MPLS network / SDWAN architecture kind of topology, SDWAN, Network Access Control (NAC) architecture rollout / routing protocol deployed at StockHolding. Should have expertise on router / switches configurations, Voice, WLAN, Video conferencing, Policy based routing, Access Control List management, IPSLA, performance routing, troubleshooting and excellent documentation skills with hands on experience on OEM like Cisco, Arista, Juniper, Extreme etc. network devices.	4. Degree Certificate 5. Valid CCNP Certification 6. Experience Certificates

3	Project Manager – NMS (1 Number)	Should be Degree Engineer with CCNA	5 years’ experience in role of NMS Management on any NMS tool.	<ol style="list-style-type: none"> 4. Degree Certificate 5. Valid CCNA Certification 6. Experience Certificates
3	NMS Engineer (5 numbers)	Should be Degree/Diploma Engineer with CCNA	<p>3 years’ experience in Network Management Services. Should have exposure to WAN environment and network monitoring tools. Expert in handling network devices like routers.</p> <p>THREE will be dedicated Engineers in Mumbai, and one each at Bangalore and Delhi location.</p>	<ol style="list-style-type: none"> 4. Degree/Diploma Certificate 5. Valid CCNA Certification 6. Experience Certificates
4	Technician (Cabling) (1 number)	Minimum Graduate / Technical Diploma Holder in related field with minimum 05 years of experience in Data Centre Non-IT Infrastructure	Experience in Data Center Structured cabling, designing, installation and maintenance	<ol style="list-style-type: none"> 3. Degree/Diploma Certificate 4. Experience Certificates
(B)	Criteria		Documents to be submitted by successful bidder	
1	Proposed resources must be on the Payroll of bidder (out-sourcing staff not allowed)		<ul style="list-style-type: none"> ▪ Last 3 Months Payslips / Appointment letter of present organization ▪ Resume of the resources proposed 	

Note:

- a. Letter of Authorization shall be issued by either Managing Director having related Power of Attorney issued in his favour or a Director of the Board for submission of Response to RFP
- b. All self-certificates shall be duly signed and Stamped by Authorized signatory of the Bidder Firm unless specified otherwise.
- c. Bidder response should be complete, Yes/No answer is not acceptable.

- d. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. StockHolding will not make any separate request for submission of such information.

Dated this..... Day of 2024
(Signature)

(In the capacity of)
Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

ANNEXURE – 3 – Technical Bid

S.No	Evaluation Parameters / Credentials	Marks	Minimum Qualifying Marks	Maximum Marks (100)
Experience & Turnover of the Bidder (Maximum – 80 Marks)				
1	The number of projects executed by the Bidder of managing Network Operations Center (NOC) for their clients for managing and monitoring the network consisting of at least 900 remote network devices (such as routers, switches, etc.) per project for minimum 03 (three) corporate customers in India during last 05 years from the RFP date. The minimum maintenance period shall be 01 year.	d) 3 project – 12 Marks e) 4-7 projects – 16 Marks f) More than 7 projects – 20 Marks	16	20
2	The Bidders experience in providing remote Network Management Service such as installation, configuration & management of WAN links, L3 & L2 network devices of atleast 200 branches for minimum 03 (three) corporate customers in India during last 05 years from the RFP date	d) 200-400 branches - 12 Marks e) 401-700 branches – 16 Marks f) More than 700 branches – 20 marks	16	20
3	Bidder should have an exposure of managing atleast 500 links (Branch Links, Extranet links,) WiMAX/CDMA/ISDN Backup Link) from multiple service providers for minimum 03 (three) corporate customers in India during last 05 years from the RFP date	d) 500 - 700 Links : 8 Marks e) 701 - 1000 Links : 10 Marks f) More than 1200 Links : 15 Marks	10	15
4	No. of Trained and Certified Employees with valid certifications, having 2 years' relevant experience (post certification), out of which 1- year experience is with the bidder. [Based on No. of CCNAs, CCNPs, CCIEs, PMPs]	Self-declaration on bidder's letter head, confirming each of the mentioned criteria d) CCNA: More than 20, but less than 30; CCNP: More than 3 but less than 5; CCIE: More than 2 but less than 4; PMP: More than 2 but less than 4 (10 Marks) e) CCNA: Equal to 30 , but less than 50; CCNP: Equal to 5, but less than 7; CCIE: Equal to 4, but less than 6; PMP: Equal to 4, but less than 6 (12 Marks) f) CCNA: 50 or More	10	15

		CCNP: 10 or More CCIE: 6 or More PMP: 6 or More (15 Marks)		
5	Bidder is a company/firm incorporated in India having average annual Turnover of at least Rs. 10 Crores in previous 03 (Three) financial years i.e. 2020-21, 2021-22, and 2022-23. This must be individual company turnover and not group of companies.	a) 10 Crores = 6 Marks b) >10 Crores <= 50 Crores = 8 Marks c) More than 50 Crores = 10 Marks	6	10
Technical Presentation (Maximum – 20 Marks)				
1	Technical proposal submitted by the bidder covering below aspects – e) Bidders past experience and capability to manage similar projects in India f) Understanding of the Project and it's Scope of Work g) Approach & Methodology for proposed support mechanism for meeting SLA parameters h) Detailed Project Plan during support period	Based on Bid documents submitted and clarifications received (if any)	12	20

Note:

- a. Letter of Authorization shall be issued by either Managing Director having related Power of Attorney issued in his favour or a Director of the Board for submission of Response to RFP
- b. All self-certificates shall be duly signed and Stamped by Authorized signatory of the Bidder Firm unless specified otherwise.
- c. Bidder response should be complete, Yes/No answer is not acceptable.
- d. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. StockHolding will not make any separate request for submission of such information.

Dated this..... Day of 2024

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

ANNEXURE - 4 - Commercial Price Bid Format

Commercial Price Bid Format

S/N.	Line Item	Quantity (Nos.)	Unit Price (₹)	1st Year Price (₹) [A]	2nd Year Price (₹) [B]
1	Core Network Management Services	1			
2	Link and WAN Management Services (Branch Links, Extranet links)	261			
Total (₹)					
GST (₹)					
Grand Total including GST (Rs.) [A+B]					

Notes:

- a Price to be quoted is for initial contract period of 02 (two) years including GST while uploading financial bids on GeM portal.
- b StockHolding reserves the right to negotiate with L1 bidder.
- c Contract will be awarded to bidder with higher technical score in case of tie between two or more bidders.
- d As and when any links are removed/added/shifted, the payment will be made on unit rate as mentioned in above table (for point 2) on pro-rata basis.
- e Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled in correctly. Please note that any Commercial Offer, which is conditional and / or qualified or subjected to suggestions, will also be summarily rejected. This offer shall not contain any deviation in terms & conditions or any specifications, if so such an offer will also be summarily rejected.
- f All payments will be made in INR.
- g Year 2 price will have maximum escalation upto 10% on Year 1 Price.
- h StockHolding may choose to extend the contract period for another 1 year with the maximum escalation upto 10% on Year 2 Price for the selected bidder.

ANNEXURE - 5 – Integrity Pact

(To be executed on plain paper and submitted only by the successful bidder)

(_____ Name of the Department / Office) RFP No. _____
for _____

This pre-bid pre-contract Integrity Pact (Agreement) (hereinafter called the Integrity Pact) (IP) is made on ____ day of the _____, between, on one hand, StockHolding ., a company incorporated under Companies Act, 1956, with its Registered Office at 301, Centre Point Building, Dr. B R Ambedkar Road, Parel, Mumbai – 400012 , acting through its authorized officer, (hereinafter called **Principal**), which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part **And** M/s. _____

_____ (with complete address and contact details) represented by Shri _____ (i.e. Bidders hereinafter called the '**Counter Party**') which expression shall mean and include , unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

AND WHEREAS the PRINCIPAL/Owner values full compliance with all relevant laws of the land, rules, regulations economic use of resources and of fairness/transparency in its relation with Bidder(s) /Contractor(s)/Counter Party(ies).

AND WHEREAS, in order to achieve these goals, the Principal/Owner has appointed Independent External Monitors (IEM) to monitor the Tender (RFP) process and the execution of the Contract for compliance with the principles as laid down in this Agreement.

WHEREAS THE Principal proposes to procure the Goods/services and Counter Party is willing to supply/has promised to supply the goods OR to offer/has offered the services and WHEREAS the Counter Party is a private Company/Public Company/Government Undertaking/Partnership, constituted in accorded with the relevant law in the matter and the Principal is a Government Company performing its functions as a registered Public Limited Company regulated by Securities Exchange Board of India. **NOW THEREFORE**, To avoid all forms of corruption by following a system that is fair, transparent and free from any influence prejudiced dealings prior to, during and subsequent to the tenor of the contract to be entered into with a view to “- Enabling the PRINCIPAL to obtain the desired goods/services at competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling the Counter Party to abstain from bribing or indulging in any type of corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption, in any form, by its officials by following transparent procedures. The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

I. Commitment of the Principal / Buyer

1. The Principal Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:-
 - a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender (RFP) or the execution of the contract, procurement or services/goods, demand, take a promise for or accept for self or third person, any material or immaterial benefit which the person not legally entitled to.
 - b) The Principal/Owner will, during the Tender (RFP) Process treat all Bidder(s)/Counter Party(ies) with equity and reason. The Principal / Owner will, in particular, before and during the Tender (RFP) Process, provide to all Bidder(s) / Counter Party (ies) the same information and will not provide to any Bidder(s)/Counter Party (ies) confidential / additional information through which the Bidder(s)/Counter Party (ies) could obtain an advantage in relation to the Tender (RFP) Process or the Contract execution.
 - c) The Principal / Owner shall endeavor to exclude from the Tender (RFP) process any person, whose conduct in the past been of biased nature.
2. If the Principal / Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC) / Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there is a substantive suspicion in this regard, the Principal / Owner / StockHolding will inform the Chief Vigilance Officer through the Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

II. Commitments of Counter Parties/Bidders

1. The Counter Party commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of bid or during any pre-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following. Counter Party (ies) / Bidders commits himself to observe these principles during participation in the Tender (RFP) Process and during the Contract execution.
2. The Counter Party will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the PRINCIPAL, connected directly or indirectly with the bidding process, or to any person organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
3. The Counter Party further undertakes that it has not given, offered or promised to give directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Principal / StockHolding or otherwise in procurement the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the

Principal / StockHolding for forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Principal / StockHolding.

4. Bidder / Counter Party shall disclose the name and address of agents and representatives, if any, handling the procurement / service contract.
5. Bidder / Counter Party shall disclose the payments to be made by them to agents / brokers; or any other intermediary if any, in connection with the bid / contract.
6. The Bidder / Counter Party has to further confirm and declare to the Principal / StockHolding that the Bidder / Counter Party is the original integrator and has not engaged any other individual or firm or company, whether Indian or foreign to intercede, facilitate or in any way to recommend to Principal / StockHolding or any of its functionaries whether officially or unofficially to the award of the contract to the Bidder / Counter Party nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
7. The Bidder / Counter Party has to submit a Declaration along with Eligibility Criteria, as given at **Annexure**. If bids are invited through a Consultant a Declaration has to be submitted along with the Eligibility Criteria as given at **Annexure**.
8. The Bidder / Counter Party, either while presenting the bid or during pre- contract negotiation or before signing the contract shall disclose any payments made, is committed to or intends to make to officials of StockHolding /Principal, or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
9. The Bidder / Counter Party will not collude with other parties interested in the contract to impair the transparency, fairness and progress of bidding process, bid evaluation, contracting and implementation of the Contract.
10. The Bidder / Counter Party shall not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
11. The Bidder shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Principal / StockHolding as part of the business relationship, regarding plans, proposals and business details, including information contained in any electronic data carrier. The Bidder / Counter Party also Undertakes to exercise due and adequate care lest any such information is divulged.
12. The Bidder / Counter Party commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
13. The Bidder / Counter Party shall not instigate or cause to instigate any third person including their competitor(s) of bidding to commit any of the actions mentioned above.
14. If the Bidder / Counter Party or any employee of the Bidder or any person acting on behalf of the Bidder / Counter Party, either directly or indirectly, is a relative of any of the official / employee of Principal / StockHolding, or alternatively, if any relative of an official / employee of Principal / StockHolding has financial interest / stake in the Bidder's / Counter Party firm, the same shall be disclosed by the Bidder / Counter Party at the time of filing of tender (RFP).

15. The term `relative` for this purpose would be as defined in Section 2 Sub Section 77 of the Companies Act, 2013.
16. The Bidder / Counter Party shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employees / officials of the Principal / StockHolding
17. The Bidder / Counter Party declares that no previous transgression occurred in the last three years immediately before signing of this IP, with any other Company / Firm/ PSU/ Departments in respect of any corrupt practices envisaged hereunder that could justify Bidder / Counter Party exclusion from the Tender (RFP) Process.
18. The Bidder / Counter Party agrees that if it makes incorrect statement on this subject, Bidder / Counter Party can be disqualified from the tender (RFP) process or the contract, if already awarded, can be terminated for such reason.

III. Disqualification from Tender (RFP) Process and exclusion from Future Contracts

1. If the Bidder(s) / Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article II above or in any other form, such as to put his reliability or credibility in question, the Principal / StockHolding is entitled to disqualify the Bidder / Counter Party / Contractor from the Tender (RFP) Process or terminate the Contract, if already executed or exclude the Bidder / Counter Party / Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by Principal / StockHolding. Such exclusion may be for a period of 1 year to 3 years as per the procedure prescribed in guidelines of the Principal / StockHolding.
2. The Bidder / Contractor / Counter Party accepts and undertake to respect and uphold the Principal / StockHolding's absolute right to resort to and impose such exclusion.
3. Apart from the above, the Principal / StockHolding may take action for banning of business dealings / holiday listing of the Bidder / Counter Party / Contractor as deemed fit by the Principal / Owner / StockHolding.
4. The Bidder / Contractor / Counter Party can prove that it has resorted / recouped the damage caused and has installed a suitable corruption prevention system, the Principal / Owner/ StockHolding may at its own discretion, as per laid down organizational procedure, revoke the exclusion prematurely.

IV. Consequences of Breach Without prejudice to any rights that may be available to the Principal / StockHolding / Owner under Law or the Contract or its established policies and laid down procedure, the Principal / StockHolding / Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder / Contractor(s) / Counter Party:-

1. Forfeiture of EMD / Security Deposit : If the Principal / StockHolding / Owner has disqualified the Bidder(s)/Counter Party(ies) from the Tender (RFP) Process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate the Contract according the Article III, the Principal / StockHolding / Owner apart from exercising any legal rights that may have accrued to the Principal / StockHolding / Owner, may in its considered

opinion forfeit the Earnest Money Deposit / Bid Security amount of the Bidder / Contractor / Counter Party.

2. **Criminal Liability:** If the Principal / Owner / StockHolding obtains knowledge of conduct of a Bidder / Counter Party / Contractor, or of an employee of a representative or an associate of a Bidder / Counter Party / Contractor which constitute corruption within the meaning of PC Act, or if the Principal / Owner / StockHolding has substantive suspicion in this regard, the Principal / StockHolding / Owner will inform the same to the Chief Vigilance Officer through the Vigilance Officer.

IV. Equal Treatment of all Bidders/Contractors / Subcontractors / Counter Parties

1. The Bidder(s) / Contractor(s) / Counter Party (ies) undertake (s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder / Contractor / Counter-Party shall be responsible for any violation(s) of the principles laid down in this Agreement / Pact by any of its sub-contractors / sub-bidders.
2. The Principal / StockHolding / Owner will enter into Pacts on identical terms as this one with all Bidders / Counterparties and Contractors.
3. The Principal / StockHolding / Owner will disqualify Bidders / Counter Parties / Contractors who do not submit, the duly signed Pact, between the Principal / Owner / StockHolding and the Bidder/Counter Parties, along with the Tender (RFP) or violate its provisions at any stage of the Tender (RFP) process, from the Tender (RFP) process.

VI. Independent External Monitor (IEM)

1. The Principal / Owner / StockHolding has appointed competent and credible Independent External Monitor (s) (IEM) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Integrity Pact.
2. The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chief Executive Officer and Managing Director, StockHolding Ltd.
3. The Bidder(s)/Contractor(s) / Counter Party(ies) accepts that the IEM has the right to access without restriction, to all Tender (RFP) documentation related papers / files of the Principal / StockHolding / Owner including that provided by the Contractor(s) / Bidder / Counter Party. The Counter Party / Bidder / Contractor will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his or any of his Sub-Contractor's Tender (RFP) Documentation / papers / files. The IEM is under contractual obligation to treat the information and documents of the Bidder(s) / Contractor(s) / Sub-Contractors / Counter Party (ies) with confidentiality.
4. In case of tender (RFP)s having value of 5 crore or more, the Principal / StockHolding / Owner will provide the IEM sufficient information about all the meetings among the parties related to the Contract/Tender (RFP) and shall keep the IEM apprised of all the developments in the Tender (RFP) Process.

5. As soon the IEM notices, or believes to notice, a violation of this Pact, he will so inform the Management of the Principal / Owner / StockHolding and request the Management to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit nonbinding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The IEM will submit a written report to the CEO&MD, StockHolding. Within 6 to 8 weeks from the date of reference or intimation to him by the Principal / Owner / StockHolding and should the occasion arise, submit proposals for correcting problematic situations.
7. If the IEM has reported to the CEO&MD, StockHolding Ltd. a substantiated suspicion of an offence under the relevant IPC/PC Act, and the CEO&MD, StockHolding has not within reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the IEM may also transmit the information directly to the Central Vigilance Officer.
8. The word `IEM` would include both singular and plural.

VII. Duration of the Integrity Pact (IP)

This IP begins when both the parties have legally signed it. It expires for the Counter Party / Contractor / Bidder, 12 months after the completion of work under the Contract, or till continuation of defect liability period, whichever is more and for all other Bidders, till the Contract has been awarded. If any claim is made / lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by the CEO&MD StockHolding

VIII. Other Provisions

1. This IP is subject to Indian Law, place of performance and jurisdiction is the Head Office / Regional Offices of the StockHolding / Principal / Owner who has floated the Tender (RFP).
2. Changes and supplements in any Procurement / Services Contract / Tender (RFP) need to be made in writing. Change and supplement in IP need to be made in writing.
3. If the Contractor is a partnership or a consortium, this IP must be signed by all the partners and consortium members. In case of a Company, the IP must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this IP turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Any dispute or difference arising between the parties with regard to the terms of this Agreement / Pact, any action taken by the Principal / Owner / StockHolding in accordance with this Agreement / Pact or interpretation thereof shall not be subject to arbitration.

IX. Legal and Prior Rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and / or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agrees that this Pact will have precedence over the Tender

(RFP) / Contract documents with regard to any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact (IP) at the place and date first above mentioned in the presence of the following witnesses:-

(For and on behalf of Principal / Owner / StockHolding

(For and on behalf of Bidder / Counter Party / Contractor)

WITNESSES:

1. _____ (Signature, name and address)

2. _____ (Signature, name and address)

Note: In case of Purchase Orders wherein formal agreements are not signed references to witnesses may be deleted from the past part of the Agreement.

ANNEXURE- 6 - Covering Letter on bidder’s Letterhead of Integrity Pact

To,

Sub: RFP REF NO: IT-09/2023-24 dated 15-Feb-2024 for Manage Network Services for Network Operation Centre (NOC)

Dear Sir,

DECLARATION

Stock Holding Corporation of India Limited (StockHolding) hereby declares that StockHolding has adopted Integrity Pact (IP) Program as advised by Central Vigilance Commission vide its Letter No. ----- Dated ----- and stands committed to following the principles of transparency, equity and competitiveness in public procurement. The subject Notice Inviting Tender (RFP) (NIT) is an invitation to offer made on the condition that the Bidder will sign the Integrity Agreement, which is an integral part of tender (RFP) documents, failing which the tender (RFP)er / bidder will stand disqualified from the tender (RFP)ing process and the bid of the bidder would be summarily rejected. This Declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the StockHolding

Yours faithfully,

For and on behalf of StockHolding Corporation of India Limited
(Authorized Signatory)

**ANNEXURE – 7 – Compliance Statement
(To be submitted on Company Letter Head)**

RFP REF NO: IT-09/2023-24 dated 15-Feb-2024 for Manage Network Services for Network Operation Centre (NOC)

Subject: Managed Network Services for Network Operation

Centre (NOC)

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the StockHolding. We also agree that the StockHolding reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

Sr. No.	Item / Clause of the RFP	Compliance (Yes / No)	Remarks/Deviations (if any)
1	Objective of the RFP		
2	Scope of Work		
3	Eligibility Criteria		
4	Service Level Agreement (SLA) / Scope of Work		
5	Non-Disclosure Agreement		
6	Payment Terms		
7	Bid Validity		
8	Integrity Pact		
9	All General & Other Terms & Conditions in the RFP		
10	Requirement		

(If Remarks/Deviations column is left blank it will be construed that there is no deviation from the specifications given above)

Date:

Signature with seal

Name & Designation:

ANNEXURE – 8 – Link Details

Sr.No	Branch Name	Hub Location	Type of link Severity/City	Total link Count	Type of Connectivity	Bandwidth
1	Mahape	Central Hub	Critical	1	Mahape PTP 1 Gbps – LL	1 Gbps
2	Mahape	Central Hub	Critical	1	Mahape PTP 1 Gbps – DR	1 Gbps
3	Mahape	Central Hub	Critical	1	SIFY Airolī(B) to SIFY Bangalore(C)– 1 PTP	250 Mbps
4	Bangalore Sify DR	Bangalore Hub	Critical	1	SIFY Airolī(B) to SIFY Bangalore(C) 2 PTP	250 Mbps
5	Mahape	Central Hub	Critical	1	Mahape Shcil Primary Internet – LL	200 Mbps
6	Mahape	Central Hub	Critical	1	Mahape Shcil Secondary Internet – LL	200 Mbps
7	Mahape	Central Hub	Critical	1	Mahape E-stamping Primary Internet – LL	200 Mbps
8	Mahape	Central Hub	Critical	1	Mahape E-Stamping Secondary Internet – LL	200 Mbps
9	Mahape	Central Hub	Critical	1	Mahape – Primary MPLS – LL	200 Mbps
10	Mahape	Central Hub	Critical	1	Mahape – Secondary MPLS – LL	200 Mbps
11	Mahape	Central Hub	Critical	1	Mahape BSNL Fountain NIB – 1	200 Mbps
12	Bangalore Sify DR	Bangalore Hub	Critical	1	Sify Bangalore Internet – LL E-Stamping	200 Mbps
13	Bangalore Sify DR	Bangalore Hub	Critical	1	Sify Bangalore Internet – LL	200 Mbps
14	Bangalore Sify DR	Bangalore Hub	Critical	1	SIFY Bangalore –E-stamping Primary Internet	200 Mbps
15	Bangalore Sify DR	Bangalore Hub	Critical	1	SIFY Bangalore – E-Stamping Secondary Internet	200 Mbps
16	Mahape	Central Hub	Critical	1	Mahape Central Hub – Backup1	200 Mbps
17	Mahape	Central Hub	Critical	1	Mahape PTP – LL	100 Mbps
18	Mahape	Central Hub	Critical	1	Mahape Central Hub – Backup1 Fountain BSNL Router 1	200 Mbps
19	Mahape	Central Hub	Critical	1	Mahape Central Hub – Backup 2- Fountain BSNL Router 1	46 Mbps
20	Mahape	Central Hub	Critical	1	Mahape to Fort (NSDL Replication)	46 Mbps
21	Fort	Central Hub	Critical	1	Fort PTP – LL	46 Mbps
22	Bangalore Sify DR	Bangalore Hub	Critical	1	Bangalore Sify DR to BSNL Bangalore NIB	46 Mbps
23	Mahape	Central Hub	Critical	1	Mahape Fort (NSDL Replication)	46 Mbps
24	Bangalore Sify DR	Bangalore Hub	Critical	1	Bangalore Sify DR – Primary	45 Mbps

25	Mahape	Central Hub	Critical	1	Mahape – SSL TCS Cloud Data Centre	50 Mb
26	Mahape	Central Hub	Critical	1	Mahape – SSL TCS Cloud Data Centre	50 Mb
27	Telangana SSL DR	Hyderabad Hub	Critical	1	Telangana – SSL TCS Cloud Data Centre	20 Mb
28	Telangana SSL DR	Hyderabad Hub	Critical	1	Telangana – SSL TCS Cloud Data Centre	20 Mb
29	Center Point	Central Hub	Critical	1	Center Point MPLS – LL	10 Mbps
30	Fort	Central Hub	Critical	1	Fort MPLS – LL	10 Mbps
31	Mahape	Central Hub	Critical	1	Mahape NSDL - (Primary)	10 Mbps
32	Mahape	Central Hub	Critical	1	Mahape NSE – Primary	4 Mbps
33	Mahape	Central Hub	Critical	1	Mahape NSE – Backup	4 Mbps
34	Fort	Central Hub	Critical	1	Fort NSE – Primary	4 Mbps
35	Fort	Central Hub	Critical	1	Fort NSE – Backup	4 Mbps
36	Mahape	Central Hub	Critical	1	Mahape BSE – Primary	4 Mbps
37	Mahape	Central Hub	Critical	1	Mahape BSE – Backup	4 Mbps
38	Fort	Central Hub	Critical	1	Fort BSE – Primary	4 Mbps
39	Fort	Central Hub	Critical	1	Fort BSE – Backup	4 Mbps
40	Mahape	Central Hub	Critical	1	Mahape CDSL – Primary	4 Mbps
41	Mahape	Central Hub	Critical	1	Mahape CDSL – Backup	4 Mbps
42	Fort	Central Hub	Critical	1	Fort CDSL – Primary	4 Mbps
43	Fort	Central Hub	Critical	1	Fort CDSL – Backup	4 Mbps
44	Fort	Central Hub	Critical	1	Fort NSDL – Primary	2 Mbps
45	Mahape	Central Hub	Critical	1	Mahape MCX – Primary	2 Mbps
46	Mahape	Central Hub	Critical	1	Mahape MCX – Backup	2 Mbps
47	Fort	Central Hub	Critical	1	Fort MCX – Primary	2 Mbps
48	Fort	Central Hub	Critical	1	Fort MCX – Backup	2 Mbps
49	Mahape	Central Hub	Critical	1	Mahape IDRBT – RBI – SIFY - Primary	512 Kbps
50	Mahape	Central Hub	Critical	1	Mahape IDRBT – RBI – SIFY - Backup	512 Kbps
51	Fort	Central Hub	Critical	1	Fort IDRBT – RBI – SIFY - Primary	512 Kbps
52	Fort	Central Hub	Critical	1	Fort IDRBT – RBI – SIFY - Backup	512 Kbps
53	Mahape	Central Hub	Critical	1	Mahape NSDL – (Backup)	256Kbps
54	Fort	Central Hub	Critical	1	Fort NSDL – (Backup)	256 Kbps
55	Kolkatta Hub	Kolkatta Hub	Critical	1	BSNL MPLS link	4 Mbps
56	Ahmedabad Hub	Ahmedabad Hub	Critical	1	BSNL MPLS link	2 Mbps
57	Bangalore Hub	Bangalore Hub	Critical	1	BSNL MPLS link	2 Mbps
58	Chennai Hub	Chennai Hub	Critical	1	BSNL MPLS link	2 Mbps
59	Hyderabad Hub	Hyderabad Hub	Critical	1	BSNL MPLS link	2 Mbps
60	Kanpur Hub	Kanpur Hub	Critical	1	BSNL MPLS link	2 Mbps
61	Kochi Hub	Kochi Hub	Critical	1	BSNL MPLS link	2 Mbps
62	Rajkot Hub	Rajkot Hub	Critical	1	BSNL MPLS link	2 Mbps
63	Delhi Hub	Delhi Hub	Critical	1	MTNL MPLS link	2 Mbps

64	Ahmedabad Satellite	Ahmedabad Hub	Normal	1	BSNL MPLS link	2 Mbps
65	Belgaum	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
66	Nagpur – 1 (Dhantoli)	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
67	Pune – 3	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
68	Pune Akurdi (Chinchwad)	Central Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
69	Pune JM Road	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
70	Pitampura	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
71	Vasai	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
72	Andheri	Central Hub	Normal	1	MTNL MPLS link	2 Mbps
73	Borivali	Central Hub	Normal	1	MTNL MPLS link	2 Mbps
74	Chembur	Central Hub	Normal	1	MTNL MPLS link	2 Mbps
75	Dadar	Central Hub	Normal	1	MTNL MPLS link	2 Mbps
76	Goregaon	Central Hub	Normal	1	MTNL MPLS link	2 Mbps
77	Kharghar	Central Hub	Normal	1	MTNL MPLS link	2 Mbps
78	Mahalaxmi	Central Hub	Normal	1	MTNL MPLS link	2 Mbps
79	Mulund	Central Hub	Normal	1	MTNL MPLS link	2 Mbps
80	Parel East	Central Hub	Normal	1	MTNL MPLS link	2 Mbps
81	Thane	Central Hub	Normal	1	MTNL MPLS link	2 Mbps
82	Vileparle	Central Hub	Normal	1	MTNL MPLS link	2 Mbps
83	Raheja Chambers	Central Hub	Normal	1	MTNL MPLS link	2 Mbps
84	Bhikaji Cama Place	Delhi Hub	Normal	1	MTNL MPLS link	2 Mbps
85	Janakpuri	Delhi Hub	Normal	1	MTNL MPLS link	2 Mbps
86	Janpath	Delhi Hub	Normal	1	MTNL MPLS link	2 Mbps
87	Milap	Delhi Hub	Normal	1	MTNL MPLS link	2 Mbps
88	Pune Pimple Saudagar	Central Hub	Normal	1	TCL MPLS link - Single Connectivity	2 Mbps
89	Sify Airoli	Central Hub	Normal	1	TCL MPLS link - Single Connectivity	2 Mbps
90	Agra	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
91	Ajmer	Delhi Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
92	Allahabad	Kanpur Hub	Normal	1	BSNL MPLS link	2 Mbps
93	Amravati	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
94	Amritsar	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
95	Aurangabad	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
96	Baroda (Sayajiganj)	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
97	Bellary	Bangalore Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
98	Bhavnagar	Rajkot Hub	Normal	1	BSNL MPLS link	2 Mbps
99	Bhopal	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
100	Bikaner	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
101	Bokaro	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
102	Calicut	Kochi Hub	Normal	1	BSNL MPLS link	2 Mbps
103	Chandigarh	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
104	Coimbatore	Chennai Hub	Normal	1	BSNL MPLS link	2 Mbps
105	Cuttack	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
106	Dehradun	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
107	Dhanbad	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
108	Erode	Chennai Hub	Normal	1	BSNL MPLS link	2 Mbps

109	Gandhinagar	Ahmedabad Hub	Normal	1	BSNL MPLS link	2 Mbps
110	Ghaziabad	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
111	Gorakhpur	Kanpur Hub	Normal	1	BSNL MPLS link	2 Mbps
112	Guntur	Hyderabad Hub	Normal	1	BSNL MPLS link	2 Mbps
113	Gurgaon	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
114	Guwahati	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
115	Gwalior	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
116	Indore	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
117	Jabalpur	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
118	Jaipur (Nawal Tower)	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
119	Jaipur (Sangam Tower)	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
120	Jalandhar	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
121	Jammu	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
122	Jamnagar	Rajkot Hub	Normal	1	BSNL MPLS link	2 Mbps
123	Jamshedpur	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
124	Jodhpur	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
125	Kakinada	Hyderabad Hub	Normal	1	BSNL MPLS link	2 Mbps
126	Kannur	Kochi Hub	Normal	1	BSNL MPLS link	2 Mbps
127	Kolhapur	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
128	Kollam	Kochi Hub	Normal	1	BSNL MPLS link	2 Mbps
129	Kota	Delhi Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
130	Kottayam	Kochi Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
131	Kurnool	Hyderabad Hub	Normal	1	BSNL MPLS link	2 Mbps
132	Lucknow – 1 (Sapru Marg)	Kanpur Hub	Normal	1	BSNL MPLS link	4 Mbps
133	Ludhiana	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
134	Madurai	Chennai Hub	Normal	1	BSNL MPLS link	2 Mbps
135	Mangalore	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
136	Maninagar	Ahmedabad Hub	Normal	1	BSNL MPLS link	2 Mbps
137	Meerut	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
138	Mysore	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
139	Nashik	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
140	Nellore	Hyderabad Hub	Normal	1	BSNL MPLS link	2 Mbps
141	Noida	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
142	Patna	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
143	Pondicherry	Chennai Hub	Normal	1	BSNL MPLS link	2 Mbps
144	Raipur	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
145	Rajamundry	Hyderabad Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
146	Ranchi	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
147	Rourkela	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
148	Salem	Chennai Hub	Normal	1	BSNL MPLS link	2 Mbps
149	Sangli	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
150	Surat Ring Road	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
151	Surat Citilight	Ahmedabad Hub	Normal	1	BSNL MPLS link	2 Mbps
152	Trichur	Kochi Hub	Normal	1	BSNL MPLS link	2 Mbps
153	Trichy	Chennai Hub	Normal	1	BSNL MPLS link	2 Mbps

154	Trivandrum	Kochi Hub	Normal	1	BSNL MPLS link	2 Mbps
155	Varanasi – 1	Kanpur Hub	Normal	1	BSNL MPLS link	2 Mbps
156	Varanasi – 2	Kanpur Hub	Normal	1	BSNL MPLS link	2 Mbps
157	Vijaywada	Hyderabad Hub	Normal	1	BSNL MPLS link	2 Mbps
158	Vizag	Hyderabad Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
159	Warangal	Hyderabad Hub	Normal	1	BSNL MPLS link	2 Mbps
160	Ghatkopar	Central Hub	Normal	1	MTNL MPLS link	2 Mbps
161	Vashi	Central Hub	Normal	1	MTNL MPLS link	2 Mbps
162	Vikhroli	Central Hub	Normal	1	MTNL MPLS link	2 Mbps
163	GiftCity	Ahmedabad Hub	Normal	1	TCL MPLS link - Single Connectivity	2 Mbps
164	Adajan	Ahmedabad Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
165	Adayar	Chennai Hub	Normal	1	BSNL MPLS link	2 Mbps
166	Agartala	Kolkatta Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
167	Ahmednagar	Central Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
168	Alwar	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
169	Ambala	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
170	Anand	Ahmedabad Hub	Normal	1	BSNL MPLS link	2 Mbps
171	Anna Nagar	Chennai Hub	Normal	1	BSNL MPLS link	2 Mbps
172	Ashram Road	Ahmedabad Hub	Normal	1	BSNL MPLS link	2 Mbps
173	Bareilly	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
174	Bhagalkot	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
175	Bhagalpur	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
176	Bharuch	Ahmedabad Hub	Normal	1	BSNL MPLS link	2 Mbps
177	Bhatinda	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
178	Bhilai	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
179	Bhubaneshwar	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
180	Bilaspur	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
181	Chandrapur	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
182	Davangare	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
183	Dharwad	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
184	Dilsukhnagar	Hyderabad Hub	Normal	1	BSNL MPLS link	2 Mbps
185	Ellorapark	Ahmedabad Hub	Normal	1	BSNL MPLS link	2 Mbps
186	Gandhidham	Rajkot Hub	Normal	1	BSNL MPLS link	2 Mbps
187	Greater Noida	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
188	Gulbarga	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
189	Haldia	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
190	Haldwani	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
191	Haridwar	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
192	Harni Warasia	Ahmedabad Hub	Normal	1	BSNL MPLS link	2 Mbps
193	Hassan	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
194	Hazaribagh	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
195	Himayatnagar	Hyderabad Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
196	Hubli	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
197	Ichalkaranji	Central Hub	Normal	1	BSNL MPLS link	2 Mbps

198	Jalgaon	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
199	Jayanagar	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
200	Jhansi	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
201	Jorhat	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
202	Junagadh	Rajkot Hub	Normal	1	BSNL MPLS link	2 Mbps
203	Kalyani Naihati	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
204	Karaikudi	Chennai Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
205	Karkala	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
206	Karnal	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
207	Karur	Chennai Hub	Normal	1	BSNL MPLS link	2 Mbps
208	Koramangala	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
209	Kukatpally	Hyderabad Hub	Normal	1	BSNL MPLS link	2 Mbps
210	Kundapur	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
211	Malleswaram	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
212	Mehsana	Ahmedabad Hub	Normal	1	BSNL MPLS link	2 Mbps
213	Moga	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
214	Mohali	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
215	Motera	Ahmedabad Hub	Normal	1	BSNL MPLS link	2 Mbps
216	Mughalsarai	Kanpur Hub	Normal	1	BSNL MPLS link	2 Mbps
217	Muzaffarpur	Kolkatta Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
218	Mylapore	Chennai Hub	Normal	1	BSNL MPLS link	2 Mbps
219	Nagpur – 2 (Vishnu Complex)	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
220	Nanded	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
221	Navsari	Ahmedabad Hub	Normal	1	BSNL MPLS link	2 Mbps
222	Nizamabad	Hyderabad Hub	Normal	1	BSNL MPLS link	2 Mbps
223	Panaji Goa	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
224	Panchkula	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
225	Pathankot	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
226	Patiala	Delhi Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
227	Phagwara	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
228	Porbandar	Rajkot Hub	Normal	1	BSNL MPLS link	2 Mbps
229	Porur	Chennai Hub	Normal	1	BSNL MPLS link	2 Mbps
230	Raichur	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
231	Rashbehari	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
233	Salt lake	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
234	Secunderabad	Hyderabad Hub	Normal	1	BSNL MPLS link	2 Mbps
235	Shimla	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
236	Shimoga	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
237	Silchar	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
238	Solan	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
239	Sriganganagar	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
240	T. Nagar	Chennai Hub	Normal	1	BSNL MPLS link	2 Mbps
241	Tambaram	Chennai Hub	Normal	1	BSNL MPLS link	2 Mbps
242	Tinsukia	Kolkatta Hub	Normal	1	BSNL MPLS link	2 Mbps
243	Tirupathi	Hyderabad Hub	Normal	1	BSNL MPLS link	2 Mbps
244	Tuticorin	Chennai Hub	Normal	1	BSNL MPLS link	2 Mbps

245	Udaipur	Ahmedabad Hub	Normal	1	BSNL MPLS link	2 Mbps
246	Udupi	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
247	Ujjain	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
248	Velachery	Chennai Hub	Normal	1	BSNL MPLS link	2 Mbps
249	Visnagar	Ahmedabad Hub	Normal	1	BSNL MPLS link	2 Mbps
250	West Mambalam	Chennai Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
251	Yawatmal	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
252	Yelahanka	Bangalore Hub	Normal	1	BSNL MPLS link	2 Mbps
253	Dombivali	Central Hub	Normal	1	BSNL MPLS link	2 Mbps
254	Srinagar	Delhi Hub	Normal	1	BSNL MPLS link	2 Mbps
255	Moradabad	Kanpur Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
256	Saharanpur	Kanpur Hub	Normal	1	BSNL MPLS link - Single Connectivity	2 Mbps
257	Karkardooma	Delhi Hub	Normal	1	MTNL MPLS link	2 Mbps
258	Kalyan	Central Hub	Normal	1	TCL MPLS link - Single Connectivity	2 Mbps
259	Morbi	Rajkot Hub	Normal	1	TCL MPLS link	2 Mbps
260	Mathura	Kanpur Hub	Normal	1	TCL MPLS link - Single Connectivity	2 Mbps
261	Aligarh	Kanpur Hub	Normal	1	TCL MPLS link - Single Connectivity	2 Mbps
262	Angul	Kolkatta Hub	Normal	1	TCL MPLS link - Single Connectivity	2 Mbps
				261		

ANNEXURE – 9 – Format of Bank Guarantee

This Bank Guarantee is executed by the ----- (Bank name) a Banking Company incorporated under the Companies Act, 1956 and a Scheduled Bank within the meaning of the Reserve Bank of India Act, 1934 and having its head office at ----- and branch office at _____ (hereinafter referred to as the “Bank”, which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns) and Branch office at _____ in favour of Stock Holding Corporation of India Limited, a Company incorporated under the Companies Act, 1956 and having its Registered Office at 301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai 400 012 (hereinafter referred to as “StockHolding”, which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns) at the request of _____, a Company incorporated under the Companies Act, 1956 and having its Registered Office at _____ (hereinafter referred to as the “Service Provider”, which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns).

Whereas

- A. StockHolding has, pursuant to the Tender No. _____, issued the Purchase Order dated _____ to the Service Provider for providing _____
- B. In terms of the said Tender, the Service Provider has agreed to furnish to StockHolding, a Bank guarantee for Rs. _____ /- (Rupees _____ only) till _____ (date).
- C. The Bank has, at the request of the Service Provider, agreed to give this guarantee as under.

NOW IN CONSIDERATION OF THE FOREGOING:

1. We, the Bank, at the request the Service Provider, do hereby unconditionally provide this guarantee to StockHolding as security for due performance and fulfilment by the Service Provider of its engagements, commitments, operations, obligations or liabilities including but not limited to any sums / obligations / claims due by the Service Provider to StockHolding for meeting, satisfying, discharging or fulfilling all or any obligation or liability of the Service Provider, under the said Tender / Purchase Order.
2. We, the Bank, hereby guarantee and undertake to pay StockHolding up to a total amount of Rs. _____ /- (Rupees _____ only) under this guarantee, upon first written demand of StockHolding and without any demur, protest and without any reference to the Service Provider.
3. Any such demand made by StockHolding shall be conclusive and binding on the Bank as regards the amount due and payable notwithstanding any disputes pending before any court, Tribunal, or any other authority and/ or any other matter or thing whatsoever as the liability of the Bank under these presents being absolute and unequivocal.
4. We, the Bank, agree that StockHolding shall have the fullest liberty without consent of the Bank to vary the terms of the said Tender/ Purchase Order or to postpone for any time or time to time exercise of any powers vested in StockHolding against the Service

Provider and to forbear or enforce any of the Terms & Conditions relating to the said Tender / Purchase Order and the Bank shall not be relieved from its liability by the reason of any such variation, or extension being granted to the Service Provider or for any forbearance, act or omission or any such matter or thing whatsoever.

- 5. We, the Bank, agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged.
- 6. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Service Provider or StockHolding.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN ABOVE:

- 1. The liability of the bank under this guarantee is restricted to a sum of Rs. _____/- (Rupees _____ only).
- 2. This Bank Guarantee will be valid for a period up to _____ (date).
- 3. A written claim or demand for payment under this Bank Guarantee on or before _____ (date) is the only condition precedent for payment of part/full sum under this guarantee.

For Issuing Bank

Name of Issuing Authority:

Designation of Issuing Authority:

Employee Code:

Contact Number:

Email ID: