



No:IT-Cell/MMRDA/2013/ 125

10.10.2013

To

List of bidders

1	Kind Attention Mr.Sagar Pol M/s Reliance Communication Ltd.	4	Kind Attention Mr. Nikesh Khadse M/s Airtel Ltd.
2	Kind Attention Mr. Manoj Jha M/s Sify Technologies Ltd.	5	Kind Attention Mr.Pushpashee Andari M/s Tatatele Services
3	Kind Attention Mr. Manoj Kumar Panda M/s Railtel Corporation of India Ltd.	6	Kind Attention To All Prospective Bidders

Sub: RFP for "Supply, Installation, Commissioning and Maintenance of Internet leased line and MPLS-VPN based connectivity at MMRDA locations: [Minutes of the Pre-bid meeting and Standard Set of deviations]

Ref: Pre bid meeting held on 24th September, 2013.

Sir/Madam,

The minutes of the Pre-bid meeting for "Supply, Installation, Commissioning and Maintenance of Internet leased line and MPLS-VPN based connectivity at MMRDA locations held on 24th September, 2013 is attached here with as (**Annexure-I**). The attendance sheet of the Pre-bid meeting is attached as (**Annexure-II**.)

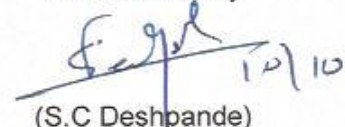
The Standard Set of Deviations (**Annexure-III**) shall become integral part of the Bid document.

Kindly note that the last date of submission of the bid has been extended to **3:00 pm, 24th October, 2013.**

This is issued with the approval of Additional Metropolitan Commissioner.

Thanking you.

Yours sincerely


(S.C Deshpande)

In-Charge, IT-Cell JPD (TP), MMRDA

Encl: Annexure as above

Minutes of Pre-Bid Meeting: 24th September 2013 at 3.00 pm

Annexure-I

RFP for "Supply, Installation, Commissioning and Maintenance of Internet leased line and MPLS-VPN based connectivity at MMRDA locations"

1. The Pre-Bid Meeting for "Supply, Installation, Commissioning and Maintenance of Internet leased line and MPLS-VPN based connectivity at MMRDA locations" was held on Tuesday, 24th September, 2013 at 3.00 pm in Committee Room, 6th floor, MMRDA Bldg., Bandra-Kurla Complex, Bandra (E), Mumbai 400 051. The **list of attendees** is attached as **Annexure - II**
2. At the outset, Shri S.C Deshpande, IT Cell In-Charge, JPD (TP) welcomed all the bidders and briefed them about the bid. He also explained MMRDA's expectations from the bid for Internet and MPLS-VPN connectivity requirement of MMRDA.
3. The bidders raised queries on the bid conditions and the same were discussed. Bidders were also asked to forward to MMRDA written queries regarding bid document before 26th September, 2013. 6.00pm.
4. Bidders were informed that the complete clarifications will be issued on MMRDA website as **Standard Set of Deviations.**
5. It was clarified that Standard Set of Deviations will become an integral part of the bid document. All the bidders agreed to refer to the MMRDA website for the Standard Set of Deviations on the bid.
6. It was noted that few of the bidders who attended the pre-bid meeting had not purchased the copy of bid but had downloaded it from MMRDA website. The bidders were informed to purchase the copy to enable them to submit the bid as bid available on the MMRDA's website is for reference purpose only. The bidders agreed to the same.
7. The meeting concluded stating that MMRDA will issue Standard Set of Deviations on MMRDA Website. Bidders were also informed to keep updated with the MMRDA's website for any additional information prior to the submission of the bidding documents.
8. Bidders requested to extend the date of submission of bid. It was informed that MMRDA's decision to extend the date and time would be issued along with standard set of deviations.


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MUMBAI METROPOLITAN REGION DEVELOPMENT AUTHORITY
Attendance Sheet

Annexure-II

Sub: Pre-bid meeting – “Supply, Installation, Commissioning and Maintenance of Internet leased line and MPLS-VPN based connectivity at MMRDA locations for Five Years”

Date: 24th September, 2013, 3.00pm

Venue: 6th Floor, Committee Room MMRDA (BKC)

Sr.	Name	Company	Email ID	Contact No.	Sign
1	Sagar P. Pol	R Com Reliance Communications Limited	sagar.pol@relianceada.com	9699313344	Pol
2	Dharmendra Singh	Reliance Communications LTD.	dharmendra.ka.singh@ relianceada.com	9699898911	DS
3	Manoj Kumar Jho	Sify Tech.	manojkumar.jho@ SifyCorp.com	9819770514	MJ
4	Manan Kumar Pandey	RailTel Computer & Indra Ltd	manan@railtelindia.com & richa-ratna@railtelindia.com richa-ratna@railtelindia.com	9004444162 9004444163V	Manan
5	Anand P	TTL	pushpashheel.anandari @tatatel.co.in PUSHPASHEEL.ANANDARI@tatatel.co.in	9029047025	ANAND
6	Umesh Daul	TTL	Umesh Daul	9029099839	Umesh

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MUMBAI METROPOLITAN REGION DEVELOPMENT AUTHORITY

Attendance Sheet

Sub: Pre-bid meeting – “Supply, Installation, Commissioning and Maintenance of Internet leased line and MPLS-VPN based connectivity at MMRDA locations for Five Years”

Date: 24th September, 2013, 3.00pm

Venue: 6th Floor, Committee Room MMRDA (BKC)

Sr.	Name	Company	Email ID	Contact No.	Sign
7	Nikesh Khadse	Bhaxti Airtel Ltd	nikesh.khadse@in.airtel.com	9820774124	
8	Aprajit Singh	Bhaxti Airtel	aprajit.singh@in.airtel.com	9967323120	
9	S.C. Deshpande	MMRDA			
10	R.M. Gokhale	MMRDA			
11	VARAG MISHRA	MMRDA			
12	Ganesh Gosavi	MMRDA			

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Attendance Sheet

Sub: Pre-bid meeting – “Supply, Installation, Commissioning and Maintenance of Internet leased line and MPLS-VPN based connectivity at MMRDA locations for Five Years”

Date: 24th September, 2013, 3.00pm

Venue: 6th Floor, Committee Room MMRDA (BKC)

Sr.	Name	Company	Email ID	Contact No.	Sign
13	Manoj Saifare	Bharti Airtel	manoj.sarfare@in.aytel.com	9004783869	
14	Bharat Pahl	Accenture	bharat.pahl@accenture.com	8280901005	
15	Anet Patil	Accenture	anet.patil@accenture.com	9930844880	
16	Sai Akhilesh Sharma	Accenture	sai.a.sharma@accenture.com	9819793660	Sai
17					
18					



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Annexure- III**Standard Set of Deviations : "Supply, Installation, Commissioning and Maintenance of Internet Leased line and MPLS –VPN based connectivity at MMRDA locations for five years"**

S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
1	Clause 1.1 Key Events and Dates page No. 5	Key Events and Dates	Sale Date: From 12 th September, 2013 to 24 th October, 2013 till 1.00pm Last date (Deadline) for submission of bids: 24 th October, 2013, 3:00pm Date Time and Place of opening of Technical proposals: 24 th October, 2013, 5.00pm, Committee Room, 6th Floor, MMRDA Building BKC
2	Clause No.2.12 Earnest Money Deposit (EMD) Page no 10	Bidders shall submit, along with their bids, EMD of Rs. 5 Lakhs in the form of a Demand Draft in favor of 'MMRD Fund', payable at Mumbai. The draft should be drawn from the Nationalized Bank only.	As per RFP Terms and Conditions
3	Clause 2.15 Patent Claim Page no.11	In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof, the bidder shall expeditiously extinguish	As per RFP Terms and Conditions




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Annexure- III

Standard Set of Deviations : "Supply, Installation, Commissioning and Maintenance of Internet Leased line and MPLS –VPN based connectivity at MMRDA locations for five years"

S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
		such claim. If the bidder fails to comply and MMRDA is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for such compensation, including all expenses, court costs and lawyer fees. MMRDA shall give notice to the successful bidder of any such claim and recover it from the bidder if required.	
4	Clause No. 2.20.2 Pre-Qualification Criteria Page no.13	<p>Prequalification Criteria is as under:</p> <ul style="list-style-type: none"> i. The bidder must be a company registered under The Companies Act, 1956. ii. The bidder shall have minimum average annual turnover of Rs.15 Crores in the last five years (2008-9, 2009-10, 2010-11, 2011-12 and 2012-13). iii. The bidder shall be an integrated service provider with NLD and UASL licenses iv. Service provider should have its owned fiber 	<p>The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to complete the scope of work. The bid must be complete in all respects and should cover the entire scope of work as stipulated in the document.</p> <p>The revised Prequalification criteria is as under:</p> <ul style="list-style-type: none"> i. The bidder must be a company registered under The

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S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
		<p>based backbone network within India of minimum 120000 KM.</p> <p>v. The installed capacity of the international Internet gateway of bidder should be more than 12 Gbps.</p> <p>vi. The bidder should have executed minimum of three orders for commissioning of Internet and MPLS-VPN network for connecting a minimum of 50 locations during the last three years. Satisfactory performance certificates from each client should be attached.</p> <p>vii. The bidder shall have their own/direct access to international gateway in India, for providing Internet bandwidth, which should be connected onto international fiber systems only.</p> <p>viii. The bidder shall have 24 x 7 support service for Internet and MPLS-VPN connectivity and preferably a web based MIS tool.</p>	<p>Companies Act, 1956.</p> <p>ii. The bidder shall have minimum average annual turnover of Rs.15 Crores in the last five years (2008-09, 2009-10, 2010-11, 2011-12 and 2012-13).</p> <p>iii. The bidder shall be an integrated service provider with NLD licenses and ISP A category license.</p> <p>iv. Service provider should have its owned fiber based backbone network within India of minimum 40,000 KM.</p> <p>v. Deleted</p> <p>vi. (a) The bidder should have executed minimum of three orders for commissioning of MPLS-VPN network for connecting a minimum of 50 locations (in each of the order) during the last three years. Satisfactory performance certificates from each client should be attached.</p> <p>(b) The bidder should have executed minimum of</p>

[Handwritten Signature]
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Standard Set of Deviations : "Supply, Installation, Commissioning and Maintenance of Internet Leased line and MPLS –VPN based connectivity at MMRDA locations for five years"

S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
			<p>three orders for commissioning Internet lease line during last three years. Satisfactory performance certificates from each client should be attached.</p> <p>vii. The bidder shall have their own/direct access to international gateway in India, for providing Internet bandwidth, which should be connected onto international fiber systems only.</p> <p>viii. The bidder shall have 24 x 7 x 365 support service for Internet and MPLS-VPN connectivity and preferably a web based MIS tool.</p>
5	Clause No. 2.20.3.1 Technical Evaluation Page No. 14	Each Proposal which qualifies in Envelope A shall be scrutinized further technically for checking whether the offered Internet leased line and MPLS-VPN connectivity meets the RFP requirements along with technical	Each Proposal which qualifies in Envelope A shall be scrutinized further technically for checking whether the offered Internet leased line and MPLS-VPN connectivity meets the RFP requirements along with technical specification. Bidders

Initial of Bidder


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S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
		<p>specification. In case, the bid meets the RFP requirements and is found technically responsive then the bidder will qualify for further evaluation of Envelope C (Financial Bid). In case in MMRDA's opinion if there is a material deviation from the RFP requirement, it will treat the bid as non-responsive and may disqualify the bidder. The Envelope C of such disqualified bidder shall not be opened. MMRDA reserves the right to decide whether the deviation is material or not.</p>	<p>may be called for technical presentation of their offered solution. In case, the bid meets the RFP requirements and is found technically responsive then the bidder will qualify for further evaluation of Envelope C (Financial Bid). In case in MMRDA's opinion if there is a material deviation from the RFP requirement, it will treat the bid as non-responsive and may disqualify the bidder. The Envelope C of such disqualified bidder shall not be opened. MMRDA reserves the right to decide whether the deviation is material or not.</p>
6	<p>Clause No. 3.2 Project Objective Page no.16</p>	<p>3.2 (2) Facilitate connectivity for each of the spokes at the bandwidths mentioned against each office. (Table – 1 Page no. 17)</p>	<p>Please refer amended Figure -1 & amended Table -1 enclosed Annexure 5.8 in this standard set of deviation instead of RFP Figure -1 & Table – 1 on Page No. 17</p>


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Standard Set of Deviations : "Supply, Installation, Commissioning and Maintenance of Internet Leased line and MPLS –VPN based connectivity at MMRDA locations for five years"

S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
7	Clause No. 3.2 Project Objective Page no.16	3.2 (3) Each of the locations to be connected to the MPLS cloud on robust last mile connectivity though Fibre/Copper/RF with redundancy and ensuring the end to end connectivity shall be from single service provider including backbone for primary connectivity.	3.2 (3) Each of the locations to be connected to the MPLS cloud on robust last mile connectivity though Fibre/Copper/RF. For MPLS-VPN connection between MMRDA BKC (office) & CR2 Nariman Point the bidder would provide redundancy. The primary last mile would be owned by bidder and redundant last mile would be from different service provider.
8	Clause No. 3.2 Project Objective Page no.18	3.2 (5) Bidder shall offer the following services a. Provisioning of all the equipment except routers for establishing the connectivity at the above mentioned MMRDA locations. b. Provisioning of minimum 10 static IP address to MMRDA c. Complete set-up documentations giving details of the network diagrams, d. IP addressing scheme, IP addresses, Passwords &	3.2 (5) Bidder shall offer the following services a. Provisioning of all the equipment except routers for establishing the connectivity at the above mentioned MMRDA locations. (Specification of Routers & link load balancer Annexure 5.10 enclosed in this standard set of deviation) b. Provisioning of minimum 10 static IP address to MMRDA (Ipv6 subnet) c. Complete set-up documentations giving details of the



Annexure- III

Standard Set of Deviations : "Supply, Installation, Commissioning and Maintenance of Internet Leased line and MPLS –VPN based connectivity at MMRDA locations for five years"

S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
		<p>Security Settings, Configuration details.</p> <p>e. Configuration of access through the required client interface for designated MMRDA staff in bidder portal. So that the staff can check the status of call requests, link availability, link performance, etc.</p> <p>f. 24 x 7 support centre with toll free call facility and interactive MIS portal for Bandwidth availability and performance check on 24x7 basis throughout the contract period. This should also include regular scheduled preventive maintenance services.</p> <p>g. Providing necessary reports about service performance to MMRDA on a monthly basis as desired by MMRDA.</p> <p>h. Any supplies and services which might not have been specifically mentioned in this RFP but are necessary for the installation, testing,</p>	<p>network diagrams,</p> <p>d. IP addressing scheme, IP addresses, Passwords & Security Settings, Configuration details.</p> <p>e. Configuration of access through the required client interface for designated MMRDA staff in bidder portal. So that the staff can check the status of call requests, link availability, link performance, etc.</p> <p>f. 24 x 7 x 365 support centre with toll free call facility and interactive MIS portal for Bandwidth availability and performance check on 24 x 7 x 365 basis throughout the contract period. This should also include regular scheduled preventive maintenance services.</p> <p>g. Providing necessary reports about service performance to MMRDA on a monthly basis as desired by MMRDA.</p> <p>h. Any supplies and services which might not have been specifically mentioned in this RFP but are necessary for the installation, testing, commissioning, performance or</p>

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Standard Set of Deviations : "Supply, Installation, Commissioning and Maintenance of Internet Leased line and MPLS –VPN based connectivity at MMRDA locations for five years"

S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
		<p>commissioning, performance or completeness of the order shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the system.</p>	<p>completeness of the order shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the system.</p> <ul style="list-style-type: none"> i. For routing Border Gateway Protocol to be used while installing and commissioning of Internet and MPLS-VPN connectivity. Currently, MMRDA do not have Border Gateway Protocol number. j. The primary and secondary Internet lease line would be on active- active mode. k. The 34 Mbps Internet lease line should have provision for upgradation up to 70 Mbps. l. Provision to be made for accessing Internet by spoke locations via hub location. m. The bidder should ensure that local loop provisioning does not violate regulations as laid down by Government of India/TRAI in respect of such links/Networks. Bidder will be responsible for

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S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
			<p>making all the payments towards local loop charges/rentals etc.</p> <p>n. Bidder should be able to provide the appropriate tool to monitor and generate reports for the bandwidth utilization, average response time and packet loss. The Bidder should be able to provide online usage report through web.</p> <p>o. Bidder should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.</p> <p>p. Bidder should have well defined capabilities and procedures to track call resolution progress status and provide the updates to MMRDA. In addition, Bidder should have well defined management and technical escalation procedures.</p> <p>q. The bidder should have well equipped support centers in Mumbai staffed with experienced</p>

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Standard Set of Deviations : “Supply, Installation, Commissioning and Maintenance of Internet Leased line and MPLS –VPN based connectivity at MMRDA locations for five years”

S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
			<p>professional.</p> <p>r. The bidder shall submit details of the secondary service provider for Internet and MPLS-VPN connectivity.</p>
9	<p>Clause No. 3.2.1 Acceptance Tests Page no 19</p>	<p>At the discretion of MMRDA, acceptance test will be conducted by the bidder on installed Internet and MPLS-VPN connectivity at the MMRDA site in the presence of the officials of MMRDA. The tests will check for trouble-free operation of the complete network for ten consecutive days apart from physical verification and testing. There shall not be any additional charges payable by MMRDA for carrying out this acceptance test. MMRDA will take over the network on the successful completion of the acceptance test.</p>	<p>As per RFP Terms and Conditions</p>



Annexure- III

Standard Set of Deviations : "Supply, Installation, Commissioning and Maintenance of Internet Leased line and MPLS –VPN based connectivity at MMRDA locations for five years"

S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
10	Clause No. 3.2.2 Completeness of Installation & Commissioning Page no 19	The installation and commissioning will be deemed as incomplete if any component of the hardware software etc. or any documentation is not delivered or is delivered but not installed and/or not operational or not acceptable to MMRDA after acceptance testing/ examination. Also, the bidder shall have to supply all necessary accessories along with the supplied goods, appropriate licenses, device drivers, data sheets and documentation which may be required, whether mentioned or not mentioned in the RFP scope, for successful acceptance of the quoted equipment to MMRDA.	The installation and commissioning will be deemed as incomplete if any component of the hardware software etc. or any documentation is not delivered or is delivered but not installed and/or not operational or not acceptable to MMRDA after acceptance testing/ examination. Also, the bidder shall have to supply all necessary accessories along with the supplied goods, appropriate licenses, device drivers, data sheets and documentation which may be required, whether mentioned or not mentioned in the RFP scope, for successful acceptance of the quoted services to MMRDA.
11	Clause No.3.3 Project Timelines, Page no 19	<ul style="list-style-type: none"> • Complete Supply, Installation and Commissioning of Internet leased line and MPLS-VPN based connectivity at MMRDA locations: T + 45 Days • Each deliverable shall be deemed to complete only after proper due diligence and acceptance 	<p>Revised Project Timelines –</p> <p>Complete Supply, Installation and Commissioning of Internet leased line and MPLS-VPN based connectivity at MMRDA locations: T + 60 Days in Phased Manner</p> <ul style="list-style-type: none"> • Phase 1 : Complete Supply, Installation and



Annexure- III

Standard Set of Deviations : "Supply, Installation, Commissioning and Maintenance of Internet Leased line and MPLS –VPN based connectivity at MMRDA locations for five years"

S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
		<p>by MMRDA</p> <ul style="list-style-type: none"> • There will be a penalty of Rs 500 per day for delay in case the complete supply, Installation and commissioning of internet leased line and MPLS-VPN based connectivity at MMRDA locations as mentioned in the above table is not completed within 45 days after award of work • Penalty charges shall be limited to the 10% of contract value. However MMRDA has right to terminate and blacklist the bidder on non-performance. 	<p>Commissioning of Internet leased lines at MMRDA BKC location: T + 30 Days</p> <ul style="list-style-type: none"> • Phase 2: Complete Supply, Installation and Commissioning of MPLS-VPN based connectivity at MMRDA locations: T + 60 Days • There will be a penalty of Rs. 1000 per day for delay in case the complete supply, Installation and commissioning of internet leased line and MPLS-VPN based connectivity at MMRDA locations as mentioned in the above table is not completed within 60 days after award of work • Penalty charges shall be limited to the 10% of contract value. However MMRDA has right to terminate and blacklist the bidder on non-performance.
12	Clause No. 3.4	<ul style="list-style-type: none"> • Payment shall be made after necessary due 	<ul style="list-style-type: none"> • Payment shall be made after necessary due diligence and


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Standard Set of Deviations : "Supply, Installation, Commissioning and Maintenance of Internet Leased line and MPLS –VPN based connectivity at MMRDA locations for five years"

S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
	Payment Terms Page no 20	<p>diligence and approval of the Supply, Installing and Commissioning Internet Leased line and MPLS-VPN connectivity across MMRDA locations as per this RFP scope.</p> <ul style="list-style-type: none"> • Payment shall be made within 60 days of submission of invoice on final acceptance by MMRDA. • The payment for both primary and secondary Internet leased lines and MPLS-VPN connectivity shall be done in quarterly basis. • Penalty, if any, as per the SLA defined in RFP shall be adjusted against the quarterly payment. 	<p>approval of the Supply, Installing and Commissioning Internet Leased line and MPLS-VPN connectivity across MMRDA locations as per this RFP scope.</p> <ul style="list-style-type: none"> • Payment shall be made preferably within 30 days of submission of invoice on final acceptance by MMRDA. • The payment for both primary and secondary Internet leased lines and MPLS-VPN connectivity shall be done in quarterly basis after the service period. • Penalty, if any, as per the SLA defined in RFP shall be adjusted against the quarterly payment.


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13	Clause No.3.5 Service level agreement ,Page no 20	<p>3.5 Table -1 :MMRDA Network uptime</p> <table border="1"> <thead> <tr> <th>S. No</th> <th>Service</th> <th>*Uptime service</th> <th>Latency (in millisecond)</th> <th>Packet Drop</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Internet lease line (Primary and Secondary)</td> <td>99%</td> <td><= 325</td> <td><= 0.5%</td> </tr> <tr> <td>2</td> <td>MPLS- VPN for all location</td> <td>99%</td> <td><= 20</td> <td><1%</td> </tr> </tbody> </table> <p>*Internet uptime will be calculated on quarterly basis with 24 (Hours) X 7 availability</p>	S. No	Service	*Uptime service	Latency (in millisecond)	Packet Drop	1	Internet lease line (Primary and Secondary)	99%	<= 325	<= 0.5%	2	MPLS- VPN for all location	99%	<= 20	<1%	<p>Amended 3.5 Table -1 :MMRDA Network Uptime</p> <table border="1"> <thead> <tr> <th>S. No</th> <th>Service</th> <th>*Uptime service</th> <th>**Latency (in milliseconds)</th> <th>Packet Drop</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Internet lease line (Primary and Secondary)</td> <td>99%</td> <td><= 325</td> <td><= 1%</td> </tr> <tr> <td>2</td> <td>MPLS- VPN for all location point to point</td> <td>99%</td> <td><= 50</td> <td><=1%</td> </tr> </tbody> </table> <p>*Internet & MPLS-VPN uptime for all location will be calculated on quarterly basis with 24 (Hours) x 7 x 365 Availability ** The latency for Internet leased line would be domestic and for MPLS-Point to Point.</p>	S. No	Service	*Uptime service	**Latency (in milliseconds)	Packet Drop	1	Internet lease line (Primary and Secondary)	99%	<= 325	<= 1%	2	MPLS- VPN for all location point to point	99%	<= 50	<=1%
S. No	Service	*Uptime service	Latency (in millisecond)	Packet Drop																													
1	Internet lease line (Primary and Secondary)	99%	<= 325	<= 0.5%																													
2	MPLS- VPN for all location	99%	<= 20	<1%																													
S. No	Service	*Uptime service	**Latency (in milliseconds)	Packet Drop																													
1	Internet lease line (Primary and Secondary)	99%	<= 325	<= 1%																													
2	MPLS- VPN for all location point to point	99%	<= 50	<=1%																													

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Standard Set of Deviations : "Supply, Installation, Commissioning and Maintenance of Internet Leased line and MPLS –VPN based connectivity at MMRDA locations for five years"

S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP																														
14	Clause No.3.5 Service level agreement ,Page no 20	<p>3.5 Table -2 :Penalty Calculation Downtime</p> <table border="1"> <thead> <tr> <th>S.No</th> <th>Downtime (Quarterly Basis)</th> <th>*Penalty (in average quarterly payment)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1 to 2 %</td> <td>5%</td> </tr> <tr> <td>2</td> <td>2 to 3 %</td> <td>7%</td> </tr> <tr> <td>3</td> <td>3 to 5%</td> <td>9%</td> </tr> <tr> <td>4</td> <td>> 5%</td> <td>10%</td> </tr> </tbody> </table> <p>*The amendment to the above mentioned components is at the discretion of MMRDA. The same shall be communicated to bidder in advance as and when it is modified.</p> <p>Penalty charges should be limited to the 10% of contract value till the end of contract period. However, MMRDA</p>	S.No	Downtime (Quarterly Basis)	*Penalty (in average quarterly payment)	1	1 to 2 %	5%	2	2 to 3 %	7%	3	3 to 5%	9%	4	> 5%	10%	<p>Amended 3.5 Table 2: Penalty Calculation for Downtime</p> <table border="1"> <thead> <tr> <th>S.No</th> <th>Downtime (Quarterly Basis)</th> <th>*Penalty for Downtime of Internet and MPLS-VPN Services (Extension of the service period with no-additional cost to MMRDA)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1 to 2 %</td> <td>5 Days</td> </tr> <tr> <td>2</td> <td>2 to 3 %</td> <td>10 Days</td> </tr> <tr> <td>3</td> <td>3 to 5%</td> <td>15 Days</td> </tr> <tr> <td>4</td> <td>> 5%</td> <td>30 Days</td> </tr> </tbody> </table> <p>If during the assigned contract period the downtime exceeds more than 5 % for consecutive three quarter then MMRDA has right to terminate contract and blacklist the bidder on non-performance.</p> <p>The extension period for the entire contract period will be extended only after the initial contract period is expired.</p>	S.No	Downtime (Quarterly Basis)	*Penalty for Downtime of Internet and MPLS-VPN Services (Extension of the service period with no-additional cost to MMRDA)	1	1 to 2 %	5 Days	2	2 to 3 %	10 Days	3	3 to 5%	15 Days	4	> 5%	30 Days
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S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
		has right to terminate and blacklist the bidder on non-performance.	
15	Clause No 4.4 Performance Bank Guarantee Page no 23	4.4(iii) The Performance Bank Guarantee shall be valid till the end of six months after the Supply, Installation, Commissioning and Maintenance of Internet leased line and MPLS-VPN based connectivity at MMRDA locations for Five years and should be in the format prescribed in the tender.	4.4(iii) The Performance Bank Guarantee shall be valid till 180 days from the end of contract period (five years) and for further extension period as penalty, if any, of the Supply, Installation, Commissioning and Maintenance of Internet leased line and MPLS-VPN based connectivity at MMRDA locations.
16	Clause No 4.5	MMRDA and the successful bidder shall keep	As per RFP Terms and Conditions



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S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
	Confidential Information Page no 23	<p>confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.</p> <p>MMRDA shall not use such documents, data, and other information received from the successful bidder for any purposes unrelated to the Contract. Similarly, the successful bidder shall not use such documents, data, and other information received from MMRDA for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.</p>	
17	Clause No. 4.6	All the goods are new, unused, and of the most recent or	The clause No. 4.6 Page no 24 stands deleted

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S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
	Warranty Page no.24	current models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract. The goods shall be free from defects arising from any act or omission of the successful bidder or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the country of final destination	
18	Clause No.4.9 Change Orders and Contract Amendments Page no.24	If any such change causes an increase or decrease in the cost of, or the time required for, the successful bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the successful bidder for adjustment under this Clause must be asserted within 28 days from the date of the successful bidder's receipt of MMRDA's change order.	As per RFP Terms and Conditions


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S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
19	Clause No 4.11.1-k Termination by MMRDA Page no.26	k. In the event MMRDA terminates the Contract in whole or in part, pursuant to point (a) to (h) of GCC Clause 4.11.1, MMRDA may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not performed, and the successful bidder shall be liable to MMRDA for any additional costs for such similar services. However, the successful bidder shall continue performance of the Contract to the extent not terminated.	As per RFP Terms and Conditions
20	Clause No.4.12-b Page no 27	b. If the agreement is terminated pursuant of GCC Clause 4.11.1 (a), (b), (c), (d), (e), (f), (g) (h) and (k), The successful bidder shall not be entitled to receive any agreed payments upon termination of the contract.	As per RFP Terms and Conditions


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S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
		However, the MMRDA may consider making a payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the MMRDA. Applicable under such circumstances, upon termination, the MMRDA may also impose liquidated damages. The successful bidder will be required to pay any such liquidated damages to MMRDA within 30 days of termination date.	
21	Clause No. 5.1 (4) Guidelines for filling Response to RFP Page no.29	5.1 (4) The bidder is expected to provide Bill of Materials (BoM) for the Supply, Installation, Commissioning and Maintenance of Internet leased line and MPLS-VPN based connectivity at MMRDA locations for Five years as part of the technical proposal without price quote. The BoM will be measured against the proposed quantity.	The bidder is expected to provide Bill of Materials (BoM) for the Supply, Installation, Commissioning and Maintenance of Internet leased line and MPLS-VPN based connectivity at MMRDA locations for Five years as part of the technical proposal without price quote.


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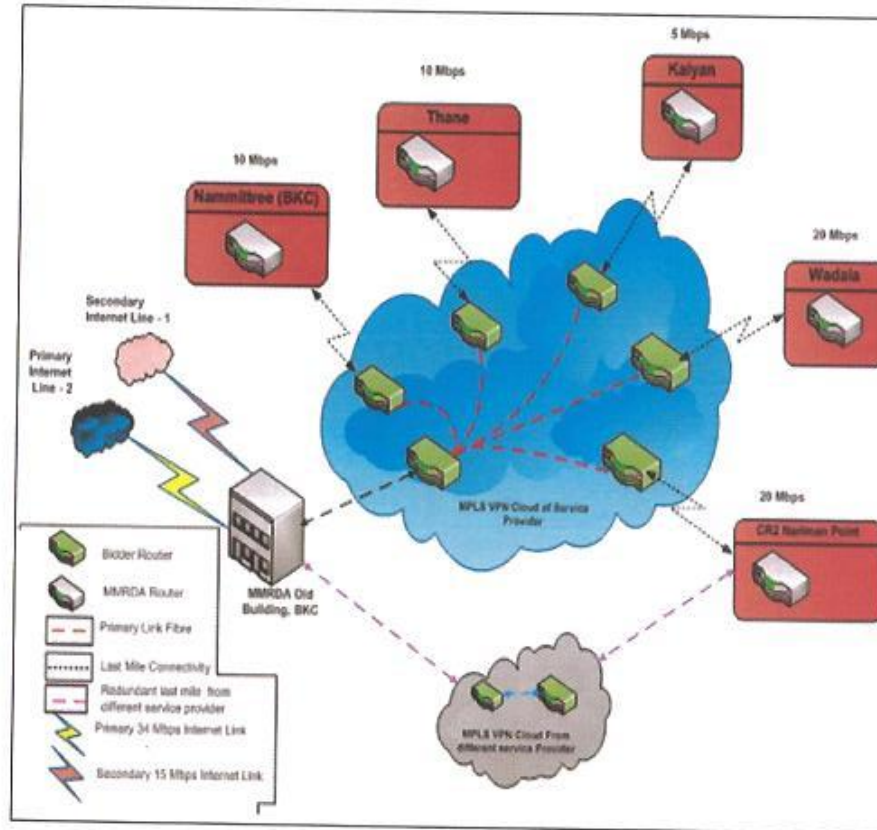
Standard Set of Deviations : "Supply, Installation, Commissioning and Maintenance of Internet Leased line and MPLS –VPN based connectivity at MMRDA locations for five years"

S.No	Ref No of Relevant Clause in the Tender	Clause as appearing in the published RFP	Response provided by MMRDA/ Modification in the Clause as per RFP
22	Clause 5.4 Template for Financial Proposal- Page no 39	Section - B: Format for Financial Proposal	Please refer Amended Section-B: Format for Financial Proposal Annexure 5.9 enclosed in this standard set of deviations.


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Annexure 5.8

Amended Figure 1: Schematic of Required Connectivity (Read with RFP Clause 3.2(2) Page no.16)



- Primary Internet leased line 1 at MMRDA old Building (BKC): **34 Mbps**
- Secondary Internet leased line 2 at MMRDA old Building (BKC) from different service provider: **15 Mbps**

Amended Table – 1: List of MMRDA Locations to be covered under the MPLS-VPN network. (Read with RFP Clause 3.2(2) Page no. 16)

Location	Address	MPLS VPN Bandwidth Requirement		
		Data	Audio and Video	Total
CR2, Nariman Point	Cr2 Building Inox theatre 9th floor opposite Bajaj Bhavan Nariman Point Pincode: 400021	17Mbps	3 Mbps	20 Mbps
Wadala	A1 building MMRDA office near RTO office Wadala truck terminal 400037	17 Mbps	3 Mbps	20Mbps
Thane	1st floor near Balkum fire brigade station opposite Revadi Talav Thane-Bhiwandi Road Balkum ,thane west.400608	7 Mbps	3 Mbps	10Mbps
Kalyan	Kalyan west ,Tilak Chowk kalyan Dombivili Mahanagar Palika road 421301	3 Mbps	2 Mbps	5 Mbps
Bandra Kurla Complex	NamTTRI Center, MMRDA Training Center MUMBAI - 400 051	7 Mbps	3 Mbps	10 Mbps
Bandra Kurla Complex	MMRDA old office Building (BKC) (Central bandwidth)	30 Mbps	10 Mbps	40 Mbps
Bandra Kurla Complex	MMRDA old office Building (BKC) Redundant line from Different service provider)	17 Mbps	3 Mbps	20 Mbps
CR2, Nariman Point	Cr2 Building Inox theatre 9th floor opposite Bajaj Bhavan Nariman Point Pincode: 400021 (Redundant line from Different service provider)	17Mbps	3 Mbps	20 Mbps


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Annexure 5.9

Amended Section B (Please read with RFP Section-B Page no. 39)

Format for Financial Proposal

The bidder shall bid for all the items listed in Table- 1 below; failing to which, the bid shall be treated as non-responsive and shall be rejected.

Table – 1 Cost Summary (Inclusive of Taxes except Service Tax)

S.No	Consolidated cost for Supply, installing and Commissioning of Internet and MPLS-VPS connectivity across MMRDA (Particulars)	Qty.	One Year (In Rs.)	Five year (In Rs.)
			B	C= B x 5
1	Internet leased lines			
	Primary Internet Access 34 Mbps (1:1) inclusive of Backhaul Charges	1		
	Secondary Internet Access 15 Mbps (1:1) inclusive of Backhaul Charges	1		
Sub Total X in words			Sub Total -X	
2	MPLS -VPN Services			
a	20 Mbps (Wadala)	1		
b	20 Mbps (CR2 Nariman Point) Primary line	1		
c	20 Mbps (CR2 Nariman Point) Redundant secondary line	1		
c	10 Mbps (Thane)	1		
d	10 Mbps (NamTTRI)	1		
e	5 Mbps (Kalyan)	1		
f	40 Mbps (Central port Bandwidth at MMRDA office BKC)	1		
g	20 Mbps (Central port Bandwidth at MMRDA office BKC) Redundant secondary line	1		
Sub Total Y in Words			Sub Total - Y	
Final Price Bid (X+Y)				
Final Price in Words (X+Y)				

Annexure 5.10

(Please read with RFP Clause 3.2(5)-B Page no. 18)

1. Secondary Router with 2 LAN / 5 WAN Slots

Features
The Router should have a Performance of 350kpps
The Router should support multi-core Processor
The Router should support a high performance architecture
The Router should support a single box configuration
The Router should support modular architecture
The Router should support a fabric which will allow high-bandwidth module-to-module communication without compromising routing performance
The Router should support out of band management access via console port
The Router should support a single software image containing all of the feature sets which can be activated with a software license
The Router should have a maximum Form Factor of 2 RU
Interfaces & Ports
The Router should support 3 onboard WAN or LAN 10/100/1000 ports
The Router should support 3 RJ-45-based ports
The Router should support 1 High Density port Modules
The router should have minimum one port for connectivity to Internet / other offices.
Router should confirm the support of VRRP or HSRP Protocol
The Router should support 1 Internal Modules slots
The Router should support 2 External USB 2.0 slots (Type A)
The Router should support 1 Serial console port (up to 115.2 kbps)
The onboard USB 1.1 ports should support enabling important security capabilities
The onboard USB 1.1 ports should support bulk flash memory storage for files
Hardware
The Router should support AC, PoE, and DC Power-supply options
The Router should support External Redundant power supply
The Router should support a 100 to 240 VAC auto ranging AC input voltage
The Power Supply should support 47 to 63 Hz AC input frequency
The Router should support airflow
The Router should support Operating Temperature range of 32 to 104°F (0 to 40°C)
The Router should support Operating Relative humidity range of 5 to 85%
The Router should support NonOperating Temperature range of -40 to 176°F (-40 to 80°C)
The Router should support NonOperating Relative humidity range of 5 to 95%
Standards
The Router should support UL 60950-1 Safety Standard
The Router should support (EMC) Standards
The Router should support TIA/EIA/IS-968 or 966 Telecom Standard
Security General
The Router should support granular Layer 2-7 pattern matching, deep within the packet header or payload
The Router should support functionality to protect the route processor from unnecessary or malicious levels of traffic, including DoS attacks


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Management	
The Router should support	SNMPv2C, 3
The Router should support	mechanisms for monitoring applications e.g. - Syslog
The Router should support	Secure Shell SSH Terminal-line access
The Router should support	Secure Shell SSH Version 2 Client Support
The Router should support	Secure Shell SSH Version 2 Server Support
The Router should support	RADIUS
The Router should support	onboard automation for fault detection, troubleshooting, and recovering
The Router should support	event management capability
	5 Years Comprehensive onsite Warranty from OEM

2.Link Load Balancer

Feature	Specification
Hardware	
Processor	Minimum dual core processor
RAM	Minimum 4 GB RAM
Ports	Minimum 4 triple speed 10/100/1000 Mbps copper ports
Throughput Support	1.5 Gbps and scalable to 2.5 Gbps with software option
	dual stack ipv6 with ipv6.org gold certified
	DNS 64/46 & NAT 64/46
	1M concurrent connections & scalable to 2M on same device.
Link Load balancing Features	
	layer 3 to layer 7 load balancing algorithm with persistent session of 1 Million connections
	8 internet links
	separate option for selecting Load balancing algorithms for inbound & outbound traffic at the same time
	Outbound load balancing algorithms like Response time, Cyclic, Weighted Cyclic, session based and connection competition parameters
	Proximity options for redirecting user to link with least latency and hops
	Static NAT & Dynamic NAT
	In case of link failure, device should detect it in 30 seconds and divert the traffic to other available links
	Support for global server load balancing software option
	individual health check for each link
	TCP, DNS and ICMP based health check
	hostname based destination health check as ip based Health check may change with DNS changes
	AND/OR mechanism between health check and GUI interface to

Feature	Specification
	configure any health check
	support layer 7 application load balancing with base license with web compression features
Global server load balancing option	
	support for software based Global server load balancing feature upgrade for future requirement
	should support per hostname resolution statistics from the GSLB module reporting
High Availability	
	Comprehensive and reliable support for high availability and N+1 clustering
	Active-active & active standby unit redundancy mode
	USB based FFO link to synchronize configuration at boot time of HA
	Multiple communication links for real-time configuration synchronizations including HA group, gateway health check, decision rules, SSF sessions etc... and heartbeat information
	floating MAC address to avoid MAC table updates on the upstream routers/switches and to speed up the failover
	secondary communication link for backup purpose
	Floating IP address and group for state full failover support. Appliance must have support 256 floating ip address for a floating group
	built in failover decision/health check conditions including, CPU overheated, system memory, process health check, unit failover, group failover and reboot
	should also have option to define customized rules for gateway health check - the administrator should able to define a rule to inspect the status of the link between the unit and a gateway
	Configuration synchronization at boot time and during run time to keep consistence configuration on both units.
Security	
	Advance ACL's to protect against network based flooding attacks. Administrator should able to define ACL's rules based on connections per second (CPS) and concurrent connections (CC), cookie value
	Security features like reverse proxy firewall, rule based web firewall, Sync-flood and dos attack protection features from the day of installation.
	Should drop packets with destination ip 0.0.0.0, source 255.255.255.255 or 224.x.x.x, TCP or UDP port is zero.
	Should silently drop TCP sync to closed port than sending a tcp rest

Feature	Specification
	for closed port to slow down scanning attempts
	should support 100 ACLs with full stateful packet inspection technology
Management	
	extensive report and logging with inbuilt tcp dump like tool and log collecting functionality
	SSH CLI, Direct Console, SNMP, Single Console per Cluster with inbuilt reporting.
	XML-RPC for integration with 3rd party management and monitoring
	detailed logs and graphs for real time and time based statistics
	Multiple configuration files with 2 bootable partitions for better availability and easy upgrade / fallback.
	led warning and system log alert for failure of any of the power and CPU issues
	should provide role based commands for allowing limited features write access for the same virtual services
Warranty	5 Years Comprehensive onsite Warranty from OEM


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