

Tele: 23385536
Reply should be addressed to
Director (IT)

TATRAKSHAK MUKHYALAYA
Coast Guard Headquarters
National Stadium Complex
New Delhi – 110001

Quoting: CGHQ/IT/CITRA/2017-18

24 Nov 17

INVITATION OF ONLINE BIDS FOR OPEN TENDER ENQUIRY NO.
CGHQ/IT/CITRA/2017-18 DATED 24 NOV 2017
PROVISION OF MPLS/VSAT/LL CONNECTIVITY (PROJECT CITRA)
INDIAN COAST GUARD

Dear Sir/Madam

1. **"Online bids" (Under two bid system)** are invited by the **Directorate of IT, Coast Guard Headquarters** for supply of services listed in **Part II** of this RFP. **Manual bids shall not be accepted. Tenders from black listed/ banned firms shall not be accepted. Tender document** can be viewed and downloaded from **Indian Coast Guard web site www.indiancoastguard.gov.in** (for reference only) and **CPPP site <https://eprocure.gov.in/eprocure/app>** as per the **schedule given in CRITICAL DATE SHEET** mentioned below:-

CRITICAL DATE SHEET

SL.	DESCRIPTION	DATE & TIME
(a)	Published Date	24 Nov 2017 (1300 HRS)
(b)	Bid Document Download / Sale Start Date	24 Nov 2017 (1330 HRS)
(c)	Clarification Start Date	24 Nov 2017 (1400 hrs)
(d)	Clarification end date	06 Dec 2017 (1400 hrs)
(e)	Pre-bid meeting	06 Dec 2017 (1430 hrs)
(f)	Bid submission start date	07 Dec 2017 (0900 hrs)
(g)	Bid Document Download / Sale End Date	18 Dec 2017 (1000 hrs)
(h)	Bid Submission End Date	18 Dec 2017 (1100 hrs)
(j)	Technical Bid Opening Date	20 Dec 2017 (1130 hrs)
(k)	Opening of Commercial Bids	Will be intimated in due course after technical evaluation by TEC

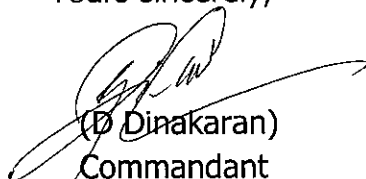
2. The address and contact numbers for seeking clarifications regarding this RFP are given below:-

The Director General
(for Director IT)
Coast Guard Headquarters
National Stadium Complex, New Delhi-110001
Tele:011-23385536, Fax: 011-23388090
Email: vprotect@indiancoastguard.nic.in

3. This RFP is divided into five Parts as follows:

- a. Part I - Contains General Information and Instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, Validity period of tenders, etc.
 - b. Part II - Contains essential details of the items/services required, such as the Schedule of Requirements (SOR), Technical Specifications, Delivery Period, Mode of Delivery and Consignee details.
 - c. Part III - Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.
 - d. Part IV - Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.
 - e. Part V - Contains Evaluation Criteria and Format for Price Bids.
4. This RFP is being issued with no financial commitment and the Buyer reserves the right to change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the RFP, should it become necessary at any stage.
5. You are requested to comply with all the terms and condition mentioned in the RFP and certificate in this regard is to be endorsed on the quote submitted by your firm. Relaxation/deviation of terms/conditions if any, should be clearly brought out for consideration, however acceptance of same will solely be at discretion of Coast Guard. Part I, II, III, IV & V of the RFP are enclosed herewith.
6. Para marked with "Blank" will not be considered as part of RFP. Bid documents may be scanned with 100 dpi with black and white option, in PDF format which helps in reducing size of the scanned document. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.
7. Tenderer/Contractor are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>'.

Yours sincerely,


(D. Dinakaran)
Commandant
Joint Director (IT)
for Director General

Enclosures: -

- (a) **Appendix-'A'** : Technical Requirements
- (b) **Appendix-'B'** : Covering Letter to Bid Submission
- (c) **Appendix-'C'** : Covering Letter to Technical Bid
- (d) **Appendix-'D'** : Technical Bid Compliance Sheet
- (e) **Appendix-'E'** : Covering Letter to Commercial Bid
- (f) **Appendix-'F'** : Commercial Bid Format
- (g) **Appendix-'G'** : Abbreviations & Terminologies
- (h) **Appendix- 'H'** : Instructions for Online Bidders

PART I – GENERAL INFORMATION

1. Last date and time for depositing the Bids: as per critical date sheet.

The online Bids (both technical and Commercial, in case two bids are called for) should be uploaded as per this RFP by the due date and time. The responsibility to ensure this lies with the Bidder.

2. Manner of depositing the Bids: Online Bids should be scanned and uploaded before due date and time. Late tenders will not be considered. No responsibility will be taken for technical delay or not uploading of bids or Bid documents. Bids sent by FAX or e-mail will not be considered. EMD to be deposited manually at address mentioned in para 2 of front page before opening of Technical bid.

3. Time and date for opening of Bids: as per critical date sheet.

(If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the bids will be opened on the next working day at the same time or on any other day/time, as intimated by the buyer).

4. Address for submission of EMD: Directorate of Information Technology, CGHQ, New Delhi-110001

5. Place of opening of the Bids: CGHQ (Directorate of IT).

6. Two-Bid system:

(a) The case is being processed on two-bid system and, the technical bids shall be opened as per critical date sheet mentioned in this tender document. The evaluation of technical Bid based on requisite documents received online by the tenderers will be carried out by a board of officers. The details of firms found compliant after TEC evaluation will be uploaded on the Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>).

(b) **The Commercial Bids of only those Bidders whose technical bids meet all the stipulated (Technical) requirements shall be opened.** The date of opening will be intimated to the Bidders through Central Public Procurement Portal(<https://eprocure.gov.in/eprocure/app>)

7. Forwarding of Bids – Bids should be prepared, signed, scanned and uploaded by the Bidders on their original memo / letter pad. The copies of PAN No, TIN No, CST & VAT, bank details and other enclosures as per part II of RFP and are to be signed/self-attested and scanned with 100 dpi in black and white option in PDF format.

8. Details of Pre-Bid Meeting: -as per critical date sheet.

A pre-bid meeting will be held to answer any queries or clarify doubts on RFP and submission of proposals. The authorized representatives are requested to attend. Particulars of personnel (only Indian nationals) attending the pre bid meeting is to be

communicated for necessary arrangements at least two days in advance.

9. Clarification regarding contents of the RFP: A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the Buyer in writing by the clarifications as per critical date sheet at address at mentioned above.

10. Modification and Withdrawal of Bids: The Bidder may modify (resubmit) his bid on line after submission, as per the provisions available on the portal. No bid shall be modified after the deadline for submission of bids.

(a) If bidder desires to withdraw before bid submission closing date/time, he may do so **online** in the portal. EMD (in case) submitted in physical form shall be returned offline. However, the cost of the tender will not be refunded to the firm.

(b) No bid may be withdrawn in the interval between the deadline for submission of bids and expiry of the period of the specified bid validity.

11. Clarification regarding contents of the Bids: During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

12. Rejection of Bids: Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.

13. Unwillingness to quote: Bidders unwilling to quote should ensure that intimation to this effect reaches by fax/e-mail before the due date and time of opening of the Bid, failing which the defaulting Bidder may be delisted for the given range of / services as mentioned in this RFP.

14. Validity of Bids: The Bids should remain valid for **120 days** from the date of opening of tenders from the last date of submission of the Bids.

15. Earnest Money Deposit: -Bidders are required to submit Earnest Money Deposit (EMD) for amount of **Rs 19,00,000.00 (Rupees Nineteen Lakh only)** in favour of "PCDA(N), Mumbai". The EMD may be submitted "**manually**" on or before opening of technical bid in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business as per Form DPM-16 (Available in MoD website and can be provided on request). EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the contract. EMD is not required to be

submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC) or any Department of MoD or MoD itself. The EMD will be forfeited if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender. Hard Copy of original instruments in respect cost of earnest money be delivered to the Director General, Coast Guard Headquarters, National Stadium, New Delhi- 110 001 on or before bid opening date/time as mentioned in critical date sheet

PART II – ESSENTIAL DETAILS OF ITEMS/SERVICES REQUIRED

1. **Schedule of Requirements** – List of items/ services required for 01 year further extendable to 05 years with the same terms and condition and cost is as follows: -

(a) **MPLS/LL Bandwidth services** to design, deploy and maintain fiber MPLS fiber/LL network to connect 71 locations across the India including Andaman & Nicobar Islands (link ratio 1:1 to be maintained at all times). Also, inter-MPLS cloud connectivity for existing 16 MPLS/ LL sites of Coast Guard.

(b) **VSAT Pooled Bandwidth services** to design, deploy and maintain fiber VSAT network to connect 09 locations across the India including Andaman & Nicobar Islands (link ratio 1:1 to be maintained at all times). Also, inter-MPLS cloud connectivity with existing 16 sites including 01 VSAT site of Coast Guard.

(c) **Manpower services to manage and monitor Integrated Command and Control** at Interim DR Data Center at CGHQ, New Delhi on 24x7x365 basis for 01 year, further extendable to 05 years on yearly basis within same terms and conditions and price subject to satisfactory performance. As part of NOC, the manpower shall manage and maintain all WAN/LAN sites including VSAT links.

2. **Technical Details:**

(a) Technical Specifications: - As per **Appendix-'A'**

(b) Penalty: - Failure to provide services or degradation of services shall invite penalty clauses as per **Annexure-1 of Appendix-'A'**.

(c) Vendor qualification criteria: -

(i) Should be **Govt. body/ Central Public Sector Undertaking (CPSU)** and should own & operate MPLS fiber networking on pan India level and have its own networking infrastructure at minimum of 50% of locations as required by Coast Guard.

(ii) The bidder must have at least one recent (within last 1 year of the bid release date) MPLS order covering 20+ sites on Pan-India basis, from a Govt. body and should have provided Network Operations Center (NOC) managed services to minimum 2 Govt. organisations in last 03 years.

3. **Two-Bid System:** - The case is being processed on two-bid system and, only the Technical Bid would be opened online at the time and date mentioned in Critical Date Sheet. Bidders are required to furnish clause by clause compliance of specifications bringing out clearly the deviations from specification, if any. **No price should be indicated in the Technical Bid.** Date of opening of the Commercial Bid will be intimated after Technical evaluation. **Commercial Online bids of only those firms will be opened; whose Technical bids are found compliant/suitable after Technical evaluation is done by the Buyer.** The following documents form part of online technical bid which should be scanned and uploaded in PDF format: -

(i) **Cover-I.** Cover-1 will contain the following documents for Technical Bids which should be scanned and uploaded in PDF format and will be submitted online:-

(a) In respect of Two-bid system, Bidders are required to furnish clause by clause compliance of specifications bringing out clearly the deviations from specification, if any. The Bidders are advised to submit signed & scanned Copy technical compliance statement as per Technical Bid format in **Appendix-'D'** alongwith **Appendix - 'C'**.

(b) Signed and scanned copy of Demand draft/PO in favour of the PCDA(N), Mumbai for EMD amount or Copy of valid registration certificate regarding the firm's registration with DGS & D / NSIC /Defence Organisation (MOD) if held, for exemption of EMD. EMD to be submitted **manually** on or before bid submission end date.

(c) Signed & scanned Copy of (i) bank details (ii) Tin No. Certificate (iii) CST Certificate (iv) PAN No and (v) Certificate of acceptance of terms and conditions of RFP.

(d) Bid should be submitted with covering letter as per **Appendix-'B'** along with checklist in **Annexure-1 of Appendix-'B'**.

(ii) Cover-II. The bidders are required to UPLOAD Schedule of price bid in the form of **BOQ_XXXX .xls** (attached in online-tender) along with **Appendix-'E'** and Signed and Scanned copy of **detailed breakdown of each item need to be provided as per Annexure-1 of Appendix-'F'** format. **Individual taxes need to be added as separate columns. L1 shall be decided on overall cost of complete package consists of all bill of material and at base cost. The tax component will not be taken into consideration for determination of L1 vendor.**

Note : (i) Signed & scanned copy of Technical Bids should be uploaded by Bidder under their original memo / letter pad.

(ii) Failure to submit any of above documents will render the bid invalid

(iii) Buyers reserve the right to cancel any bid without assigning any reason.

(iv) EMD to be submitted manually on or before bid submission end date.

4. **Delivery Period** –The job is to be completed within **06 months** from the date of issue of job/ work order. Please note that contract can be cancelled unilaterally by the buyer in case the job is not completed within the contracted period. Extension of contracted period will be at the sole discretion of the buyer, with applicability of LD clause.

5. **INCOTERMS for Delivery and Transportation:** - ICG units as required.

6. **Consignee details -** **The Director General**
{for D(IT)}
National Stadium Complex, New Delhi

PART III – STANDARD CONDITIONS OF RFP

The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of the Bid submitted by the Bidder.

1. **Law:** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

2. **Effective Date of the Contract:** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The initial contract period be taken as Sixteen months (16 months) from the date of effective date (i.e. four months to commissioning of Managed IT Services (MITS) and Bandwidth Services (BWS) from signing the contract followed by twelve months (12 months) of delivery of MITS and BWS services for post commissioning. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.

3. **Arbitration:** All disputes or differences arising out of or in connection with the contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. The standard clause of arbitration is as per Forms DPM-7, DPM-8 and DPM-9.

4. **Penalty for use of Undue influence:** The seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the buyer or otherwise in procuring the contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present contract or any other contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present contract or any other contract with the Government of India. Any breach of the aforesaid undertaking by the seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the seller) or the commission of any offers by the seller or anyone employed by him or acting on his behalf, as defined in chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the buyer to cancel the contract and all or any other contracts with the seller and recover from the seller the amount of any loss arising from such cancellation. A decision of the buyer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the seller. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the seller towards any officer/employee of the buyer or to any other person in a position to influence any officer/employee of the buyer for showing any favour in relation to this or any other contract, shall render the seller to such liability/ penalty as the buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the buyer.

5. **Agents / Agency Commission:** -The Seller confirms and declares to the Buyer that the Seller is the original services provider referred to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Seller; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in any way incorrect or if at a later stage it is discovered by the Buyer that the Seller has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Seller will be liable to refund that amount to the Buyer. The Seller will also be debarred from entering into any supply Contract with the Government of India for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Seller who shall in such an event be liable to refund all payments made by the Buyer in terms of the Contract along with interest at the rate of 2% per annum above LIBOR rate. The Buyer will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

6. **Access to Books of Accounts:** - In case it is found to the satisfaction of the Buyer that the Seller has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Seller, on a specific request of the Buyer, shall provide necessary information/ inspection of the relevant financial documents/information.

7. **Non-disclosure of Contract documents:** - Except with the written consent of the Buyer/ Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

8. **Liquidated Damages:** In the event of the seller's failure to submit the Bonds, Guarantees and Documents, supply the services/stores/goods and conduct trials, installation of equipment, training, etc. as specified in this contract, the buyer may, at his discretion, withhold any payment until the completion of the contract. The buyer may also deduct from the seller as agreed, liquidated damages to the sum of **0.5%** of the contract price of the delayed/undelivered stores/services mentioned above for every **week** of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than **10%** of the value of delayed stores.

9. **Termination of Contract:** The buyer shall have the right to terminate this contract in part or in full in any of the following cases: -

(a) The job is not completed for causes not attributable to Force Majeure for more than (one month) after the scheduled date of completion.

(b) The seller is declared bankrupt or becomes insolvent.

(c) The job is not completed due to causes of Force Majeure by more than (two months) provided Force Majeure clause is included in contract.

(d) The buyer has noticed that the seller has utilised the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.

(e) As per decision of the Arbitration Tribunal.

10. **Notices:** Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.

11. **Transfer and Sub-letting:** NA

12. **Patents and other Industrial Property Rights:** NA

13. **Amendments:** No provision of present contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this contract and signed on behalf of both the parties and which expressly states to amend the present contract.

14. **Taxes and Duties:**

(a) **In respect of Foreign Bidders:** - N/A

(b) **In respect of Indigenous bidders**

(i) General

1. If bidder desires to ask for excise duty or Sales Tax / VAT extra, the same must be specifically stated. In the absence of any such stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained.

2. If reimbursement of any Duty/Tax is intended as extra over the quoted prices, the bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duty/tax will be entertained after the opening of tenders.

3. If a bidder chooses to quote a price inclusive of any duty/tax and does not confirm inclusive of such duty/tax so included is firm and final, he should clearly indicate the rate of such duty/tax and quantum of such duty/tax included in the price. Failure to do so may result in ignoring of such offers summarily.

4. If a bidder is exempted from payment of any duty/tax upto any value of supplies from them, he should clearly state that no such duty/tax will be charged by him up to the limit of exemption which he may have. If any concession is available in regard to rate/quantum of any Duty/tax, it should be brought out clearly. Stipulations like, the said duty/tax was presently not applicable but the same will be charged if it becomes leviable later on, will not be accepted unless in such cases it is clearly stated by a bidder that such duty/tax will not be charged by him even if the same becomes applicable later on. In respect of the Bidders, who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of such duty/tax which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.

5. Any change in any duty/tax upward/downward as a result of any statutory variation in excise taking place within contract terms shall be allowed to the extent of actual quantum of such duty/tax paid by the supplier. Similarly, in case of downward revision in any duty/tax, the actual quantum of reduction of such duty/tax shall be reimbursed to the buyer by the seller. All such adjustments shall include all reliefs, exemptions, rebates, concession etc. if any obtained by the seller.

(ii) Customs Duty: - As applicable

(iii) Excise Duty: -

1. Where the excise duty is payable on advalorem basis, the Bidder should submit along with the tender, the relevant form and the Manufacturer's price list showing the actual assessable value of the stores as approved by the Excise authorities.

2. Bidders should note that in case any refund of excise duty is granted to them by Excise authorities in respect of Stores supplied under the contract, they will pass on the credit to the Buyer immediately along with a certificate that the credit so passed on relates to the Excise Duty, originally paid for the stores supplied under the contract. In case of their failure to do so, within 10 days of the issue of the excise duty refund orders to them by the Excise Authorities the Buyer would be empowered to deduct a sum equivalent to the amount refunded by the Excise Authorities without any further reference to them from any of their outstanding bills against the contract or any other pending Government Contract and that no disputes on this account would be raised by them.

(iv) Sales Tax / VAT

1. If it is desired by the bidder to ask for Sales tax / VAT to be paid as extra, the same must be specifically stated. In the absence of any such stipulation in the bid, it will be presumed that the prices quoted by the bidder are inclusive of sales tax and no liability of sales tax will be developed upon the buyer.

2. On the Bids quoting sales tax extra, the rate and the nature of Sales Tax applicable at the time of supply should be shown separately. Sales tax will be paid to the seller at the rate at which it is liable to be assessed or has actually been assessed provided the transaction of sale is legally liable to sales tax and the same is payable as per the terms of the contract.

(v) Octroi Duty & Local Taxes: -

1. Normally, materials to be supplied to Government Departments against Government Contracts are exempted from levy of town duty, Octroi Duty, Terminal Tax and other levies of local bodies. The local Town/Municipal Body regulations at times, however, provide for such Exemption only on production of such exemption certificate from any authorised officer. Seller should ensure that stores ordered against contracts placed by this office are exempted from levy of Town Duty/Octroi Duty, Terminal Tax or other local taxes and duties. Wherever required, they should

obtain the exemption certificate from the Buyer, to avoid payment of such local taxes or duties.

2. In case where the Municipality or other local body insists upon payment of these duties or taxes the same should be paid by the Seller to avoid delay in supplies and possible demurrage charges. The receipt obtained for such payment should be forwarded to the Buyer without delay together with a copy of the relevant act or bylaws/ notifications of the Municipality of the local body concerned to enable him to take up the question of refund with the concerned bodies if admissible under the said acts or rules

15. **Pre-Integrity Pact Clause:** - N/A

PART IV – SPECIAL CONDITIONS OF RFP

The Bidder is required to give confirmation of their acceptance of Special Conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of Bid submitted by the Bidder.

1. **Performance Guarantee:**

(a) **Indigenous cases:** The bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank Ltd., Axis Bank Ltd or HDFC Bank Ltd.) for a sum equal to **10%** of the contract value within 30 days of receipt of the confirmed order. Performance Bank Guarantee should be valid up to 60 days beyond the date of warranty/ validity of contract whichever is later. The specimen of PBG is given in Form DPM-15 (Available in MoD website).

2. **Option Clause:** Not Applicable

3. **Repeat Order Clause:** Not Applicable

4. **Tolerance Clause:** - Not Applicable

5. **Payment Terms** - It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheques, wherever feasible. A copy of the model mandate form prescribed by RBI to be submitted by Bidders for receiving payments through ECS is at Form DPM-11 (Available in MoD website). The payment will be made as per the following terms and production of the requisite documents as per para-8(b)-(d) as applicable for payment.:

SL	Type of Payment	% of payment	Duration
(a)	One Time Expenditure	100% of one time cost of the project on Go-Live	On completion of installation, configuration of hardware & software, establishment of NMS at Coast Guard
(b)	Recurring expenditure towards bandwidth and manpower	Quarterly payment on Go-Live	On completion of every 03 months after Go-Live.

6. **Payment terms for Foreign Sellers:** - NA

7. **Advance Payments:** No advance payment(s) will be made. Payment as per para 5 above.

8. **Paying Authority:** - PCDA(Navy, Mumbai. Relevant details of payment as following.

(a) The Vendor has to produce the necessary documents to DIT, CGHQ for claiming the stage payments as indicated at para 5 above. PCDA(Navy), Mumbai will be effecting the payment post receipt Contingent bill alongwith necessary documents by the DIT, CGHQ.

(b) **One-time payment (Post Go-Live).** The Seller to submit following documents for payment.

- (i) Bills in triplicate duly stamped and pre-receipted.
- (ii) Permanent Account No. and GST allocated by the Income Tax Department be invariably quoted on the Bills.
- (iii) Original copy of supply order duly countersigned and stamped on all pages by supplier.
- (iv) Copy of Inspection note for duly receipted by the consignee and endorsed with CRV Nos.
- (v) GST/ Sales Tax Certificate where ever applicable.
- (vi) Guarantee/ Warranty certificate in duplicate from the original manufacturers/supplier.
- (vii) Receipt from Insurance Company, if applicable.
- (viii) Details for electronic payment viz Account holder's name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code
- (ix) Copy of Performance Bank guarantee where applicable.
- (x) Satisfactory service render certificate duly signed by the Seller and buyer for the duration.
- (xi) Any other document / certificate that as per supply order
- (xii) Details of input credit under GST catered to be reflected in the invoice as applicable under GST regime, if any

(c) **Recurring Payment (Post Go-Live).** The Seller to submit following documents for payment.

- (i) Bills in triplicate duly stamped and pre-receipted.
- (ii) Satisfactory service render certificate duly signed by Seller and Buyer during the period
- (iii) Any other document / certificate that as per supply order

9. **Fall clause** - The following fall clause will form part of the contract placed on successful bidder -

a. The price charged for the services provided under the contract by the seller shall in no event exceed the lowest prices at which the seller provides service or offer to services of identical description to any persons/Organisation including the

purchaser or any department of the Central government or any Department of state government or any statutory undertaking the central or state government as the case may be during the period till jobs as per the orders placed during the currency of the rate contract is completed.

b. If at any time, during the said period the service provider, provides service to any person/organisation including the buyer or any Department of central Govt. or any Department of the State Government or any Statutory undertaking of the Central or state Government as the case may be at a price lower than the price chargeable under the contract, the shall forthwith notify such reduction in service provided to the Director general of Supplies & Disposals and the price payable under the contract for the services of such reduction of service shall stand correspondingly reduced.

c. The seller shall furnish the following certificate to the Paying Authority along with each bill for payment for supplies made against the Rate contract – “We certify that there has been no reduction in services charged to the Government under the contract herein and such services have not been offered/sold by me/us to any person/organisation including the purchaser or any department of Central Government or any Department of a state Government or any Statutory Undertaking of the Central or state Government as the case may be upto the date of bill/the date of completion of job against all orders placed during the currency of the Rate Contract at price lower than the price charged to the government under the contract.

10. **Exchange Rate Variation Clause:** - NA

11. **Risk & Expense clause:** -

(a). Should the services/ stores or any installment thereof not be delivered within the time or times specified in the contract documents, or if defective delivery is made in respect of the services/ stores or any installment thereof, the Buyer shall after granting the Seller 45 days to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as a remedy for breach of contract, to declare the contract as cancelled either wholly or to the extent of such default.

(b). Should the services/ stores or any installment thereof not perform in accordance with the specifications / parameters provided by the SELLER during the check proof tests to be done in the BUYER's country, the BUYER shall be at liberty, without prejudice to any other remedies for breach of contract, to cancel the contract wholly or to the extent of such default.

(c). In case of a material breach that was not remedied within 45 days, the BUYER shall, having given the right of first refusal to the SELLER be at liberty to purchase, manufacture, or procure from any other source as he thinks fit, other services/ stores of the same or similar description to make good: -

(i) Such default.

(ii) In the event of the contract being wholly determined the balance of the services/ stores remaining to be delivered thereunder.

(iii). Any excess of the purchase price, cost of manufacturer, or value of any services/ stores procured from any other supplier as the case may be, over the contract price appropriate to such default or balance shall be recoverable from the SELLER. Such recoveries shall not exceed 2% of the value of the contract.”.

12. **Force Majeure clause:**

a. Neither party shall bear responsibility for the complete or partial nonperformance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.

b. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

c. The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.

d. Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.

e. If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.

13. **Buy-Back offer:** - NA

14. **Specification:** - The following Specification clause will form part of the contract placed on successful Bidder –

a. The Seller guarantees to meet the specifications as per Part-II of RFP and to incorporate the modifications to the existing design configuration to meet the specific requirement of the Buyer Services as per modifications/requirements recommended after the Maintenance Evaluation Trials. All technical literature and user manuals shall be amended as the modifications by the Seller before supply to the Buyer. The Seller, in consultation with the Buyer, may carry out technical upgradation/alterations in the design, technical literature/user manuals and specifications due to change in manufacturing procedures, indigenisation or obsolescence. This will, however, not in any way, adversely affect the end specifications of the equipment. Changes in technical details, repair and

maintenance techniques alongwith necessary tools as a result of upgradation/alterations will be provided to the Buyer free of cost within (30) days of affecting such upgradation/alterations.

15. **OEM Certificate:** - NA
16. **Export License:** - NA
17. **Earliest Acceptable Year of Manufacture:** - NA
18. **Buyer Furnished Equipment:** - NA
19. **Transportation:** NA
20. **Air lift:** - NA
21. **Packing and Marking:** - NA
22. **Quality:** The quality of the services/ stores delivered according to the present Contract shall correspond to the technical conditions and standards valid for the deliveries of the same services/ stores for in Seller's country or specifications enumerated as per RFP and shall also include therein modification to the stores suggested by the Buyer. Such modifications will be mutually agreed to. The Seller confirms that the stores to be supplied under this Contract shall be new i.e. not manufactured before (Year of Contract), and shall incorporate all the latest improvements and modifications thereto and spares of improved and modified equipment are backward integrated and interchangeable with same equipment supplied by the Seller in the past if any. The Seller shall supply an interchangeability certificate along with the changed part numbers wherein it should be mentioned that item would provide as much life as the original item.
23. **Quality Assurance:** - N/A.
24. **Inspection Authority:** The inspection will be carried out ICG team nominated by Directorate of Information Technology, CGHQ on completion of the job. The mode of inspection will be departmental inspection
25. **Pre-Dispatch Inspection:** - NA
26. **Joint Receipt Inspection:** - NA
27. **Franking clause:-**The following Franking clause will form part of the contract placed on successful Bidder.
 - a. **Franking Clause in the case of Acceptance of Goods** "The fact that the goods have been inspected after the delivery period and passed by the Inspecting Officer will not have the effect of keeping the contract alive. The goods are being passed without prejudice to the rights of the Buyer under the terms and conditions of the contract".
 - b. **Franking Clause in the case of Rejection of Goods** "The fact that the goods have been inspected after the delivery period and rejected by the Inspecting Officer will not bind the Buyer in any manner. The goods are being rejected without prejudice to the rights of the Buyer under the terms and conditions of the contract."
28. **Claims:** - NA

29. **Warranty:-**

a. The following Warranty will form part of the contract placed on the successful bidder –

i. Except as otherwise provided in the invitation tender, the seller hereby declares that the goods, stores articles sold/supplied / services provided to the Buyer under this contract shall be of the best quality and workmanship and new in all respects and shall be strictly in accordance with the specification and particulars contained/mentioned in contract. The seller hereby guarantees that the said services (including fixing of bugs) would continue to conform to the description and quality aforesaid for a period of **12 months** from the date of provisioning of the said services to the buyer and notwithstanding the fact that the buyer may have inspected and/or approved the said services, if during the aforesaid period of 12months the goods, stores articles sold/supplied are discovered not to conform to the description and quality aforesaid not giving satisfactory performance or have deteriorated, and the decision of the buyer in that behalf shall be final and binding on the seller and the buyer shall be entitled to call upon the seller to provide the entire services or such portion thereof as is found to be defective by the buyer within a reasonable period, or such specified period as may be allowed by the buyer in his discretion on application made thereof by the seller, and in such an event, the above period shall apply to the services provided from the date of rectification mentioned in warranty thereof, otherwise the seller shall pay to the buyer such compensation as may arise by reason of the breach of the warranty therein contained.

ii. The seller warrants that the services/ stores supplied/installed under the contract conform to technical specifications prescribed and shall perform according to the said technical specifications.

iii. The seller warrants for a period of 12 months from the date of installation and commissioning, that the goods/stores/ software developed and installed/ supplied under the contract and each component used in the manufacture thereof shall be free from all types of defects/failures.

iv.If within the period of warranty, the goods are reported by the buyer to have failed to perform as per the specifications, the seller shall either replace or rectify the same free of charge, within a maximum period of 45 days of notification of such defect received by the seller, provided that the goods are used and maintained by the buyer as per instructions contained in the Operating Manual.

v.The seller shall associate technical personnel of the Maintenance agency and Quality Assurance Agency of the buyer during warranty repair and shall also provide the details of complete defects, reasons and remedial actions for defects.

30. **Product Support:** - N/A

31. **Annual Maintenance Contract (AMC) Clause :-** N/A

32. **Engineering Support Package (ESP) Clause :-** NA

33. **Price Variation (PV) Clause:** - NA

34. **Information Security:** - The Buyer likely to use the managed services to support various software applications, and information security is vital requirement in compliance with ISO 27001 and other Buyer specified instructions. The details of required information security to be provided by the Seller as following: -

- (a) Ensure that no information/data of Buyer are not be disclosed / shared by the Seller without explicit permission by Buyer.
- (b) All employees employed by Seller should be conversant with ISO 27001 information security standard procedures and Coast Guard information security policies that have to be followed to maintain correct information security practices.
- (c) Any information/data provided to Seller for the purpose of managed services and information/data generated during the management of such services, unless otherwise explicitly excluded by Coast Guard is the property of Buyer, hence all such information to be destroyed/returned to Buyer on termination/expiry of contract.
- (d) The firm and their employees who are employed for this managed services purpose as per Part-II of RFP as mentioned above and any other personnel involved in the contract shall be subjected to Indian Official Secret Act, 1923. Non-compliance of same will lead to termination of contract without any prior written notice and appropriate legal action.
- (e) The seller is required to ensure appropriate information security measures are in place at all times to prevent the data of the buyer being compromised or accessed by unauthorized personnel.

PART V – EVALUATION CRITERIA & PRICE BID ISSUES

1. **Evaluation Criteria** - The broad guidelines for evaluation of Bids will be as follows:

(a). Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the RFP, both technically and commercially.

(b). The Lowest Bid will be decided upon the lowest price quoted by the particular bidder as per the Price Format given at Para 2 below. The consideration of taxes and duties in evaluation process will be as follows:

i. In cases where only indigenous Bidders are competing, L1 shall be decided on overall cost of complete package consists of all bill of material and at base cost excluding all applicable taxes.

(c). The Bidders are required to spell out the rates of GST, Customs duty etc in unambiguous terms; otherwise their offers will be loaded with the maximum rates of duties and taxes for the purpose of comparison of prices. If reimbursement of Customs duty / GST is intended as extra, over the quoted prices, the bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duties will be entreated after the opening of tenders. If a bidder chooses to quote a price inclusive of any duty and does not confirm inclusive of such duty so included is firm and final, he should clearly indicate the rate of such duty and quantum of excise duty included in the price. Failure to do so may result in ignoring of such offers summarily. If a bidder is exempted from payment of GST/ Customs duty / duty upto any value of supplies from them, they should clearly state that no excise duty will be charged by them up to the limit of exemption which they may have. If any concession is available in regard to rate/quantum of GST/ Customs duty , it should be brought out clearly. Stipulations like, excise duty was presently not applicable but the same will be charged if it becomes leviable later on, will not be accepted unless in such cases it is clearly stated by a bidder that excise duty will not be charged by him even if the same becomes applicable later on. In respect of the Bidders who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of excise duty which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders. The same logic applies to Customs duty and VAT also.

(e). If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.

(f). The Lowest Acceptable Bid will be considered further for placement of contract / Supply Order after complete clarification and price negotiations as decided by the buyer. The buyer will have the right to award contracts to different Bidders for being lowest in particular items. The buyer also reserves the right to do Apportionment of Quantity, if it is convinced that Lowest bidder is not in a position to supply full quantity in stipulated time.

2. The bidders are required to **UPLOAD** following:

(a) The Commercial bid format is provided as **BoQ.xls** along with this tender document at **<https://eprocure.gov.in>**. Bidders are advised **to download this BoQ.xls** as it is and quote their offer in the permitted column. **Bidders are also to fill the duties & Taxes columns as applicable**

(b) The Price Bid Format as per **Appendix-'F'** and bidders are required to fill this up correctly with full details, as required. Determination of L-1 will be done based on total of basic prices (**not including** levies, taxes and duties levied by Central/State/Local governments such as GST, excise duty, Octroi/entry tax, etc on final product) of all items/requirements as mentioned above.

Appendix-'A'

*(Refer to Para-2(a)(i),(ii),(iii) of Part-II of RFP
, Para-5(b) of Part-IV of RFP)*

**TECHNICAL REQUIREMENTS - PROVISION OF FIBER MPLS/VSAT/LL
CONNECTIVITY - INDIAN COAST GUARD**

1. Background.

(a) Indian Coast Guard (ICG) is the fourth armed force of Indian Union and is mandated to take actions as deemed fit to protect India's maritime and other national interests in the maritime zones of India. Coast Guard carry out surveillance of 7,500 kms long coastline, 2.02 million Sq Km of Exclusive Economic Zone (EEZ) and over 06 million SqKms of Indian Maritime Search & Rescue Region (ISRR) to enforce Indian and International maritime laws and to provide swift Search and Rescue (SAR) support across ISSR using conventional assets such as ships and aircraft.

(b) ICG as part of ongoing digitisation efforts intend to connect all ICG units including ships as jetties through fiber MPLS/ VSAT/Leased Line (LL) from Govt. of India organisations/ CPSU.

2. Scope of work.

(a) Network connectivity. Provide fiber MPLS/VSAT/LL connectivity (Link ratio 1:1) for following ICG units including jetties as per **Annexure-1 of Appendix-'A'**.

(b) VSAT connectivity. Total of 09 sites to be provided with VSAT pool bandwidth of 6.5 Mbps. VSAT bandwidth shall be pooled and utilised by ICG VSAT sites as required within pool limit. VSAT link to be encrypted with minimum AES-256 with adequate security SOPs.

(c) Link type. ICG requirement is Fiber/VSAT only. However, if RF to be provided, it need to be secured by external 'Bulk Encryptor Unit (BEU)' as an interim measure till such time it is replaced by Fiber. Link encryption should be minimum of AES-256. All links including BEU status to be monitored from IC4 NOC.

(d) Service Availability (SA). Minimum 99% availability per year per link need to be provided. Penalty clauses as applicable exceeding SA.

(e) Inter-MPLS cloud connectivity. ICG has existing 16 MPLS/VSAT/LL sites already connected as per **Annexure-2 of Appendix-A**. Bidder to provide necessary accessories, leased line connectivity to nearest Inter-MPLS cloud points as required. VSAT connectivity latency should not exceed 700ms.

(f) Network Operations Center (NOC) Services. Provide monitoring, support services, Network Operations Center (NOC) services on 24x7x365 basis using Nagios Network management software (NMS). NMS should provide visibility to all IP devices provided by the Service Provider as relevant to ICG network. Provide NMS monitoring terminal with professional display for 24x7 monitoring at IDR DC at Coast Guard Headquarters, New

Delhi. NOC shall monitor, manage and maintain all WAN/LAN sites including VSAT links in co-ordination with Service Provider NOC team.

(g) SDN Compatible network. ICG intend to implement unified IP network spanning across various physical network, hence compatibility to SDN is required as following.

(i) Network components should be SDN (Software Defined Networking) and should support for OpenFlow protocol.

(ii) Should provide NMS (Network Management System) terminal at ICG ICC (Interim Command and Control) monitoring facility at CGHQ, New Delhi. NMS Terminal should be professional display of 24x7 rated of 55" size

(iii) Should integrate with ICG IC4 ITOM software

(h) Managed Services & Support duration. Bidder to provide required services & support for managed networking services, required bandwidth & IT services for an initial period of 01 year further extendable by further 02 years on annual basis within the same terms & conditions and price. Extension of contract shall be at the discretion of Indian Coast Guard based on performance of the bidder. During all such further extension of contract, the Seller should extend all warranty period of items as required to provide satisfactory services with no further financial implications.

(j) Onsite L1 support engineers for NOC at IDR:- Bidder to provide 01 set of required manpower to 24x7x365 monitor & manage ICG NOC facility at IDR at CGHQ, New Delhi.

(k) CPE accessories/work. All IT accessories/work/transportation including UPS, network cabinet, last mile cabling, routers as required to terminate the last mile TSP link to ICG L3 switches to be provided by the Bidder.

(l) Project Management: - Provide on-site Project Manager (PM) at CGHQ, New Delhi till complete GoLive of all sites + 03 months duration for stabilization. PM shall act as overall SPOC (Single-Point-Of-Contact) and assist ICG to co-ordinate with all stakeholders including ICG, Service Providers, Vendors. Working hours shall be office hours of ICG and as required for project management. PM shall be provided with dedicated project specific official email ID by the Bidder, Mobile number and dedicated workstation by the Bidder. PM should maintain detailed project plan using MS Project and submit generated project reports to ICG on weekly/ as and when required basis. Standard PM to submit weekly project status report to ICG, and it should include Site ID, Site Name, Start Date, End Date, Actual Start, Actual End, Site Baseline Sequence, Reason for change in Baseline, Showstopper Issues, Local SPOC contact details & Local Contractor SPOC contacts, Local ICG SPOC contacts, assigned by the Bidder to execute work, Link Type (RF/OHC/UGC), Detailed SOW at each site, WBS for each site. PM to ensure standard quality of work across all sites, and PM should be provided with detailed standards related to in-door cabling, over-head/underground cabling standards, standards of materials. In addition, PM shall provide all required payment related documents to ICG and co-ordinate with

stakeholders to ensure timely release of payments. PM should be positioned from the date of signing of contract.

Note: Bidders are requested to refrain from attaching additional unwanted documents.

Annexure-1 to Appendix-'A'
(Refer to Part-II, Para-2(b) of RFP)

LIST OF COAST GUARD SITES FOR FIBER MPLS/ VSAT/LL CONNECTIVITY

<u>Item ID</u>	<u>SITE ID</u>	<u>CG UNITS</u>	<u>SHIP/ BASE</u>	<u>STN ID</u>	<u>STATION</u>	<u>BW Type</u>	<u>BW</u>
S-01	1	ICG IDR	Base	1	Delhi	MPLS	40.0
S-02	2	CG Land, Noida	Base	2	Noida	MPLS	4.0
S-03	3	CGSB(NOI)	Base	2	Noida	MPLS	4.0
S-04	4	CGAOT(KAN)	Base	3	Kanpur	MPLS	2.0
S-05	5	ICGS (JAK)	Base	4	Jakhau	MPLS	2.0
S-06	6	ICGS (VDR)	Base	5	Vadinar	MPLS	2.0
S-07	7	ICGS (OKA)	Base	6	Okha	MPLS	2.0
S-08	8	Okha Port	Jetty	6	Okha	MPLS	2.0
S-09	9	ICGS (VRL)	Base	7	Veraval	MPLS	2.0
S-10	10	DHQ-1 , ICGS(PBD), CGSD(PBD)	Base	8	Porbander	MPLS	4.0
S-11	11	CGAE (PBD), 850 SQN(CG)	Base	8	Porbander	MPLS	4.0
S-12	12	Porbander Port	Jetty	8	Porbander	MPLS	4.0
S-13	14	ICGS (MDR)	Base	10	Mundra	MPLS	2.0
S-14	15	ICGS (PPV)	Base	11	Pipava	MPLS	2.0
S-15	94	CGOT (Pipav)	Base	11	Pipava	MPLS	2.0
S-16	16	CGRPS(SRT)	Base	12	Surat	MPLS	2.0
S-17	17	ICGAS (DMN)/750,, 841 SQN(CG)	Base	13	Daman	MPLS	4.0
S-18	20	CGSD(MBI)	Base	14	Mumbai	MPLS	4.0
S-19	21	Naval Dockyard	Jetty	14	Mumbai	MPLS	4.0
S-20	22	CGAIS(MBI),84 2 SQN (CG)	Base	14	Mumbai	MPLS	4.0
S-21	95	PRT (West)	Base	14	Mumbai	MPLS	2.0
S-22	23	ICGS (MJR)	Base	15	Murud Janjira	MPLS	2.0
S-23	24	ICGS (RTG)	Base	16	Ratnagiri	MPLS	2.0
S-24	25	ICGS (DHU)	Base	17	Dahanu	MPLS	2.0
S-25	26	DHQ-11/, ICGS (GOA)	Base	18	Goa	MPLS	4.0
S-26	27	CGAE (GOA), CGASD(GOA), 800 SQN(CG)	Base	18	Goa	MPLS	4.0
S-27	91	CGRPT (Goa)	Base	18	Goa	MPLS	2.0
S-28	28	ICGS (KAR)	Base	19	Karwar	MPLS	4.0

Item ID	SITE ID	CG UNITS	SHIP/ BASE	STN ID	STATION	BW Type	BW
S-29	29	CGAOT(BGL)	Base	20	Bangalore	MPLS	2.0
S-30	30	New Mangalore Harbour	Jetty	21	Mangalore	MPLS	4.0
S-31	31	DHQ-3/ ICGS(MNG)	Base	21	Manglore	MPLS	4.0
S-32	32	ICGS (BPY)	Base	22	Beyepore	MPLS	2.0
S-33	33	DHQ-4/ ICGS Kochi	Base	23	Kochi	MPLS	4.0
S-34	34	CGAE(KOC), 747 SQN(CG)	Base	23	Kochi	MPLS	4.0
S-35	35	Naval Dockyard	Jetty	23	Kochi	MPLS	4.0
S-36	77	CGSD (Kochi)	Base	23	Kochi	MPLS	4.0
S-37	92	CGRPT (Kochi)	Base	23	Kochi	MPLS	4.0
S-38	36	ICGS (VZM)	Base	24	Vizhinjam	MPLS	2.0
S-39	37	DHQ-12/ ICGS (KAV)	Base	25	Kavarti	VSAT	1.0
S-40	38	ICGS (MIN)	Base	26	Minicoy	VSAT	0.512
S-41	39	ICGS (AND)	Base	27	Androth	VSAT	0.512
S-42	41	DHQ-5/ ICGS Chennai	Base	28	Chennai	MPLS	4.0
S-43	42	BMU(CHN)	Base	28	Chennai	MPLS	4.0
S-44	43	CGSD(CHN)	Base	28	Chennai	MPLS	4.0
S-45	44	CGAS(CHN)/, CGAIS(CHN)/, 744,848 SQN(CG)	Base	28	Chennai	MPLS	4.0
S-46	45	Chennai Port Trust (ChPT)	Jetty	28	Chennai	MPLS	4.0
S-47	93	CGRPT (Chennai)	Base	28	Chennai	MPLS	4.0
S-48	96	PRT (East)	Base	28	Chennai	MPLS	2.0
S-49	46	ICGS (MDP)	Base	29	Manadapam	MPLS	4.0
S-50	47	ICGS (TUT)	Base	30	Tuticorin	MPLS	4.0
S-51	48	Vaibhav, Aadesh, Abhiraj, , (A-1, F-2)	Ship	30	Tuticorin	MPLS	4.0
S-52	49	ICGS(KKL)	Base	31	Karaikal	MPLS	2.0
S-53	50	DHQ-13/ ICGS (PCY)	Base	32	Puducherry	MPLS	4.0
S-54	51	DHQ-6/ ICGS (VZG)	Base	33	Vishakapatnam	MPLS	4.0
S-55	52	Naval Dockyard	Jetty	33	Vishakapatnam	MPLS	4.0

Item ID	SITE ID	CG UNITS	SHIP/ BASE	STN ID	STATION	BW Type	BW
S-56	88	Vizag Chetak Flight	Base	33	Vishakapatnam	MPLS	2.0
S-57	89	CGRPT (Vizag)	Base	33	Vishakapatnam	MPLS	2.0
S-58	53	ICGS (KPM)	Base	34	Krishanapatnam	MPLS	2.0
S-59	54	ICGS (NPM)	Base	35	Nizamapatnam	MPLS	2.0
S-60	55	Kakinada Port Trust	Jetty	36	Kakinada	MPLS	2.0
S-61	56	ICGS (KND)	Base	36	Kakinda	MPLS	2.0
S-62	57	DHQ-7/ ICGS (PDP)	Base	37	Paradip	MPLS	4.0
S-63	58	CGSD(PDP)	Base	37	Paradip	MPLS	4.0
S-64	59	Paradip Port Trust	Jetty	37	Paradip	MPLS	4.0
S-65	60	ICGS (GPR)	Base	38	Gopalpur	MPLS	2.0
S-66	61	CGAE(BVR)	Base	39	Bhubaneshwar	MPLS	2.0
S-67	63	700 SQN(CG)	Base	40	Kolkata	MPLS	2.0
S-68	90	CGRPT (Kolkata)	Base	40	Kolkata	MPLS	2.0
S-69	64	DHQ-8/ ICGS (HLD)	Base	41	Haldia	MPLS	4.0
S-70	65	Haldia Port Trust	Jetty	41	Haldia	MPLS	4.0
S-71	66	ICGS (FZR), ,	Base	42	Frazerganj	MPLS	2.0
S-72	67	CGTLO(BKP)	Base	43	Barrackpore	MPLS	2.0
S-73	71	745 SQN(CG)	Base	44	Portblair	VSAT	2.0
S-74	72	DHQ-9/ ICGS (DGP)	Base	45	Diglipur	VSAT	1.0
S-75	73	DHQ-10/ ICGS (CBL)	Base	46	Campbell Bay	VSAT	1.0
S-76	74	ICGS (MYB)	Base	47	Mayabunder	VSAT	Pool
S-77	75	ICGS(KAM)	Base	48	Kamorta	VSAT	Pool
S-78	76	ICGS(HBY)	Base	49	Hutbay	VSAT	Pool
S-79	97	ICG IDC	Base	51	Gurgaon	MPLS	40.0
S-80	97	ICG IDC to IDR	Base	51	Gurgaon	LL	40.0

Note. The VSAT bandwidth in Pool. The total VSAT bandwidth is 6.5 Mbps. However the infrastructure at each VSAT sites shall be provided to function upto 2 Mbps.

Annexure-2 to Appendix-'A'
(Refer to Part-II, Para-2(b) of RFP)

LIST OF EXISTING DISHA MPLS SITES FOR INTER-MPLS CLOUD CONNECTIVITY

<u>Sl.</u>	<u>SITE ID</u>	<u>CG UNITS</u>	<u>SHIP/ BASE</u>	<u>STN ID</u>	<u>STATION</u>	<u>BW Type</u>	<u>BW</u>
D-01	1	CGHQ, ICGS(DLI)	Base	1	Delhi	MPLS	4
D-02	80	CDA(Delhi)	Base	1	Delhi	MPLS	2
D-03	13	RHQ (NW), ICGS(GDN)	Base	9	Gandhinagar	MPLS	4
D-04	18	RHQ (W), DHQ-2, ICGS(MBI)	Base	14	Mumbai	MPLS	4
D-05	19	Buvik	Base	14	Mumbai	MPLS	4
D-06	79	PCDA	Base	14	Mumbai	MPLS	4
D-07	86	CDA (Goa)	Base	18	Goa	MPLS	2
D-08	87	CDA (Karwar)	Base	19	Karwar	MPLS	2
D-09	81	CDA (Kochi)	Base	23	Kochi	MPLS	2
D-10	40	RHQ(East), MRCC(CHN)	Base	28	Chennai	MPLS	4
D-11	82	CDA (Chennai)	Base	28	Chennai	MPLS	2
D-12	83	CDA (Vizag)	Base	33	Vishakapatnam	MPLS	2
D-13	62	RHQ(NE)/ ICGS (KOL)	Base	40	Kolkata	MPLS	4
D-14	84	CDA (Kolkatta)	Base	40	Kolkatta	MPLS	2
D-15	69	RHQ(A&N)/, DHQ-14/ ICGS(PBR)	Base	44	Portblair	VSAT	2
D-16	85	CDA (Port Blair)	Base	44	Port Blair	LL	2

Note: -

1. Bidder to inter-connect existing ICG MPLS sites as mentioned above
2. Bidder to provide all necessary network accessories as required
3. VSAT connectivity latency should not exceed 700ms

Annexure-3 to Appendix-'A'
(Refer to Part-II, Para-2(b) of RFP)

DETAILS OF PENALTY CLAUSES

1. Non-availability of MPLS/VSAT/LL link per site for more than 24 hours, the Seller shall not be entitled payment for the day of non-availability of service and in addition Rs 2000.00 per day will be levied as penalty.
2. Failure to maintain/renew/extend performance bank guarantee – Rs 1000/- per day (In case of contract extension, PBG should be renewed for the same value irrespective viz-a-viz of period of such extension, i.e pro-rata not applicable. Coast Guard not mandated to return PBG before the expiry of initial validity period, and it is the responsibility of vendor to arrange PBG accordingly without any break in PBG availability).
3. ITSM portal/ Call Desk should be available on 365x24x7 during the entire contract period with minimum availability of 99%. Non-availability of ITSM Portal/ Call Desk for more than 24 hours – Rs 1000.00 per day will be levied as penalty. Mutually agreed maintenance periods and other justifiable circumstances as accepted by Coast Guard are exempted.
4. Late reporting to work Rs. 500/- per day (NOC engineers need to report for work at 0830 hrs. In a month maximum of ten late reporting is permissible on cumulative for entire resident engineers). Under no circumstances NOC to be left unmanned.
5. In the event of NOC engineer remaining absent/on leave without substitute there of - Rs 1,500/ for each day of absence.
6. When the MPLS/VSAT/LL link is down continuously for more than 04 hours, alternate facilities, should be provided by Seller. In case the Seller is not in a position to provide alternative facility within 24 hours or next working day Buyer have the right to get the alternate services from a third party without affecting the Seller's obligations to provide/ restore managed services of the systems under the contract. The payment will be made to the third party or a sum equal to such services charges would be deducted for the time actually lost in addition the seller will be levied Rs 5000.00 per MPLS/VSAT/LL link per day as penalty.
7. All penalty amounts may be deducted from outstanding bills/Performance Bank Guarantee as applicable.
8. It may also be noted that in case of vender backing out in mid-stream without any explicit consent of Buyer, the vender will be liable to recovery at higher rates vis- a- vis those contracted with, which may have to be incurred by Buyer on managed services from third party for the balance period of contract by alternative means.

9. Under no circumstances, on each occasion the cumulative continuous penalty total shall not exceed 5% of the contract value.
10. Buyer at its discretion may entirely/partly waive-off penalty under justifiable circumstances.

Annexure-4 to Appendix-'A'
(Refer to Part-II, Para-2(b) of RFP)

FORMAT FOR SITE SURVEY DETAILS

(Bidder to submit this form as part of technical bid)

Site ID	Site Name	Main Link Type	Standby Link Type	Distance to POP in KMs	Distance to nearest TSP point in KMS	Known Risks to establish links & mitigation plan	Local TSP SPOC contacts	Required time to establish link in months
S-01								
S-02								
S-03								

Note:-

- (a) Site ID as per **Annexure-I of Appendix-'A'**
- (b) Link Type: RF/Fiber/VSAT. ICG requirement is Fiber/VSAT only. However, if RF to be provided, it need to be secured by external 'Bulk Encryptor' as an interim measure till such time it is replaced by Fiber.
- (c) Local TSP SPOC contacts. Local Telecom Service Provider Single Point of Contact (TSP SPOC) Contact details to include Name, Designation, Alternate Contact person, Official Email, Mobile number, Landline & Address
- (d) Known Risks & Mitigation. It should include any factors which could affect estimated timeline such as permission from local civil authorities, uncertainty on terrain, unavailability of Right of Way (ROW), Weather factors, local administrative & political issues, local people resistance to laying cables, transportation of material challenges. Mitigation to include steps to manage risks to reasonable achieve committed timeline by TSP.

Appendix-'B'

(Refer to Para-5 of RFP)

Company letter head

[Date]

The Director General
{for D(IT) }
Directorate of IT, Coast Guard Headquarters
New Delhi – 110 001

Dear Sir,

SUB: PROVISION OF MPLS/VSAT/LL CLOUD CONNECTIVITY (PROJECT CITRA) - INDIAN COAST GUARD

1. Refer to your RFP No. CGHQ/IT/CITRA/2017-18 dated Nov 2017.
2. This is to notify you that our company intends to submit a proposal for "Provision of MPLS/VSAT Network Connectivity (Project CITRA) – Indian Coast Guard".
3. Primary and Secondary contacts for our company are:

	Primary Contact	Secondary Contact
Name:		
Title:		
Company Name:		
Address:		
Phone:		
Mobile:		
Fax:		
E-mail:		

4. We confirm that the information contained in this response as per **Annexure-1 of Appendix-'B'** or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to the Indian Coast Guard is true, accurate, verifiable and complete.

Dated this Day of 2017

(Signature) (In the capacity of)

Duly authorized to sign

Sincerely,

[SYSTEM INTEGRATOR'S NAME]

Name

Title

Signature

Date

(Name and Address of Company) Seal/Stamp of System Integrator

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am of the, and that who signed the above response is authorized to bind the corporation by authority of its governing body.

Date

(Seal here)

Annexure-1 of Appendix-'B'

(Refer to Para-5 of RFP, Para-4 of Appendix-B)

CHECKLIST & INDEX OF BID FOR PROJECT CITRA

1. RFP with enclosures

Sl.	Details	Bid Page No.	Check (Yes/No)
(a)	Bid submission covering letter (<i>Appendix-'B'</i>)		
(b)	Technical Bid with Covering letter. Covering letter & EMD to be placed inside sealed cover (<i>Appendix-'C'</i>)		
(c)	RFP acknowledgement & compliance (<i>Copy of RFP duly signed on each page</i>)		
(d)	Technical Compliance (<i>Appendix-'D'</i>)		
(e)	Site survey details (<i>Annexure-4 of Appendix-'A'</i>)		
(f)	Technical Solution document		
(g)	Bill of Material & Sizing of Solution sheet(<i>Annexure-II of Appendix-'D'</i>)		
(h)	Commercial Bid (<i>Appendix-'F'</i>) with Covering letter(<i>Appendix-'E'</i>). Covering letter to be placed inside sealed cover along with bid.		

2. Technical Brochures/ Data Sheets/ Manuals

Sl.	Technical Brochures/ Data Sheets/ Manuals	Bid Page No.	Check (Yes/No)
(a)	Detailed technical solution document		
(b)	Sizing of software and hardware document		
(c)	Brochure & Datasheet of Network and other components		
(d)	<i>Any other documents as required</i>		

3. List of Enclosures

Sl.	Appendix Description	Bid Page No.	Check (Yes/No)
(a)	Technical Offer with EMD, if applicable(In separate sealed cover)		
(b)	Commercial Offer		

Note:

- (a) The checklist as above is to be fully completed and enclosed along with the bid covering letter along with technical bid.
- (b) The technical bid shall, additionally, consist of the following documents in the sequence given below: -
 - (i) Index page indicating the technical bid contents with appropriate page numbers.
 - (ii) Deviations, assumption and exclusions from Scope of Work.
- (c) In case necessary documentary proofs are not enclosed the firm would be rejected during Technical Evaluation.

Signature with date & Stamp of Firm

Covering letter format for Technical Bid – project CITRA

(Company letterhead) [Date]

To

The Director General
{for D(IT) }
Directorate of IT, Coast Guard Headquarters
New Delhi-110 001

Dear Sir,

**SUB: TENDER ENQUIRY NO. CGHQ/IT/CITRA/2017-18 DATED SEP 2017
FOR PROVISION OF MPLS/VSAT/LL CONNECTIVITY (PROJECT CITRA)-
INDIAN COAST GUARD**

1. Refer to your RFP No. IT/3014/CITRA dated ___ Sep 2017.
2. Having examined the bid document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer for "Provision of MPLS/VSAT/LL Cloud Connectivity (Project CITRA) - Indian Coast Guard" as required and outlined in the RFP for Indian Coast Guard. To meet such requirements and provide such services as required are set out in the bid document.
3. We attach hereto the bid technical response as required by the bid document as per format in **Appendix-'D'**, which constitutes our proposal. We undertake, if our proposal is accepted, to provide all the functional and non-functional requirements of the solution put forward in Part II of the RFP or such features as may subsequently be mutually agreed between us and Indian Coast Guard or its appointed representatives. We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of SIX (06) MONTHS from the date of submission of bids and it shall be valid proposal till such period with full force and virtue. Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and Indian Coast Guard.
4. We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to Indian Coast Guard is true, accurate and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead Indian Coast Guard as to any material fact.
5. We agree that you are not bound to accept the lowest or any bid response

TECHNICAL COMPLIANCE SHEET

(Note: Vendor to upload duly ink-signed copy of RFP alongwith technical compliance sheet. Details of following RFP clauses as per RFP issued by this Office)

Sl.	RFP Clause	RFP Requirement	Compliance (Yes/No), deviations if any
01.	RFP Covering letter, Para-1 to 7	Covering letter for RFP No.IT/3014/CITRA dated ___ Sep 2017 of Coast Guard Headquarters, New Delhi	
02.	Part-I of Encl.-I:- General Information		
(a)	Para-1	Last date and time for depositing the Bids	
(b)	Para-2	Manner of depositing the Bids	
(c)	Para-3	Time and date for opening of Bids	
(d)	Para-4	Address of Submission of EMD	
(e)	Para-5	Place of opening of the Bids: [CGHQ, New Delhi]	
(f)	Para-6	Two-Bid system	
(g)	Para-7	Forwarding of bids	
(h)	Para-8	Clarification regarding contents of the RFP	
(j)	Para-9	Modification and Withdrawal of bids	
(k)	Para-10	Clarification regarding contents of the bids	
(l)	Para-11	Rejection of Bids	
(m)	Para-12	Unwillingness to Quote	
(n)	Para-13	Validity of Bids	
(p)	Para-14	Earnest Money Deposit	
03.	Part II – Essential Details of Items/Services required		
(a)	Para-1	Schedule of Requirements.	
(b)	Para-2	Technical Details. Detailed compliance submitted as per Appendix-'A' .	
(c)	Para-3	Two bid system	
(d)	Para-4	Delivery Period	
(e)	Para-5	INCOTERMS for Delivery and Transportation	
(f)	Para-5	Consignee Details	

04.	Part III – Standard Conditions		
(a)	Para-1	Law	
(b)	Para-2	Effective Date of the Contract	
(c)	Para-3	Arbitration	
(d)	Para-4	Penalty for use of Undue influence	
(e)	Para-5	Agents / Agency Commission	
(f)	Para-6	Access to Books of Accounts	
(g)	Para-7	Non-disclosure of Contract documents	
(h)	Para-8	Liquidated Damages	
(j)	Para-9	Termination of Contract	
(k)	Para-10	Notices	
(l)	Para-11	Transfer and Sub-letting	
(m)	Para-12	Patents and other Industrial Property Rights	
(n)	Para-13	Amendments	
(p)	Para-14	Taxes and Duties	
(q)	Para-15	Pre-Integrity Pact Clause	
05.	Part IV – Special Conditions		
(a)	Para-1	Performance Guarantee	
(b)	Para-2	Option Clause	
(c)	Para-3	Repeat Order Clause	
(d)	Para-4	Tolerance Clause	
(e)	Para-5	Payment Terms for Indigenous Sellers	
(f)	Para-6	Payment terms for Foreign Sellers	
(g)	Para-7	Advance Payments	
(h)	Para-8	Paying Authority	
(j)	Para-9	Fall clause	
(k)	Para-10	Exchange Rate Variation Clause	
(l)	Para-11	Risk & Expense clause	
(m)	Para-12	Force Majeure clause	
(n)	Para-13	Buy-Back offer	
(p)	Para-14	Specification	
(q)	Para-15	OEM Certificate	
(r)	Para-16	Export License	
(s)	Para-17	Earliest Acceptable Year of Manufacture	
(t)	Para-18	Buyer Furnished Equipment	
(u)	Para-19	Transportation	
(v)	Para-20	Air lift	
(w)	Para-21	Packing and Marking	
(x)	Para-22	Quality	
(y)	Para-23	Quality Assurance	

(z)	Para-24	Inspection Authority	
(aa)	Para-25	Pre-Dispatch Inspection	
(ab)	Para-26	Joint Receipt Inspection	
(ac)	Para-27	Franking clause	
(ad)	Para-28	Claims	
(ae)	Para-29	Warranty	
(af)	Para-30	Product Support	
(ag)	Para-31	AMC Clause	
(ah)	Para-32	ESP Clause	
(aj)	Para-33	PV Clause	
06.	Part V – Evaluation Criteria & Price Bid issues		
(a)	Para-1	Evaluation Criteria	
(b)	Para-2	Price Bid Format	

Annexure-I to Appendix-'D'
(Refer to Para-3(a)&(b) of Appendix-'D')

SCHEDULE OF REQUIREMENT & TECHNICAL SPECIFICATION COMPLIANCE

SL.	QR Requirement	QR Specification	Compliance (Yes/ No). Deviations, if any.
01.	Schedule of Requirements <i>(Para-1, Part-II of RFP)</i>	<p>(a) Bandwidth services to design, deploy and maintain fiber MPLS fiber/VSAT network to connect 80 sites (Para-1 of Annexure-II) across the India including Andaman & Nicobar Islands (link ratio 1:1 to be maintained at all times). Also, inter-MPLS cloud connectivity for existing 16 MPLS/VSAT/LL sites (Para-2 of Annexure-II) of Coast Guard.</p> <p>(b) Managed IT Bandwidth Services & Support to be provided for 01 years which can be further extended on yearly basis upto further 02 years within same terms and conditions and price subject to satisfactory performance. Granting extension is the prerogative of the Buyer. The Bidder is to quote for 01 year cost only.</p> <p>(c) Manpower to manage and monitor Integrated Network Operations Center at CGHQ, New Delhi on 24x7x365 basis for 01 year, further extendable to 02 years on yearly basis within same terms and conditions and price subject to satisfactory performance.</p>	
02.	Key Infrastructure Requirements <i>(Para-2, Appendix-'A')</i>	<p>(a) Network components should be SDN (Software Defined Networking) and should support for OpenFlow protocol.</p> <p>(b) Should provide NMS (Network Management System) terminal at ICG ICC (Interim Command and Control) monitoring facility at CGHQ, New Delhi. NMS Terminal should be professional display of 24x7 rated of 55" size</p> <p>(c) Should integrate with ICG NMS</p>	

SL.	QR Requirement	QR Specification	Compliance (Yes/ No). Deviations, if any.
		(d) Should provide all accessories for integration inter-MPLS connectivity and connectivity with local LAN.	

Annexure-II to Appendix-'D'
(Refer to Para-3(a) & (b) of Appendix-'D')

BILL OF MATERIAL & SIZING OF SOLUTION

(Where ever applicable, vendor to provide detailed bill of material/ Sizing details by OEM in separate sheets for each serial)

1. List of sites for MPLS/VSAT/LL connectivity

Item ID	SITE ID	CG UNITS	SHIP/ BASE	STN ID	STATION	BW Type	BW	Complied (Yes/No)
S-01	1	ICG IDR	Base	1	Delhi	MPLS	40.0	
S-02	2	CG Land, Noida	Base	2	Noida	MPLS	4.0	
S-03	3	CGSB(NOI)	Base	2	Noida	MPLS	4.0	
S-04	4	CGAOT(KAN)	Base	3	Kanpur	MPLS	2.0	
S-05	5	ICGS (JAK)	Base	4	Jakhau	MPLS	2.0	
S-06	6	ICGS (VDR)	Base	5	Vadinar	MPLS	2.0	
S-07	7	ICGS (OKA)	Base	6	Okha	MPLS	2.0	
S-08	8	M Behn,, (F-1)	Ship	6	Okha	MPLS	2.0	
S-09	9	ICGS (VRL)	Base	7	Veraval	MPLS	2.0	
S-10	10	DHQ-1 , ICGS(PBD), CGSD(PBD)	Base	8	Porbander	MPLS	4.0	
S-11	11	CGAE (PBD), 850 SQN(CG)	Base	8	Porbander	MPLS	4.0	
S-12	12	Vijit, Rajratan, , (A-1, F-1)	Ship	8	Porbander	MPLS	4.0	
S-13	14	ICGS (MDR)	Base	10	Mundra	MPLS	2.0	
S-14	15	ICGS (PPV)	Base	11	Pipava	MPLS	2.0	
S-15	94	CGOT (Pipav)	Base	11	Pipava	MPLS	2.0	
S-16	16	CGRPS(SRT)	Base	12	Surat	MPLS	2.0	
S-17	17	ICGAS (DMN)/750,, 841 SQN(CG)	Base	13	Daman	MPLS	4.0	
S-18	20	CGSD(MBI)	Base	14	Mumbai	MPLS	4.0	
S-19	21	Sangram, Sankalp, Samrat, , S Prahari, Kamaladevi, Amritkaur, SK Chauhan, Achook, (A-4, F- 4)	Ship	14	Mumbai	MPLS	4.0	
S-20	22	CGAIS(MBI),842 SQN (CG)	Base	14	Mumbai	MPLS	4.0	
S-21	95	PRT (West)	Base	14	Mumbai	MPLS	2.0	
S-22	23	ICGS (MJR)	Base	15	Murud Janjira	MPLS	2.0	
S-23	24	ICGS (RTG)	Base	16	Ratnagiri	MPLS	2.0	
S-24	25	ICGS (DHU)	Base	17	Dahanu	MPLS	2.0	
S-25	26	DHQ-11/, ICGS (GOA)	Base	18	Goa	MPLS	4.0	
S-26	27	CGAE (GOA), CGASD(GOA), 800 SQN(CG)	Base	18	Goa	MPLS	4.0	

Item ID	SITE ID	CG UNITS	SHIP/ BASE	STN ID	STATION	BW Type	BW	Complied (Yes/No)
S-27	91	CGRPT (Goa)	Base	18	Goa	MPLS	2.0	
S-28	28	ICGS (KAR)	Base	19	Karwar	MPLS	4.0	
S-29	29	CGAOT(BGL)	Base	20	Bangalore	MPLS	2.0	
S-30	30	K Gandhi, SB Phule, Rajdhoot, (F-3)	Ship	21	Mangalore	MPLS	4.0	
S-31	31	DHQ-3/ ICGS(MNG)	Base	21	Manglore	MPLS	4.0	
S-32	32	ICGS (BPY)	Base	22	Beypore	MPLS	2.0	
S-33	33	DHQ-4/ ICGS Kochi	Base	23	Kochi	MPLS	4.0	
S-34	34	CGAE(KOC), 747 SQN(CG)	Base	23	Kochi	MPLS	4.0	
S-35	35	Samar, Varuna, Abhinav, , (A-2, F-1)	Ship	23	Kochi	MPLS	4.0	
S-36	77	CGSD (Kochi)	Base	23	Kochi	MPLS	4.0	
S-37	92	CGRPT (Kochi)	Base	23	Kochi	MPLS	4.0	
S-38	36	ICGS (VZM)	Base	24	Vizhinjam	MPLS	2.0	
S-39	37	DHQ-12/ ICGS (KAV)	Base	25	Kavarti	VSAT	2.0	
S-40	38	ICGS (MIN)	Base	26	Minicoy	VSAT	1.0	
S-41	39	ICGS (AND)	Base	27	Androth	VSAT	1.0	
S-42	41	DHQ-5/ ICGS Chennai	Base	28	Chennai	MPLS	4.0	
S-43	42	BMU(CHN)	Base	28	Chennai	MPLS	4.0	
S-44	43	CGSD(CHN)	Base	28	Chennai	MPLS	4.0	
S-45	44	CGAS(CHN)/, CGAIS(CHN)/, 744,848 SQN(CG)	Base	28	Chennai	MPLS	4.0	
S-46	45	Sarang, Sagar, Vishwast, Abeek, Rani Abbakka, Rajshree, Rajtarang, Rajkamal, , (A-3, F-5)	Ship	28	Chennai	MPLS	4.0	
S-47	93	CGRPT (Chennai)	Base	28	Chennai	MPLS	4.0	
S-48	96	PRT (East)	Base	28	Chennai	MPLS	2.0	
S-49	46	ICGS (MDP)	Base	29	Manadapam	MPLS	4.0	
S-50	47	ICGS (TUT)	Base	30	Tuticorin	MPLS	4.0	
S-51	48	Vaibhav, Aadesh, Abhiraj, , (A-1, F-2)	Ship	30	Tuticorin	MPLS	4.0	
S-52	49	ICGS(KKL)	Base	31	Karaikal	MPLS	2.0	
S-53	50	DHQ-13/ ICGS (PCY)	Base	32	Puducherry	MPLS	4.0	
S-54	51	DHQ-6/ ICGS (VZG)	Base	33	Vishakapatnam	MPLS	4.0	
S-55	52	Vigraha, S Paheredar, Priyadarshini, Rani Avantibai, Rajveer, (A-2, F-3)	Ship	33	Vishakapatnam	MPLS	4.0	

Item ID	SITE ID	CG UNITS	SHIP/BASE	STN ID	STATION	BW Type	BW	Complied (Yes/No)
S-56	88	Vizag Chetak Flight	Base	33	Vishakapatnam	MPLS	2.0	
S-57	89	CGRPT (Vizag)	Base	33	Vishakapatnam	MPLS	2.0	
S-58	53	ICGS (KPM)	Base	34	Krishanapatnam	MPLS	2.0	
S-59	54	ICGS (NPM)	Base	35	Nizamapatnam	MPLS	2.0	
S-60	55	Rajdhwaj, (F-1)	Ship	36	Kakinada	MPLS	2.0	
S-61	56	ICGS (KND)	Base	36	Kakinda	MPLS	2.0	
S-62	57	DHQ-7/ ICGS (PDP)	Base	37	Paradip	MPLS	4.0	
S-63	58	CGSD(PDP)	Base	37	Paradip	MPLS	4.0	
S-64	59	Vajra, R Sultana, S Naidu, , (A-1, F-2)	Ship	37	Paradip	MPLS	4.0	
S-65	60	ICGS (GPR)	Base	38	Gopalpur	MPLS	2.0	
S-66	61	CGAE(BVR)	Base	39	Bhubaneshwar	MPLS	2.0	
S-67	63	700 SQN(CG)	Base	40	Kolkata	MPLS	2.0	
S-68	90	CGRPT (Kolkata)	Base	40	Kolkata	MPLS	2.0	
S-69	64	DHQ-8/ ICGS (HLD)	Base	41	Haldia	MPLS	4.0	
S-70	65	S Kripalani, Rajkiran, , (F-2)	Ship	41	Haldia	MPLS	4.0	
S-71	66	ICGS (FZR), ,	Base	42	Frazerganj	MPLS	2.0	
S-72	67	CGTLO(BKP)	Base	43	Barrackpore	MPLS	2.0	
S-73	71	745 SQN(CG)	Base	44	Portblair	VSAT	Pool	
S-74	72	DHQ-9/ ICGS (DGP)	Base	45	Diglipur	VSAT	Pool	
S-75	73	DHQ-10/ ICGS (CBL)	Base	46	Campbell Bay	VSAT	Pool	
S-76	74	ICGS (MYB)	Base	47	Mayabunder	VSAT	Pool	
S-77	75	ICGS(KAM)	Base	48	Kamorta	VSAT	Pool	
S-78	76	ICGS(HBY)	Base	49	Hutbay	VSAT	Pool	
S-79	97	ICG IDC	Base	51	Gurgaon	MPLS	40.0	
S-80	97	ICG IDC	Base	51	Gurgaon	LL	40.0	
TOTAL								

Note. The VSAT bandwidth in Pool. The total VSAT bandwidth is 6.5 Mbps. However the infrastructure at each VSAT sites shall be provided to function upto 2 Mbps.

2. List of existing sites for inter-MPLS cloud connectivity

Sl.	SITE ID	CG UNITS	SHIP/BASE	STN ID	STATION	BW Type	BW	Complied (Yes/ No)
D-01	1	CGHQ, ICGS(DLI)	Base	1	Delhi	MPLS	4	
D-02	80	CDA(Delhi)	Base	1	Delhi	MPLS	2	
D-03	13	RHQ (NW), ICGS(GDN)	Base	9	Gandhinagar	MPLS	4	
D-04	18	RHQ (W), DHQ-2, ICGS(MBI)	Base	14	Mumbai	MPLS	4	
D-05	19	Buvik	Base	14	Mumbai	MPLS	4	
D-06	79	PCDA	Base	14	Mumbai	MPLS	4	

Sl.	SITE ID	CG UNITS	SHIP/ BASE	STN ID	STATION	BW Type	BW	Complied (Yes/ No)
D-07	86	CDA (Goa)	Base	18	Goa	MPLS	2	
D-08	87	CDA (Karwar)	Base	19	Karwar	MPLS	2	
D-09	81	CDA (Kochi)	Base	23	Kochi	MPLS	2	
D-10	40	RHQ(East), MRCC(CHN)	Base	28	Chennai	MPLS	4	
D-11	82	CDA (Chennai)	Base	28	Chennai	MPLS	2	
D-12	83	CDA (Vizag)	Base	33	Vishakapatnam	MPLS	2	
D-13	62	RHQ(NE)/ ICGS (KOL)	Base	40	Kolkata	MPLS	4	
D-14	84	CDA (Kolkatta)	Base	40	Kolkatta	MPLS	2	
D-15	69	RHQ(A&N)/, DHQ-14/ ICGS(PBR)	Base	44	Portblair	VSAT	Pool	
D-16	85	CDA (Port Blair)	Base	44	Port Blair	LL	2	
TOTAL								

Covering letter format for Commercial Bid.

Company letter head

[Date]

The Director General
{for D(IT) }
Directorate of IT, Coast Guard Headquarters
New Delhi – 110 001

Dear Sir,

**SUB: TENDER ENQUIRY NO. CGHQ/IT/CITRA/2017-18 DATED SEP 2017
FOR PROVISION OF MPLS/VSAT/LL CLOUD CONNECTIVITY (PROJECT CITRA)-
INDIAN COAST GUARD**

1. Refer to your RFP No. IT/3014/CITRA dated ___ Sep 2017.
2. Having examined the bid document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer for "Provision of MPLS/VSAT/LL Cloud Connectivity (Project CITRA) - Indian Coast Guard" as required and outlined in the RFP for Indian Coast Guard. To meet such requirements and provide such services as required are set out in the bid document.
3. We attach hereto the bid of commercial response as required by the bid document, which constitutes our proposal. We undertake, if our proposal is accepted, to provide all the functional and non functional requirements of the solution put forward in Part II of the RFP or such features as may subsequently be mutually agreed between us and Indian Coast Guard or its appointed representatives. We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of SIX (06) MONTHS from the date of submission of bids and it shall be valid proposal till such period with full force and virtue. Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and Indian Coast Guard.
4. We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to Indian Coast Guard is true, accurate and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead Indian Coast Guard as to any material fact.
5. We agree that you are not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any

(for reference only. To be submitted in form of BOQ)

COMMERCIAL-BID FORMAT

1. Item/ service bill of material for MPLS/VSAT/LL connectivity for 80 sites

Item ID	Description	Qty	Unit	Unit Price (Rs)	Total w/o Tax	GST Rate	GST	Total
A-01	MPLS/LL Network connectivity for 71 sites as per enclosure, one-time setup including configuration, testing and configuration	1	Set					
A-02	MPLS/LL Network connectivity for 71 sites as per enclosure, support & bandwidth, Annual, Recurring	1	Set					
A-06	Inter MPLS-Network connectivity charges with ICG DISHA MPLS network (One-time)	1	Set					
A-07	Inter MPLS-Network connectivity charges with ICG DISHA MPLS network (Recurring)	1	Set					
A-05	Man Power of L1 level at Interim DR Data Center at CGHQ/Delhi for 24x7x365 onsite network monitoring and support	1	Set					
A-06	VSAT Network connectivity for 09 sites as per enclosure, one-time setup including	1	Set					

Item ID	Description	Qty	Unit	Unit Price (Rs)	Total w/o Tax	GST Rate	GST	Total
	configuration, testing and configuration							
A-07	VSAT Pool bandwidth of 6.5 Mbps for 09 sites as per enclosure, support & bandwidth, Annual, Recurring	1	Set					
A-08	VSAT Inter MPLS-Network connectivity charges with ICG DISHA MPLS/VSAT network (One-time)	1	Set					
A-09	VSAT Inter MPLS-Network connectivity charges with ICG DISHA MPLS/VSAT network (Recurring)	1	Set					

Note:

- (a) One-time expenditure shall be paid in stages till go-live as per RFP
- (b) All recurring charges should be quoted for 01 year. All **recurring payments shall be made on quarterly basis** on satisfactory rendering of IT services by the vendor.
- (c) All required hardware/ software as required should be provided by the bidder as part of managed IT services.
- (d) All network components as specific to Coast Guard should be SDN (Software Defined Network) enabled and should support OpenFlow protocol. Vendor to provide NMS (Network Management System) terminal at Coast Guard premises at New Delhi and also to integrate with Coast Guard NMS system to effectively monitor ICG network as provided by vendor.
- (e) All sites including VSAT to be linked to existing RailTel MPLS cloud at the nearest place. Overall latency of VSAT should be within 700ms
- (f) VSAT bandwidth of 6.5 Mbps for 09 sites shall be pooled and utilised by ICG VSAT sites as required within pool limit
- (g) All installation, software, hardware should be provided with 02 year onsite warranty
- (h) **L1 shall be decided on overall cost of complete package consists of all bill of material and at base cost excluding taxes.**

- (j) On-site Project manager to be positioned at CGHQ till complete GoLive + 03 months stabilization for overall project co-ordination with respective stakeholders.
- (k) Detailed breakdown of each item need to be provided as per Annexure-1 of Appendix-'F' format.
- (l) Individual taxes need to be added as separate columns.

Annexure-1 of Appendix-'F'
(Refer to Para-1(a), (b), (c), (d) of Appendix-'F')

1. Detailed breakdown of commercial bid for MPLS/VSAT/LL connectivity:

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Item ID	SITE ID	CG UNITS	SHIP/BASE	STN ID	STATION	BW Type	BW	Onetime (Rs.)	Recurring (Rs.)
S-01	1	ICG IDR	Base	1	Delhi	MPLS	40.0		
S-02	2	CG Land, Noida	Base	2	Noida	MPLS	4.0		
S-03	3	CGSB(NOI)	Base	2	Noida	MPLS	4.0		
S-04	4	CGAOT(KAN)	Base	3	Kanpur	MPLS	2.0		
S-05	5	ICGS (JAK)	Base	4	Jakhau	MPLS	2.0		
S-06	6	ICGS (VDR)	Base	5	Vadinar	MPLS	2.0		
S-07	7	ICGS (OKA)	Base	6	Okha	MPLS	2.0		
S-08	8	M Behn,, (F-1)	Ship	6	Okha	MPLS	2.0		
S-09	9	ICGS (VRL)	Base	7	Veraval	MPLS	2.0		
S-10	10	DHQ-1 , ICGS(PBD), CGSD(PBD)	Base	8	Porbander	MPLS	4.0		
S-11	11	CGAE (PBD), 850 SQN(CG)	Base	8	Porbander	MPLS	4.0		
S-12	12	Vijit, Rajratan, , (A-1, F-1)	Ship	8	Porbander	MPLS	4.0		
S-13	14	ICGS (MDR)	Base	10	Mundra	MPLS	2.0		
S-14	15	ICGS (PPV)	Base	11	Pipava	MPLS	2.0		
S-15	94	CGOT (Pipav)	Base	11	Pipava	MPLS	2.0		
S-16	16	CGRPS(SRT)	Base	12	Surat	MPLS	2.0		
S-17	17	ICGAS (DMN)/750,, 841 SQN(CG)	Base	13	Daman	MPLS	4.0		
S-18	20	CGSD(MBI)	Base	14	Mumbai	MPLS	4.0		
S-19	21	Sangram, Sankalp, Samrat, , S Prahari, Kamaladevi, Amritkaur, SK Chauhan, Achook, (A-4, F-4)	Ship	14	Mumbai	MPLS	4.0		
S-20	22	CGAIS(MBI),8 42 SQN (CG)	Base	14	Mumbai	MPLS	4.0		
S-21	95	PRT (West)	Base	14	Mumbai	MPLS	2.0		
S-22	23	ICGS (MJR)	Base	15	Murud Janjira	MPLS	2.0		
S-23	24	ICGS (RTG)	Base	16	Ratnagiri	MPLS	2.0		
S-24	25	ICGS (DHU)	Base	17	Dahanu	MPLS	2.0		
S-25	26	DHQ-11/, ICGS (GOA)	Base	18	Goa	MPLS	4.0		
S-26	27	CGAE (GOA), CGASD(GOA), 800 SQN(CG)	Base	18	Goa	MPLS	4.0		

Item ID	SITE ID	CG UNITS	SHIP/BASE	STN ID	STATION	BW Type	BW	Onetime (Rs.)	Recurring (Rs.)
S-27	91	CGRPT (Goa)	Base	18	Goa	MPLS	2.0		
S-28	28	ICGS (KAR)	Base	19	Karwar	MPLS	4.0		
S-29	29	CGAOT(BGL)	Base	20	Bangalore	MPLS	2.0		
S-30	30	K Gandhi, SB Phule, Rajdhoot, (F-3)	Ship	21	Mangalore	MPLS	4.0		
S-31	31	DHQ-3/ ICGS(MNG)	Base	21	Manglore	MPLS	4.0		
S-32	32	ICGS (BPY)	Base	22	Beyepore	MPLS	2.0		
S-33	33	DHQ-4/ ICGS Kochi	Base	23	Kochi	MPLS	4.0		
S-34	34	CGAE(KOC), 747 SQN(CG)	Base	23	Kochi	MPLS	4.0		
S-35	35	Samar, Varuna, Abhinav, , (A-2, F-1)	Ship	23	Kochi	MPLS	4.0		
S-36	77	CGSD (Kochi)	Base	23	Kochi	MPLS	4.0		
S-37	92	CGRPT (Kochi)	Base	23	Kochi	MPLS	4.0		
S-38	36	ICGS (VZM)	Base	24	Vizhinjam	MPLS	2.0		
S-39	37	DHQ-12/ ICGS (KAV)	Base	25	Kavarti	VSAT	2.0		
S-40	38	ICGS (MIN)	Base	26	Minicoy	VSAT	1.0		
S-41	39	ICGS (AND)	Base	27	Androth	VSAT	1.0		
S-42	41	DHQ-5/ ICGS Chennai	Base	28	Chennai	MPLS	4.0		
S-43	42	BMU(CHN)	Base	28	Chennai	MPLS	4.0		
S-44	43	CGSD(CHN)	Base	28	Chennai	MPLS	4.0		
S-45	44	CGAS(CHN)/, CGAIS(CHN)/, 744,848 SQN(CG)	Base	28	Chennai	MPLS	4.0		
S-46	45	Sarang, Sagar, Vishwast, Abeek, Rani Abbakka, Rajshree, Rajtarang, Rajkamal, , (A-3, F-5)	Ship	28	Chennai	MPLS	4.0		
S-47	93	CGRPT (Chennai)	Base	28	Chennai	MPLS	4.0		
S-48	96	PRT (East)	Base	28	Chennai	MPLS	2.0		
S-49	46	ICGS (MDP)	Base	29	Manadapam	MPLS	4.0		
S-50	47	ICGS (TUT)	Base	30	Tuticorin	MPLS	4.0		
S-51	48	Vaibhav, Aadesh, Abhiraj, , (A-1, F-2)	Ship	30	Tuticorin	MPLS	4.0		
S-52	49	ICGS(KKL)	Base	31	Karaikal	MPLS	2.0		
S-53	50	DHQ-13/ ICGS (PCY)	Base	32	Puducherry	MPLS	4.0		

Item ID	SITE ID	CG UNITS	SHIP/BASE	STN ID	STATION	BW Type	BW	Onetime (Rs.)	Recurring (Rs.)
S-54	51	DHQ-6/ ICGS (VZG)	Base	33	Vishakapatnam	MPLS	4.0		
S-55	52	Vigraha, S Paheredar, Priyadarshini, Rani Avantibai, Rajveer, (A-2, F-3)	Ship	33	Vishakapatnam	MPLS	4.0		
S-56	88	Vizag Chetak Flight	Base	33	Vishakapatnam	MPLS	2.0		
S-57	89	CGRPT (Vizag)	Base	33	Vishakapatnam	MPLS	2.0		
S-58	53	ICGS (KPM)	Base	34	Krishanapatnam	MPLS	2.0		
S-59	54	ICGS (NPM)	Base	35	Nizamapatnam	MPLS	2.0		
S-60	55	Rajdhwaj, (F-1)	Ship	36	Kakinada	MPLS	2.0		
S-61	56	ICGS (KND)	Base	36	Kakinda	MPLS	2.0		
S-62	57	DHQ-7/ ICGS (PDP)	Base	37	Paradip	MPLS	4.0		
S-63	58	CGSD(PDP)	Base	37	Paradip	MPLS	4.0		
S-64	59	Vajra, R Sultana, S Naidu, , (A-1, F-2)	Ship	37	Paradip	MPLS	4.0		
S-65	60	ICGS (GPR)	Base	38	Gopalpur	MPLS	2.0		
S-66	61	CGAE(BVR)	Base	39	Bhubaneshwar	MPLS	2.0		
S-67	63	700 SQN(CG)	Base	40	Kolkata	MPLS	2.0		
S-68	90	CGRPT (Kolkata)	Base	40	Kolkata	MPLS	2.0		
S-69	64	DHQ-8/ ICGS (HLD)	Base	41	Haldia	MPLS	4.0		
S-70	65	S Kripalani, Rajkiran, , (F-2)	Ship	41	Haldia	MPLS	4.0		
S-71	66	ICGS (FZR), ,	Base	42	Frazerganj	MPLS	2.0		
S-72	67	CGTLO(BKP)	Base	43	Barrackpore	MPLS	2.0		
S-73	71	745 SQN(CG)	Base	44	Portblair	VSAT	Pool		
S-74	72	DHQ-9/ ICGS (DGP)	Base	45	Diglipur	VSAT	Pool		
S-75	73	DHQ-10/ ICGS (CBL)	Base	46	Campbell Bay	VSAT	Pool		
S-76	74	ICGS (MYB)	Base	47	Mayabunder	VSAT	Pool		
S-77	75	ICGS(KAM)	Base	48	Kamorta	VSAT	Pool		
S-78	76	ICGS(HBY)	Base	49	Hutbay	VSAT	Pool		
S-79	97	ICG IDC	Base	51	Gurgaon	MPLS	40.0		
S-80	97	ICG IDC to IDR	Base	51	Gurgaon	LL	40.0		
TOTAL									

2. **Detailed breakdown of commercial bid for Inter-MPLS cloud connectivity: -**

Sl.	SITE ID	CG UNITS	SHIP / BASE	STN ID	STATION	BW Type	BW	Onetime (Rs.)	Recurring (Rs.)
D-01	1	CGHQ, ICGS(DLI)	Base	1	Delhi	MPLS	4		
D-02	80	CDA(Delhi)	Base	1	Delhi	MPLS	2		
D-03	13	RHQ (NW), ICGS(GDN)	Base	9	Gandhinagar	MPLS	4		
D-04	18	RHQ (W), DHQ-2, ICGS(MBI)	Base	14	Mumbai	MPLS	4		
D-05	19	Buvik	Base	14	Mumbai	MPLS	4		
D-06	79	PCDA	Base	14	Mumbai	MPLS	4		
D-07	86	CDA (Goa)	Base	18	Goa	MPLS	2		
D-08	87	CDA (Karwar)	Base	19	Karwar	MPLS	2		
D-09	81	CDA (Kochi)	Base	23	Kochi	MPLS	2		
D-10	40	RHQ(East), MRCC(CHN)	Base	28	Chennai	MPLS	4		
D-11	82	CDA (Chennai)	Base	28	Chennai	MPLS	2		
D-12	83	CDA (Vizag)	Base	33	Vishakapatnam	MPLS	2		
D-13	62	RHQ(NE)/ ICGS (KOL)	Base	40	Kolkata	MPLS	4		
D-14	84	CDA (Kolkatta)	Base	40	Kolkatta	MPLS	2		
D-15	69	RHQ(A&N)/, DHQ-14/ ICGS(PBR)	Base	44	Portblair	VSAT	Poo l		
D-16	85	CDA (Port Blair)	Base	44	Port Blair	LL	2		
TOTAL									

3. **Summary cost:-**

- (a) One-time charges on Para-1 & 2: Rs. _____ (Rupees _____ only)
- (b) Recurring charges connectivity on Para-1 & 2 and onsite manpower at NOC/IDR as per para-1 A-03 of Para-1 of Appendix-F: Rs. _____ (Rupees _____ only)

- (c) Taxes for one-time charges on para-3(a): Rs. _____ (Rupees _____ only)
- (d) Taxes for recurring charges on para-3(a): Rs. _____ (Rupees _____ only)
- (e) Total cost (para-3(a)+(b)+(c)+(d)): Rs. _____ (Rupees _____ only)

Note: Detailed breakdown on tax components to be provided.

ABBREVIATIONS & TERMINOLOGIES

AD	Active Directory
AAO(N)	Area Accounts Office (Navy). Defence accounting office for Indian Navy & Indian Coast Guard.
AO(N)	Accounts Office (Navy). Defence accounting office for Indian Navy & Indian Coast Guard.
BEU	Bulk Encryptor Unit
CAL	Client Access License
CDA(N)	Controller of Defence Account (Navy). Sub-ordinate offices of PCDA(N) located at various places of India.
CGHQ	Coast Guard Headquarters, New Delhi
CITRA	Connectivity on Interim for Tat Rakshak Applications
CPE	Customer Premise Equipment as provided by TSP
CPSU	Central Public Service Undertaking organisations.
DCG-1	Digital Coast Guard – Phase I
DCIM	Data Center infrastructure management
DISHA	Digital Infrastructure Services for Hosting Applications. A project of Coast Guard to deploy managed IT infrastructure as services
DPM	Defence Procurement Manual-2009 & amendments
DRSR	Coast Guard Disaster Recovery Server Room at Coast Guard Headquarters, New Delhi.
EMS	Electronic Mail System
EPANS	Electronic Pre-Arrival Notification on Security (EPANS). A software system to facilitate submission of International Maritime Organisation (IMO) mandated information prior to entering Indian waters by merchant ships.
EPMIS	Enrolled Personnel Management Information System (EPMIS). HR application to manage all HR activities of Enrolled Personnel of Coast Guard.
ERP	Enterprise Resource Planning software
GPON	Gigabit Passive Optical Network

HA	High-Availability. A configuration to provide maximum availability of IT infrastructure & services.
HIIMIS	Human Investment Integrated Management Information System (HIIMIS). HR application to manage all HR activities of Coast Guard personnel including Officers, Enrolled Personnel and Civilian Personnel.
HQ.	Headquarter
IAM	Identity and Access Management
IC4	ICG Cyber Command and Control Center. It monitors and manages all aspects of ICG IT Operations including NOC, SOC, Cloud, Application Support and Service Desks. IC4 to operate 24x7x365.
ICG	Indian Coast Guard
IDC	Interim Data Center at RailTel Data Center, Gurgaon
IDR	Interim Disaster Recovery Data Center at CGHQ, New Delhi
IPADS	Integrated Pay And Disbursement System (IPADS). It is envisaged to automate the Pay and Allowances of ICG personnel including online submission of Genforms, claims and various forms affecting IPA (Individual Pay Account). The IPADS shall act as centralized accounting system for pay related activities at PCDA (N), all CDAs, and management of personnel related activities at RHQs, CGHQ and Buvik.
ISP	Internet Service Provider, who provide internet services
ITIL	Information Technology Infrastructure Library
ITSM	Information Technology Services Management
LL	Leased Line
MPLS	Multiprotocol Label Switching
NOC	Network Operations Center of ICG to manage and monitor all WAN/LAN sites including VSAT links
OEM	Original Equipment Manufacturer
OFC	Optical Fiber Cable
OHC	Overhead Cabling of Fiber
PCDA(N)	Principle Controller of Defence Accounts (Navy). Defence accounting office for Indian Navy & Indian Coast Guard located at Mumbai.
PM	Project Manager
RF	Radio Frequency link
RHQ	Coast Guard Regional Headquarters
ROW	Right of Way to establish last mile links by OHC/UGC/RF

SAFAL	Surface Aviation Finance and Logistics ERP
SDDC	Software Defined Data Center
SDN	Software Defined Networking
SI	System Integrator
SOP	Standard Operating Procedure
SOW	Scope of Work
SPOC	Single-Point-Of-Contact
TSP	Telecom Service Provider, who provide various telecom related services including MPLS, Leased Line & VSAT
UGC	Underground Cabling of Fiber
VSAT	Very Small Aperture Terminal. A satellite communication system.

Instructions for Online Bid Submission

1. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

2. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

3. **Registration**

(a) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online bidder Enrolment**" on the CPP Portal which is free of charge.

(b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

(c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

(d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

(e) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

(f) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

4. **Searching for tender documents**

(a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

(b) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

(c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

5. **Preparation of bids**

- (a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- (b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- (c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- (d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

6. **Submission of bids**

- (a) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- (b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (c) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- (d) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- (e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- (f) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of

the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

(g) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

(h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

(j) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

(k) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

7. **Assistance to bidders**

(a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

(b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.