

REQUEST FOR PROPOSAL

Document for  
Consultancy Services for Implementing  
**Wide Area Network**  
in  
**Delhi State (DSWAN)**

<b>Name of the Company/ Firm</b>			
<b>Address for the Correspondence</b>			
<b>Telephone No.</b>		<b>Fax No.</b>	

[ NIT No.:042-2005-0026 Dated : 30-09-2005 ]

[Last Date and Time for Submission of RFP :28th October 2005  
upto 1600 hrs ]

[To be opened on 28th October 2005 at 1630 hrs in the office of  
Secretary(IT), Dept. of Information Technology, Govt. of NCT of  
Delhi ]

## **TABLE OF CONTENTS**

<b>S.No.</b>	<b>Name of Chapter</b>	<b>Page No.</b>
	REQUEST FOR PROPOSAL	4
	Definitions & Acronyms	5
1	Invitation for Bids	6
2	Important Dates	7
3	Project Profile	8
4	Scope Of The Work	12
5	Eligibility Criteria	19
6	Earnest Money Deposit (EMD)	20
7	Bidding Process	21
8	Bid Submission	22
9	Validity of Offers	23
10	Disqualification	24
11	Bid Evaluation Process	25
12	Performance Security	27
13	General Terms & Conditions	28
14	Termination of Contract / Force Measures	30
15	Terms of Payment	29
16	Form of Request for Proposal	30
17	Financial Bid	32
<b>Annexure</b>		
I	List of Departmental Application	33
II	Geographic Map of Delhi	37
III	Network Diagram	38
IV	Responsibility of Technology Partner (NIC)	39
V	Implementation Phases – Location wise	42

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**List of Annexure**

SINo	Annexure	Topic
1	Annexure – I	List of Departmental Applications
2	Annexure – II	Geographic Map of Delhi
3	Annexure – III	Network Diagram
4	Annexure – IV	Technical Partner (NIC) s' Responsibility
6	Annexure – V	Implementation Locations Phase wise

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## REQUEST FOR PROPOSAL

Department of Information Technology, Govt. of NCT of Delhi invites the proposal from reputed IT / Consultancy / Telecommunication companies registered in India to provide consultancy services for monitoring the implementation of Wide Area Network for the Delhi State (DSWAN).

Earnest Money Deposit	Rs.50,000/- (Rs. Fifty Thousand only))
Period of Sale of Tender Document	Free of Cost – Downloadable from website <a href="http://it.delhigovt.nic.in">http://it.delhigovt.nic.in</a> from 30 <sup>th</sup> September 2005 to 28th October 2005 1600 hrs.
Last Date & Time of Submission of Bids	28th October 2005 1600 hrs
Date & Time of Opening of Bids	28th October 2005 1630 hrs
Place of sale of Tender Document	Only from Website <a href="http://www.it.delhigovt.nic.in">www.it.delhigovt.nic.in</a>
Download from websites	<a href="http://delhigovt.nic.in/tender">http://delhigovt.nic.in/tender</a>

## DEFINITIONS & ACRONYMS

GNCTD	<b>GNCTD</b> would invariably mean Department of Information Technology, Government of NCT of Delhi.
DSWAN	The DSWAN would mean Wide Area Network to be established in the State for Government of Delhi.
Tendering Authority	Secretary (IT), Department of Information Technology, Govt. of NCT of Delhi, Level – 9, 'B' Wing, Delhi Secretariat New Delhi – 110 002. Ph : 23392074, 23392254 Fax : 23392402 Email : <a href="mailto:santulan@nic.in">santulan@nic.in</a>
RFP	Request for Proposal
ToR	Terms of Reference
IPR	Interim Project Report is the term given to Draft report to be submitted by Project Consultant in the required format within the time specified.
FPR	Final Project Report is the term given to Final Project Report. This report would be submitted by <u>Project Consultant</u> after the approval of IPR.
Project Consultant or Consultant	Is that successful bidder whose offer is accepted by the GNCTD for providing services for the work defined in this RFP.
Technology Partner	NIC is the Technology Partner which will build and operate the DSWAN

## Chapter-1 INVITATION FOR BIDS

- 1.1 GNCTD intends to engage a professional consultancy agency for monitoring the implementation of Delhi State Wide Area Network (DSWAN). The major task involving consultant are given below -
  - 1.1.1 Vetting the design / architecture of DSWAN prepared by the Technology Partner (NIC)
  - 1.1.2 Network Implementation Supervision and acceptance test
  - 1.1.3 Network Security Audit
  - 1.1.4 Network Monitoring and Audit for five years
- 1.2 Department of Information Technology, GNCT of Delhi invites the Request for Proposal from reputed IT / Consultancy / Telecommunication companies registered in India to provide consultancy services for monitoring the implementation of Wide Area Network for the Delhi State Wide Area Network (DSWAN).
- 1.3 GNCTD is issuing this Request for Proposal ("**RFP**") for inviting bids comprising Technical and Commercial Bids from eligible bidders, to select the Project Consultant for the Delhi State Wide Area Network (DSWAN).
- 1.4 The eligible companies/firms must be incorporated under Indian Companies Act, 1956.
- 1.5 Each bidder shall submit only one RFP.
- 1.6 The two-stage selection procedure shall be adopted that will proceed as follows:
  - 1.6.1 The first stage proposal will consist of Technical Bid. The Commercial Bids of only qualified bidders based on evaluation of the Technical Bid shall be opened. A decision as to whether or not a Bidder will be qualified based on the Bidder's experience, financial standings, technical capabilities as demonstrated by Bidder's response to the requirements of the RFP document.
  - 1.6.2 All bids must be accompanied by an Earnest Money Deposit (EMD) of Rs. 50,000/- (Rs. Fifty Thousand only) in the form of Banker's Cheque or Demand Draft, Bank Guarantee in the name of **Secretary(IT)** payable at New Delhi
- 1.7 GNCTD reserves the right to make necessary changes in the terms of the Project, and to reject any or all Bids without assigning any reasons thereof.
- 1.8 The Bid shall remain valid for 180 days after the date of Bid opening.
- 1.9 Bid documents must be sent at the address given below, upto 1600 hrs on **28th October 2005** ("Submission Deadline") and Technical Bid will be opened on the same day at 1630 hrs at the address given below in the presence of the Bidder's representative, who wish to attend. Date and time of opening of Commercial Bids will only be intimated to qualified bidders.

**Office of the Secretary (IT),**  
Department of Information Technology,  
Govt. of NCT of Delhi,  
Level – 9, 'B' Wing,  
Delhi Secretariat, I.P. Estate,  
New Delhi – 110 002.  
Tel.: 011-23392074, 23392254

## Chapter-2 IMPORTANT DATES

S.No.	Events	Date	Location
1.	Date of Publication of Notice Inviting RFP	30 September 2005	In news papers, Web Site of Delhi Government ( <a href="http://www.it.delhigovt.nic.in">www.it.delhigovt.nic.in</a> , <a href="http://www.delhigovt.nic.in/tender">www.delhigovt.nic.in/tender</a> )
2.	Date of Commencement for download of RFP	30 September 2005	Downloadable from websites only
3.	Last date for receipt of queries	7 October 2005	e-mail: santulan@nic.in Fax: 23392402
4.	Pre-bid Conference	10 October 2005 3.00 pm	Department of I.T., Level – 9, 'B' Wing, Delhi Secretariat, New Delhi – 110 002
5.	Last Date & Time of Submission of Bids	28 October 2005 1600 hrs	Department of I.T., Level – 9, 'B' Wing, Delhi Secretariat, New Delhi – 110 002.
6.	Date & Time of Opening of Technical Bid	24 October 2005 1630 hrs	- do -
7.	Date & Time of Opening of Financial Bid	Will be intimated to all the technically qualified bidders separately	

**Note:**

All queries received by last date 7<sup>th</sup> October 2005 will be answered and kept on the website of IT Department (<http://it.delhigovt.nic.in>). No separate replies will be sent to the individuals. Therefore all prospective bidders are advised to check the website for response of queries as well as change / amendments of any clause of RFP

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## Chapter-3

### PROJECT PROFILE

#### 3.1 Background

Delhi is one of the first States in India that realized the power of Information Technology in improving the quality of life of its citizens. Automation of Transport Department, Sales Tax Department, Excise Department, District Collectors offices etc. were first to be undertaken. The tempo got built up and today most of the public dealing departments have been computerized. The next step towards full automation was putting in the place information infrastructure to connect departments together for sharing information resources to provide integrated look and feel of the Government to the citizens.

Delhi is the City State, which was only one District till 1993. In 1993 nine Districts were created much later than creation of nine police Districts, 12 zones of MCD, 4 zones of PWD, 12 water zones and 11 Sewer zones of DJB etc. Thus unlike bigger States, administrative structure and zone/districts of various departments do not match. In other words State Head Quarter District Head Quarter Sub Division Talukas structure does not prevail in that strict pattern in Delhi and hence straight jacket approach of creation of SWAN will not be applicable to Delhi and other Union Territories like Chandigarh, A & N Islands, Daman & Diu, Lakshadweep and smaller states like Goa.

#### 3.2 Existing Setup

All 9 District Head quarters of Delhi State are already connected with 2 MB of Leased Line terminating at State Head Quarter Data Center maintained by National Informatics Centre (NIC).

State Data Center is already connected with NIC with a dedicated Leased Line with RF connectivity as a backup. NIC is also having 4 MBPS of Internet Bandwidth for Delhi State Data Center.

#### 3.3 Proposed Setup

Government of NCT Delhi proposes to set up a Delhi State Wide Area Network (DSWAN) to modernize the communication set up of Government to improve the Administrative effectiveness & efficiency, thus improving the Quality of public service being provided to common man and quicken the overall development of the State through improvement of Intra-Government and Government -Citizen Interfaces.

The DSWAN would be implemented on Modified Build-Operate-Transfer basis spread over a period of five (5) years to provide Data connectivity to various departments designated offices of Government of NCT Delhi and other location as identified by the Govt. of Delhi. The DSWAN will have a suitable topology, use state-of-the art technologies and have flexibility to expand / upgrade to cover all parts of the state.



Connecting departments together was started first by connecting all DC offices by a 2 MB Leased line with Delhi Secretariat to run centralized applications on Land Records, Certificates preparation etc. The state Government has planned to connect all major departments/agencies, which are located at 75 physical locations.

Out of 75 physical locations State Government is planning to provide dedicated leased line connectivity to 70 physical locations terminating at Delhi State Head Quarter with a backup connectivity of 128 KBPS ISDN line. And rest 5 locations shall be terminating using 128 KBPS ISDN line. This dedicated Lease line State Wide Area Network shall facilitates the departments to have the following

- Centralized access to e-governance applications, department applications and portals.
- Electronic mail services
- 24 \* 7 internet facility

### **3.4 Applications on DWSAN**

3.4.1 Following are the centralized applications that will be implemented on DSWAN

- a. Indraprastha Bhulekh (Land Records Information System)
- b. e-Dastavej (Document – Delhi Online Registration Information System also known as DORIS)
- c. Employee/Infrastructure/Finance Information System of Education Department.
- d. Tender Notice Information System
- e. File Monitoring system
- f. e-Purty (Store Management Software)
- g. e-Courtis (Court Case Management Software)
- h. Procurement Management System
- i. e-Yojana (Plan Scheme Monitoring system)
- j. e-Praman Patra (Certificate Monitoring system)
- k. Land Acquisition Management Software
- l. Integrated Finance Management System (Combination of PAO –2000, DDO-2005 and Budget Monitoring System).

3.4.2 List of e-Governance Applications presently running on Pilot Basis

- a. Computerization of MLA fund
- b. TNIS (Tender Information System)
- c. TNIS Version 2.0 (Contract Monitoring System)
- d. JOBS Website
- e. Inventory of Hardware's
- f. Contact Management
- g. Road digging & Cutting
- h. Children separated from their families.
- i. Procurement of Hardware and Software
- j. Attendance Monitoring System

3.4.3 Below is the list of centralized applications that will be added to above list

- a. Electronic Tendering System (E-Procurement System)
- b. Citizen Relationship and Grievance Management System and Call Center.
- c. Citizen Service Bureaus (One-stop shop for all government services)
- d. Intra-Delhi (One point access system in Dash Board format)
- e. Road Cutting Information System.
- f. GIS based Utility Mapping System.
- g. Data Warehouse & Business Intelligence System

3.4.4 List of Departmental Applications which will be running on DWAN are given at **Annexure I**

### **3.5 Description of DSWAN**

The DSWAN has to be open standards based, scalable, high capacity Network to carry Data traffic among designated offices of Government of NCT Delhi offices at State Head Quarter (SHQ) at IP Estate, all Department Head Quarter (DHQ) of Delhi Government, Deputy Commissioner Offices (DCO), Regional Transport Offices (RTO) and Hospitals (HOSP).

There are 98 Departments, 9 District Offices, 27 Sub Divisional Magistrate Offices (SDMO) and 9 (RTO) that are required to be connected in DSWAN. DSWAN is planned to link all DHQs, DCOs, SDMs, RTOs.

The envisaged initial bandwidth for DSWAN is 2 Mbps for connecting SHQ with DHQs, DCOs, SDMs & RTOs. All Government departments are envisaged to be connected with DSWAN horizontally on 2Mbps bandwidth based on their requirement and availability. Calculation of Bandwidth is done considering the total number of application user at each location.

Different departments of Government of NCT Delhi have implemented or are implementing separate networks (LANs) and DSWAN shall have provision for connecting them for permitted services.

DSWAN shall also provide single point Internet connectivity through 2 Mbps leased line at SHQ.

The connectivity to end-user shall be based on standard leased circuits, ISDN dialup, using Ethernet ports as the termination node as appropriate for the individual offices. The Network shall have single point Gateways of adequate capacity to Internet and other existing and upcoming Networks. A Network diagram for the proposed Delhi State Wide Area Network "DSWAN" solution is as shown in Annexure III.

The DSWAN shall be built vertically on three tiers of Network connectivity comprising:

- Primary Tier consisting of SHQ
- Secondary Tier consisting of Selected DHQs, DCOs, RTOs, SDMOs, Selected Hospitals
- Tertiary Tier consisting of Selected DHQ, Selected Hospitals

Phasewise implementation has been indicated in Annexure - V

Geographical Map of Delhi with locations marked for connectivity provided is enclosed as Annexure – II

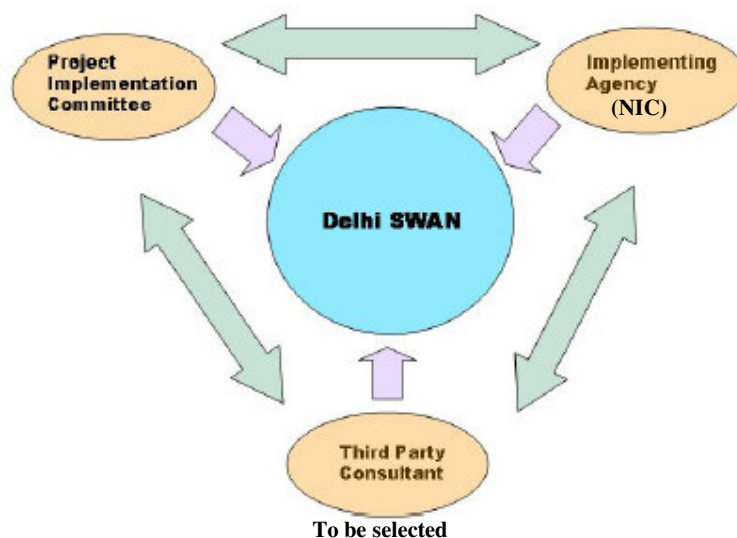
The following services are to be provided by the Operator (NIC):

- Connectivity for data
- Connectivity for Internet and other networks.

### 3.6 Implementation of SWAN

Government of Delhi has received a grant-in-aid from Government of India under the Nation e-Governance Action Plan (NEGAP) for establishment of the SWAN where hiring the consultant is also an important part. NIC has been designated as the implementing agency for the SWAN. Looking at the complexity of this project, GNCT of Delhi has taken a decision to engage a professional consultancy agency to monitor the implementation of DSWAN on its behalf. The detailed scope of the consultancy services is narrated in Chapter 4 of this RFP.

The responsibility structure of the different stake holders in **DSWAN** Project is as given below:



## Chapter-4 SCOPE OF THE WORK

Department of Information Technology, Government of NCT of Delhi intends to have consultancy services in order to implement Delhi State Wide Area Network

- 4.1 Following activities for SWAN have already been taken carried by the Technology Partner (NIC) and by IT Department –

Project Conceptualization; Preparation of Detailed Project Report based on study of each PoP and Service Level Agreement with NIC

- 4.2 The Scope of work under this RFP is broadly categorized into the following areas:

4.2.1 Vetting the design / architecture of DSWAN prepared by the Technology Partner (NIC) (Phase – 1)

4.2.2 Network Implementation Supervision and acceptance test (Phase – 2)

4.2.3 Network Security Audit (Phase – 3)

### Estimated Time

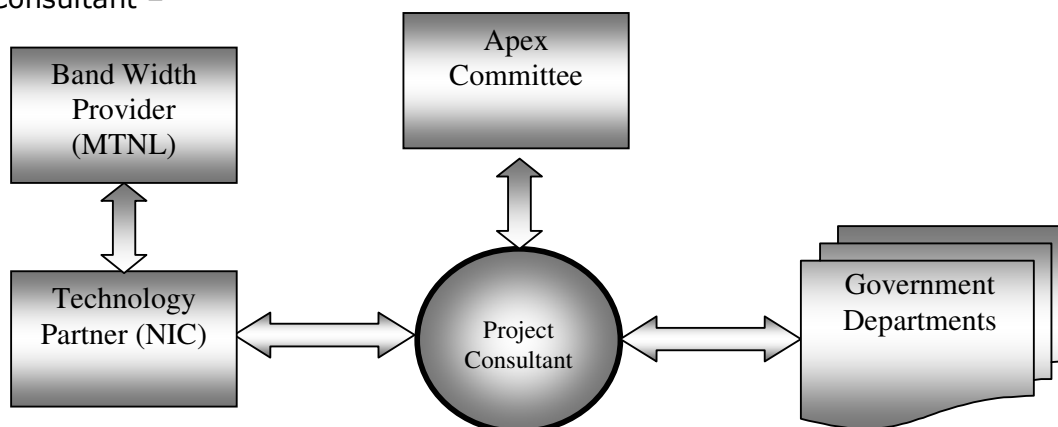
**Phase I:** 1 and a half months

**Phase-II:** 4 and half months

**Phase-III:** 4 years and six months

These are the estimated timelines, which may under go change during implementation. However, payment to consultants will be linked to exact duration of work and manpower deployed.

Following is the diagrammatic representation of interaction of Project Consultant –



- 4.3 The detailed scope of work is given below –

### 4.3.1 Vetting the design / architecture of DSWAN (Phase – I)

#### 4.3.1.1 To Review –

4.3.1.1.1 Feasibility Study

4.3.1.1.2 Bill of Material

4.3.1.1.3 Business model proposed for network management

- 4.3.1.1.4 The report on current training requirements of Government Employees prepared by NIC.
- 4.3.1.2 To define comprehensive operational management requirements of SWAN steady state operations
- 4.3.1.3 To vet Service Level Agreement for the Bandwidth provider, SWAN operator vendor and other agencies prepared by IT Department
- 4.3.1.4 To vet guidelines for the Bandwidth provider
- 4.3.1.5 To define the detailed roles and responsibilities of the stakeholders (State Implementing Agency, Bandwidth Provider, SWAN Operator vendor, consulting agency) involved in the execution of project.
- 4.3.1.6 To define a level of services in terms of availability of various components of the networks and quantum of penalties leviable in terms of failure.
- 4.3.1.7 Period of Phase – I: **1 ½ Month**
- 4.3.1.8 Manpower requirement for Phase I
- One Sr. Consultant
  - One Network Consultant
  - One Network Implement Supervisor
  - One Network & Security Auditor
- 4.3.1.9 Deliverables in forms of Reports**
- Vetted Agreement to be signed with implementing agency
  - Vetted Service Levels and Service Metrics

#### **4.3.2 Project Monitoring till Commissioning Stage (Phase-II)**

- 4.3.2.1 To support the State/Project Implementation Committee in their discussions and providing guidance & clarifications to Implementing Agency/ Technology Partner (NIC)
- 4.3.2.2 Periodic review of the Project Plans & progress.
- 4.3.2.3 Advise the State Implementing agency upon the corrective measures and mitigation plans.
- 4.3.2.4 To provide assurance that the strategies adopted by the NIC are in alignment with the SWAN Objectives.
- 4.3.2.5 Supervision of the installation and testing of the network to be implemented by NIC.
- 4.3.2.6 Overseeing the implementation and operations of the network to ensure that Service Level Agreements defining various operational service parameters and enforceable penalties w.r.t. non-compliance of these parameters cover all situations.

- 4.3.2.7 To ensure Co-ordination between the various Agencies (State Implementing Agency, Bandwidth Provider, NIC and different state departments)
- 4.3.2.8 To support in preparation of Bill of Material for the procurement of the Material / Equipments / Components under rate contract.
- 4.3.2.9 To oversee that equipment as per requirement provided by the Operator.
- 4.3.2.10 Verification and measurement of the bills submitted by various agencies working for DSWAN in accordance with the technical and operational requirements prescribed in the Agreement signed with the State.
- 4.3.2.11 To provide support to the State in the 'Change Management' initiatives and training the in-house IT persons.
- 4.3.2.12 To provide assistance to the State in acceptance Testing to be carried out before commissioning the network for actual use.
- 4.3.2.13 Period of Phase-II: **4 ½ Months**
- 4.3.2.14 Manpower requirement for Phase II
  - One Sr. Consultant
  - One Network Consultant
  - One Network Implement Supervisor
  - Four Field Engineers
  - One Network & Security Auditor
- 4.3.2.15 Deliverables in forms of Reports**
  - Portfolio of Applications and their compatibility with the SWAN
  - Project Issues and Risks with risk mitigation Strategies Report
  - Certification on the Acceptance testing before commissioning

#### **4.3.3 Network Monitoring and Audit as per SLA (Post implementation) (Phase – III)**

- 4.3.3.1 Preparation of reports about availability of various components of the Network vis-à-vis SLA.
- 4.3.3.2 Review the bandwidth up-gradation requirements over 2 Mbps leased lines.
- 4.3.3.3 To ensure Co-ordination between the various agencies (State Implementing Agency, Bandwidth Provider, SWAN Operator Vendor, NIC and different state departments)
- 4.3.3.4 To track Project issues and risks and to design mitigation strategies (Bandwidth Management related issues, Security related issues, Network Expansion related issues, Manpower related issues)

- 4.3.3.5 To obtain the user's feedback to identify gaps in the services and to provide recommendations to the State regarding issues like-
- External Connectivity (Inter SWAN, Internet) to Networks (LANS) at State, Districts and blocks.
  - Inter Connectivity with the proposed National Backbone - Data centers
  - Expansion of Network
  - Address allocation, NAT and Routing strategy only for Intra SWAN & Central Govt. Department
  - Obtaining high levels of uptime for SWAN

**4.3.3.6 Audit Responsibilities**

- Audit of the Installation of the equipments, Site Condition/ Inspection, Maintenance schedule as per defined the SLAs
- Monitor the Bandwidth failures and escalate the issues to the Project Implementation team
- Auditing the network utility and submission of recommendations for improvements half yearly basis

4.3.3.7 Period of Phase-III: 4 Years 6 Months

**4.3.3.8 Manpower requirement for Phase III**

- One Sr. Consultant
- One Network & Security Auditor
- One Network Audit Consultant

**4.3.3.9 Deliverables in forms of Reports**

- Project issues and risks with risk mitigation strategies Report as per requirement of GNCTD but at least once every quarter.
- Designing and expansion and enhance strategies for the SWAN as per the requirement of GNCTD.
- Project and change management of the ongoing operations as per requirement of GNCTD but at least once every quarter.
- SLA Audit Reports of the operations of SWAN and Bandwidth Operators every month.
- MIS reports regarding uptime / downtime of the network and the bandwidth failure every month.

**4.4 Expected Team Structure**

In terms of manpower requirement to maintain smooth and continuous operation, entire scope of work has been categorized into three broad areas of operation. These are as follows –

- Project Review and Consultancy

- Network implementation supervision and acceptance test.
- Network Security Audit

Based on the above areas of operation, requirement of specialist resources is envisaged. The detail of the resources with their respective roles is mentioned in the table given below –

S. No.	Resource Type	Min. Qualification / Years of Experience	Description of Role Deployment	Type	Manpower Requirement
1	Sr. Consultant	BE PMP or MBA specialization in IT. 8 year of experience in relevant field	<ul style="list-style-type: none"> <li>• Project administration</li> <li>• Review of the reports submitted by Implementation agency</li> <li>• Proposing suitable business model for the project</li> <li>• Training and Change Management Formulation of Guidelines</li> <li>• Formulation of agreements with service providers, vendors</li> <li>• Measure of performance of vendors, service providers</li> <li>• Defining roles of all stakeholders of the Delhi SWAN implementation project</li> <li>• Monitoring Service Level Agreement (SLA) with vendors</li> <li>• Ensure the compliance with SWAN Guidelines during the project implementation</li> </ul>	<b>Phase-I</b> – Full time <b>Phase-II</b> – Full Time <b>Phase-III</b> – 5 working days per month.	1
2	Network Consultant	B.Tech / BE and CCNP 5 years of experience in Networking	<ul style="list-style-type: none"> <li>• Assistance to Sr. Consultant to review all reports submitted by implementing agency</li> <li>• Technical Assistance to DoIT and PIC during the meeting / discussion with Implementing agency / vendor</li> <li>• Network hardware and media capacity assessment</li> <li>• Monitoring the project implementation</li> </ul>	Phase – I and Phase – II (Till network gets fully established. )	1



				<p>to ensure the deadlines are met as per the pre-defined schedule</p> <ul style="list-style-type: none"><li>• Cross verification of site feasibility and bandwidth capacity assessment envisaged by Implementing agency</li><li>• Preparation of H/w rate contract</li><li>• Planning of IP scheme for the network along with the Network Implementation Supervisor</li></ul>		
3	Network Implementation Supervisor	3 Year Diploma and 8 years of experience in or BE/ B.Tech with 5 years of experience	<ul style="list-style-type: none"><li>• Planning for Network implementation timeframe</li><li>• Supervision of link commissioning, Hardware installation as per the prescribed Bill of Material (BoM)</li><li>• Prioritisation of activities</li><li>• Identification of bottlenecks and subsequent resolution for faster implementation</li><li>• Interaction with Implementing agency, services providers, vendors to develop work synergy</li><li>• Value added Guidance to vendors, service providers to expedite the process of link commissioning, hardware installation</li><li>• Managing the field engineers and guidance</li><li>• Division of area among the field engineers</li></ul>	Phase-I and Phase-II (Till the network is established + Supervision of Training programme to locations)	1	
4	Field Engineer	BE/B. Tech CCNA Two years experience	<ul style="list-style-type: none"><li>• Coordination between the Implementing agency and the Service Provider for commissioning of links</li><li>• Day to day report on progress to Network Implementation Supervisor</li><li>• Technical Guidance to vendors during the</li></ul>	Phase-II (Till the network is established + Supervision of Training programme to locations)	4	

				installation of network hardwares <ul style="list-style-type: none"> <li>• Acceptance test of the hardwares</li> <li>• Checking of the health of the links before the commissioning sign off is given to the Service Provider</li> <li>• Acceptance test in terms of connectivity to SHQ and online transfer of data</li> <li>• Preparation of Network hardware Asset detail</li> <li>• Preparation of circuit detail</li> <li>• Supervision of training programme to be conducted by the Implementing agency to location wise user groups</li> </ul>		
5	Network Security Auditor	BE / B.Tech CCIE / CISA Five year experience in same field	<ul style="list-style-type: none"> <li>• Review of the Security policy designed by the Implementing agency</li> <li>• Network audit at Regular Interval under following parameters:               <ul style="list-style-type: none"> <li>○ Vulnerability Scan</li> <li>○ Penetration Test</li> <li>○ Firewall Assessment</li> <li>○ Firewall Policy Review</li> <li>○ Internal Audit</li> <li>○ Security Audit</li> <li>○ Internet Application Testing</li> <li>○ Wireless Security Audit</li> <li>○ Security Policy Review</li> </ul> </li> </ul>	Visiting Consultant (One week, five working days in every quarter till the end of 5th Year .i.e. during Phase-II and Phase-III)	1	
6	Network Audit Consultant	B.Tech / BE 2 year experience in similar field or Graduate with CCNA	Monitor the Network and SLA on full time basis	Full time during Phase-III	1	

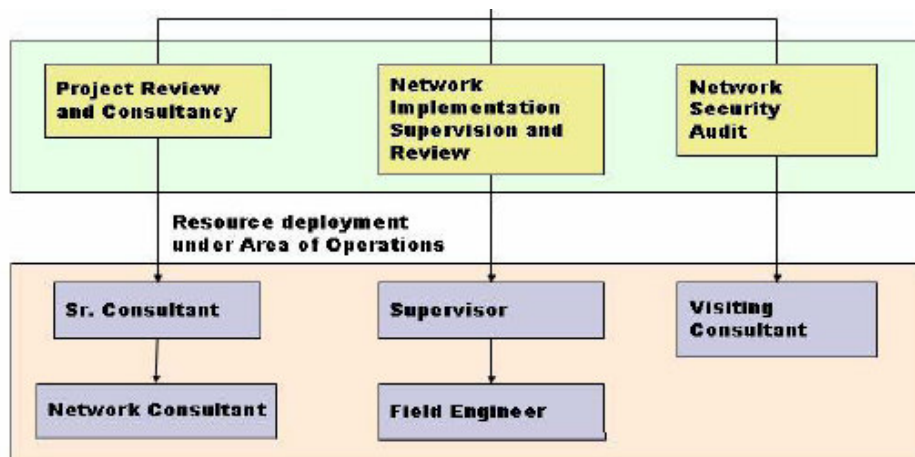
**Note:**

- 1 Expected duration of Phases  
Phase-I 1 ½ Month  
Phase-II 4 ½ Months  
Phase – III 4 Years 6 Months (54 Months)  
In case the work of a phase gets changed, the payment to consultant will be get changed automatically and will be based on the rates quoted

for each category of manpower and duration of their deployment.

2. CVs of personnel to be deployed must be provided alongwith the technical bid.

During the currency of the project, if any employee of selected bidder working on the DSWAN project leaves, the bidder will have to provide substitute of similar qualification and experience after getting approval of IT Department of GNCTD.



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## Chapter-5

### ELIGIBILITY CRITERIA

- 5.1. The Project Consultant must strictly fulfill the criteria given in the succeeding paragraphs. The bidder must submit documentary evidence in support of their claim for fulfilling the criteria and they should submit an undertaking on their letterheads to the fairness of these documents in support of their claim while submitting the Bids. The bids received without documentary evidence and the required Earnest Money will be out rightly rejected
- 5.2. **Technical Criteria:**
- 5.2.1. The Bidder must have previous experience in designing & implementing Telecommunication/Wide Area Network projects of similar nature in India, where the project cost was at least **Rs. 2.00 Crore (Rs. Two Crore Only)**. The Project Consultant is required to submit copy of work order and work completion certificates of at least one such project.
- 5.2.2. The Bidder must have been in the business of Telecommunication / Network Consultancy for the last five years.
- 5.2.3. The Bidder should be ISO 9001:2000 certified for IT infrastructure Services or System Integration (valid ISO certificate to be enclosed)
- 5.3. **Financial Criteria**
- 5.3.1. Annual turn over (Operating Revenue + Other Revenue) of the Bidder in each of the last three years should be a minimum of Indian Rs. 50.00 crores (Rs. Fifty Crores only). Please. submit a copy of audited balance sheet
- 5.4. **General Criteria**
- 5.4.1. The Bidder must be a Company registered under Indian Companies Act 1956. A copy of registration certificate issued by Registrar of Companies should be attached.
- 5.4.2. The Bidder should not have been black listed by any State or Central Government in India

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## Chapter-6 EARNEST MONEY DEPOSIT

- 6.1 The bidder shall furnish, as part of the Technical Bid, an Earnest Money amounting to Rs. 50,000/- (Rs. Fifty Thousand only).
- 6.2 The EMD shall be in Indian Rupees and shall be a Banker's Cheque or Demand Draft or Bank Guarantee in the name of **Secretary (IT), payable at New Delhi**. The instrument should be issued by a Bank having at least one branch at New Delhi. Such negotiable instrument should be valid for a period of Six months (180 days) from the date of opening of Bids.
- 6.3 Earnest Money of unsuccessful bidders will be returned within 60 days after the expiration of the period of bid validity prescribed in the bid document.
- 6.4 Earnest Money of the successful bidder will be released once the bidder signs the agreement and furnishes the performance guarantee.
- 6.5 The Earnest Money will be forfeited on account of one or more of the following reasons:
- 6.5.1. The Bidder withdraws their bid during the period of bid validity specified by them on the bid letter form.
  - 6.5.2. Bidder does not respond to requests for clarification of their bid
  - 6.5.3. Bidder fails to co-operate during the bid evaluation process, and
  - 6.5.4. In case of a successful Bidder, the said Bidder fails:
    - 6.5.4.1. to sign the Agreement in time; or
    - 6.5.4.2. to furnish Performance Guarantee
- 6.6 The EMD may be adjusted in the Performance Security by depositing the difference amount of Performance Security or alternatively EMD could be refunded back by taking fresh Performance Security.

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## Chapter-7 BIDDING PROCESS

- 7.1 The bidding comprises of two-bid system. The Technical Bid consists of Schedules 1 to Schedule 9 and Financial Bid.
- 7.2 The bidder has to submit an earnest money of **Rs. 50,000/- (Rupees Fifty Thousand only)** along with the technical bid. The technical bid along with earnest money should be placed in one envelop and should be marked as **"Technical Bid for Consultancy Services for Implementing Wide Area Network for Government of NCT of Delhi (DSWAN)"** and the financial bid in another envelop marked as **"Financial Bid for Consultancy Services for implementing Wide Area Network for Government of NCT of Delhi (DSWAN)"**. Both these envelops should be sealed separately and should further be kept in a third envelop marked as **"Bid for Consultancy Services for Implementing Wide Area Network for Government of NCT of Delhi (DSWAN)"** and sealed properly.
- 7.3 **The Technical bids will be opened on 28th October 2005 at 1630 Hrs in room number B908 at Delhi Secretariat** Thereafter the technical bids will be evaluated by GNCTD. The short listed bidders will be asked to give a presentation on the following points on the dates assigned to them by GNCTD.
- Brief about Company/ Firm (one slide only)
  - Brief on the project executed (five projects maximum, two slides for each project)
  - Proposed approach on the DSWAN Project (max. ten slides)
- 7.4 The Financial bid of only the technically short listed bidders would be opened.

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## **Chapter-8**

### **BID SUBMISSION**

- 8.1 The bid shall be typed or written in indelible ink and shall be signed by the bidder or a person duly authorized to bind the bidder to the Contract/ Agreement. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid. Bids having any kind of overwriting, use of fluid to remove the information, etc will be rejected immediately.
- 8.2 The last date for submission of bid is **28th October 2005** up to **1600** hrs. The sealed bid must be submitted on or before above mentioned date to –

**Office of the Secretary (IT),  
Department of Information Technology,  
Govt. of NCT of Delhi,  
Level – 9, 'B' Wing,  
Delhi Secretariat, I.P. Estate,  
New Delhi – 110 002.**

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## **Chapter-9**

### **VALIDITY OF BIDS**

- 9.1 Bids shall remain valid for 180 days after the date of Bid opening. A Bid valid for a shorter period shall be rejected as non-responsive.
- 9.2 In exceptional circumstances, Government of Delhi may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The EMD shall also be suitably extended. A Bidder granting the request is not required nor permitted to modify the Bid.



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## Chapter-10

### DISQUALIFICATION

- 10.1 GNCTD, may in its sole discretion and at any time during the processing of RFP, disqualify any bidder from the RFP process if the bidder has –
- 10.1.1 Submitted the RFP after the schedule date and time.
  - 10.1.2 Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
  - 10.1.3 If found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
  - 10.1.4 Submitted an RFP, which is not accompanied by required documentation and Earnest Money Deposit (EMD) or is non-responsive.
  - 10.1.5 Failed to provide clarifications related thereto, when sought.
  - 10.1.6 Submitted more than one RFP. This will cause disqualification of all or subsequent to first or last RFP submitted by such applicants.
  - 10.1.7 Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
  - 10.1.8 A Bid not valid for at least 180 days shall be considered as non-responsive and would be disqualified.

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## Chapter 11 BID EVALUATION PROCESS

**11.1 Opening of Technical Bids :** The Tendering Authority will open the technical bids in the presence of bidders' representatives who choose to attend the opening of technical bids on 28th October 2005 at 1630 hrs at the following location :

**Department of Information Technology,  
Govt. of NCT of Delhi,  
Level – 9, 'B' Wing, Delhi Secretariat,  
I.P. Estate, New Delhi – 110 002.**

The bidders' representatives who are present shall sign a register evidencing their attendance. Financial Bids will remain unopened and will be held in the custody of the Tendering Authority until the time of opening of the Financial Bids. The time and date and location of the opening of the Financial Bids will be intimated in writing or by fax by the Tendering Authority to the technically qualified bidders.

**11.2 Preliminary Examination of Technical Bids:** The Tendering Authority will examine the technical bids to determine whether they are complete, whether the documents have been properly signed, whether the required EMD is enclosed, and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the minimum levels of the performance or other criteria specified in the bidding documents will be rejected by the Tendering Authority and not included for further consideration.

**11.3 Evaluation of Technical Bids:** The Tendering Authority will carry out a detailed evaluation of the bids in order to determine whether the bidders are qualified and whether the technical aspects are substantially responsive to the requirements set forth in the bidding documents. In order to reach such a determination, the Tendering Authority will examine the information supplied by the Bidders and other requirements in the bidding documents, taking into account the criterion mentioned in Chapter

**11.4 Clarification of Technical Bids and Contacting the Tendering Authority:** The Tendering Authority may conduct clarification meetings with each or any Bidder to discuss any matters, technical or otherwise. The bidder may be required to make presentations on his methodology for carrying out the tasks. If considered necessary the Tendering Authority may like to visit projects being handled by the bidder.

**11.5 Invitation to Attend Opening of Financial Bids:** At the end of the evaluation of the Technical Bids, Tendering Authority will invite bidders who have submitted substantially responsive technical Bids and who have been determined as meeting the eligibility criteria as

mentioned in Chapter 5, to attend the bid opening of the Financial Bids. Bidders shall be given reasonable notice of the Financial Bid opening.

**11.6 Opening and Evaluation of Financial Bids:** The Tendering Authority will open the Financial Bids of bidders who submitted substantially responsive Technical Bids and who have been determined as meeting the eligibility criteria as mentioned in Chapter 5 (technically qualified bidders) at the time and date at the location advised to the bidders. The bidder's representatives who are present shall sign a register evidencing their attendance.

The bidder's names, the Bid Prices, the total amount of each bid, any discounts, and such other details as the Tendering Authority may consider appropriate, will be announced and recorded by the Tendering Authority at the opening. The bidder's representatives will be required to sign this record.

**11.7 Correction of Errors:** Price Bids determined to be substantially responsive will be checked by the Tendering Authority for any errors. If there is a discrepancy between the quoted rate in figures and the quoted rate in words, the rate in words will take precedence unless in the opinion of the Tendering Authority there is an obvious mistake made in the quoted rate in words. Arithmetic errors will be rectified on the following basis. If there is a discrepancy between the unit rate and the total cost that is obtained by multiplying the unit rate and quantity, the unit rate multiplied by quantity shall prevail and the total cost will be corrected unless in the opinion of the Tendering Authority there is an obvious misplacement of the decimal point in the unit rate, in which case the total cost as quoted will govern and the unit rate corrected. If there is a discrepancy between the total bid amount and the sum of various costs, the sum of the various costs shall prevail and the total bid amount will be corrected.

The amount stated in the Form of Financial Bid will be adjusted by the Tendering Authority in accordance with the above-mentioned point for the correction of errors and, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount of bid, its bid will be rejected, and the EMD shall be forfeited.

## Chapter-12 PERFORMANCE SECURITY

- 12.1 Project Consultant shall carry out the services in conformity with general professionally and technically accepted norms relevant to such assignments that are required for the enterprise wide networking systems which are to the entire satisfaction of GNCTD.
- 12.2 Performance Guarantee will be 5% of the quoted cost rounded off to the nearest thousand. Deployment of personnel, quality of output, and quality of manpower will be used to determine the performance of bidder.**
- 12.3 In the event of any deficiency in services, the Project Consultant shall promptly redo such design and engineering, at no additional fees to the GNCTD.
- 12.4 Within 7 days of receipt of the notification of award from the GNCTD, the Project Consultant shall furnish to the GNCTD performance security for the Services in the form of Bank Guarantee valid for five years and two months in the name of Secretary(IT) payable at New Delhi.**
- 12.5 Failure of the Project Consultant to comply with the requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the Performance Security.
- 12.6 During the currency of assignment, the project consultant shall appoint the manpower as specified in para 4.4.
- 12.7 Liquidated Damages (Penalty Clauses)**
- 12.7.1 If the project consultant requires an extension of time in completion of any of the deliverable, he shall apply in writing to the authority, which has placed the work order, for the same immediately after the Project Consultant becomes aware of the eventuality but not after the stipulated date of completion of work.
- 12.7.2 Extension in the period may be granted with or without liquidated damages by the Tendering Authority.
- 12.7.3 The liquidated damaged will not exceed the total cost of consultancy under this RPF.
- 12.8 Forfeiture of Performance Security**
- 12.8.1 The performance security submitted by the project consultant could be forfeited if the project consultant fails to deliver the deliverables as per terms laid down in this document. [Pl. refer to chapter 4.3]
- 12.9 Release of Performance Security**
- 12.9.1 The performance security would be released only after the expiry of one month from the date of expiry of complete contract.

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### Chapter-13

#### GENERAL TERMS AND CONDITIONS

- 13.1 The Bidder shall bear all costs associated with the preparation and submission of the bid, GNCTD will not be responsible for those costs regardless of the conduct or outcome of the bidding process.
- 13.2 Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required in the bidding documents or submits a Bid not substantially responsive to the bidding documents in any respect may result in the rejection of the Bid.
- 13.3 The bidder would be required to submit his Financial Bid separately and it would be mandatory for the bidder to quote for both the stages.
- 13.4 The offer alone for Phase – 1 or Phase – 2 or Phase- 3 would not be considered and summarily rejected.
- 13.5 Subletting of any part of the assignment by the project consultant to any person would not be allowed through out the project duration except manpower required for short period i.e. "Network Security Audit"
- 13.6 **The Project Consultant would not be allowed to form a consortium and bid jointly.**
- 13.7 If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to by the parties to the Secretary, Information Technology, GNCT of Delhi who shall be the Sole Arbitrator of the dispute and whose decision shall be final and binding for all.
- 13.8 All disputes arising because of difference in opinion or otherwise would be subject to the jurisdiction of courts in Delhi only.
- 13.9 Tendering authority is not bound to accept the lowest tender and may reject any tender or any part of the tender without assigning any reason thereof.
- 13.10 GNCTD reserves the right to abandon the relationship at any stage during the contract without giving any prior notice to the Project Consultant.

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## **Chapter-14**

### **Termination of Contract / Force Majeure / Arbitration**

#### **14.1 Termination of Contract**

##### **14.1.1 Termination for Default**

The GNCTD may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the qualified Bidder, terminate the contract in whole or in part if:

- The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract, of any extension thereof granted by the GNCTD.
- The qualified Bidder fails to perform any other obligation(s) under the contract.

The qualified Service Provider will also be liable for any loss suffered by the GNCTD because of his negligence. However, the disputes, if any, may be referred to Arbitration.

##### **14.1.2 Termination for Insolvency, Dissolution etc**

The GNCTD may at any time terminate the contract by giving written notice to the qualified Bidder without compensation to the qualified Bidder, if the qualified Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the GNCTD.

GNCTD may at any time terminate the contract by giving written notice to the qualified Bidder without compensation to the qualified Bidder, if the qualified Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the GNCTD.

##### **14.1.3 Termination for Convenience**

The GNCTD reserves the right to terminate by prior written notice, the whole or part of the contract. The notice of termination shall specify that termination be for GNCTD 's convenience, the extent to which performance of work under the contract is terminated and the date on which such termination becomes effective.

#### **14.2 Force Majeure**

Notwithstanding the provisions of the tender, the Bidder shall not be liable for forfeiture of its performance guarantee, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform

its obligations under the contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the GNCTD either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the qualified Bidder shall promptly notify the GNCTD in writing of such conditions and the cause thereof. Unless otherwise directed by the GNCTD in writing, the Bidder shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The GNCTD may terminate this contract, by giving a written notice of minimum 30 days to the Bidder, if as a result of Force Majeure, the Bidder being unable to perform a material portion of the services for a period of more than 60 days.

#### **14.3 Arbitration and Jurisdiction**

If any dispute arises between the Parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of this Agreement or regarding a question, including the questions as to whether the termination of this Agreement by one Party hereto has been legitimate, both Parties hereto shall endeavor to settle such dispute amicably. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts [which attempt shall continue for not less than 30(thirty) days], give 15 days notice thereof to the other party in writing.

In the case of such failure the dispute shall be referred to a sole arbitrator or in case of disagreement as to the appointment of the sole arbitrator to three arbitrators, two of whom will be appointed by each party and the third appointed by the two arbitrators. The place of arbitration shall be Delhi.

The Arbitration proceeding shall be governed by the Arbitration & Conciliation Act, 1996. The proceedings of arbitration shall be in English language. The arbitrator's award shall be substantiated in writing. The court of arbitration shall also decide on the costs of the arbitration procedure. The parties hereto shall submit to the arbitrator's award and the award shall be enforceable in any competent court of law. The Department may terminate this Contract, by giving a written notice of termination of minimum 30 days, to the Service Provider if the Service Provider fails to comply with any decision reached

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consequent upon arbitration proceedings. The contract shall be interpreted in accordance with the Indian law/Contract Act.



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## **Chapter-15**

### **TERMS OF PAYMENT**

15.1 Payment schedule to the Project Consultant, shall be as given below  
–

Phase – I After the supply and acceptance of deliverables by  
Department of Information Technology as given in para 4.3.1.9

Phase – II After the supply and acceptance of deliverables by  
Department of Information Technology as given in Para 4.3.2.15

Phase-III Every quarter after the submission of following reports

- Network Audit report
- SLA Audit Reports of the operations of SWAN and Bandwidth Operators
- MIS reports regarding uptime / downtime of the network and the bandwidth failure.
- Any other report sought by DIT on change management, expansion of network, risk mitigation, etc

Fee will be paid against a pre-receipt bill duly verified by the IT Department.

## Chapter-16

### FORM FOR REQUEST FOR PROPOSAL

#### Schedule - I. Addressed to:

- |                                    |   |
|------------------------------------|---|
| a. Name of the tendering authority | <b>Secretary (IT),<br/>Department of Information Technology</b>                     |
| b. Address                         | <b>Level – 9, 'B' Wing, Delhi Secretariat,<br/>I.P. Estate, New Delhi – 110 002</b> |
| c. Telephone                       | <b>011- 23392074, 011-23392254</b>  |
| d. Fax                             | <b>011-23392402</b>   |
| e. Email                           | <a href="mailto:santulan@nic.in"><b>santulan@nic.in</b></a>                         |
| f. Website                         | <a href="http://www.it.delhigovt.nic.in"><b>www.it.delhigovt.nic.in</b></a>         |

**Schedule - II. NIT Reference :** \_\_\_\_\_  
\_\_\_\_\_ **-09-2005**

**Dated :**

#### Schedule - III.

- |  |                       |                        |
|--|-----------------------|------------------------|
| 1. <b>Name of bidder</b>                             |                       |                        |
| 2. <b>Name of Contact Person</b>                     |                       |                        |
| 3. <b>Registered Office Address</b>                  |                       |                        |
| 4. <b>Year of Establishment</b>                      |                       |                        |
| 5. <b>Type of Firm</b>                               | <b>Public Limited</b> | <b>Private Limited</b> |
| Put Tick( ✓ ) mark                                   |                       |                        |
| 6. <b>Telephone Number(s)</b>                        |                       |                        |
| 7. <b>Email Address/ WebSite</b>                     | Email:                | Web-Site:              |
| 8. <b>Fax No</b>                                     |                       |                        |
| 9. <b>Mobile Number</b>                              |                       |                        |
| 10. <b>Area of Specialization in the Field of IT</b> |                       |                        |

**Schedule - IV** .The rates quoted are valid up to \_\_\_\_\_. (Subject to a minimum of 180 days from the date of opening of the bid). The validity can be extended with mutual agreement.

**Schedule - V** . Following documents are attached towards the proof of earnest money deposited.

Sno	Earnest Money Deposited	Number	Dated
1.	through		
1.	Demand Draft		
2.	Banker's Cheque (Local only)		
3	Bank Guarantee		

**Schedule - VI.** We agree to abide by all the conditions mentioned in this Tender Notice issued by the Tendering Authority and also the further conditions of the said Tender Notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein).

**Schedule - VII.** The rates for the services as mentioned in the Financial Bid have been enclosed separately.

**Schedule - VIII**

S.No.	Eligibility Criteria	Details	Page No. of documentary proof Annexed at
1.	No. of projects of designing & implementing Telecommunication/ Wide Area Network projects of similar nature in India, where the project was at least Rs. 2.00 crore. <b>The Project Consultant is required to submit copy of work order and work completion certificates of at least one such project.</b>		
2.	ISO 9000:2000 certified for IT infrastructure Services / System Integration / Consultancy Services (Copies of the relevant ISO Certificates to be enclosed)		
3.	Annual turn over (Operating Revenue + Other Revenue) in each of the last three years (Annual Reports/Audited Balance Sheets & Profit & Loss Accounts to be attached)		
	Financial year 2002-03		
	Financial year 2003-04		
	Financial year 2004-05		
4.	Status of your company/ organization (Certificate of incorporation/ Article of Association)		
5.	Address of local office in NCR Region		
6.	Have you ever been blacklisted by any State or Central Government in India?		
7.	Any other		

**Schedule – IX** CVs of the proposed manpower for the project

## Chapter-17 FINANCIAL BID

### Charges for Project Table – T1

1	2	3	4	5	6	7			8	9	10	11	12
						Duration			Cost				
Sl. No	Recourse	Phase-I	Phase-II	Phase-I	Phase-II	Phase-III		Phase-III	Phase-I	Phase-II	Phase-III	Quantity	Total
		Cost Per Month		In months		Cost @5 working days per month		In months					
1	Sr. Consultant	Rs.		1.5	4.5	Rs.		54	Rs.	Rs.	Rs.	1	Rs.
2	Network Consultant	Rs.		1.5	4.5				Rs.	Rs		1	Rs.
3	Network Implementation Supervisor	Rs.		1.5	4.5				Rs.	Rs		1	Rs.
4	Field Engineer		Rs.		4.5					Rs		4	Rs.
						Phase-III		Phase-III					
						Cost Per Month		In months			Phase-III	Quantity	Total
5	Network Audit Consultant					Rs.		54			Rs.	1	Rs.

**Table–T2**

1	2	3	4	5	6
SINo	Resource	Phase-II and Phase-III	Duration	Quantity	Cost
		Cost @5 working days per quarter	20 Quarter		
6	Network Security Auditor	Rs.	20	1	

X1

X2

**Grand Total:** Sum of last cell of column 12 of table T1 (named as X1) and last cell of column 6 of table T2 (named as X2)

**Please write quoted grand total amount in words**

**(Rs. \_\_\_\_\_)**

**Name & Signatures of the Bidder along with Seal**

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**Note :**

1. The bidder is advised to quote charges in absolute Indian Rupees inclusive of all taxes, levies, service tax etc.
2. The lowest bid will be considered on the basis of Total cost quoted by the bidder.
3. No cutting / use of fluid will be allowed in any case.

**Signature with Stamp**

(To be submitted in a separate sealed envelop with **Financial Bid for Consultancy Services for implementing Wide Area Network for Government of NCT of Delhi (DSWAN)** written on the top of the envelope)

Annexure I

**List of Departmental Applications**

Department Name	List of Applications
Department of Information & Technology	E-tendering
	Citizen Relationship and Grievance Management System and Call Center.
	Tender Notice Information System
	Procurement Management system
Municipal corporation of Delhi	Property Tax information System
	Public Grievance System
	E-Procurement
	Employee Information System
	Hospital Information System
	Financial Management System
	Workflow tracking System
New Delhi Municipal Corporation	GIS - GPS based Solid Waste Transportation management System
	Grievance Redressal/Management System
	Issuance of computerized Death and Birth Certificates
	Library Information System
	Automation of Power Distribution System
	Centralized File/Document management System
	Vehicle Tracking for Garbage collection vehicle
	Integrated Health Service System
	Geographical Information System for councils
Department of Revenue	E-Praman Patra
	Marriage Registration Information System
	Prime Minister Rozgar Information System
	NOC Monitoring and Issuance
	Budget Information Sustem
	Payroll System
	Swarn Jyanti Sahri Rozgar Yojna Information System
	Delhi On-Line Registration Information System
Directorate of Education	Management Information System

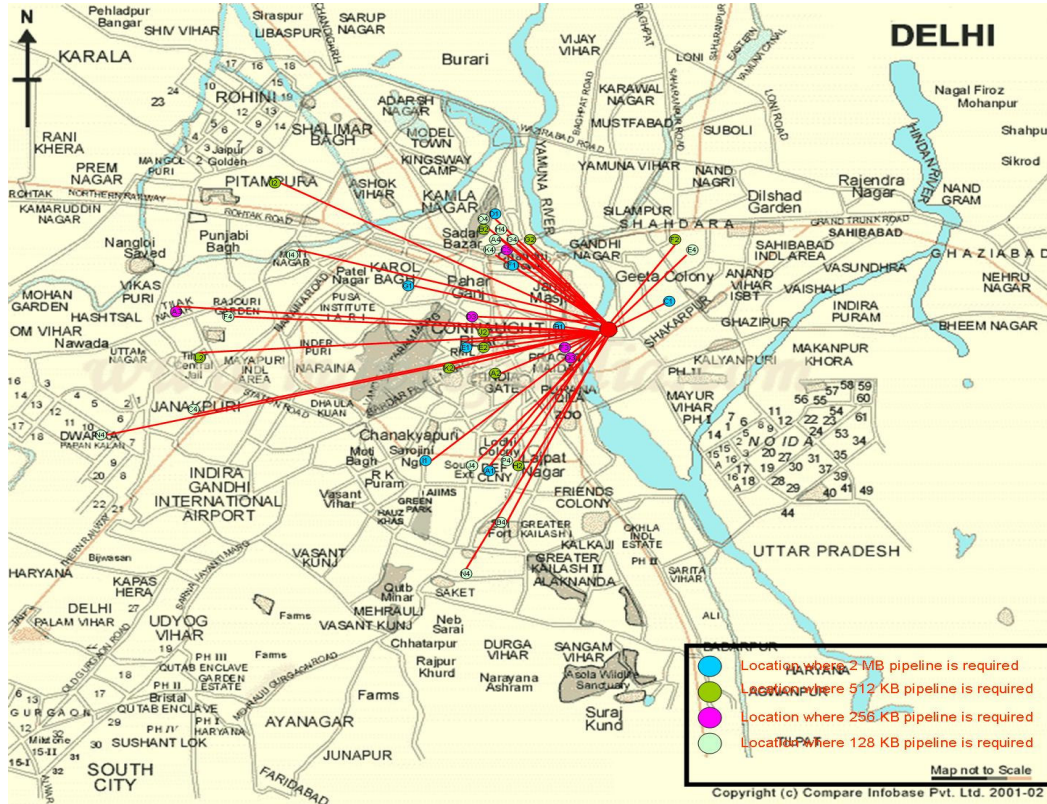
	Employee Information System
	Payroll System
	Finance System
	Student System
	School Plant System
	Estate System
	Court Vigilance and file Track system
Pay and Accounts Department	PAO 2000 (Accounting Information System)
Directorate of Training & Technical Education	Payroll System
	Faculty Data Management
	Nomination of Students
	VIP Reference Monitoring
	File Movement
Department of Industries	Registration of SSI Unit
	Registration of Societies
	Registration of Partnership Firms
	Land Management system
	Recoveries of loan and Interest
	Personnal Information System
	Quality Marketing Scheme
	Payroll System
	Status of Alternative industrial plots/refund of EMD
	Registration of Grease/Lubricating oil manufacturing firms
	Court Cases
Department of Labour	Online booking of Holiday Homes
	Online Registration of Trade union
Department of Sales Tax	Dealer directory
	Tax Query System
	Statutory Forms Query System
	Complaints and Grievance Redressal System
	Query on Central Forms issued by the Department
Department of Transport	Vahan
	Sarathi
	Online Registration
Registrar Cooperative Society	E-Sahakarita

	File Monitoring system
Directorate of Health Services(DHS)	Hospital Information System in GTB Hospital and GB Pant Hospital. O.P.D. Registration system in six hospitals Computerisation of non Medical components. Online Blood Bank Information System.
Directorate of Information and Publicity	Press Accreditation Card Management
Department of Planning	E-yojana
Department of Land and Building	Land Acquisition Management System
	Financial Management Information System
	Housing Loan recovery System
	Court Cases monitoring system
	Alternate Plots Information System
	Government House Recovery
Public Works Department	Personal Information Management System
	Works Monitoring System
	Government Accomodation Allottment System.
Directorate of Social Welfare	Old Age Pension Scheme
	FAS Schemes
	Payroll System
	Children separated from their Families Software
Delhi Jal Board(DJB)	Billing and Accounting System complaint monitoring system
Delhi Finance Corporation	Loan Accounting System
	One Time Settlement Software
	Transport loan Accounting
Delhi State Industrial Deve. Corp. Ltd.	File Tracking system Inventory Management System Financial Accounting System Personal Information System Laon Recovery and Estate Management System
Delhi Transport Corporation	Automatic Vehicle tracking System
	Payroll System
	Computerised Bus pass centre

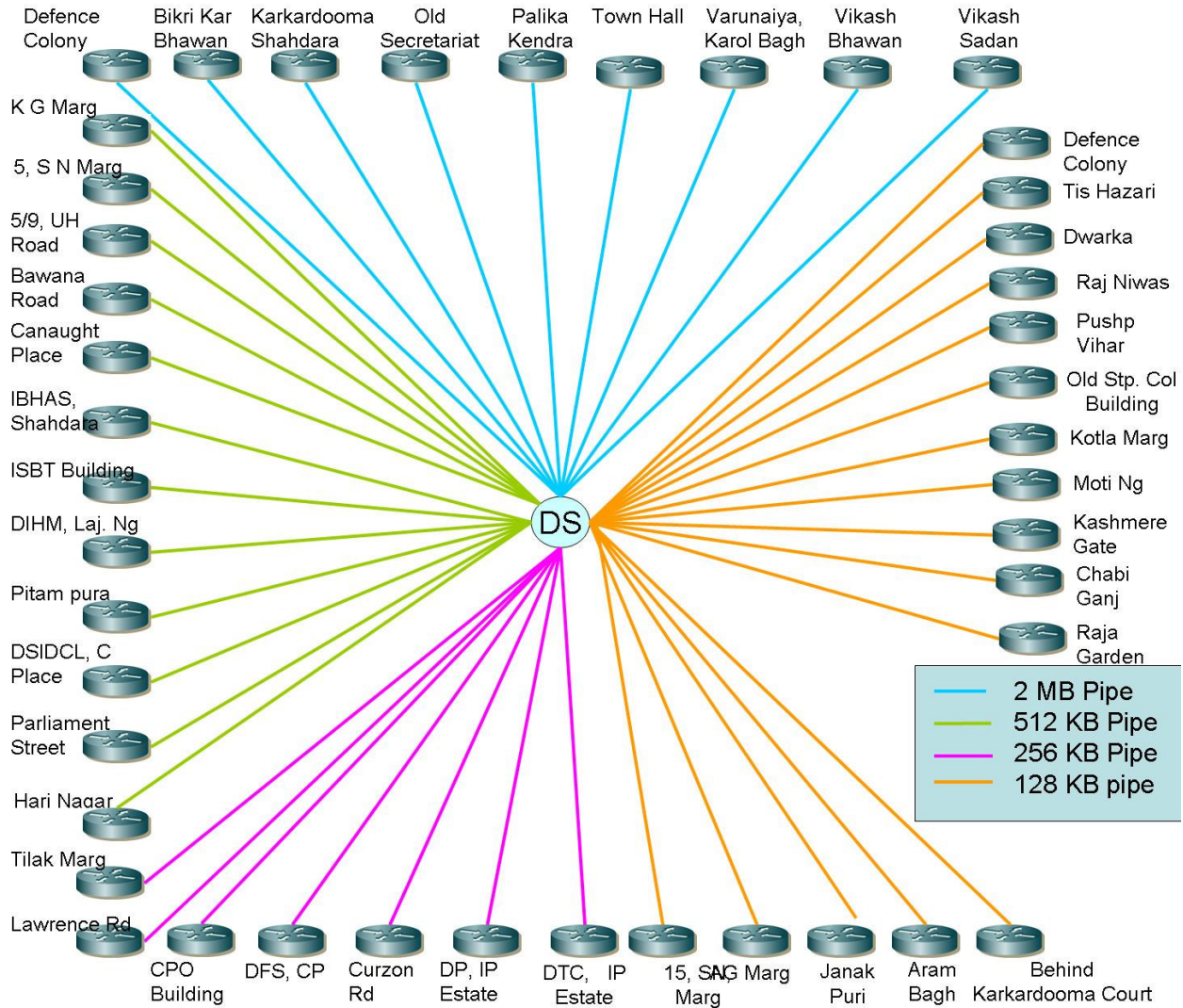


Prevention of Food Adulteration	Web based application software for monitoring public complaints. Reports on food sample lifted
Tihar Prosons	Prisons Management System (PMS)
DTTDC	Inventory Management System
	Financial Accounting System

## Geographic Map of Delhi



## Network Diagram



## **RESPONSIBILITIES of TECHNOLOGY PARTNER (NIC)**

- 5.1 NIC will be responsible for Implementation, Operation and Maintenance of DSWAN.
- 5.2 The operator will be responsible for carrying out the activities as mentioned below from 'i' to 'ix' and the services as prescribed in Service Level Agreement (SLA) for Network, Facility And Bandwidth Management at Annexure XIX.
- i. ***Formulate the suitable guidelines for standardization, Interoperability, and Interconnects requirement between NICNET and Delhi SWAN and also among different SWAN's.***
  - ii. ***Formulate Security Guidelines***
  - iii. ***Identify the Bandwidth provider***
  - iv. ***Do Feasibility Study***
    - ***Finalize of Point of Presence (POP) list***
    - ***Prepare - site preparation cost for all POP's and Bandwidth access charges cost with respect to identified bandwidth***
  - v. ***Finalize of Hardware Components of the project in accordance with Guidelines issued.***
  - vi. ***Procure, install and commission the DSWAN.***
  - vii. Procure transmission/connecting media.
  - viii. Integrate network as part of implementation activity.
  - ix. Operate, maintain and upgrade equipment/network by executing a Service Level Agreement (SLA) with NIC for Operation & Maintenance for the entire period of contract as an integral part of supplies and implementation.
- 5.3 As NIC will be responsible for smooth functioning of network, availability of spares will be taken care of to maintain the guaranteed uptime.
- 5.4 The operator shall provide services on the basis of continuous availability as per the Service Levels defined in Annexure XIX for the period of the Agreement.
- 5.4.1 The Operator will carry out a Detailed Feasibility Study covering
- User Requirements at each location
    - Data Requirements
    - Bandwidth Requirement:
  - Network connectivity
  - Data Connectivity
  - Trunk Interface for connectivity to each location
  - Internet Connectivity
  - Other Networks
  - Backup media
  - Network requirements
  - Network design
  - Operational requirements
  - Redundancy
  - Interfaces
  - Security
  - Requirement of primary tier
    - Multi service Equipment Architecture requirements.

- 
- High Availability Requirements.
  - Miscellaneous Requirements
  - Compression Modules.
  - Performance Requirements.
  - Software Requirements
  - WAN Protocols support.
  - Congestion Management.
  - Traffic Management.
  - Multimedia and QoS Requirement.
  - Backup for the active link shall be supported (Bandwidth Optimization support).
  - Accounting Requirement.
  - Network Management and Trouble Shooting.
  - REQUIREMENT FOR CONNECTING CO-LOCATED & REMOTE OFFICES (as the case may be)
  - Data center architecture:
    - Core Switch Specification:
    - Specification for other Switches:
  - Requirement of secondary tier, tertiary tier, co-located & remote offices
    - Multi service Equipment Architecture requirements.
    - High Availability Requirements.
    - Miscellaneous Requirements
    - Compression Modules.
    - Performance Requirements.
    - Software Requirements
    - WAN Protocols support.
    - Congestion Management.
    - Traffic Management.
    - Multimedia and QoS Requirement.
    - Backup for the active link shall be supported (Bandwidth Optimization support).
    - Accounting Requirement.
    - Network Management and Trouble Shooting.
    - Voice Interface standards support requirements.
  - All hardware specifications
  - Requirement of NMS, performance monitoring & firewall features
  - Requirement of intrusion detection system & antivirus software features
  - Specifications for construction of rooms & pre-fabricated structures at various SHQ and other locations
- 5.4.2 NIC shall make necessary arrangements for obtaining, maintaining and managing required number of leased / ISDN/ dial-up lines etc. with sufficient capacity from Mahanagar Telephone Nigam Limited (MTNL) or any alternate basic service provider on behalf of and in the name of Government of NCT Delhi to meet DSWAN requirements.
- 5.4.3 NIC will ensure that the incremental requirement in Bandwidth (upgradability) shall be operational within 20 days from the date of request. All expandability requirements shall be implemented & operational from the start of fourth year.



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- 5.4.4 It shall be the responsibility of the operator to provide Internet Connectivity from 2 Mbps upto 8 Mbps at SHQ as per requirement during the currency of agreement.
- 5.4.5 The operator shall be responsible for all network elements including system software and line interface units at the SHQ, DHQs, DCOs, SDMOs, RTOs, HOSPs/ and co-located & remote offices for data services. The operator shall demonstrate the functioning of data service at each centre.
- 5.4.6 The operator shall be responsible for all the equipment required at the WAN Control Centre / Network Operation Centre (NOC).
- 5.4.7 For all services Internet connectivity and bandwidth required at the WAN Control Centre / Network Operation Centre (NOC) shall be the responsibility of the Operator.
- 5.4.8 All tools/ equipments required for testing shall be made available by the operator throughout the period of contracted service.

Operator shall note that details as illustrated in this document are only indicative, for reference only and by no means limited to and exhaustive. In case, any additional equipment, software and material are necessary to meet the requirements, the same shall be provisioned by NIC.

### Implementation Phases Location Wise - PHASE I

S. No	Location	Departments Covered
1	Bikri Kar Bhawan	Department of Sales Tax, Department of Chit Fund
2	Old Secretariat	Directorate of Eco and Stat, Directorate of Agricultural Marketing Directorate of information and Publication Delhi Legislative Assembly Directorate of Education Delhi Pharmacy Council
3	Vikas Bhawan	State Consumer Dispute Redressal commission Principal Account Office Department of welfare of SC/ST Delhi Commission for Women Delhi minority Commission Election Office Department of Food supplies and Consumer Affairs Department of Excise Entertainment and Luxury Tax Public Grievance Commission Department of Weight and measures Department of Land and Building
4	5, Shyam Nath Marg	Department of Labour Directorate of Employment Department of Revenue Urdu Academy
5	5/9 under Hill Road	Department of Development Department of Transport
6	ISBT Building	Delhi Pollution control committee Department of Irrigation and Flood control

		Directorate of Manpower and Employment
7	F-17, Karkardooma Shahdara Delhi 110032	Directorate of Health Services
8	Palika Kendra, Sansad Marg New Delhi	NDMC
9	Town Hall Delhi 110006	MCD
10	Varunaiya, Karol Bagh New Delhi 110005	Delhi Jal Board(DJB)
11	Parliament Street New Delhi 110001	Registrar Cooperative Society
12	A-20, Lawrence Road, Indl. Area Delhi 110035	Directorate of Prevention of Food Adultration (PFA)
13	Curzon Road Barracks, New Delhi 110002 check address - MSO - I, IP Estate	Public Works Department
14	DP, IP Estate	Delhi Police
15	DTC, IP Estate	Delhi Transport Corporation
16	Old St. Stephen College Building, Kashmere Gate Delhi	Chief Electoral Office
17	Raj Niwas Delhi	Lt. Governor Of Delhi Office
	Deputy Commissioner (North) 1, KRIPA NARAIN MARG, Delhi – 110054	SDM (Civil Lines) 1, KRIPA NARAIN MARG, Delhi - 54
	(Already connected)	SDM (Sadar Bazar) 1, KRIPA NARAIN MARG, Delhi - 54
		SDM (Kotwali) 1, KRIPA NARAIN MARG, Delhi - 54
	Deputy Commissioner (East) L.M. Bandh, Shastri Nagar, Geeta Colony, Delhi-31	SDM (Gandhi Nagar) Office of the Sub- Divisional Magistrate, L.M. Bandh Road, Shahstri Nagar, Geeta Colony, Delhi-31.
	(Already connected)	SDM (Preet Vihar) Office of the Sub- Divisional Magistrate, L.M. Bandh Road, Shahstri Nagar, Geeta Colony, Delhi-31.
		SDM (Vivek Vihar) Office of the Sub- Divisional Magistrate, L.M. Bandh Road, Shahstri Nagar, Geeta Colony, Delhi-31.



	Deputy Commissioner (West) Old Middle School Building, Lawrence Road, Rampura, Delhi – 11003 (Already connected)	SDM (Patel Nagar)Old Middle School Building, Lawrence Road, Rampura, Delhi - 110035
		SDM (Rajouri Garden)Old Middle School Building, Lawrence Road, Rampura, Delhi - 110035
18	Deputy Commissioner (West)	SDM (Punjabi Bagh)Co-operative Bank Building, Nangloi, Delhi - 110041Tel No. : 25183588
	D.C. (SOUTH) - M.B. ROAD, SAKET, NEW DELHI-110030 (Already Connected)	SDM (DC) M.B. ROAD, SAKET, NEW DELHI-110030
19	D.C. (SOUTH)	SDM (HAUZ KHAS) OLD TEHSIL BUILDING, MEHRAULI, NEW DELHI
20	D.C. (SOUTH)	SDM (KALKAJI) BEHIND BATRA HOSPITAL, INSTITUTIONAL AREA, TUGLAKABAD, NEW DELHI
	Deputy Commissioner (New Delhi) - 12/1, Jam Nagar House, Shah Jahan Road, New Delhi- 110011 (Already Connected)	SDM (Parliament Street) 12/1, Jam Nagar House,Shah Jahan Road, New Delhi- 110011
21	Deputy Commissioner (New Delhi)	SDM (Connaught Place) R. No. 18, Patiala House, New Delhi
		SDM (Chanakya Puri) R.No. 11,Patiala House, New Delhi
	D.C. (North East) - D.S.I.D.C. Complex, Nand Nagri, Delgri, Delhi-93	SDM (Shahdara)D.S.I.D.C. Complex, Nand Nagri, Delgri, Delhi-93
	(Already Connected)	SDM (Election) D.S.I.D.C. Complex, Nand Nagri, Delhi-93
22	D.C. (North East)	SDM (Seelampur) Selampur Court , G.T. Road ,Seelampur
	Deputy Commissioner(North- West) - Kanjhawala, Delhi - 110 081 (Already Connected)	SDM (Saraswati Vihar) North-west District,Kanjhawala, Delhi - 110 081
23		SDM (Narela) O/o Block Development Officer,Alipur, Delhi

	Deputy Commissioner(North-West) (Same as DC West Office)	SDM (Model Town) Old Middle School Building, Lawrence road, Rampura, Delhi - 110 035.
	DC OFFICE - South West - Admn. Block, Old Terminal Tax Building, Kapashera, Delhi Already Connected	Vasant Vihar - Admn. Block, Old Terminal Tax Building, Kapashera, Delhi Delhi Cantt - Admn. Block, Old Terminal Tax Building, Kapashera, Delhi
24	DC OFFICE - South West	Najafgarh - BDO Office Complex, Najafgarh
	DC OFFICE - DC CENTRAL - Old Emploment Exchange Bldg., Darya Ganj, Delhi Already Connected	Daryaganj - Old Emploment Exchange Bldg., Darya Ganj, Delhi Karol Bagh - Old Emploment Exchange Bldg., Darya Ganj, Delhi
25	DC OFFICE - DC CENTRAL	Jhandewalan - Off of SDM, Daryaganj, Flatted Factory Complex, Jhandewalan
	NORTH DELHI - RTO	Rajpur Road, 5/9 Under Hill Road, Delhi - 110054 Ph. 23921924 (Same as location no 5)
26	NEW DELHI - RTO	3, Tilak Marg, New Delhi - 110002 Ph.: 23389275.
27	SOUTH DELHI - RTO	2 <sup>nd</sup> Floor, DDA Market, Sheikh Sarai, Ph.: 292598
28	WEST DELHI, - RTO	Community Centre, B-Block, Ground Floor, Janakpuri, Ph.: 25551618.
29	NORTH EAST - RTO	Loni Road, Near Power House, Shahdara, Ph.: 22813475
30	CENTRAL DELHI - RTO	Transport Department, ISBT, Sarai Kale Khan, Ph.: 24351100
31	EAST DELHI - RTO	Transport Department, ISBT, UP Border, Annad Vihar, Ph.: 22141121
32	NORTH WEST - RTO	Kothiwalla Bagh, Bharat Nagar, (Ashok Vihar) Ph.: 27247642.
33	SOUTH WEST - RTO	B - Block, Community Centre, 1st Floor, Janakpuri. Ph.: 25551618
34	RTO - ROHINI	Sector 32, Rohini, New Delhi.
35	<b>Hospitals with 500 Beds or more</b> Lok Nayak Hospital (LNH)	

36	Gobind Ballabh Pant Hospital (GBPH)	
37	Guru Teg Bahadur Hospital (GTBH)	
38	Guru Nanak Eye Center (GNEC)	
39	Deen Dayal Upadhyay Hospital (DDUH)	
40	<b>Hospitals with 100 to less than 500 beds Hospitals under Health and Family Welfare</b> Sanjay Gandhi memorial Hospital	
41	Aruna Asaf Ali Hospital	
42	Baba Saheb Ambedkar Hospital, Rohini	
43	<b>Hospitals with 100 to less than 500 beds - Peripherals Hospitals under DHS</b> Lal Bahadur Shastri Hospital, Khichri Pur	
44	Guru Gobind Singh Government Hospital, Raghubir Nagar	
45	Rao Talu Ram Memorial Hospital, Zafarpur	
46	Babu Jagjeevan Ram Memorial Hospital, Jahangirpuri	
47	Maharshi Balmiki Hospital, Pooth Khurd	
48	<b>Hospitals with less than 100 beds (all under Directorate of Health Services)</b> Tibbia College of Ayurveda & Unani Medicine, Ajmal Khan Park	
49	Nehru Homeopathic Medical College,	

	Defence colony	
50	B R Sur Homeopathic Medical College, Nankpura	
51	1, Canning Lane, K. G. Marg, New Delhi – 110001	Social Welfare Department Delhi Khadi Village Industries Board(DKVIB)
	<b>TOTAL LOCATIONS IN PHASE I</b>	<b>51 Physical Locations</b>

## Implementation Phases Location Wise - PHASE II

S. No	Location	Departments Covered
1	18-A, D.D.A. Sco Complex, Defence Colony New Delhi 110024	DTT & DC
2	Vikas Sadan, I.N.A. New Delhi	Delhi Development Authority
3	E-6, Saraswati Bhawan, Cannaught Place New Delhi 110001	Delhi Finance Corporation
4	G.T.Road, Shahdara Delhi	IBHAS
5	Maya Muni Marg, Pitam Pura Delhi 110034	Directorate of Training & Technical Education
6	N-Block, Bombay Life Bldg, Conn Circus New Delhi 110001	Delhi State Industrial Deve. Corp. Ltd.
7	Tihar, Hari Nagar New Delhi	Tihar Central Jail
8	15, Sham Nath Marg Delhi 110054	Department of Drug Control
9	9, Instt. Area, Pankha Road, Janak Puri New Delhi	Delhi Agriculture Mkt. Board
10	Aapurti Bhawan, 7-9, Aram Bagh New Delhi	Delhi State Civil Supplies corporation limited (DSCSC)
11	Kotla Marg New Delhi	Delhi Transco Limited (DVB)
12	Varun Marg, Defence Colony New Delhi	State Council of Edu. Research & Training
13	3rd Floor, UTCS Building, Institutional Area, Vishwas Nagar, Shahdara Delhi 110032	DSSSB
14	Delhi Cantt. Delhi 110010	Delhi Cantonment Board
15	Old I.G. Block, Kashmere Gate Delhi	Mahila Institute of Technology
	<b>TOTAL LOCATIONS IN PHASE II</b>	<b>15 Physical Locations</b>

## Implementation Phases Location Wise - PHASE III

S. No	Location	Departments Covered
1.	C.P.O. Building, Kashmere Gate Delhi 110006	Department of Industries
2.	Connaught Place New Delhi 110001	Delhi Fire Services
3.	3/6, Siri Fort Inst. Area, August Kranti Marg New Delhi 110049	Delhi co-op. Housing Societies Finance Co. Ltd.
4.	Behind Karkardooma Court Delhi 110032	Union Territory Civil Services (UTCS)
5.	C.T.I. Complex, Raja Garden New Delhi 110026	Home Guard & Civil Defence
6.	Chabi Ganj, Kashmere Gate Delhi 110006	NCC
7.	Karampura Road, Moti Nagar New Delhi 110015	Delhi Consumer Co-op. Wholesale Store
8.	Tis Hazari Delhi 110054	Directorate of Prosecution
9.	Sector 16, Rohini	Delhi SC/ST/OBC Minorities Fin. & Dev. Corp. Ltd.
10.	Dara Shikoh Library Building, Kashmere Gate Delhi 110006	Department of Archaeology
	<b>TOTAL LOCATIONS IN PHASE III</b>	<b>10 Physical Locations</b>