

NIC/IT/RFI/MPLS_Links/01/2017

Request for Information (RFI) for establishing Primary MPLS Network



NATIONAL INSURANCE COMPANY LIMITED

Registered and Head Office: 3, Middleton Street, Kolkata – 700 071
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DISCLAIMER

1. This document is being issued in order to enable the Service Providers who have experience in setting up primary or secondary MPLS Network for Banking, Financial services and Insurance (BFSI) and Non-banking financial companies (NBFCs) to participate in this RFI. This document does not constitute nor should be interpreted as an offer or invitation.
2. No consortium or partnership are allowed. NIC invites Request for Information (RFI) from single, eligible and interested parties only.
3. This document is meant to provide information only.
4. The recipients should carry out an independent assessment and analysis of the requirements of and of the information, facts and observations contained herein.
5. This document constitutes no form of commitment on the part of NIC. Further, this document confers neither the right nor an expectation on any party to participate in RFI.

1 Executive Overview

National Insurance Company Limited (hereinafter referred to as **NIC**), with its registered office in Kolkata, is one of the leading public sector insurance companies of India. It was incorporated in 1906 and nationalized in 1972, before operating as a Government of India undertaking from 2002. National Insurance Company Ltd (NIC) is one of the leading public sector insurance companies of India, carrying out non life insurance business. Headquartered in Kolkata, NIC's network of about 1100 offices, manned by more than 16,000 skilled personnel, is spread over the length and breadth of the country covering remote rural areas, townships and metropolitan cities. NIC's foreign operations are carried out from its branch offices in Nepal.

NIC transacts general insurance business of Fire, Marine and Miscellaneous insurance. Befittingly, the product ranges, of more than 200 policies offered by NIC cater to the diverse insurance requirements of its 14 million policyholders. Innovative and customized policies ensure that even specialized insurance requirements are fully taken care of.

NIC has set-up its primary MPLS network based on BSNL/MTNL **WIRED** network in the year 2003-04. NIC also has secondary MPLS network from M/s. Sify Technologies Ltd. on **RF & V-Sat** technology. Over the time, NIC network has spread to 1100+ locations. NIC's location list is attached as **Annexure –I**.

It is with this background that Request for Information (RFI) is being invited from Service Providers (interested parties). This Document covers the scope of work of the proposed project, and outlines the broad framework within which NIC invites Service Providers to submit their RFI.

2 Submission of RFI

RFI Reference	NIC/IT/RFI/MPLS_Links/01/2017
Date of Commencement of RFI	1 st November, 2017 at 10:00 AM
Date and Time for closure of procurement of Tender Document	10 th November, 2017 at 05:45 PM
Date and Time for Pre-RFI meeting	8 th November, 2017 at 03:00 PM
Date and Time for publication of clarification, if required.	On or before 14 th November, 2017 at www.nationalinsuranceindia.nic.co.in
Date and Time for Receipt of RFI response from Interested Parties	22 nd November, 2017 at 3:00 PM
Address for all Communication, including request for clarification , submission of RFI if required	Chief Manager - IT, IT Department National Insurance Company Ltd. 3 Middleton Street, 4 th floor, Kolkata - 700 071 Phone No: 2283-0795 Fax No: 2283-1740 Email: rs.raman@nic.co.in CC: abhijit.bhattacharya@nic.co.in
<p>The sealed envelopes should be marked 'Request for Information For Short listing of MPLS service providers for installation, commissioning and maintenance of primary MPLS link on Wired media at NIC locations' and submitted to above mentioned address within above mentioned deadline.</p> <p>Information regarding RFI will also be published on E Tendering website https://www.tcil-india-electronictender.com. Interested parties need to procure RFI document on TCIL website and submit the response on TCIL website also. Details of e-tendering procedure is mentioned in Annexure-V. Kindly note that RFI response must be submitted offline in NIC Head Office.</p>	

3 Scope of Work

The scope of work would cover installation, commissioning and maintenance of the Wired links including Router Configuration management. The link should be installed in such a way that it should work with existing Secondary Link as well on active-active mode.

- All the links must be with 99.5% of committed uptime and installed (end to end) on wired media; as our Secondary link is on Wireless media.
- Service Provider is responsible for last mile implementation at NIC site. Service Provider is also responsible for premise access and for installation of any equipment required for installation and sustenance of the commissioned link without involving any additional financial implication of NIC. It may be noted that most of the offices are in rented accommodation hence premise access from Landlord for the installation of link, installation of any equipment (if required for commissioning and sustenance of the link) will be the Service Provider's responsibility. UPS enabled power with proper earthing will be provided by NIC wherever required. NIC will not

involve itself in getting access from the Landlord for installation and sustenance of the commissioned link.

- Bandwidth on Demand for MPLS Network. Required bandwidth has to be provided within 72 hours of placement of Go-Ahead by NIC
- NIC requires dedicated bandwidth only. Service Provider shall not propose any shared bandwidth.
- ISDN, ADSL, CDMA, GSM, 2G/3G/4G will not be acceptable as last mile.
- The distance of exchange where the wired link will terminate at the Service Provider end should not be more than 5 kms (approx.) from our respective offices.
- System Generated feasibility reports should be submitted with compliance of showing the distance of exchange from our respective offices.
- Same feasibility report should also be submitted in .xls form.
- The dedicated bandwidth at DC (Kolkata) and DR (Bangalore) should be minimum 310 Mbps and scalable up to 10 Gbps on demand basis.
- The dedicated bandwidth of 34 nos. of Regional Offices at all metro and major cities should be 2 Mbps minimum scalable up to 10 Mbps on demand basis.
- The dedicated bandwidth of 1100+ Operating offices spread across the Country should be 2 Mbps minimum scalable up to 4 (Mbps) on demand basis.
- The link should not be dependent on the infrastructure of existing Service Provider i.e. M/s. BSNL, M/s. MTNL, or, M/s. Sify Technologies (anywhere in the network). This clause is not applicable where interested party is M/s. BSNL, M/s. MTNL and M/s SIFY Technologies.
- NIC will only provide the Routers for connecting its offices. No other intermediary devices will be provided by NIC.
- NIC will not provide any System Integrator of his own. The link should be installed and maintained by the interested parties only.
- Real-time traffic are extensively used in NIC's Network.
- The latency of proposed link should be less than 100ms.
- The throughput of proposed link should be greater than 99%
- Packet loss of proposed link – less than 1%
- Jitter (for Voice and Video) -<20-25 msec, Application <50 ms
- Link Uptime 99.5%
- Thunder, lightning, power fluctuation should not degrade/cause downtime to the network.

4 Aptitude of Service Provider

The Service Provider must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements, as described in this RFI document.

Sl. No.	Required Particulars	Response & Document to be submitted
1	Name of the company	
2	Company registered office address Telephone number Fax number	

	E-mail	
3	Correspondence / contact address	
4	Details of contact person (Name, designation, address etc.) Telephone number Fax number e-mail	
5	The Service Provider should be registered as a company in India as per Company Act 1956 and should have been in operation for a period of at least 5 years as on date of this RFI.	Submit photocopy of certificate of registration. Provide year and place of the establishment of the company.
6	Mention Average of Turnover for the last three years The Service Provider should be in operating-profit for in any one of the last three financial years i.e. 2013-2014, 2014-2015 and 2015-2016.	Submit copy of the audited Annual Reports and /or certificate of the Chartered Accountant highlighting the Turnover and operating profit. In case interested party is a PSU, authorized signatory may sign such certificate.
7	MPLS cloud capacity in terms of MPLS ports, No. of working ports and no. of POPs.	Mention MPLS cloud capacity in terms of MPLS ports, No. of working ports and no. of POPs. Such details should be submitted in a Self-declaration certificate signed and stamped by Company Secretary. In case interested party is a PSU, authorized signatory may sign such certificate.
8	The Service Provider should either be a Layer 3 MPLS VPN Service Provider under the License of Government of India or a National Long Distance (NLD) / International Long Distance (ILD) or Basic Service Operator having own MPLS VPN network?	Submit copy of License / Certificate regarding the same. PSU is exempted from submission of License/Certificate.
9	Service Provider to give self-certification that they own the last mile in each location of NIC.	Submit Self-declaration certificate signed and stamped by Company Secretary. In case interested party is a PSU, authorized signatory may sign such certificate.
10	Mention number of links you will be able to instal (end to end) on Wired (OFC/copper) media with 99.5% of committed uptime.	Mention number of links you will be able to instal on Wired (OFC/copper) media with 99.5% of committed uptime. Such details should be submitted in a Self-declaration certificate signed

		and stamped by Company Secretary. In case interested party is a PSU, authorized signatory may sign such certificate.
11	The distance of L2 POP where from the link is to be drawn to our respective location should not be more than 5 kms (approx.) in each and every case.	<p>A) Submit System Generated feasibility reports with compliance of showing the distance of exchange from our respective offices.</p> <p>B) Same feasibility report should also be submitted in .xls form in Annexure-I.</p> <p>C) Above reports are to be signed and stamped by Company Secretary. In case interested party is a PSU, authorized signatory may sign such reports.</p>
12	The Service Provider should be capable of providing high bandwidth on demand up to 10 Gbps at NIC's Data Centre, DR Site and other locations as required by NIC.	Submit Self-declaration certificate signed and stamped by Company Secretary. In case interested party is a PSU, authorized signatory may sign such certificate.
13	Network Operations Centre (NOC) should be, operating 24 x 7 with DR facility. The NOC should be in existence for last 5 years. Service Provider should mention details [location and address] of Primary and Backup NOC Details	Location and address details. Such details should be submitted in a Self-declaration certificate signed and stamped by Company Secretary. In case interested party is a PSU, authorized signatory may sign such certificate.
14	Both the Primary DC and DR of NOC should be located in own premises	Submit Self-declaration certificate signed and stamped by Company Secretary. In case interested party is a PSU, authorized signatory may sign such certificate.
15	The Service Provider should own nationwide intelligent mesh network with fiber backbone to survive in a multiple network failure.	Submit Self-declaration certificate signed and stamped by Company Secretary. In case interested party is a PSU, authorized signatory may sign such certificate.
16	The Service Provider's MPLS network should be IPv6 ready.	Submit Self-declaration certificate signed and stamped by Company Secretary. In case interested party is a PSU,

		authorized signatory may sign such certificate.
17	The Service Provider should have at least 6,00,000 KM of their own Fibre connectivity across India.	Mention number of kilometres on own Fibre across India. Submit Self-declaration certificate signed and stamped by Company Secretary. In case interested party is a PSU, authorized signatory may sign such certificate.
18	Service Provider should have 2000+ MPLS manned POPs (Layer 2) across India.	Mention number of Layer 2 POPs. Such details should be submitted in a Self-declaration certificate signed and stamped by Company Secretary. In case interested party is a PSU, authorized signatory may sign such certificate.
19	Service Provider should have 400+ MPLS manned POPs (Layer 3) across India.	Mention number of Layer 3 POPs. Such details should be submitted in a Self-declaration certificate signed and stamped by Company Secretary. In case interested party is a PSU, authorized signatory may sign such certificate.
20	Layer2 to Layer 3 POP connectivity should be in OFC	Submit Self-declaration certificate signed and stamped by Company Secretary. In case interested party is a PSU, authorized signatory may sign such certificate.
21	Service Provider PoPs should be of carrier grade and built with carrier grade routers. The NMS should be Carrier grade NMS. It should not be Freeware.	Mention Router model name at POPs and NMS used along with version. Such details should be submitted in a Self-declaration certificate signed and stamped by Company Secretary. In case interested party is a PSU, authorized signatory may sign such certificate.
22	Service Providers link proposed for NIC's locations should not be dependent on the infrastructure of existing Service Provider i.e. M/s. BSNL, M/s. MTNL, or, M/s. Sify Technologies (anywhere in the network). This	Submit Self-declaration certificate signed and stamped by Company Secretary. In case interested party is a PSU,

	clause is not applicable where interested party is M/s. BSNL & M/s. MTNL.	authorized signatory may sign such certificate.
23	The NIC location list is attached as Annexure –I. Number of such NIC locations where Service Provider is able to provide last mile as per Annexure-I.	Mention details as per Annexure-I. Annexure-I has to be signed and stamped by Company Secretary. In case interested party is a PSU, authorized signatory may sign such certificate.
24	The Service Provider should have executed minimum 3 orders each of 1000+ network installations (links) in BFSI/PSU in the last 3 years i.e. after 01-04-2014. Or, The Service Provider should be maintaining minimum 3 customers (BFSI/PSU) with 1000+ links each within the tenure of last 3 years i.e. after 01-04-2014. All such contracts for maintenance should be ongoing.	Copy of Orders / Letter from the Customer.
25	Migration timeline for all the links should not be more than 45 days.	Submit Self-declaration certificate signed and stamped by Company Secretary. In case interested party is a PSU, authorized signatory may sign such certificate.
26	Power of Attorney- the Service Provider shall submit “Power of attorney” in accordance with the format placed at Annexure –IV	Submit Power of Attorney. In case interested party is a PSU, authorized signatory may sign such certificate.
27	The Service Provider should not have been involved in any unfair activity/practice, should not have been charged with financial and criminal misconduct and not black listed for any other reason from participating in Government RFIdings or RFIding in Public Sector Undertaking within last 5 years.	An affidavit in this regard is to be submitted as per the format given at Annexure-III. In case interested party is a PSU, authorized signatory may sign such affidavit.
<p>Supporting documents/certificates have to be indexed and page numbers, paragraph numbers referenced with this table.</p> <p>The complete set of documents have to be submitted in a sealed envelope marked ‘Request for Information For Short listing of MPLS service providers for installation, commissioning and maintenance of primary MPLS link on Wired media at NIC locations’.</p>		

Annexure-I List of offices can be downloaded from TCIL website and National Insurance website.

Annexure-II

Service Provider's Financial Information

RFI Number **NIC/IT/RFI/MPLS_Links/01/2017** Date:

Name of the Service Provider	Turn Over (Rs. Crore)			Operating Profit (Rs.Crore)		
	13-14	14-15	15-16	13-14	14-15	15-16
	Turnover (Rs. Crore) from MPLS business					
	13-14		14-15		15-16	

Signature:

Name of the authorized signatory

Designation

Duly authorized to sign the RFI Response for and on behalf of:
..... (Name and Address of Company)

Company Seal:

Annexure-III

FORMAT OF AFFIDAVIT

(To be submitted on a Ten Rupee Non-judiciary Stamp Paper)

Ithe undersigned, son/daughter ofis the authorized signatory for M/s.....for participating in this RFIding, hereby solemnly affirm and declare that:

1. Our firm M/s.....has not been penalised or has ever been found involved in any financial or criminal misconduct by the Government or any other Agency, in India or abroad.
2. And also, our firm has never been blacklisted from participating in Government RFIding and/or RFIding in Public Sector Undertaking within last 5 years.

DEPONENT

VERIFICATION:

Verified at _____, this the _____ day of _____ 2017. That the contents in the above affidavit is true and correct to the best of knowledge and belief. No part of this affidavit is wrong and nothing material has been concealed there from.

DEPONENT

Attested by Notary Public.

Annexure-IV

FORMAT OF POWER OF ATTORNEY

(Format for the Notarized and Legalized Power of Attorney for Authorised Signatory dealing the RFI on behalf of the Service Provider)

(To be executed on Non-Judicial Stamp Paper of appropriate value)

I _____ on behalf of M/s (Name & address of the Service Provider) would like to declare as below:-

WHEREAS I HEREBY AUTHORISE Mr./Ms _____ to act as my Attorney and to look after the affairs pertaining to the **NIC/IT/RFI/MPLS_Links/01/2017**, issued by the NIC.

AND WHEREAS the above named person, Mr./Ms. _____ is sufficiently capable and knowledgeable about all the affairs related to the said RFI and is capable of handling them and decision taken by him shall be binding on the Service Provider.

Attested by:-

Signature

Name and Designation of the Authorised Signatory: Signature of the Authorised Signatory

Name of the Person:

(Company Secretary of the Service Provider)

Designation:

For and on behalf of:

(Name of the Service Provider)

1. Annexure-V E Tendering Procedure:

The interested parties shall submit his response through RFI submission to the e-tender on e-Procurement platform at <https://www.tcil-india-electronictender.com> by following the procedure given below. The interested parties would be required to register on the procurement portal <https://www.tcil-india-electronictender.com> and submit their information (RFI) online also. NIC will accept all online RFI & Offline documents within the time specified in the RFI. Interested parties shall submit their eligibility and qualification documents, NIC questionnaire etc. in the standard formats prescribed in this e-Tender documents displayed in procurement web site. However, physical copy of the same must be sent to this RFI Inviting Authority office before the RFI submission date. The interested parties shall digitally sign the statements, documents, certificates, uploaded by him, owning responsibility for their correctness / authenticity.

2. Registration with e-Procurement platform

For registration and online RFI submission interested parties may contact HELP DESK of M/s TCIL. Or they can register themselves online by logging in to the website <https://nic.eproc.in.org>

3. Digital Certificate authentication

The interested parties shall authenticate the RFI with his Digital Certificate for submitting the RFI electronically on e-Procurement platform and the RFIs not authenticated by digital certificate of the interested parties will not be accepted on the e-Procurement platform. All the interested parties who do not have Digital Certificate need to obtain Digital Certificate. Interested parties may contact Help Desk of TCIL.

4. Submission of Hard copies:

After submission of the RFI online, the interested parties are requested to submit the demand drafts / Bank Guarantee towards tender fees and EMD in a separately sealed envelope mentioning the RFP No. along with other documents in a separate envelope as required, latest by the due date. All the interested parties are requested to submit the hard copy of complete RFI documents in proper sealed condition as mentioned in the RFI. **Mismatching of documents/ information may be the cause of rejection.** The Company calling for tenders shall not be responsible for any claims / problems arising out of this.

5. RFI Submission Acknowledgement:

- The interested parties should complete all the processes and steps required for RFI submission. The successful RFI submission can be ascertained once acknowledgement is given by the system through RFI submission number after completing all the processes and steps. NIC and TCIL will not be responsible for incomplete RFI submission by interested parties. Interested parties may also note that the incomplete RFI will not be saved by the system and not available for the Tender Inviting Authority for processing.
- Before uploading scanned documents, the interested parties shall sign on all the statements, documents, certificates uploaded by him, owning responsibility for correctness / authenticity.

Neither NIC Ltd. nor the service provider is responsible for any failure of submission of response to RFI due to failure of internet or other connectivity problems or reasons thereof.

The company reserves the right to accept or reject any or all offers. Response for RFI of any interested party may be rejected if a conflict of interest between the Interested Party and the company is detected at any stage. Incomplete questionnaire are liable to be summarily rejected.

6. Special instructions to Interested parties for e-Tendering

General-

The Special Instructions (for e-Tendering) supplement 'Instruction to Interested parties, as given in these RFI Documents. Submission of Online RFI needs to be done but offline document submission is mandatory for this Tender.

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic RFI, NIC has decided

to use the portal <https://www.tcil-india-electronictender.com> through TCIL, a Government of India Undertaking. This portal is based on the world's most 'secure' and 'user friendly' software from ElectronicTender®. A portal built using ElectronicTender's software is also referred to as ElectronicTender System® (ETS).

Benefits to Suppliers are outlined on the Home-page of the portal.

Broad Outline of Activities from Interested parties Perspective:

- Procure a Digital Signing Certificate (DSC)
- Register on ElectronicTendering System® (ETS)
- Create Marketing Authorities (MAs), Users and assign roles on ETS
- View Notice Inviting Tender (NIT) on ETS
- For this tender -- Assign Tender Search Code (TSC) to a MA
- Download Official Copy of Tender Documents from ETS
- RFI-Submission on ETS

For participating in this RFI online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the ETS.

7. Digital Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with-IT Act 2000, it is necessary for each user to have a Digital Certificate (DC). also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

8. Registration

To use the ElectronicTender® portal <https://www.tcil-india-electronictender.com>, vendors need to register on the portal. Registration of each organization is to be done by one of its senior persons who will be the main person coordinating for the e-tendering activities. In ETS terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and click on the 'Supplier Organization' link under 'Registration' (on the Home Page), and follow further instructions as given on the site. Pay Annual Registration Fee as applicable.

After successful submission of Registration details and Annual Registration Fee, please contact TCIL/ ETS Helpdesk (as given below), to get your registration accepted/activated

Important Note: To minimize teething problems during the use of ETS (including the Registration process), it is recommended that the user should peruse the instructions given under 'ETS User-Guidance Center' located on ETS Home Page, including instructions for timely registration on ETS. The instructions relating to 'Essential Computer Security Settings for Use of ETS' and 'Important Functionality Checks' should be especially taken into cognizance.

Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of users, assigning roles to them, etc.

TCIL/ ETS Helpdesk	
Telephone/ Mobile	Customer Support: +91-11-26202699 (Multiple Telephone lines) Emergency Mobile Numbers: +91-9868393792, 9868393775
E-mail ID	ets_support@tcil-india.com

NIC Contact			
NIC Contact Designation	Person	&	Mr. R S Raman, Chief Manager-IT / Ms. Sophia Singh, Deputy General Manager-IT

Contact No.	8335080505 <i>[between 10:00 hrs to 17:45 hrs on working days]</i>
E-mail ID	<i>Email: rs.raman@nic.co.in, abhijit.bhattacharya@nic.co.in CC: Sophia.Singh@nic.co.in</i>

Some RFI Related Information for this Tender (Sealed RFI)

The entire RFI-submission would be online on ETS (unless specified for Offline Submissions). Broad outline of submissions are as follows:

Offline Submissions:

The interested parties are requested to submit the following documents offline to the under mentioned address before the start of Public Online RFI Opening Event in a Sealed Envelope without fail:

Chief Manager-IT

National Insurance Company Limited, Head Office, IT Department, 4th Floor 3, Middleton Street, Kolkata-700071 Phone Number: - (033)22831728/39 Fax Number: - (033)22831740

Email: rs.raman@nic.co.in, abhijit.bhattacharya@nic.co.in

CC: Sophia.Singh@nic.co.in

The envelope shall bear RFP Number, Due Date and Wordings "DO NOT OPEN BEFORE _____" and contain the following documents:

- ▶ Original copy of the letter of authorization shall be indicated by written power-of-attorney.
- ▶ Passphrase for relevant RFI part (i.e. Pre-qualification, Questionnaire RFI parts)
- ▶ RFI Documents and supporting documents as mentioned in the RFI document.

Note: The Interested parties should also upload the scanned copies of documents mentioned in <https://www.tcil-india-electronictender.com> during Online RFI-Submission.

9. Special Note on Security and Transparency of RFIs:

Security related functionality has been rigorously implemented in ETS in a multi-dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in Electronic Tender's software. Specifically, for RFI Submission, some security related aspects are outlined below:

As part of the ElectronicEncrypter™ functionality, the contents of both the 'ElectronicForms' and the 'Main-RFI' are securely encrypted using a Pass-Phrase created by the interested parties himself. Unlike a 'password', a Pass-Phrase can be a multi-word sentence with spaces between words (e.g, I love this World). A Pass-Phrase is easier to remember, and more difficult to break. It is mandatory that a separate Pass-Phrase be created for each RFI-Part. This method of RFI-encryption does not have the security and data-integrity related vulnerabilities which are inherent in e-tendering systems which use Public-Key of the specified officer of a Buyer organization for RFI-encryption. RFI-encryption in ETS is such that the RFI cannot be decrypted before the Public Online RFI Opening Event (TOE), even if there is connivance between the concerned RFI-opening officers of the Buyer organization and the personnel of e-tendering service provider.

CAUTION: All interested parties must fill ElectronicForms™ for each RFI-part sincerely and carefully, and avoid any discrepancy between information given in the ElectronicForms™ and the corresponding Main-RFI. For transparency, the information submitted by a interested parties in the ElectronicForms™ is made available to other interested parties during the Online Public TOE. If it is found during the Online Public TOE that an interested party has not filled in the complete information in the ElectronicForms™, the TOE officer may make available for downloading the corresponding Main-RFI of that interested parties at the risk of the interested parties.

Typically, 'Pass-Phrase' of the RFI-Part to be opened during a particular Public Online Tender Opening Event (TOE) is furnished online by each interested parties during the TOE itself, when demanded by the concerned RFI Opening Officer.

(Optional Text in EBI, depending upon the decision of the Buyer organization):

Additionally, the interested parties shall make sure that the Pass-Phrase to decrypt the relevant RFI-Part is submitted to NIC Name in a sealed envelope before the start date and time of the Tender Opening Event (TOE).

There is an additional protection with SSL Encryption during transit from the client-end computer of a Supplier organization to the e-tendering server/ portal.

10. Public Online Tender Opening Event (TOE)

ETS offers a unique facility for 'Public Online Tender Opening Event (TOE)'. Tender Opening Officers, as well as, authorized representatives of **interested parties** can simultaneously attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. Alternatively, one/two duly authorized representative(s) of interested parties (i.e. Supplier organization) are requested to carry a Laptop with Wireless Internet Connectivity, if they wish to come to NIC office for the Public Online TOE.

Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)', including digital counter-signing of each opened RFI by the authorized TOE-officer(s) in the simultaneous online presence of the participating interested parties representatives, has been implemented on ETS.

As soon as a RFI is decrypted with the corresponding 'PassPhrase' as submitted online by the interested parties himself (during the TOE itself), salient points of the RFI (as identified by the Buyer organization) are simultaneously made available for downloading by all participating interested parties. The tedium of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'.

ETS has a unique facility of 'Online Comparison Chart' which is dynamically updated as each online RFI is opened. The format of the chart is based on inputs provided by the Buyer for each RFI-Part of a tender. The information in the Comparison Chart is based on the data submitted by the interested parties. A detailed Technical and/ or Commercial Comparison Chart enhance Transparency. Detailed instructions are given on relevant screens.

ETS has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating interested parties for 'Viewing/ Downloading'.

There are many more facilities and features on ETS. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

11. Other Instructions

For further instructions, the vendor should visit the home-page of the portal <https://www.tcil-india-electronictender.com>, and go to the User-Guidance Center

The help information provided through 'ETS User-Guidance Center' is available in three categories – Users intending to Register / First-Time Users, Logged-in users of Buyer organizations, and Logged-in users of Supplier organizations. Various links (including links for User Manuals) are provided under each of the three categories.

Important Note: It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will

prevent hiccups, and minimize teething problems during the use of ETS.

12. SIX CRITICAL DO'S AND DON'TS FOR INTERESTED PARTIES

Specifically, for Supplier organizations, the following 'SIX KEY INSTRUCTIONS for **INTERESTED PARTIES**' must be assiduously adhered to:

- a. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on ETS
- b. Register your organization on ETS well in advance of the important deadlines for your first tender on ETS viz. 'Date and Time of Closure of Procurement of Tender Documents' and 'Last Date and Time of Receipt of RFIs'. Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of users, assigning roles to them, etc.
- c. Get your organization's concerned executives trained on ETS well in advance of your first tender submission deadline on ETS
- d. Submit your RFIs well in advance of tender submission deadline on ETS (There could be last minute problems due to internet timeout, breakdown, et al)
- e. It is the responsibility of each interested parties to remember and securely store the Pass-Phrase for each RFI-Part submitted by that interested parties. In the event of a interested parties forgetting the Pass-Phrase before the expiry of deadline for RFI-Submission, facility is provided to the interested parties to 'Annul Previous Submission' from the RFI-Submission Overview page and start afresh with new Pass-Phrase(s)
- f. ETS will make your RFI available for opening during the Online Public Tender Opening Event (TOE) 'ONLY IF' your 'Status pertaining Overall RFI-Submission' is 'Complete'. For your record, you can generate and save a copy of 'Final Submission Receipt'. This receipt can be generated from 'RFI-Submission Overview Page' only if the 'Status pertaining overall RFI-Submission' is 'Complete'.

NOTE:

While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth, fifth and sixth instructions are relevant at all times.

14. Minimum Requirements at Interested parties End

- Computer System with good configuration (Min PIV, 1 GB RAM, Windows 7 or above)
- Broadband connectivity
- Microsoft Internet Explorer 6.0 or above
- Digital Certificate(s)

15. Vendors Training Program

One-day training (During office hours) would be provided by TCIL. Training is optional. Vendors are requested to carry a Laptop and Wireless Connectivity to Internet.

Scheduled Date	To be intimated later
Venue	To be intimated later
Vendors Training Charges (Per Participant)	Rs. 3,000/-(plus Service Tax @ 14 %), Payment should be in Cash or DD only. DD should be in favour of "Telecommunications Consultants India Ltd" payable at New Delhi.

