

WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LTD.



(A GOVERNMENT OF WEST BENGAL UNDERTAKING)

“PROTITI”, 23, Abanindranath Thakur Sarani (Camac Street), Kolkata-700017

Phone: + 91 33 2255 3700-705 Fax: + 91 33 2255 3737

Email : wbidc@wbidc.com Web : www.wbidc.com

Corporate Identity Number: U75142WB1967SGC026988

No.: WBIDC/IT/Internet/2023-24/1

Date: 10.07.2023

Notice Inviting Tender for ‘Internet Leased Line of 90 Mbps(1:1) internet bandwidth with Cloud based DDoS Mitigation Services at WBIDC Office at ‘Protiti’ Building, 23, Abanindranath Thakur Sarani, Kolkata- 700017’

WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION is inviting reputed & resourceful agencies to submit the bid through e-tendering for providing dedicated Internet leased line service of 90 Mbps (1:1) internet bandwidth with Cloud based DDoS Mitigation Services at ‘Protiti’ Building, 23, Abanindranath Thakur Sarani, Kolkata- 700017.

The purpose of this NIT is to solicit proposals from vendors to provide a dedicated Internet bandwidth through Optic Fiber as last-mile connectivity in Ring Topology. The NIT will be the basis for finalization of the contract with the bidder. Both availability and consistent bandwidth are critical. This includes setting up of last mile connectivity, supply and installation of necessary equipment, along with Supply of unshared 90 Mbps (1:1) Internet Bandwidth. WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION will enter into a service contract with successful bidder for a period of 1 year.

The tender document may be downloaded from the official website www.wbidc.com and www.wbtenders.gov.in.

The schedule of the NIT has been furnished below:

Sl. No.	Particulars	Date & Time
1	Date of issue of Notice Inviting Bid	10/07/2023
2	Time and Date of Pre-Bid Meeting/ Enquiry	11/07/2023, 16:00 Hours.
3	Bid uploading start Date	13/07/2023, 10:00 Hours onward.
4	Last Date for Submission of Bid	17/07/2023, Up to 17:00 Hours.
5	Time and Date for opening Technical Bid	20/07/2023, at 12:00 Hours.
6	Time, Date and Place of opening Financial Bids	Date and time of opening of Financial Bids will be intimated later to the technically qualified bidder(s).

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Page 1 of 7

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7	Last date of Bid validity	180 (one eighty) days from the date of submission of tender. If any bidder/tenderer withdraws his bid/ tender before the said period or makes any modifications in the terms and conditions of the bid, the said earnest money shall stand forfeited.
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Scope of Work:

Internet Leased Line

1. WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION intends to have Internet Leased Line with Managed Cloud Based Volumetric DDOS protection at ‘Protiti’ Building, 23, Abanindranath Thakur Sarani, Kolkata- 700017.
2. Bandwidth for ILL will be 90 Mbps (1:1) which should be upgradable/scalable to 1 Gbps in future.
3. Bidder need to provide ILL on OFC in ring topology.
4. The ILL link will terminate on a Router / UTM provided by the WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION.
5. Average latency should not be more than 45 ms up to ISP's 1st Tier 1 peering point.
6. The contract is initially made for one year & it may be renewed in view of the performance & requirement of concerned authority on mutually agreed terms & conditions.

Cloud based DDoS Mitigation Services

1. Bidder to provide Cloud based Volumetric DDoS detection and mitigation services along with the ILL.
2. DDoS detection & mitigation should be of 90 Mbps capacity for Volumetric attacks per link.
3. Service provider to mitigate both IPv4 and IPv6 IP pools.
4. Service provider to mitigate all kinds of volumetric attacks.
5. Service provider must have detection & scrubbing facilities in both India and abroad.
6. 24x7 real-time sampling and detection of anomalies through the regular and proactive capture of flow data at the aggregation layer of the network to build up-to-the-minute flow records for trend analysis and threat detection.
7. Network packet scrubbing facility should utilize centralized DDoS mitigation devices to mitigate malicious packets destined to customer networks.
8. The following reporting functionality should be provided by the Security Service portal:

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Page 2 of 7

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- Alert summary
 - Traffic summary
 - TCP and UDP protocol traffic summary
 - Top IP “talkers” summary
9. The service must be capable of detecting & mitigating large volumetric DDoS Attacks from cloud.
10. The proposed Cloud DDoS Mitigation service provider must be a Tier 1 ISP which has minimal latency.
11. Should give access to a Portal for near real-time visibility into Department network traffic and provide high, medium and low severity alerts identified through ongoing sampling and IP traffic and DDoS anomalies.
12. 24x7 near real time sampling and detection of anomalies through the regular and proactive capture of flow data at the aggregation layer of the network to build up-to-the-minute flow records for trend analysis and threat detection.
13. The proposed bidder must be able to mitigate as close to the source of the attacks to ensure minimal additional latency due to re –routing.
14. The proposed cloud mitigation service provider must mitigate attacks originated within India locally inside the country.
15. Internet IP Addresses for both IPv4 & IPv6 are to be provided as follows:

Location	No. of IPs (IPv4)
WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION. ‘Protiti’ Building, 23, Abanindranath Thakur Sarani, Kolkata- 700017.	At least 10 Live IP to be provided.

16. Bidder should monitor & manage the ILL + DDoS services 24 X 7 X 365 days.

Minimum Eligibility Criteria for the Bidder:

Sl. No.	Criteria	Documentary evidence
A	Criteria for Bidder of Entire Solution	
1	The bidder should be a Company Registered under Company Act.	Copy of registration certificate to be Submitted
2	The bidder should be a Class-A Internet Service Provider (ISP) and should have a valid Indian Government License to provide and operate MPLS-VPN, ILL connectivity to customers	Photocopy of certificate / license to be submitted

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Page 3 of 7

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3	The bidder must possess following certification: a) TL 9000 and b) ISO 27001	Copies of the certificate to be provided
4	a) Bidder should have own International Gateway in India. b) Bidder to have internet peering in India and abroad.	a) Letter from DOT / GOI to be provided b) Bidder to state the Peering Partners in India and Abroad.
5	All the POPs from where ILL bandwidth shall be provided should have redundancy of equipment's, links, power, backhaul connectivity etc.	Certification / Undertaking on company's letter head from the bidder signed by the authorized signatory with company seal
6	The bidder should have dual stack (IPv4 and IPv6) network deployed	Certification / Undertaking on letter head from the bidder with details duly signed by authorized signatory with Company seal.
7	The bidder should have positive Networth during preceding FY i.e. 2022 -23.	Supporting the fact the bidder should furnish:
8	The bidder should have cash profit (i.e., no cash loss) in preceding 3 financial years (FY 2020-21, 2021-22, 2022-23).	(i) CA certificate (ii) The certificate should provide the details of average annual turnover of preceding 3 (three) FYs. (iii) The IT Return of preceding 3 (three) FYs. (iv) GST Registration Certificate. (v) PAN Card.
9	The bidder should have their own Network Operating Center (NOC) existence in India for at least three years, with a centralized call logging facility to provide 24x7x365 customer support. Bidder's NOC should be ISO Certified Bidder should also have a Field Engineers to handle the local field support requirements.	a) Certification / Undertaking on company's letter head from the bidder duly signed by authorized Signatory with Company seal. b) The certificate / undertaking should also indicate the location of the NOC, address along with PIN code.
10	The bidder should not have been blacklisted by any Public Financial Institutions, Public Sector or any other Government agencies as on the last date of tender submission.	Self-declaration to this effect on company's letter head signed by company's authorized signatory

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Page 4 of 7

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11	Bidder should not be under insolvency ie Bidder should not be referred to either NCLT or NCLAT for bankruptcy or Insolvency or Liquidation.	Declaration to be provided by the bidder.
12	Bidder should at least provide three reference from Govt Customer / PSBs/ PSUs for providing the following: a) ILL with volumetric DDOS services from 3 Govt Customers executed in last 3 yrs.	Relevant PO Copies to be submitted
13	Bidder must be connected directly to NIXI (National Internet Exchange of India) for direct & seamless access to other ISP's in India.	Certification or a self-declaration to be provider in this regard by the bidder.
14	Bidder should have commissioned and be operating an undersea submarine cable landing station in India.	Copy of relevant document/certificate

Financial bids will be evaluated as per below procedure.

1. The bid comprises of two bid system. The financial bid should be submitted in a separate sealed envelope as per format given. The signed tender document without any financial quote to be submitted in a separate folder.
2. Proposals for qualified bidders would be ranked according to their financial bids.
3. Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.
4. Quotation shall remain valid for a period of 180 days after the submission of bid.
5. The authority reserves the right to accept or reject any bid prior to the award of contract without assigning any reasons thereof. Acceptance of lowest evaluated quotation price is not obligatory.
6. The bidder whose bid is accepted will be notified of the award of contract by the authority prior to the quotation validity period.
7. **All the rates to be provided in the financial bid must be excluding the GST. The GST will be paid separately.**

Payment Terms: -

1. One Time Charges shall be paid with the 1st month bill & on successful commissioning of the link and placement of work order by WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION.

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Page 5 of 7

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- Annual recurring charges shall be paid in equal monthly installments at the end of the month.
- In case the contract is terminated within the contract period then payment towards services will be made on pro-rata basis, for the period services have been delivered, after deducting applicable penalty and TDS/other taxes.
- All payments will be made after deducting applicable TDS and penalty pertaining to the quarter.
- Taxes will be paid in actual as per statutory rates prevalent at the time of billing.

Delivery & Penalty Terms

- The timeline for delivery of the link is 4-6 weeks from date of placement of WO.

Service Level Penalty

Below is the uptime required per link and penalty associated with it for not maintaining the same.

Uptime per link	Penalty on MRC – Monthly Recurring Charges
>= 98.5%	NIL
97% to <98.5%	10%
95% to < 97 %	15%

Downtime due to following situations will not be considered for the purpose of penalty calculation-

- Schedule maintenance by the service provider with prior intimation.
- Link down due to power failure at WBIDC's Office.
- Force majeure events.

Special Terms & Conditions

- L-1 vendor selection will be done based on commercial bids. Commercial bids will be opened only for qualified bidders post evaluation of the eligibility criteria of the bidders as furnished above.
- The bidder is required to quote all prices strictly in Indian Rupee only.
- The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.

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Page 6 of 7

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ANNEXURE: II

UNDERTAKING (₹ 100 Stamp Paper)

To

(Designation and Name of the concerned Department)

Name of the firm/Agency-----

Name of the quotation----- Due date:-----

Sir/ Madam,

1. I/We hereby agree to abide by all terms and conditions laid down in quotation document.

1. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
2. This is to certify that we have not been debarred from any department of the central/state government or PSU or any other organization.
3. I/We do hereby undertake that complete requirements as per quotation clause of the Department shall be ensured by our Agency, as well as any other Point considered by our Agency.

Name of the Authorized Signatory:

Contact No.:

E-mail:

Name of the Company/Firm:

Seal of the Company/Firm:

Signature of the Tenderer with seal & date

Page 7 of 7