

## **BID NOTICE**

The Chief General Manager (IT), on behalf of Maharashtra State Electricity Distribution Company Limited (the Employer), hereby invites sealed bids from eligible bidders for Tender for Appointment of an Agency for “Request for Proposal for Procurement, Installation, Commissioning and Management of SDWAN for MSEDCL Field Offices up to Subdivision level”. Entire bidding document is available on MSEDCL e-Tendering Website <https://etender.mahadiscom.in/> as per date indicated below.

<b>Calendar of Events Event</b>	<b>Date and Time</b>
Begin Sale of RFP Document	03-05-2023
Date of submission of pre-bid queries	10-05-2023
Date and time of Pre-BID Meeting	11-05-2023 at 15.00 Hrs.
Date and time of submission of Bids	26-05-2023 at 17.00 Hrs.
Date of Bid Opening	26-05-2023 at 17.15 Hrs.

Any changes in the Bid Schedule, corrigendum etc. shall also be notified via MSEDCL's website. Prospective bidders are therefore requested to regularly check the website for any updates.

**Tender Fee:** 29500/- (including GST) via ONLINE PAYMENT ONLY (Non-Refundable)

**Bid Security:** The bid must be accompanied with Bid Security for an amount equal to **INR 53,47,670/-** (Fifty Three Lakh Forty Seven Thousand Six Hundred Seventy Only) for covering the entire scope of work. The bid security shall be denominated in Indian Rupees only. The bid security can be paid online on eTendering portal or can be in the form of Online Deposit or Demand Draft or an Unconditional Bank Guarantee from any Nationalized / Scheduled Bank in favor of the Maharashtra State Electricity Distribution Co. Ltd., payable at Mumbai as mentioned in details in Tender Document (RFP). The BG/DD EMD (original copy) should be submitted to this office on or before submission date and time.

Pre-Bid meeting for the above tender is scheduled on 11<sup>th</sup> May 2023 at 15.00 Hrs. All pre-bid queries are required to be submitted on or **before** 10/05/2023 by Bidders on [msedclsdwan@mahadiscom.in](mailto:msedclsdwan@mahadiscom.in)

**Pre- Bid Meeting Venue: Online ( Through Video Conferencing)**

**VC Link: <https://meet.google.com/zmi-ikdz-cmq>**

Submit the pre-bid queries in format given in Annexure 3 of Tender document.

## Qualification criteria for Bidder

- i. The bidder should be a single company registered /incorporated in India under companies act 1956 and 2013 with registered office in India and The Bidder should have been in operation in India for minimum of five years.
- ii. The Bidder should have average Annual turnover of minimum 16.04 Crs in the last 3 financial years (FY 19-20, 20-21,21-22).
- iii. The Bidder should have a positive net worth during each of the last three audited financial years ( FY 19-20, 20-21,21-22).
- iv. Bidder should have experience of work for supply, installation, and maintenance of IT Infrastructure / IT networking / security infrastructure, during last 10 years up to date of submission of this tender.

The Bidder should have executed similar works as follows :

1. One work order/Contract costing not less than Rs. 42 Crores OR
2. Two work orders/Contracts costing not less than Rs. 26 Crores each OR
3. Three work orders/Contracts costing not less than Rs. 21 Crores each.

- Note :
1. All the projects submitted for above experience criteria should be either completed projects or Ongoing projects whose Go-Live is declared before bid submission date.
  2. If the project mentioned in the experience is executed by JV/Consortium, where bidder is one of the JV partner/consortium member, the role of bidder in the project should be clearly mentioned along with value of contract pertaining to bidder's role in the project. In support of this, bidder has to submit a copy of agreement or client certificate.
  3. Projects done for in-house use of parent company; associate companies (with common stakeholders) would not be considered. However, projects done for external customer(s) by parent company or fully owned subsidiaries would be considered.
- v. Bidder should have experience of implementation of IT Infrastructure / IT networking / security infrastructure at minimum 87 locations in single project during last 10 Years till the date of bid submission of this tender.
  - vi. The Bidder must have minimum 5 nos. of OEM certified network engineers having at least 5 years' experience, on their payroll as on date of submission of this tender.
  - vii. The bidder must not be under a declaration of ineligibility / banned / blacklisted by any State or Central Government / any other Government institutions in India for any reason as on last date of submission of the Bid or convicted of economic offence in India for any reason as on last date of submission of the Bid. Bidder should comply all conditions mentioned in MSEDCL POLICY & PROCEDURE FOR DEBARRING OF AGENCY (enclosed as Annexure 17).
  - viii. The Bidder must possess a valid ISO 9001:2015 Certificate

## Brief Scope:

MSEDCL is looking for upgrading of its existing Network with SD-WAN across Maharashtra up to Subdivision Office level with high performance, reliable, consistent network to achieve best performance of MSEDCL applications.

- i. Bidder is responsible for Supply, Installation, Configuration, Commissioning, and management of SD-WAN solution as per specification and Scope mentioned in this document at MSEDCL Offices across Maharashtra up to Subdivision Offices. (Detail Technical Specifications mentioned in the Section – E Detail Technical Specifications). Bidder is responsible for Supply, Installation, Configuration, Commissioning, and management of cloud instances for entire SD-WAN solution and its integration with existing MSEDCL cloud environment where MSEDCL applications are hosted. It is bidders' responsibility to integrate any new or existing FTTH broadband, MPLS, ILL, broadband link (provided by MSEDCL) on supplied Wi-Fi enabled SD-WAN device during the contract period. The SD WAN Device(s) integrated with external Wi-Fi access points, must be configured as per requirement.
- ii. Bidder has to provide the new wall mount rack, cable manager, jack panel with UPS sufficient for supplied devices along with industry standardized earthing for supplied equipment's.
- iii. Bidder has to provide WI-FI connectivity via wi-fi enabled SD-WAN device having 4G and 5G capability wherever possible and supply WI-FI access points to the respective offices .Bidders' responsibility to provide 1-year on-site OEM comprehensive warranty + 4-year on-site OEM comprehensive AMC for entire SD-WAN solution hardware and software from date of successful commissioning. The 4 Years AMC shall start after completion of 1 year warranty.
- iv. Bidder will be responsible for managing all activities mentioned in the scope and other MSEDCL network related activities which may part of existing or future project.
- v. Bidder has to use CAT 6 LAN cables as under

  - Bidder will be responsible for structured cabling components as per the industry standard and best practices and shall integrate the same with existing network.
- vi. All the required consumables, labor charges, active & passive components supply, installation & configurations, cabling, casing & capping, civil & electrical work, erection and laying of cables (CAT6, stacking cables, patch chords etc.), connectors, tagging of new cables and all other required components to implement the solution will be in the bidder's scope and any damages while bidders work will have to be rectified by bidder.
- vii. It is bidders' responsibility to Install ,configure the SD-WAN controller at Centralized location (MSEDCL Cloud or Hosted Cloud Service ) and Remote Office locations communicate with each other and forming the full MESH topology ( Refer the Methodology under Section D Scope of Work 4 Methodology )
- viii. It is bidders' responsibility to provide MSEDCL Cloud infra requirement like Instance type, Storage Space, Nos. of Public IP etc. at the time of bidding in Annexure 18. or in

case of SD-WAN controller as a service bidders shall have to borne all charges for Dedicated Cloud infra requirement like Instance type ,Storage Space, Nos. of Public IP, Management , Patches, Upgradation ,Licenses etc

- ix. Its Bidders responsibility to configure and design the highly Secured framework for MSEDCL SD-WAN solution to achieve following functionality
  - Bidders must provide Cyber Security compliant SD-WAN Solution
  - URL filtering as per MSEDCL requirement
  - User can access MSEDCL Applications as well as MSEDCL given Internet Websites
  - Deployment of all security features to safeguard the MSEDCL data and systems.
  
- x. After configuration by bidder SD-WAN device(provided by bidder )shall automatically ,
  - Aggregate all the links (MPLS/ILL/FTTH Broad Band/Broadband )
  - Perform load balancing for improving the performance with reachability, jitter, latency , packet loss and bandwidth utilization.
  - Auto link failover without hampering the User experience
  - Highest Quality of Service (QoS) for Video Conferencing and application based QoS
  
- xi. Bidder should provide the Centralized Management (Configuration, Network Management, Backup ,Monitoring etc.) and Centralised Reporting tool for managing complete SD-WAN solution and should have the capacity to store the logs for minimum 12 months on MSEDCL Cloud OR those who are providing Centralized Management (Configuration, Network Management, Backup, Monitoring etc.) and Centralised Reporting tool for managing complete SD-WAN solution as a service in this case bidder will borne all cost associated with it to run smooth operation of solution.

Basic reports required as below on monthly, Quarterly, Yearly basis.

- Device Health and Availability
  - Links uptime and downtime
  - Latency, Packet Loss, Jitter, Bandwidth Utilization etc
  - Configuration changes logs
  - Device Access report
  - System logs, audit logs etc
- xii. Bidder will be responsible for all the configuration, management and maintenance and future requirements regarding proposed SD-WAN solution .
  
  - xiii. It is joint responsibility of bidders and OEM to design, Install and configure the SD-WAN controller and Reporting, Monitoring tool in HA and remote location along with High level diagram, Low Level diagram, Configuration, and project document etc.
  
  - xiv. It is bidders' responsibility to avail Highest level of Support with Next Business Day replacement.

- xv. Bidder has to provide the ticketing application where MSEDCL user can log the call and track the resolution status and time along with monthly call reports. The instance required for ticketing application should be given in the format given in Annexure 18. In case Ticketing tool as a service in this case bidder will bear all cost associated with it to run smooth operation of solution.
- xvi. Bidder shall submit a detailed cabling plan and topology network diagram including uplink port details and cabling maps to Chief General Manager (IT) while commissioning the remote Location.
- xvii. Any other component required to complete the solution but not limited to Scope defined in RFP will be in the bidder's scope with no extra cost to MSEDCL.
- xviii. Bidder shall configure the IT related policies of MSEDCL, NCIIPC, CEA and other Central GOI body and suggest for any changes as appropriate as per international standard like BS, ISO, ITIL, ITSM, CoBIT etc. to be incorporated in the policy documents.
- xix. The bidder shall execute a service level contact agreement after acceptance of the purchase order.
- xx. Successful bidder will be responsible for all open tickets after Knowledge Transfer. All the details of existing open tickets will be handed over to the new support partner during Knowledge Transfer. Bidder must complete all Knowledge Transfer activities in maximum one month from date of expiry LOA.
- xxi. Suitable workspace in the respective sites/offices may be provided to the Bidder subject to the availability, free of charge. However, providing such space and store is for the smooth execution of contract and non-provision of such space does not bind the MSEDCL and make the MSEDCL liable to the Bidder in any manner except as specifically provided in the contract terms. MSEDCL is not liable for any loss or damage to the Bidder's equipment as a result of variation in voltage or frequency or interruption in power supply or other loss to the Bidder arising there from.
- xxii. In case of cloud-based controller, Bidder shall ensure that MSEDCL's data must reside only in India. Cloud must be MEITY empaneled cloud service provider.
- xxiii. It is bidders' responsibility to provide operational training of SDWAN network and related appliances to concerned MSEDCL staff at locations.
- xxiv. It is bidders' responsibility to shift the supplied equipment's in case of office shifting.

## **On-site Support**

- i. Bidder will provide onsite support for supplied infra at all location. In this Bidder shall manage IT infra supplied by him. Further bidder should integrate existing Network equipment (Switches, Routers etc.) at all locations with SD WAN Solution. Bidder shall integrate its solutions with new network equipment installed in future during upcoming projects, if required.
- ii. OEM must have Active Support center in India (24X7X365)
- iii. In case of End of life / End of Support of supplied hardware within 7 years from the date of supply, OEM should replace all the EOL/EOS hardware free of cost.

- iv. Bidder to propose OEM support with next business day replacement and 24x7x365 days TAC support where MSEDCL as well as Bidder (on behalf of MSEDCL) can log a support call via phone, email
- v. OEM must provide portal to log the cases with OEM and manage the devices warranty ,licenses etc.

**Chief General Manager (IT),**  
MAHAVITARAN, Prakashgad, 4th Floor  
Plot No G-9, A.K. Marg, Bandra (East),  
Mumbai 400 051  
Email – msedclsdwan@mahadiscom.in

## Annexure 3: Template for Pre-Bid queries

Bidders shall all Pre-Bid queries in excel in the following format.

#	Page No.	Section (Name & No.)	Statement as per RFP	Query by Bidder	Justification for query (if any)

**Note:**

- a) MSEDCL will organize a pre-bid conference at the time and place indicated in BDS. Bidders are requested to submit the queries in writing as per the above format. Any modifications to the Bidding document, which may become necessary as a result of pre-bid conference shall be made by MSEDCL exclusively by issuing Addendum and not through the clarifications of the pre-bid conference.
- b) Any requests for clarifications received after the expiry of the date and time mentioned in the Bid Data Sheet may not be entertained by MSEDCL.  
Pre-Bid queries should be sent on or before 10/05/2023 on [msedclsdwan@mahadiscom.in](mailto:msedclsdwan@mahadiscom.in) only. Other mode of communications shall not be accepted.
- c) MSEDCL is not bound to reply all the queries.
- d) Replies of Pre-Bid Queries shall be published on MSEDCL eTender website.
- e) It is requested to provide Clear query with Justification