

Tender NIT No. CCBL/06/2024-25 dated 04.06.2025

**TENDER NOTICE FOR SUPPLY AND COMMISSIONING OF DEDICATED
INTERNET LEASED LINE (ILL) AT DATACENTER PREMISES**

Contai Co-operative Bank Ltd.

Head Office: Contai – 721401, Purba Medinipur, West Bengal

Contai Co-operative Bank Ltd. invites sealed quotations/tenders from reputed, experienced, and eligible Internet Service Providers (ISPs) for the **supply, installation, and maintenance** of a **dedicated 40 Mbps 1:1 Internet Leased Line (ILL)** at its **Datacenter located at the Head Office premises, Contai – 721401**.

1. Scope of Work:

The selected ISP shall provision a dedicated, symmetric Internet Leased Line connection with the following minimum specifications:

- **Bandwidth:** 40 Mbps (1:1 dedicated bandwidth, full duplex, uncompressed, uncontended)
- **Technology:** Fiber optic (Dual last-mile fiber for redundancy and resilience)
- **IP Addressing:**
 - Support for **Dual Stack** (IPv4 + IPv6)
 - Public IPv4: At least **/28 subnet** (i.e., 16 IPs, 14 usable)
 - Public IPv6: At least **/126** or **/64** routed address block
 - WAN interface must be assigned a **publicly routable IP address** directly reachable from the internet
 - The public IP range must be routable up to the **WAN side of the Bank's Edge Router**, enabling it to access the internet independently for firmware upgrades, NTP sync, and other secure services
- **Routing & DNS:**
 - **No port or protocol** shall be blocked unless mandated by statutory authority or the Government of India
 - DNS queries from the Bank's systems **must not be intercepted or redirected**
 - ISP shall configure **reverse DNS (PTR) records** as and when requested by the Bank, for email delivery and security compliance

- ISP must ensure that the **public IP addresses are clean and not blacklisted** (i.e., must not have poor IP reputation on global RBLs like Spamhaus, Barracuda, etc.)
 - **Performance Parameters:**
 - Latency: Should not exceed 80ms to major Tier-1 global ISPs
 - Packet loss: <1% under normal conditions
 - **Availability & Redundancy:**
 - Dual-fiber last-mile setup must be ensured up to the Datacenter Premises
 - Minimum **99.5% uptime SLA** per month
 - **Support:**
 - 24x7x365 NOC support via phone/email/ticketing portal
 - Vendor must provide a clearly defined **escalation matrix**
 - Prompt onsite support must be available in case of outages impacting banking operations
 - **Scalability:**
 - The solution must be scalable up to **100 Mbps** or higher in the future with minimal provisioning time
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2. Eligibility Criteria:

1. The ISP must hold a valid license from the **Department of Telecommunications (DoT)**, Government of India, to operate in West Bengal.
 2. The ISP must have a proven track record of delivering similar ILL services to **regulated entities such as Banks, Financial Institutions, or Government bodies**.
 3. The ISP must not be debarred or blacklisted by any Government or Regulatory Authority at the time of bid submission.
 4. Preference will be given to vendors having a **local support presence in Contai**.
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3. Terms & Conditions:

- The offered link must be provisioned within **15 working days** from the date of purchase order.
 - Billing shall commence **only upon successful testing and acceptance** by the Bank's technical team.
 - All necessary testing (bandwidth throughput, IP routing, DNS checks, latency, NTP access, etc.) must be demonstrated before acceptance.
 - The Bank must be given **full control of IP allocations**, and there must be no use of Carrier-Grade NAT (CGNAT).
 - The ISP must provide:
 - IP allocation documentation
 - Fiber layout diagrams and path redundancy details
 - SLA and NOC support details
 - **No hardcoding of DNS, NAT, proxy, or traffic inspection appliances** unless required by national cybersecurity directives.
 - The Bank reserves the right to **terminate the service** with one month's notice in the event of persistent SLA breaches or non-compliance.
 - All supplied cables, modems, SFPs, or other passive components must be of **enterprise-grade quality** and compliant with datacenter standards.
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4. Evaluation Criteria:

- **Cost shall not be the primary determinant.**
 - The Bank will evaluate bids based primarily on the **technical strength, IP quality, service history, SLA robustness, local support, and prior experience with regulated organizations.**
 - Special **preference will be given to existing service providers** whose service history with the Bank has been satisfactory. In such cases, **the Bank may choose to renew the existing service** based on revised terms, if found technically and commercially acceptable.
 - The Bank's decision on vendor selection shall be final and binding.
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5. Submission Details:

- Sealed proposals must be submitted to:
The Secretary
Contai Co-operative Bank Ltd.
Head Office: Contai – 721401, Purba Medinipur, West Bengal
 - **Last date for submission:** 18 June 2025 upto 4.00pm
 - **Date and time of bid opening:** 19 June 2025, 4.00 pm
 - The sealed envelope should be clearly super-scribed:
"Tender for 40 Mbps Dedicated Internet Leased Line – Datacenter, Contai"
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6. Clarifications:

For any technical queries or site inspection co-ordination, please contact:

Mr. Sourav Maiti

IT Department, Contai Co-operative Bank Ltd.

Email: sourav@ccbbl.in

Sl. No.	Requirement Description	Compliance (Yes/No)	Remarks / Supporting Document Reference
1	40 Mbps dedicated (1:1) Internet Leased Line over Fiber Optic		
2	Dual fiber last-mile delivery to Datacenter premises		
3	IPv4 Public Address Block (/28 or larger)		
4	IPv6 Address Block (/126 or /64)		
5	WAN IP assigned with Internet Routability		
6	No ports/protocols blocked (unless mandated by GoI)		
7	No DNS interception or redirection (unless mandated by GoI)		
8	Reverse DNS (PTR) entries configurable as per Bank's requirement		
9	Public IP reputation verified as clean (not blacklisted)		
10	Minimum 99.5% uptime SLA		
11	24x7x365 support with escalation matrix		
12	No CGNAT or NAT over public IPs		
13	DNS, NTP, Software repo access from Edge Router permitted		
14	Provisioning time within 15 working days from PO		
15	Local service presence in Contai or nearby area		

Annexure – II: Bidder's Profile

Particulars**Details**

Name of the ISP

Address of Registered Office

Address of Local Office (Contai

DoT License Number and Circle

Contact Person Name & Designation

Mobile Number

Email Address

Number of Years in ISP Business

Major Clients Served (esp. Banks)

GSTIN

PAN

Attach supporting documents wherever applicable.

Annexure – III: SLA Terms Acceptance

The bidder hereby confirms that they accept the following minimum Service Level Agreement (SLA) terms:

1. Uptime Commitment: **99.5% per month**
2. Mean Time to Repair (MTTR): **≤ 4 hours**
3. Escalation Matrix: Must be provided along with contact numbers and emails

4. Support Window: **24x7x365**
5. Fault Logging: Phone, Email, Online Portal availability
6. Planned Maintenance: Prior notification of at least **3 working days**
7. SLA Penalty Terms: **As mutually decided post award of tender**

Authorized Signatory

(Sign & Seal)

Date: _____

Annexure – IV: Existing Client Reference (Optional but Preferred)

Organization Name	Contact Person Name	Contact Number	Service Duration	Link Capacity	Remarks (Satisfactory/Not)
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