

IIITD INNOVATION & INCUBATION CENTER

TENDER FOR INTERNET LEASED LINE FOR THE INNOVATION & INCUBATION CENTER
AT OKHLA PHASE-III, NEW DELHI-110020

(Tender no. IIITD/Incubation Center/001/2018-19)

INVITATION FOR BIDS

IIITD – Innovation and Incubation Center (Company), a section 8 company with registered Office at Okhla Phase 3, New Delhi – 110020. invites sealed bids for **Internet leased line** (as per Scope of Work below) at Okhla Phase-III New Delhi-110020 (behind Govind Puri Metro Station).

1. An amount of Rs.15,000/- (Rupees Fifteen Thousand only) towards earnest money (EMD) must be deposited in the form of Account Payee Demand Draft / Fixed Deposit Receipt / Banker's Cheque / Bank Guarantee from any of the commercial bank in favor of "IIITD – Innovation and Incubation Center" account, payable at New Delhi. No interest will be paid on the earnest money deposited by the bidder. Tender Document without earnest money will be summarily rejected.

Earnest Money Deposit may not be provided by Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department.

2. The tender document can be downloaded from the web-site of IIITD (<https://www.iiitd.ac.in/tenders>).

3. The last date for submission of bid is 7th March, 2019 up to 3:00 PM. The Tender Document should be addressed to:

**Chief Executive Officer,
IIITD Innovation and Incubation Center
Okhla Industrial Area Phase-III
(Behind Govind Puri Metro Station)
New Delhi-110020.**

4. The document may be deposited in the Tender Box placed on 2nd floor at, Old Academic Block of the IIIT Delhi. Bids received after 3:00 PM will not be accepted or considered under any circumstances. In this regard decision of the IIITD Innovation and Incubation Center shall be final and no request in this regard will be entertained. Bid must be submitted in sealed envelope super scribed with "**Bid for Internet leased line for Incubation Center**".

The bids shall be opened on the same day i.e. 7th March, 2019 at 3:30 PM.

Bidding Procedure

1. Bids are invited in Two Bids System i.e. (1) Technical and (2) Financial.

Technical and Financial bids should be sealed separately and enclosed in a sealed envelope clearly indicating separately "**Technical Bid for Internet Leased Line for IIITD Innovation and Incubation Center**" and "**Financial Bid for Internet Leased Line for IIITD Innovation and Incubation Center**" addressed to Chief Executive Officer IIITD Innovation and Incubation Center, Okhla Industrial Area Phase-III, New Delhi-110020. In case of any clarification you may revert to naresh.sood@iiitdic.in or you may call @9899020429.

2. Sealed quotations shall be received not later than 3.00 P.M. on 7th March, 2019. No bids will be accepted after this date & time under any circumstances. The Company will not be responsible for any postal/courier delay and also for reasons beyond control of the Company.

3. Technical bids must contain the EMD for specified amount, along with complete

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technical details as desired by this tender. Technical bids of all the tenderers will be opened on pre-scheduled date, time & venue. Technical bids without EMD will be summarily rejected. The financial bid will be opened after evaluation of the technical bid. Financial bid of only those meeting the requirement of the Company will be opened and no representation in this regard will be entertained. The date, time of opening of financial bid will be communicated later.

Scope of Work

Offers are invited under two bids system from "Authorized Class A ISPs" for 50 Mbps (1:1) Leased Line Internet connection on Fiber for a period of one year as per technical specifications stated below:

S. No	Product	Quantity
1	50 Mbps (1:1) Leased Line Internet connection on Fiber Optic Link	1
2	Public IP Address	16
3	Duration	One Year
	*In case services during the work award year are found to be satisfactory, the Company may decide to renew the contract for maximum period of another 02 years i.e. 1 initial +2 year additional years on the quoted terms (including payment terms) and conditions for first year.	

The Fiber Optic link to the campus should be on a ring to provide redundancy.

1. The lease line from category "A" ISP (license from Govt. of India) should only be commissioned.
2. 50 Mbps committed bandwidth is required at any point of the time.
3. The Fiber Optic link to the campus should be on a ring to provide redundancy.
4. Bidder should provide the tool to monitor the bandwidth / network performance
5. Bidder should ensure that the local loop provisioning does not violate regulations as laid by Government of India / TRAI in respect of such links / networks.
6. The connectivity provided to the Company, should be dedicated to the Company only.
7. Installation of 50 Mbps internet leased line is the sole responsibility of the vendor.
8. The proposed link to be terminated at the UTM. The UTM will be provided by the Company.
9. Bidder should be responsible for provisioning end-to-end solution.
10. The bidder should have Toll Free number for fault registering within India and should provide support on 24 x 7 basis.
11. The bidder should provide all necessary equipment for connectivity.
12. The vendor has to provide onsite support, when required.
13. Vendor has to mention the escalation procedure and matrix for customer complaints.
14. The vendor has to ensure minimum 98.50% uptime per month for the connectivity.
15. Any fault in the internet connectivity will need to be resolved by the vendor as per the following schedule:
 - a. On failure of fiber, Link should be restored immediately,
 - b. The Actual Uptime on fiber Link to be calculated in respective month and will be measured against total uptime hours 98.50%. If the downtime exceeds the total uptime hours following service credits will be due to the Company:
 - i. Actual Uptime \geq 98.50 % - No Credit
 - ii. Actual Uptime $<$ 98.50 % and \geq 96 % - 2 days' equivalent service credit
 - iii. Actual Uptime $<$ 96 % and \geq 94 % - 7 days' equivalent service credit
 - iv. Actual Uptime $<$ 94 % and \geq 90 % - 15 days' equivalent service credit

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Calculation of Actual Uptime % = (Actual Uptime Hours / Total Uptime hours) X 100
Definition:

Total Uptime hours = No of days in month X 24

Actual Uptime Hours = Total Uptime hours – Downtime in hours in a month

Example:

In the Month of May total days is 31 and total down time in the same month in hours was 7 hours. In such case the Actual Uptime can be calculated as follows: Total Uptime hours = 31 X 24 = 744

Actual Uptime Hours = 744 – 7 = 737

Actual Uptime % = (737/744) X 100 = 99 %

c. If the Actual Uptime is less than 90 % then penalty will be charged @ Rs 2000/-per day.

Pre-Qualification Criteria for 50 Mbps Internet Lease Line

The Eligible bidder should satisfy the below mentioned criteria and should submit valid documentary evidence for the below mentioned points:

1. The bidder should be a company registered under the Companies Act, 1956 and should have been in the business for more than 10 years. The following documents may be submitted in support:
 - a. Copy of Certificate of Incorporation,
 - b. Copy of Memorandum & Articles of Association
2. The bidder should have an average turnover of Rs. 100 crores or above in Internet/ISP Business during audited financial years 2015-16 and 2016-17, 2017-18 and submit the following:
 - a. Certification from a Chartered Accountant (CA) / firm of CAs certifying turnover in the financial years 2015-16, 2016-17 and 2017-18.
 - b. A copy of the audited annual accounts for these years.
 - c. Copy of GST Certificate.
 - d. Copy of PAN Card.
3. Bidder must be Category "A" ISP.
4. Bidder should have their own international gateways.
5. The bidder should have an NLD / ILD License, issued by Govt. of India.
6. Bidder has to submit their clientele list.
7. The bidder must have single fully functional Network Operating Centre contact support center with 24 X 7 supports. With Toll Free number for fault registering within India, operating on 24x7 basis.
8. Bidder should have ISO 9001:2008 Certification or Higher. Copy of the Same to be submitted
9. The bidder should have multiple connectivity from various service providers at their end in order to avoid the break of services.
10. The bidder should have executed (during last 5 years) at least one project for implementation of internet bandwidth of capacity 100Mbps or more or two projects of 50 Mbps or three projects of 20 Mbps. Detail of such projects to be provided.
11. Bidder should have online tools to monitor the link performance.
12. Core expertise of the ISP should be DATA. Internet traffic cannot be sent with same VOICE backbone, in case bidder is also a BSO.
13. Single point of contact for troubleshooting or a helpdesk team will function as a single point of contact for all sorts of problem for this system or for the complete setup.
14. Bidder should have an office in Delhi/NCR.

Answer

Following information must accompany the financial bid:

1	Name, Address and Telephone number of the Firm/Company	
2	Name of the Contact person and contact detail (Mobile/Telephone no etc.)	
3	Name of the Bank and full address	
4	Bank Account number	
5	PAN & GSTIN (Attach self-certified copy	
6	Valid self-certified copy of authorization from OEM	
7	Copy of partnership Deed/Certification of registration of Company or any other document evidencing registration of the bidder	
8	Number of Years of experience	
9	Details of DD towards: Tender fee: EMD:	
10	Provide the previous PO's of the same item work executed during last 3 years (attested copies of the Orders to be enclosed)	
11	List of service center, Nearest location of Support Center	
12	Turnover of the bidder in financial years: 2015-16 2016-17 2017-18 Please attach CA certified copy of turnover	
13	OSP 9000 Certification (Please attach certified copy	

I /We hereby certify that the information furnished above is full and correct to the best of my/our knowledge.

(Signature of the authorized Signatory)

Name:

Office Seal.

Date:

Place:

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TERMS AND CONDITIONS

1. The financial bid should be valid for a period of not less than 60 days from the date of opening of bid. The leased line is to be delivered & installed within a period of 4 weeks from the date of issue of Purchase Order (PO) by the Company.
2. Upon placing of the Purchase Order (PO), the successful bidder is required to submit performance bank guarantee (PBG) equivalent to 10% of the PO value within 07 days' of the date of PO, failing which the EMD amount will be forfeited and the bidder shall be notified as blacklisted.
3. The PBG will be valid for a period of 60 days beyond the stipulated date for cessation of the contract which is co-terminus with the warranty period
4. No interest is payable on the PBG.
5. PBG will be realized by Company in case of termination of the contract for unsatisfactory performance and/or non-performance of the contract.
6. Bids will be opened in the presence of bidder's representatives, who choose to attend on the specified date and time. Only one representative shall be allowed to attend.
7. Sealed bid can be sent either by post or by messenger. The responsibility of delivery of bid lies entirely with the bidder. Postal Address is "IIITD Innovation and Incubation Center, Okhla Industrial Area, Phase III, New Delhi – 110020.
8. In the event of dispute, Chief Executive Officer, IIITD Innovation and Incubation Center shall be the sole arbitrator and his decision shall be final and binding on both the parties.
9. Compny does not bind itself to accept the lowest or any other offer and reserves the right to accept or reject any or all the offers either in full or in part without assigning any reason.
10. Payment for installation and commissioning will be made within one month from the date of satisfactory completion of job.
11. Leased line rental Payment will be made on quarterly basis, only after the completion of each quarter and on submission of GST compliant invoice.
12. Leased line rental Payment will be paid only if required SLA as stated above is met.
13. If SLA is not met in two successive quarters, then the leased line service contract will be terminated by IIITD and no further payments will be released.
14. Delivery, installation and commissioning should be done within 4 weeks of confirmed order.
15. Standard LD clause for delay in supply/completion of job @ 2% per week subject to max 10% will be applicable.
16. Receipt of material is subject to inspection.

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PROFORMA FOR FINANCIAL BID

S. No.	Particulars	All Inclusive Rate (INR)
1	End to End Installation and Commissioning including any equipment's required.	
2	Annual Rental Charges for 50 Mbps (1:1) Internet leased line as per specified technical details and as per scope of work	
*It is compulsory to submit the both above prices separately		
Total (Rupees.....)		

Please note the price should be inclusive of all taxes/charges and installation at IIIT-Delhi.

The discount, if any should be mentioned herein and nowhere else.

Total Cost (all inclusive) of quantity mentioned above (in words):

We accept that the rate quoted above shall remain valid for a period of 60 days from the last date of the tender document i.e. 60 days from 7th March, 2019. It is certified that the rates quoted above are not more than the rates charged from any Central / State Govt. Deptt. / Institution / DGS&D etc.

(Signature and seal of the Bidder)

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