



सीएसआईआर-केन्द्रीय इलेक्ट्रॉनिकी अभियांत्रिकी अनुसंधान संस्थान

CSIR-CENTRAL ELECTRONICS ENGINEERING RESEARCH INSTITUTE

(विज्ञान तथा प्रौद्योगिकी मंत्रालय / MINISTRY OF SCIENCE & TECHNOLOGY, भारत सरकार/GOVT. OF INDIA)

पिलानी, राजस्थान (भारत)/Pilani, Rajasthan - 333031 (INDIA)



No. NMC/2018/NIT/01

18-06-2018

NOTICE INVITING TENDER (NIT)

Name of work:- “64 Mbps (1:1) and 16 Mbps (1:1) leased line Internet connection on fiber optic link at CSIR-CEERI, Delhi Center and fiber optic/RF link at CSIR-CEERI, Jaipur Center respectively.”

Director, CSIR-CEERI, invites e-Tender from manufacturer/dealer/distributor/agencies under two-bid system for Supply, Installation and Maintenance of 64 Mbps (1:1) and 16 Mbps (1:1) Dedicated Unshared Internet Leased Bandwidth requirements over fiber optic link at CSIR-CEERI, Delhi Center and Fiber optic/RF link at CSIR-CEERI, Jaipur Center for a period of 2 years (Two Years). The manufacturer/dealer/distributor/agencies can participate in the bid under two-bid system (Part I - Technical Bid and Part II – Financial Bid)

Bid collection and submission details:	
Tender Reference Number	NMC/2018/NIT/01
e-Tender published Date	18-06-2018 05:00 PM
Document download/Sale start date	18-06-2018 05:30 PM
Document download / Sale end date	09-07-2018 02:00 PM
Clarification start date	18-06-2018 05:00 PM
Clarification end date	25-06-2018 06:00 PM
Bid submission start date	19-06-2018 10:00 AM
Bid submission end date	09-07-2018 02:30 PM
Bid opening date	10-07-2018 03:30 PM
Cost of Tender Document	NIL
Offer Validity Period	120 days
Earnest Money Deposit	₹50,000/- (Rupees Fifty thousand Only) by Demand Draft/B.C./B.G./FDR in favor of “ Director, CEERI Pilani ” payable at Pilani.
Performance Bank Guarantee	10% of Contract Value plus three months
Lease Line Installation Location	Delhi Location: A93/94, Naraina Industrial Area, Loha mandi, Phase 1, New Delhi – 110028, India Jaipur Location: CSIR-CEERI, Incubation-cum-Innovation Hub, CFC – 1, Malviya Industrial Area, Jaipur – 302017, Rajasthan, India.

Please Note: Vendor can quote for either of the centers individually or for both centers. Please strike off the respective column in price schedule, in case bidding for one.

E-Bids are invited through the electronic tendering process and Tender Document can be downloaded from the e-Tender portal of Government of India, <https://etenders.gov.in>. A copy of the Tender Document is also available on CSIR-CEERI website: www.ceeri.res.in. Please note that the submission of e-Bids will be only through the e-Tender portal <https://etenders.gov.in>. Bids will not be accepted in any other form. Further it may be noted that Bids which are duly submitted on e-Tender portal shall only be considered and Bids just saved without submission will not be available to the Evaluation Committee of CSIR-CEERI.

Any Bidder willing to take part in the process of e-tendering will have to get registered in the Central Public Procurement (CPP) portal, NIC, Government of India, by logging on to the portal <https://etenders.gov.in>. Bidders are requested to go through “Bidder Manual Kit”, “System settings” and “FAQ” links available on the login page of the e-Tender portal for guidelines, procedures and system requirements. In case of any technical difficulty, bidders may contact the help desk numbers and email ids mentioned at the e-tender portal. Every Bidder will be required to obtain a Class-III Digital Signature Certificate (DSC) for submission of Bids.

Clarifications, if required may be sent through e-tendering portal only.

Controller of Administration

A. PROJECT SCOPE

Supply, Installation and maintenance of 1:1 Dedicated Unshared Internet Leased Bandwidth Requirements:

Sr. No	Description	Location
1.	Internet Lease Line 64 Mbps 1:1 dedicated wired Internet leased Line Uncompressed and Unshared. Last mile delivery on Fiber only.	A93/94, Naraina Industrial Area, Loha Mandi, Phase 1, New Delhi - 110028
2.	Internet Lease Line 16 Mbps 1:1 dedicated wired Internet Leased Line Uncompressed and Unshared. Last mile delivery on Fiber/RF.	Installation at CSIR-CEERI, Incubation-cum-Innovation Hub CFC – 1, Malviya Industrial Area Jaipur – 302017, Rajasthan, India.

Installation requirements

- I. The installation of the Connectivity shall be carried out in CSIR-CEERI, Delhi Center, New Delhi and CSIR-CEERI, Jaipur Center, Rajasthan.
- II. Any statutory requirement for installation and working of all equipment of the ordered Fiber for Delhi Center and Fiber/RF for Jaipur Center Connectivity shall be responsibility of the bidder.
- III. Permission from state government/central government shall be the sole responsibility of the bidder. Any document required by the bidder required for the permission from state government/central government will be provided by CSIR-CEERI.

Specification of Equipment's and Services

The technical specifications of the equipment's specified in **Annexure: A** are the minimum requirements of the CSIR-CEERI. The vendors are at liberty to indicate higher specifications than the minimum levels EXCEPT THE BANDWIDTH. The CSIR-CEERI reserves the right to place orders at the higher specifications offered by the vendors.

Maintenance and Support

- I. The vendors shall furnish the details of their local centers to support and shall deploy only trained service personnel to resolve the issues which may arise. Maximum time to repair (resolve & recover) a reported break down should be **Four hours**. Time for this purpose shall be measured as interval between the time of reporting the problem and the time when the problem is fully solved making the faulty components/functions fully operational.
- II. Vendor and OEM support strategy should have a 24 X 7 support. Support from vendor (and OEM if applicable) should be on site whenever a faulty part is to be replaced, the replacement should be a new part with the matching OEM part number to the replaced part.

- III. Vendor shall ensure a visit to CSIR-CEERI, of a person of designation of Area Manager on monthly basis. During the implementation stage, vendor shall depute engineers for attending to the complaints related to the hardware and software/firmware components.

Uptime Guarantee

Vendor shall have to guarantee continuous uninterrupted internet line availability along with all the equipment supplied by them and should achieve minimum 99.5 % uptime across 24 X 7 calculated on monthly basis.

B. INSTRUCTIONS TO TENDERERS

DEFINITIONS:

In this Contract, the following terms shall be interpreted as indicated below:

1. "Vendor or Contractor or Service Provider" shall mean the successful bidder to whom the contract has been awarded and with whom the Tendering Authority signs the contract for rendering of goods and services.
2. "Contract" means the agreement entered into between the Tendering Authority and the Vendor, as recorded in the document signed by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein;
3. "Bidder" means any firm having proper legal Agreement between the parties with the lead firm taking the full responsibility of managing the project as required in the tender. The word "Bidder" when used in the pre award period shall be synonymous with Vendor" which shall be used after award of the contract.
4. "The Contract Price" means the price payable/receivable to the Successful Bidder under the Contract for the full and proper performance of its contractual obligations;
5. "The Goods" means all the material/ services, which the Vendor is required to supply to the Tendering Authority under the Contract;
6. "Services" means services ancillary to the supply of the Goods, such as transportation and insurance and any other incidental services and other obligations of the Vendor covered under the Contract;
7. "Day" means a working day.
8. "Tendering Authority" means Director, CSIR-CEERI Pilani.

LOCATION FOR SUPPLY OF GOODS AND SERVICES AND INSTALLATION

Sr.No	Description	Location
1.	Internet Lease Line 64 Mbps 1:1 dedicated wired Internet leased Line Uncompressed and Unshared. Last mile delivery on Fiber only.	A93/94, Naraina Industrial Area, Lohamandi, Phase 1, New Delhi - 110028
2.	Internet Lease Line 16 Mbps 1:1 dedicated wired Internet Leased Line Uncompressed and Unshared. Last mile delivery on Fiber/RF only.	Installation at CSIR-CEERI, Incubation-cum-Innovation Hub CFC – 1, Malviya Industrial Area Jaipur – 302017, Rajasthan, India.

SPECIFICATIONS

The technical specifications are the minimum requirements of the CSIR-CEERI. The Tenderer is at liberty to indicate higher specifications than the minimum level. The CSIR-CEERI reserves the right to place order at the higher specifications offered by the Tenderer.

NON TRANSFERABLE TENDER

Neither the contract nor any rights granted under the contract may be sold, leased/sublet, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Council.

QUALIFICATION CRITERION

1. The bidder may be a Government Organization / PSU / PSE / partnership firm or a limited Company under Indian Laws.
2. The bidder should have acquired valid NLD and ISP License from DOT and has established Fiber/wireless network across India and operational from last 3 years.
3. The Bidder or their ISP should be a Class A ISP license holder from Government of India.
4. Average Annual turnover of the bidder for the last 3 financial Years i.e. 2015-16, 2016-17, 2017-18 should be minimum Rs. 50 Crores.

The Bidder shall have valid TL9000 and ISO/IEC 27001:2005 certificate.

The bidder shall have its own at least 2 International Internet Gateways & Cable Landing Stations (CLS). The gateways shall be peered with international peering points through different OFC in two different directions -- Trans-Atlantic & Trans- Pacific. Gateways should be operational for at least one year (from the date of submission of Bid).

5. The Bidder should have own access network for providing last mile(local loop).
6. The Bidder should certify that they have support mechanism in NCR region.
7. The Bidder should have executed similar project for bandwidth provisioning in Government or Private sector.

8. The bidder must have capability to provide 100 percent backup through alternate submarine route in case of cut/failure of primary submarine cable. Documentary proof must be enclosed in this regard.
9. The Service provider should have following technical strengths. (Self-declaration to be provided)
 - a. Service Provider should have its own 45 + PoPs across India on own Fiber.
 - b. The Service Provider should have own high capacity backbone bandwidth at the core
 - c. The service provider should have capability to provide last mile on all the hybrid access technologies (fiber, copper, RF, VSAT etc.)
 - d. Service provider should have its own fiber based backbone network of 1,00,000+ KM
10. The bidder shall not have been suspended/blacklisted from any business entity.
11. The bidder should have direct peering with various national/International content/service providers.
12. Bidder should have Internet bandwidth connectivity directly with Tier-1 IP exchanges in USA, Europe and Asia Pacific from its gateway routers in India. The bidder should own at least a submarine cable for international connectivity with own landing station(s) in India.
13. The bidder should have Network management center with DR facility, at two different places in India in different seismic zones, for trouble shooting round the clock to ensure uninterrupted services.
14. The bidder should have direct peering with various national/International content/service providers.

COMPLETENESS OF TENDER OFFER

The Tenderer is expected to examine all instructions, forms, terms, conditions and specifications in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender offer not substantially responsive in every respect to the tender documents will bear the Tenderer's risk and may result in rejection of its tender offer. The tender offer is liable to be rejected outright without any intimation to the Tenderer if complete information as called for in the tender document is not given therein, or if particulars asked for in the Forms / Performa in the tender are not fully furnished.

EARNEST MONEY DEPOSIT (EMD)

EMD of ₹50,000/- (₹ Fifty Thousand Only) TOWARDS EARNEST MONEY IN THE FORM OF / Demand Draft/B.C./FDR/Bank Guarantee in original, valid for six months from the date of opening of the tender must be submitted to CSIR-CEERI before submitting the Technical Bid and a scanned copy of the same must be enclosed with Technical Bid, otherwise quotation will not be considered.

EMD of the un-successful bidders shall be refunded/returned at the earliest after finalizing the contract. The parties must, therefore, submit a pre-receipted Receipt along with quotation to enable CSIR-CEERI to refund their EMD. In case the bidder fails to accept contract or fails to execute work order, the EMD will be forfeited. (BID(s) NOTACCOMPANIED WITH AN EMD IS / ARE LIABLE TO BE REJECTED).

The EMD submitted by the bidder will be forfeited if:

- The bidder withdraws his tender before processing of the same.
- The bidder withdraws his tender after processing but before issuing of the awardletter by CSIR-CEERI.
- The successful bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee for 10% of the contract value valid for contract period plus three months.

TECHNICAL OFFER

- The technical offer shall be submitted on e-tendering/ e-portal.
- The technical bid should not contain any price information.
- The Technical offer should include all items asked for in Annexure-A.
- The Technical bid should be complete in all respects with all the columns filled in including “Accepted / Deviations”.
- The Technical offer should be complete to indicate that all products and services asked for are quoted and should give all required information including technical brochure, manuals, technical specifications, data sheet of the quoted products in an organized and neat manner. No documents, brochures, leaflets, etc. should be submitted on e-portal.
- The technical specifications are the minimum requirements of the CSIR-CEERI. The Tenderer is at liberty to indicate higher specifications than the minimum level EXCEPT THE BANDWIDTH. The CSIR-CEERI reserves the right to place order at the higher specifications offered by the Tenderer.
- Filling up of the Technical Detail Form using terms such as “ok”, “acceptable”, “noted”, “as given in brochure / manual” is not acceptable. The CSIR-CEERI may treat offers not adhering to these guidelines as unacceptable.
- Any additional accessories, services for Hardware and Software which can be supplied should be included separately indicating their need/use. Those additional accessories, services which are essential for basic functional use of the equipment in the overall system should be marked as essential and others as optional.

Financial Offer

- Financial Offer as per **Annexure-B and Price Schedule** shall be submitted.
- It should give all relevant price information and should not contradict the Technical Offer in any manner.

- The prices quoted in the financial bid should be without any conditions.
- The bidder should submit an undertaking that there are no deviations to the specifications mentioned in the tender either with the technical or financial bids submitted.
- The price schedule must be filled in completely, without any error, erasures or alterations.
- Tenderer should quote only all-inclusive Price inclusive of Supply, Installation, commissioning, Transportation, Forwarding, Insurance, Training, Warranty, taxes and duties etc.
- The financial offer shall be on a fixed price basis, inclusive of all taxes, no price variation should be asked for relating to increase in customs duty/GST, excise tax, dollar price variation, etc.
- Price quotation accompanied by vague and conditional expression such as “subject to immediate acceptance”, etc. will be treated as being at variance and shall be liable for rejection.
- Prices quoted will be firm for the entire period of Contract. All prices to be quoted in **Indian Rupees**, and must clearly state all applicable taxes which must be included in quoted price.
- It is the responsibility of the Vendor to clearly identify all costs associated with any item or series of items in this RFP. The Vendor must include and complete all parts of the cost Proposal in a clear and accurate manner. Omissions, errors, misrepresentations, or inadequate details in the Vendor’s cost proposal will be considered as valid ground for rejection of the Vendor’s proposal. Costs that are not clearly identified will be borne by the Vendor.
- Tenderer should indicate separately the cost of additional accessories, services of essential and optional nature.
- The financial offer should include cost of up-gradation of system and application software for total duration of contract.
- The financial offer should include incidental charges and customization charges if any.

ONLY ONE SUBMISSION PERMITTED

Only one submission of response to tender by each Vendor will be permitted. Only one submission is permitted through the lead vendor / consultant. Financial bid must be submitted as per Annexure-B and price schedule.

All submissions, including any Banking documents, will become the property of Council. Recipients shall be deemed to license, and grant all rights to, Council to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

SUBMISSION OF BIDS

1. The bid shall be submitted in two bid system namely (i) Technical Bid; and (ii) Financial Bid.
Technical Bid: The bidder must ensure that the following parameters should be met while submitting the Technical Bid:
 - 1.1 The e-Bid shall be digitally signed by the Bidder at the e-tendering portal by person / persons duly authorized to bind the Bidder to the contract. Written Power –of – attorney (If required under the Bidding Process) should accompany the Bid. The person or persons signing the e-bid shall also physically sign each document of the Bid, except for printed literature. The e-Bid submitted shall be in readable form and encrypted as per e-tendering portal requirements. Standard Printed terms and conditions of the Bidder other than the NIT conditions shall not be considered.
 - 1.2 The e-Bid shall be submitted in Two covers and shall consist of the following documents:

Sl. No.	Document Required	Document type
1.	Scanned Technical Bid duly filled-in and signed by Bidder along with relevant documents.	.pdf
2.	Scanned copy of any other document which the Bidder desires to submit.	.pdf
3.	Price Bid	.pdf
All the above scanned documents must be e-signed prior to being uploaded and saved in the system.		

- 1.3 The bidders shall digitally sign and encrypt their bid and upload the bid online at the e-Tendering portal.
- 1.4 If the envelope is not digitally signed & encrypted the CSIR-CEERI shall not accept such open Bids for evaluation purpose and shall be treated as non-responsive and rejected.
- 1.5 CSIR-CEERI shall receive the bids online through CPP e-portal only. The e-Tender portal shall automatically stop accepting bids at the scheduled date and time specified in the Tender Document. Partially submitted bids shall be treated as invalid and shall not be processed. Bidders are advised to upload and submit their bids timely in view of the electronic process so as to avoid last minute issues.
- 1.6 CSIR-CEERI may, at its discretion extend the deadline for submission of the e-Bids by amending the Tender Documents in which case all rights and obligations of the CSIR-CEERI and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- 1.7 The bidder shall bear all costs associated with preparation and submission of its bid irrespective of the conduct or outcome of the bidding process.
- 1.8 The bidder should not indulge in any corrupt, fraudulent, collusive, coercive practices during the entire process of procurement and execution of contract/order.

- 1.9 Conditional tender will be summarily rejected.
- 1.10 The Bid shall be prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and CSIR-CEERI shall be written in English language only.
- 1.11 The price quoted by the bidder shall remain un-changed during the contract period and shall not vary on any account.
- 1.12 The vendor must quote all lots and items listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items. Lots or items not listed in the Price Schedule shall be assumed to be not included in the bid.
- 1.13 **GST** – CSIR-CEERI is registered with Government of India and Government of Rajasthan, vide GST registration No. 08AAATC2716R1ZF. The percentage of GST as applicable should also be specified clearly in the quotation.
- 1.14 **Indigenous Supplies** – For Indigenous supplies, the prices should be FOR CSIR-CEERI-Delhi Center and CSIR-CEERI Jaipur Center inclusive of packing, forwarding, installation and commissioning, freight and insurance charges. In case of Ex-Works Prices, The Packing, Forwarding, Freight, Insurance, Installation/ Commissioning charges must be clearly quoted in your quotation. No other charges than those mentioned in the quotation will be paid.
- 1.15 The technical details and specifications of the items must be indicated clearly point by point conforming to the description of the items/specifications as per tender specifications along with Commercial terms and conditions such as payment terms, delivery date, packing, forwarding, freight, taxes and duties, installation and commissioning etc. **WHERE THERE IS NO MENTION OF THE ABOVE TERMS AND CONDITIONS SUCH QUOTATIONS SHALL BE REJECTED AS INCOMPLETE.**
- 1.16 Bidders must note that the e-tender portal shall not permit uploading of bids after the scheduled time of submission.
- 1.17 The bidder may correct or modify his digitally signed bid after submission prior to the deadline for submission of bids, through provisions of e-tendering portal.
- 1.18 Comparative statement of technical offers should be provided, drawing a comparison between Bidder's offered specifications and CSIR-CEERI's tender specifications, bringing out clearly the deviations, if any.
- 1.19 The Bidder must offer the validity of the quotation as mentioned in the tender document. If the Bid validity is shorter than the required validity period, as per the tender document, such quotations shall be rejected as incomplete.

2 PRICES:

- 2.1 Bidders are requested to note that they should necessarily submit their financial bids in the PDF format provided and no other format is acceptable.
- 2.2 In the event of any errors or ambiguity in Unit Rates itself, the Price Bids of the Vendor shall be rejected.
- 2.3 CSIR-CEERI shall not consider any changes on any account after the submission of Bid and hence the prices offered shall remain firm during the validity of the Bid and shall not subject to variations on any account.
- 3 **PACKING:** The goods must be packed by standard packing material, failing which supplier will only be responsible for any damages / discrepancies to the consignment due to poor packing of goods.
- 4 **VALIDITY OF OFFER:** The prices must be valid for a period of **120 days** from the date of opening of the quotation. No upward changes in prices will be acceptable in any condition after opening of tender.
- 5 **PRE INSTALLATION REQUIREMENTS:** Pre installation requirements like Space, Power Supply, Water Line or any other essential requirements which are to be kept ready / completed by CSIR-CEERI before supply of items, must be quoted by the bidder clearly in their quotation to avoid the delay in Installation and Commissioning of the equipment.
- 6 **TRAINING:** The supplier shall arrange extensive operation and maintenance training to CSIR-CEERI officials after installation/commissioning for a period of **two days at CSIR-CEERI, Centers through their authorized Engineer, FREE OF COST.**
- 7 **PENALTY:** If the work is not completed on or before the prescribed date of completion or the installation and commissioning is not completed within stipulated period by the supplier a penalty @ 0.5% per week of contract value will be charged to a maximum of 5% of contract value from the successful bidder.
- 8 **PERFORMANCE SECURITY:** An unconditional performance bank guarantee from scheduled bank for 10% amount of contract value has to be furnished by successful bidder along with acceptance of CSIR-CEERI contract towards the performance security within 10 days of the placement of contract, failing which the contract shall be deemed as terminated. The bank guarantee must be valid for contract period plus three months (24 months plus 3 months). In case of any breach of contract the bank guarantee will be forfeited.
- 9 **DELETION OF NAMES OF DEFAULTING PARTIES:** Names of parties backing out/ defaulting after opening of tenders will be recommended for deletion from the list of suppliers in addition to forfeiture of EMD submitted by the party. Those firms have already been Black listed by CSIR / Govt. of India, need not apply / quote.
- 10 **COMPLIANCE STATEMENT:** Tenders are required to furnish a compliance statement of each and every specification of CSIR-CEERI tender supported by the technical literature/ leaflet in the following format, preferably giving the price of each of the specification or part/ accessories of the equipment required to be quoted. The deviations, if any from the tendered specifications should be clearly brought out in the statement. Similarly, the compliance of each of the required terms and

conditions of the tender may also be stated in the form of a separate compliance statement along with quotation (with Technical Bid in case of two bid system). Deviations may be given in separate column.

The bidders are advised to submit both the compliance statements essentially along with their quotation failing which their offer will be treated incomplete and can be ignored. It must be certified that the quoted equipment is of latest technology.

SHORT LISTING OF TENDERERS

The CSIR-CEERI will short list technically qualifying Tenderers and Financial offers/ Price Bid of only those Tenderers will be opened.

COMPLETION OF COMPLIANCE OF TENDER CONDITIONS AND STIPULATIONS AND PRICE COMPARISION

- The CSIR-CEERI will evaluate the financial offers of Tenderers previously short- listed and determined to be substantially responsive.
- After opening of the financial offers of the short-listed Tenderers, if there is a discrepancy between words and figures, the amount indicated in words will prevail.

AWARD CRITERIA

- Contract will be awarded to the Tenderer whose financial offer has been determined to be lowest evaluated offer. Contract may be awarded even if only one bidder qualifies technical/financial offer. However, CSIR-CEERI reserves the right to take appropriate decisions in such case and shall not be binding on the CSIR-CEERI to award the contract.

A. TERMS AND CONDITIONS OF CONTRACT

1. PAYMENT TERMS

- Payments will be made by the competent authority on **half-yearly advance basis** against the consolidated Bill raised to the Competent Authority. The generated bill should clearly mention the billing period.
- It is the responsibility of the supplier to provide performance reports and graphs of Bandwidth usage and traffic to demonstrate that the SLA is being met. The Performance will be monitored every month and plenty will be applied according to SLA terms.
- Payment of taxes and other applicable Government levies will be made according to the rules and regulations as existing on the date of the payment.

- In case there is price reduction in service components during the contract period then the vendor (ISP) will pass on all such benefits to CSIR-CEERI.

2. LIQUIDATED DAMAGES

For any delay in Installation and Commissioning, the CSIR-CEERI will charge penalty of 0.5% of the order value/week or part thereof, subject to the cost not exceeding 10% of the total cost.

3. WARRANTY AND ANNUAL MAINTENANCE CONTRACT (AMC)

- The Internet with related equipment's and communication links installed by the vendor shall have a comprehensive onsite warranty for the entire period of the Service Contract after the successful commissioning and acceptance.
- The bidder shall ensure an uptime of 99.5% for the entire duration.
- ISP will ensure maintaining services from the nearest service center which should be well equipped with service engineers and sufficient spares. The vendor will do preventive maintenance once a month for upkeep of the system.

4. TIME FRAME

- Project is to be completed within 45 days in all respects i.e. deliveries and all kind of installations, testing and commissioning. Liquidated Damages at the rates referred in this document shall be imposed in case of any delays due to any reason whatsoever.

5. EXECUTION OF AGREEMENT

The vender should execute:

- a) An Agreement, which would include all the services and terms and conditions of the services to be extended as detailed herein and as maybe prescribed by the Council and
- b) The vendor should execute the agreement within 10 days from the date of acceptance of award letter.

6. LAYOUT PLAN

- A comprehensive Fiber Layout plan have to be submitted along with the Technical Proposal.
- The Layout plan must show the end to end connectivity of Fiber cable from ISP CSIR-CEERI Delhi Center and Jaipur Center resp.

SCOPE OF WORK

The detailed Scope of Work involves:

1. Provide dedicated 64 Mbps (Delhi Center) (1:1) and 16 Mbps (Jaipur Center) (1:1), (Dedicated wired Internet Leased Line Uncompressed and unshared.
2. The lease line from category “A” ISP (license from Govt. of India) should only be commissioned.
3. To ensure PoP level redundancy **Ring Topology** to be used for connectivity.
4. Provide a block of 8 Public IP’s (IPV-4) to enable CSIR-CEERI to use the same for web servers, mailing solution etc.
5. Bidder should provide graphical web UI tool for monitoring the bandwidth / network performance without additional cost.
6. The bidder should furnish Internet Bandwidth Utilization/performance reports on a quarterly and send it to register CSIR-CEERI email address. However, the bidder should also provide interface to CSIR-CEERI for monitoring utilization / performance reports on real time, hourly, daily and weekly basis.
7. The bidder should provide all necessary equipment for connectivity, if any. Router or Layer 3 Switch will be provided by CSIR-CEERI.
8. The vendor has to provide onsite support, when required.
9. The Actual Uptime on fiber Link to be calculated in respective month and will be measured against total uptime hours 99.5%. If the downtime exceeds the total uptime hours following penalty in % will be applicable:

S. No.	Downtime	Penalty in % on monthly bill
1.	> = 99.5%	0
2.	> 99 to < 99.50	10
3.	> 98.5 to < 99.5	20
4.	> 98 to < 98.5	30
5.	> 95 to < 98	50
6.	> 90 to < 95	70
7.	< 90%	100

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:

$$\text{Total Uptime hours} = 31 \times 24 = 744$$

$$\text{Actual Uptime Hours} = 744 - 7 = 737$$

$$\text{Actual Uptime \%} = (737/744) \times 100 = 99 \%$$

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

Service Level Agreement

This SLA describes the Service Levels applicable. Non-achievement of a Service Level may attract penalties, as set out in this SLA. The bidder shall sign SLA with CSIR-CEERI incorporating following parameters:

- a. Working days: Seven days a week (Monday to Sunday)
- b. Throughput: 100% non-blocking [symmetric]
- c. Latency: < 100ms
- d. Packet Loss/Drop: < 1.0%
- e. Helpdesk Support (with preferably trouble ticketing/toll free number): 24 X 7 X 365
- f. Mean Time to Restore: 4 hours. To be calculated on monthly basis
- g. Performance Reports: Real Time, Hourly, Daily, Weekly and Monthly
- h. Dedicated Account Management Team: Single point of contact for service requirements such as ordering, implementation, operations and billing.

Acceptance Test Plan (ATP)

The acceptance test will be carried out as per mutually agreed Acceptance Test Plan [ATP], which will be finalized after PO is issued. The link(s) will be accepted only after acceptance testing is completed as per the agreed plan and is duly signed/certified by the CSIR-CEERI and the service provider.

ANNEXURES TO THE TENDERS:

The tender comprises of following schedules / Annexure:

Annexure-A	Specifications For Technical Offer
Annexure-B	Price Schedule
Annexure-C	Details Of Bidder

Annexure-A

Specifications for Technical Offer

Item No.	Item Name	Particulars	Quoted Specifications	Compliance	Deviation
1.	Type of connectivity	1:1 Dedicated wired Internet Leased Fiber Line Uncompressed and unshared. Last mile delivery on fiber.			
2.	Capacity	Internet Leased Line: (i) 64 Mbps (Delhi Center) (ii) 16 Mbps (Jaipur Center)			
3.	Non shared on exclusive basis	1:1 Uncompressed and unshared			
4.	uptime	99.5%			
5.	B/w guarantee	99%			
6.	Packet Loss	<1%			
7.	Latency	Less than 50 milli second from the respective CSIR-CEERI router to the first hop of the service Provider.			
8.	Period	Two years			
9.	Public IP Pool	8 IP (IPV-4)Address for each line			

Part I: Requirements to be fulfilled

Sr. No	Features	Specifications/Descriptions	Quoted Specifications	Compliance	Deviation
1.	Last Mile	Last mile connection from the PoP of the service provider to CSIR-CEERI should be high available and of Fiber or any other media.			
2.	Dedicated Symmetric Internet Bandwidth	Dedicated Symmetric Internet bandwidth by peering with local POP of bidder to CSIR-CEERI. The bidder must guarantee availability of 1:1 bandwidth on their backbone at CSIR-CEERI from their peering PoP up gateway router.			
3.	Delivery	Duration for commissioning of the link after placement of the PO: Within 45 days.			
4.	Implementation of Software at client side. (Cost of software should be included in the package)	<ul style="list-style-type: none"> a. Bandwidth Utilization b. Up time c. Packet loss d. Ping time 			
5.	Hardware for Termination	<ul style="list-style-type: none"> a. Mux/Modem hardware required to be provided by ISP. b. Supplied hardware should be included in the services and it will be the property of the ISP only. c. Maintenance of Hardware 			

		supplied by ISP will be the responsibility of ISP only.			
6.	Diagram and Charts	a. Networking diagram between client, ISP and Gateway b. Bar chart indicating the proposed schedule of completion			
7.	Services	Internet Router port at ISP Gateway for required bandwidth			
8.	Liasoning	Liasoning with DOT/others for obtaining point to point connectivity between ISP node and our desired locations within the committed time frame.			
9.	Configuration	Configure the Hardware (Modem/MUXetc.) and software cost of this should be included in the pack.			
10.	Installation	Installation and commissioning of the link with appropriate wiring. Cost of this should be included in the package.			
11.	Warranty	Warranty for the contract period.			
12.	DNS Services	The ISP should provide DNS services including reverse Lookups.			
13.		A comprehensive Fiber Layout plan have to be submitted along with the Technical Proposal.			
14.		The Layout plan must			

		shows the end to end connectivity of Fiber cable from ISP to CSIR-CEERI desired locations using map.			
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PRICE-BID

ANNEXURE-B
PRICE SCHEDULE (PS)
Tender Reference:
Last date and time for submission of Tender :
Director
CSIR-CEERI
Pilani-333031
RAJASTHAN
<i>SUBJECT: Tender Document for Participation in the Tender Process for Supply, Installation and Maintenance of 1:1 Dedicated Unshared Internet Leased Bandwidth Requirements Over Fiber, At CSIR-CEERI Delhi Center/Jaipur Center, RAJASTHAN. As Specified in the Schedules</i>
That we are sole owner/authorized agents/ of
.....
That we/the undersigned agency is equipped with adequate hardware/software and other facilities required for providing services and our establishment is open for inspection by the representatives of CSIR-CEERI
We hereby offer to provide Services at the prices and rates mentioned in the financial bid (as per financial template).
We do hereby undertake, that,
In the event of acceptance of our bid, the Services shall be provided as stipulated in the work order and the tender terms and conditions to the Bid and that we shall perform the entire incidental services.
The prices quoted are inclusive of all charges inclusive of traveling, hardware/ software/ manpower etc. for providing the desired services.
We agree to abide by our offer a period of 120 days from the date fixed for opening of the tenders and what we shall remain bound by a communication within that time.
We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to provide the services as per these terms and condition.
We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Sign of Contractor

PRICE SCHEDULE

Component wise Rates Price Quoted (in Rs.)			
		<i>For Delhi Center</i>	<i>For Jaipur center</i>
<i>S.NO</i>	<i>Item</i>	<i>Price per Year (Validity 2 Years)</i> <i>(64 Mbps 1:1 Dedicated Internet leased line over)</i>	<i>Price per Year (Validity 2 Years)</i> <i>16 Mbps 1:1 Dedicated Internet leased line over)</i>
1.	<i>Fixed Charges (One Time Charges)</i> <i>(Installation, Commissioning, Testing)</i>	Rs. In Words:	Rs. In Words:
2.	<i>Recurring service charges including detection and mitigation services for two years</i>	Rs. In Words:	Rs. In Words:
3.	Taxes GST- (Pl Specify)	Rs. In Words:	Rs. In Words:
4.	Total	Rs. In Words:	Rs. In Words:
		For 1 yrs: Rs. IN WORDS: Rs.	For 1 yrs: Rs. IN WORDS: Rs.
		Grand Total	Grand Total

Please Note: Vendor can quote for either of the centers individually or for both centers. Please strike off the respective column, in case bidding for one.

Name & Signature of the Contractor

Seal

Note:
1. The financial bid scrutiny for evaluation of the bid will be based on the individual GRAND TOTAL of all schedules.
2. The award will be valid for 24 months, however, the performance shall be reviewed at the end of 12 months and shall be continued for next 12 months on the satisfactory performance and adherence to the SLA. Director, CSIR-CEERI reserved the right to terminate/discontinue the services at any point of time, if the agreed SLA is not met.
3. In case of extension in the supply of service, the differential cost will be paid to the ISP for the extended contract period.
4. All the costs should be quoted in Indian Rupees. No escalation of cost will be allowed under any circumstances.
5. CSIR-CEERI shall not pay separately any specific statutory taxes / service charges to any authority.
6. No hidden charges will be allowed, if any.
7. Bills should be raised in the name and will be paid by the Competent Authority, as specified in the tender.
I/We, hereby, undertake that we shall not ask for any other charges other than the charges specified above. We also confirm that we will make our own arrangements at our own cost for traveling, boarding, lodging, communication etc. for successful implementation
Dated: Signature:
Name of Agency:
Company Seal Full Address:

ANNEXURE-C**DETAILS OF BIDDER**

Please ensure that your response clearly answers all the questions. If you use additional schedules or documentation to support your response, make sure that they are clearly cross- referenced to the relevant question.

General Profile of the Company/Firm: -

Name and Address of the Company / Firm with Telephone Nos., Fax, email and Website	
Date of Incorporation	
Offices situated at different locations	
Infrastructure facilities	
Turn over for last three years(Audited Annual Accounts and Annual Reports of three accounting years to be submitted)	
Executive Profile	
GST Registration Number	
PAN No.	

Details of Manpower:-

Technical Personnel available:

Quality Certificate, if any:

S.N.	Name of the Certificate	Certified By	Year of getting Certification	Whether Certificate is valid as on date

Awards for products/Services, if any:

S.N.	Name of the Award	Awarded By	Year of getting Award	Field of Award

Name, address and Telephone Number [Office, Residence, Mobile] of the Contact Person to whom all

References shall be made regarding this tender:		
Telephone:	Office -	Residence –
Mobile -	Fax No.:	Email:
Place:	Signature:	
Date:	Name:	
Company Seal		
Note:		
1.In-adequate information could lead to disqualification of the bid.		
2. All items should be supported by proper documents.		