



INDRAPRASTHA INSTITUTE *of*
INFORMATION TECHNOLOGY
DELHI

**TENDER FOR INTERNET LEASED LINE FOR THE INSTITUTE AT OKHLA
PHASE-III, NEW DELHI-110020**

(Tender no. IIITD/S&P/IT/INTERNET LEASED LINE /60/2020-21)

Invitation for Bids

Indraprastha Institute of Information Technology-Delhi (IIITD), a State University created by an Act of Govt. of NCT of Delhi invites sealed Bids for **internet leased line** (as per Scope of Work below) for its campus at Okhla Phase-III New Delhi-110020 (behind Govind Puri Metro Station).

1. An amount of Rs.25,000/- (Rupees Twenty Five 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 "IIIT-Delhi Collections" 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 Institute's web-site. Those wishing to get the copy of the document from the Institute may please deposit non-refundable Tender Document Fee of Rs. Rs.1,180/- (Rupees One Thousand one Hundred Eighty only) in the form of Demand draft drawn in favor of "IIIT-Delhi Collections Account", payable at New Delhi or may deposit Rs.1,180/- with F&A division of the Institute and enclose the receipt with the filled up tender document.

3. The last date for submission of bid is 13th March 2020 up to 3:00 PM. The Tender Document should be addressed to:

**Registrar,
Indraprastha Institute of Information Technology-Delhi
Okhla Phase-III
(Behind Govind Puri Metro Station)
New Delhi-110020.**

4. The document may be deposited in the Tender Box kept in the Store department at the Room no.107, First Floor, Old Academic Block of the Institute. Bids received after 3:00 PM will not be accepted or considered under any circumstances. In this regard decision of the Institute 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***".

The bids shall be opened on the same day i.e. 13th March 2020 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**" and "**Financial Bid for Internet Leased Line**" addressed to Registrar IIIT-Delhi, Okhla Industrial Area Phase-III, New Delhi.

2. Sealed quotations shall be received not later than 3.00 P.M. on 13th March 2020. No bids will be accepted after this date & time under any circumstances. The Institute will not be responsible for any postal/courier delay and also for reasons beyond control of the Institute.

3. Technical bids must contain the EMD for specified amount, along with complete 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 Institute 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 500 Mbps (1:1) Leased Line Internet connection on Fiber for a period of three year as per technical specifications stated below:

S. No	Product	Quantity
1	500 Mbps (1:1) Leased Line Internet connection on Fiber Optic Link	1
2	IP Address	Nil
3	Duration	Three Year
	*In case services during the work award years are found to be non-satisfactory, the Institute has rights to terminate the contract with one month notice.	

IIITD has its own pool of public IPv4 and IPv6 addresses. The ISP will be required to provide BGP routing of the same. 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. 500 Mbps committed bandwidth is required at any point of the time.
3. IIITD has its own pool of public IPv4 and IPv6 addresses. The ISP will be required to provide BGP routing of the same.
4. If CAF is required by any ISP then the terms and conditions of the CAF will be agreed on mutual concern of ISP and IIITD rather than one sided ISPs CAF.
5. The Fiber Optic link to the campus should be on a ring to provide redundancy.
6. Bidder should provide the tool to monitor the bandwidth / network performance
7. 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.
8. Installation of 500 Mbps internet leased line is the sole responsibility of the vendor.
9. The proposed link to be terminated at the UTM. The UTM will be provided by the Indraprastha Institute of Information Technology Delhi.
10. Bidder should be responsible for provisioning end-to-end solution.
11. The bidder should have Toll Free number for fault registering within India and should provide support on 365 x 24 x 7 basis.
12. The bidder should provide all necessary equipment for connectivity.
13. The vendor has to provide onsite support, when required.
14. Vendor has to mention the escalation procedure and matrix for customer complaints.
15. The vendor has to ensure minimum 99.50% uptime per quarter for the connectivity.
16. Any fault in the internet connectivity will need to be resolved by the vendor as per the following schedule:
 - a. On failure of fiber, problem should be resolved immediately,

- b. Penalty in % of quarterly payment:

S. No	Actual Uptime	Penalty in % on Quarterly bill
1	Actual Uptime ≥ 99.50 %	0
2	Actual Uptime > 99.0 % and < 99.50 %	10
3	Actual Uptime > 98.00 % and < 99.00 %	20
4	Actual Uptime > 97.00 % and < 98.00 %	30
5	Actual Uptime > 95.00 % and < 97.00 %	50
6	Actual Uptime > 90.00 % and < 95.00 %	70
7	Actual Uptime < 90.00 %	100

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

- a) Link down due to power failure / or any situation which are beyond the control of service provider.
- b) Due to schedule maintenance by the Service Provider, with prior approval of Institute.

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 %

Pre-Qualification Criteria for 500 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. 1.0 crores or above in Internet/ISP Business during audited financial years 2016-17, 2017-18 and 2018-19 and submit the following:
 - a. Certification from a Chartered Accountant (CA) / firm of CAs certifying turnover in the financial years 2016-17, 2017-18 and 2018-19. A copy of the audited annual accounts for these years.
 - b. Copy of GST Certificate.
 - c. Copy of PAN Card.
3. Bidder must be Category “A” ISP.
4. The bidder should have an NLD / ILD License, issued by Govt. of India.
5. Bidder has to submit their clientele list.
6. 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 365x24x7 basis.
7. Bidder should have ISO 9001:2008 Certification or Higher. Copy of the same to be submitted
8. The bidder should have multiple connectivity from various service providers at their end in order to avoid the break of services.

9. The bidder should have executed (during last 5 years) at least one project for implementation of internet bandwidth of capacity 500Mbps or more or two projects of 100 Mbps or three projects of 50 Mbps. Detail of such projects to be provided.
10. Bidder should have online tools to monitor the link performance.
11. Core expertise of the ISP should be DATA. Internet traffic cannot be send with same VOICE backbone, in case bidder is also a BSO.
12. 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.
13. Bidder should have an office in Delhi/NCR.
14. Bidders can seek clarifications, raise technical queries etc. related to Tender by 28-02-2020 via email to yogesh@iiitd.ac.in, rahulv@iiitd.ac.in & for financial queries to e-mail ajay@iiitd.ac.in The replay to clarifications sought or queries raised will be replied within 5 days by 4-03-2020 and uploaded on the website of the institute under www.iiitd.ac.in Based on this the bidders may submit bids as prescribed by the due date the time. No clarifications in any other form will be provided.

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 details (mobile/telephone number 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/ Certificate 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 items work executed during last three years (attested copies of the Orders to be enclosed)	
11	List of service centers, nearest location of support center.	
12	Turnover of the bidder in the financial years: 2016-17 2017-18 2018-19 Please attach CA certified copy of the turnover.	
13	ISO 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:

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 6 weeks from the date of issue of Purchase Order (PO) by the Institute.
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 IIIT-D 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.
8. In the event of dispute, Director, IIIT-Delhi shall be the sole arbitrator and his decision shall be final and binding on both the parties.
9. IIIT-Delhi 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. Delivery, installation and commissioning should be done within 6 weeks of confirm order.
14. Standard LD clause for delay in supply/completion of job @ 2% per week subject to max 10% will be applicable.
15. Receipt of material is subject to inspection.

PROFORMA FOR FINANCIAL BID

S. No.	Particulars	Duration	All Inclusive Price (INR) for 3 years
1	Installation and Commissioning		
2	Annual Rental for 500 Mbps (1:1) Internet leased line as per specified technical details and as per scope of work	3 Years	
*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):

* The bidder must bid for three years. Payment will be done in equal proportion in three years on quarterly basis.

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 13th March 2020. 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)