

Institute of Infrastructure, Technology, Research And Management Ahmedabad

Date: 21/06/2022
Tender No: 2022/17

e-Tender

BID FORM for providing the **30Mbps Internet Leased Line Connectivity (1:1, uncompressed and unshared)** at Institute of Infrastructure Technology Research and Management (IITRAM)

Important Information:

Date of issue	21/06/2022
e-Tender fees	1770 (Inclusive of 18% GST)
EMD	Rs.7,500/-
Last date of online bid submission	19/07/2022 till 17:00 hrs.
Last date of physical bid submission	20/07/2022 till 17:00 hrs.
Opening of technical bid	25/07/2022 at 11:00 hrs.
Date and Time of Opening of Financial Bid	To be announced later
Tender inviting Authority and address	Registrar, IITRAM, Near Khokhara Circle, Maninagar (East), Ahmedabad- 380026, Phone- 079 67775488, 67775430

e-Tender

Invitation of quotations for providing **30Mbps Internet Leased Line Connectivity (1:1, uncompressed and unshared)** at IITRAM

Dear Sir/Madam,

The Institute of Infrastructure, Technology, Research And Management (IITRAM) invites quotations for **30Mbps Internet Leased Line Connectivity (1:1, uncompressed and unshared)** under “**two bid system in e-tender format**”. Interested parties who wish to participate in this e-tender may obtain the tender documents from IITRAM website www.iitram.ac.in or from <https://education.nprocure.com>. Bidders have to submit the technical documents through RPAD, speed post or in person till the last date and time prescribed for submission. Tender sent by other means will not be accepted in any case. EMD, Tender Fee, and other essential documents should be submitted for each quoted items on or before **20/07/2022 till 17:00 hrs.** at the office of the IITRAM, Near Khokhara Circle, Maninagar (East), Ahmedabad-380026. Financial bid is to be submitted in electronic form only on n-procure site. (<https://education.nprocure.com>).

For any queries please send a mail at office@iitram.ac.in with a subject “Query for Tender no: 2022/17 “**Providing 30Mbps Internet Leased Line Connectivity**”.

1. Eligibility Criteria:

Pre-qualification Criteria: Mandatory (Tenderers not meeting the criteria will be rejected.)

1. The Bidder should be Tier 1 national ISP and should have a valid Category “A” ISP license from Govt. of India (Attach a self-attested copy of license).
2. ISP must have DOT license, NLD (National Long Distance) from past 5 years and it should remain valid during the contract period. If license is going to expire during the contract period, then bidder needs to make sure that it will be renewed on time.
3. Bidder shall not subcontract or permit anyone else to defined Scope of Work.
4. The firm / agency must have a fully functional Customer Service Center(s) in Ahmedabad, which remain fully operational 24 X 365 days for Bandwidth and equipment. List of Customer Service Center(s) must be enclosed with technical bid.
5. The Service Provider shall arrange to obtain all statutory permission (if any) at no cost to the Government of Gujarat.
6. The firm / agency must have adequate bandwidth at the back end to provide the desired bandwidth in Institute. Supporting document must be enclosed with technical bid.
7. If the bidder is not direct service provider, but if they are Dealer/Distributor/service provider, they must provide the Certificate on Company Letter Head with Seal and Signature for adequate bandwidth.
8. Bidder should have valid ISO 9001 and ISO 27001 Certification.
9. The bidder should have executed projects for implementation of internet bandwidth capacity of 20Mbps or more in last 2 years, for state/central government only.
10. Bidder must submit satisfactory performance letter from at least 02-government organization with minimum 10Mbps dedicated leased line.
11. The bidder should be financially sound with a minimum average annual turnover of Rs.1.5 crore during last 03 financial year as per Income Tax Return.

12. The quotation should clearly indicate the different components of the total charges recurring (annual) and non-recurring (one time) for bandwidth and equipment supplied.
13. Successful Bidder/Firm will have to do Installation, commissioning, configuring, testing and working condition of the link and hardware/software (Mux, Modems and Router etc.) to make line fully functional at 30 Mbps.

2. Scope of Work

1. The Service Provider shall be responsible for providing the 30Mbps Internet Leased Line Connectivity (1:1, uncompressed and unshared) at IITRAM permanent campus (Located at Near Khokhara Circle, Maninagar East), at all the time through- out the contracted period.
2. The Service Provider shall be responsible for commissioning and configuring of hardware and uplink of connectivity for entire IITRAM permanent campus.
3. Liasioning (if required) with other firm(s) for obtaining point to point connectivity between ISP mode and Institute, shall be the responsibility of the service provider (Router or Switch should be provided by ISP for point to point link activation if required).
4. The service provider would ensure that the local loop provisioning does not violate any regulations as laid by Government of India / TRAI in respect of such links / networks. Service provider shall be responsible for making all the payments towards the local loop charges / rentals / WPC charges etc.
5. The service provider will do preventive maintenance once a quarter for upkeep of the systems running. The schedule will have to be adhered strictly by him.

Service Level Guarantee & Conditions.

1. The Service Provider shall provide the 30Mbps Internet Leased Line Connectivity (1:1, uncompressed and unshared) committed bandwidth at all the time (24 x 7 x 365) at IITRAM, Near Khokhara Circle, Maninagar East, Ahmedabad.
2. To provide Internet Router Port at ISP Gateway for required Bandwidth and minimum subnet of 08 Public IP addresses including Reverse Lookups configured at these IPs. Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of Country / ISP Internet gateway.
3. ISP shall have to provide the tools to monitor the Bandwidth/ Network Performance.
4. ISP should be Responsible for provisioning end-to-end solution.
5. ISP shall have to provide onsite support, when required.
6. ISP should be equipped with appropriate backbone at their end, so that the connectivity may be routed through alternate route in case there is a failure in one route.
7. ISP should have backup line in case of failover at campus of IITRAM.
8. Latency: Less than 100ms from The Institute to ISPs tier 1 peering point. Latency will be randomly checked on daily basis. In case of non-adherence latency limit, the link will be considered as down with effect from time of detection till the time is restored.
9. Network Availability (uptime): Minimum 99.50 % per month or better.
10. National Backbone should be available on the same ISP.
11. Reports for performance, monitoring / usage to be submitted by the ISP with generated Invoice.
12. Performance related penalty applicable as Table:

Uptime = (Total Uptime) X 100/Total Time.

Penalty for Downtime:

Sr. No.	Uptime	Penalty in % on Quarterly bill
1	>=99.50%	0
2	>99.00 to <99.50	05
3	>98.00 to <99.00	10
4	>97.00 to <98.00	20
5	>95.00 to <97.00	30
6	>90.00 to <95.00	40
7	<90%	50

- Deduction in payment will be made for downtime (Total Time – Uptime) in the quarterly bills raised by the ISP.
13. The response time for attending the faults will be 1 hour after it has been reported to the ISP. The ISP will rectify the faults within 12 hours, failing which the vendor will arrange temporary replacements. The services shall be provided 24 X 7 days in a week.
 14. Mean Time to Repair (MTTR), Packet loss and Link failover will be calculated from Network Management System (NMS) installed at Institute side or through ISP portal.
 15. Bidder must provide DDoS protected and managed bandwidth.
 16. Bidder must have facility to increase the additional Bandwidth from subscribed Bandwidth twice in month upon request without any additional charges at Campus of IITRAM.

3. General Terms and Conditions:

1. The bidder has to quote for all the items mentioned in particular Appendix-I.
2. The bid is to be quoted for full quantity mentioned in the bid document as per appendix-I. Part quantity will not be accepted.
3. The price quoted shall be inclusive of all the taxes. Separately quoted any other taxes/duties/charges will not be considered.
4. Rates quoted should also include installation, commissioning, erection, training and demonstration of machine/material/goods/instruments/equipment at our site.
5. The items for which quotations have been submitted must be in accordance with the specifications given in Appendix-I.
6. Incomplete information of technical specification may lead to disqualification of bidder.
7. The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
8. The offer shall be valid up to 90 days from the date of opening of technical bid.
9. The tender is liable to be rejected if complete information is not given therein or if the particulars and date (if any) asked for in the scheduled tender are not fully filled in. Particular attention must be paid to delivery date and also to the particulars referred to in the condition of the contract.
10. Financial bids will be opened in online format of technically qualified bidders only.
11. Tenders not complying with the above conditions are liable to be rejected at the sole discretion of IITRAM without any further reference / communication.
12. This tender is not transferable.
13. IITRAM reserves the right to choose, accept or reject any or all requests/deviations/offers, in full or part and also reserve the right at any stage to reduce or increase the quantity and split the order.
14. The Bidder has to submit Photocopy of PAN card, document showing GST Number, firm registration certificate and at least last three years' Income Tax Return of their firm along

with tender documents. If firm is newly established, provide chartered accountant certificate to make firm eligible for tender. Otherwise, it shall be liable for disqualification of this e-tender.

15. Security deposit: The successful Bidder shall be required to furnish/deposit Performance Bank Guarantee from any nationalized bank @5% of the Total amount as per mentioned in the Work Order for the duration of the contract period from the date of issue of work order, in favor of Registrar, Institute of Infrastructure, Technology, and Research And Management within 30 days of the receipt of the order. If the Bidder fails to comply with the above requirements within the said period, the earnest money already deposited by him/ them shall be forfeited.
16. All or any Claim(s), dispute(s) or difference(s) arising out of or in with connection with this agreement shall be subject to the jurisdiction of the Courts at Ahmedabad only.
17. The Bidder shall have to enter into the agreement in the prescribed Performa.
18. If the firm is blacklisted by central Government or state Government or any other Government body, then its submitted tender will be rejected. It is essential for bidder/firm to submit Annexure-IV duly filled, signed, sealed & stamped manner in hardcopy, failing to which the tender will be summarily rejected.
19. Successful bidder has to visit the site personally and make necessary arrangements to install Internet Leased Line Connectivity after receiving the Work order within 30 days.
20. No Bidder shall withdraw his rates after the tender is opened. If a Bidder does so, his tender related deposit/s shall be forfeited and such Bidder shall be considered ineligible for work/contract in future.
21. If the work is found satisfactory then the contract may be extended for 01 year or 02 years more.

4. Submission of Bids:

1. This Tender document can be downloaded from website www.iitram.ac.in or from <https://education.nprocure.com>. The tender document filled in/complete in all respect must be submitted with EMD in the form of Demand Draft in separate cover in favor of the Registrar, IITRAM payable at Ahmedabad. Please mention tender number and name of bidder on backside of DD.
2. The bidder has to submit the tender in two parts viz, (a) Technical Bid in envelop no.1 and (b) EMD in envelope No.2 both these envelopes should be sealed and put together in a covering envelope, super scribed with, Please Don't Open, bid for Procurement of annual rate contract for **30Mbps Internet Leased Line Connectivity (1:1, uncompressed and unshared)**, due date, tender serial number, item name and complete address.
3. The bidder has to submit financial quotation online only at www.nprocure.com website.
4. The bidder has to provide the detailed technical specifications of the quoted item(s) as mentioned in Appendix-I. Without this information, bid submitted by the bidder will be rejected.
5. EMD cover shall contain DD of EMD as per Annexure-I.
6. EMD: As indicated in Annexure-I, it should be submitted only in form of Demand Draft in favor of the "Registrar, IITRAM" payable at Ahmedabad. The EMD is refundable. Please mention tender number, item name and name of bidder on backside of DD. All parties have to pay EMD and Tender fee otherwise, tender will be summarily rejected.

7. It is essential for bidder/firm to submit Annexure-I, II, IV, Appendix-I & Tender documents (all pages) duly filled, signed, sealed & stamped manner in hardcopy, failing which the tender **will be summarily rejected**.
8. Price quoted “online” will only be considered for L1.

5. Evaluation of Quotations:

The tender evaluation committee of the IITRAM will evaluate and compare the received quotations to determine the substantially responsive tender i.e.(i) tender is complete (ii) properly signed (iii) confirm the terms/conditions and specifications. Further, the financial evaluation will be done only for the substantially responsive tender based on the following parameter(s):

- Total Price quoted (online only) for all the items as per specifications mentioned in **Appendix- I**. Lowest quoted price will be considered as L1.

6. Award of Contract:

1. IITRAM will award the contract to the successful bidder (i.e. whose quotation has been determined to be substantially responsive and contains the lowest evaluated quotation price.)
2. Notwithstanding the above, IITRAM reserves the right to accept or reject any quotation and to cancel the bidding process and reject all quotations at any time prior to the award of contract without giving any reason.
3. The bidder whose bid is accepted will be notified of the award of contract by the IITRAM prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the purchase order.

7. Period of Services

1. The service is to be provided within a maximum time limit of 30 days from the issue date of work order.
2. After the receipt of items/machine/material/goods/instruments/equipment in acceptable condition at IITRAM, Ahmadabad bidder has to complete the work and produce successful installation report with demonstration/training certificate within 30 Days.
3. Penalty: Penalty of 2% per week of order value will be charged after duration specified above individually. Further, 6 weeks or above delay from above mention days will lead to cancellation of order and forfeiting of Performance Bank Guarantee.

8. Terms of Payment:

- The payment in INR will be released through the “crossed bank cheque” on quarterly basis (Every 03 months) of the total amount of annum as per clause no 13 Service Level Guarantee & Conditions mentioned in the e-tender.

Address for submission of bid:
I/c. Registrar, IITRAM,
Near Khokhara Circle,
Maninagar (East),
Ahmedabad- 380026.

I/c. Registrar