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GURU JAMBHESHWAR UNIVERSITY OF SCIENCE & TECHNOLOGY, HISAR-125001
Tender For Supply and Installation of Internet Lease Line

To

Subject: Invitation of tender for supply and installation of Internet Lease Line.

Dear Sir (s),

You are invited to submit your most competitive tender for the following equipment (s) with the following terms and conditions:-

A. SCHEDULE OF EVENTS :-

- | | | | |
|----|---|----|------------------------|
| 1. | TENDER NO.* | :: | N/W Cell / 2016 /LL(2) |
| 2. | TENDER FLOATING DATE | :: | 09.12.2016 |
| 3. | TENDER SUBMISSION CLOSING DATE & TIME:: | | 22.12.2016 (3:00 PM) |
| 4. | TENDER OPENING DATE & TIME | :: | 22.12.2016(3:30 PM) |
| 5. | VENUE FOR TENDER SUBMISSION & OPENING:: | | Room No. 112 TB-6 |
| 6. | PRE-BID CONFERENCE(IF ANY) | :: | Yes |

DATE, TIME AND VENUE 14.12.2016 (2:30 PM) Committee Room VC Office

7. TENDER DOCUMENT COST :: **Rs. 300-00**

* Tender number must be mentioned in all correspondence.

B. BRIEF DISCRIPTIONOF TENDER DOCUMENT :-

This tender document consist of four parts namely :

- i) Brief description of the equipment name ;
- ii) Technical data sheet(technical specifications of the equipment) ;
- iii) General standard Terms and conditions ; and
- iv) Special Terms and conditions (If any).

1. Brief description of the equipment(s) :-

It mentions the name of the equipment required and its quantity. The quantity is subject to increase and decrease, at the discretion of the indenter. **(ANNEXURE-A)**

2. Technical data sheet(technical specifications of the equipment) :-

It contains the technical details / specification of the equipment. It should be submitted in a separate sealed envelope marked as "Technical Bid". Bids having deviation in technical specification will be declared as "technically non-responsive " and it will not be considered for commercial evaluation . **(ANNEXURE-B)**

3. Commercial Data Sheet(Price / Commercial Bid) :-

This format deals with the commercial aspect of the tender. The ISP should quote the basic/ex-works rate of goods and other over head charges only in this format .

4. General / standard Terms and conditions (Part D):-

This portion contains the general/standard terms and conditions of the tender and its compliance is essential, failing which the contract may be cancelled and ISP may be liable for penal action against it.

5. Special Terms and conditions :- (ANNEXURE-C)

It contains special terms and condition which may be in addition to / in super-session of the referred “General / Standard Terms and conditions” and its compliance is also compulsory in the same manner, as in the case of the General / Standard Terms and conditions.

C. EQUIPMENT DETAILS :

i) Brief description of the equipment name :-

<u>Sr. No.</u>	<u>Name of Equipment(s)</u>	<u>Quantity Required</u>
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1.	Internet Lease Line	See Annexure-A
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ii) **Technical data sheet (Technical specifications of the equipment) :-**

Sr. No.	Description of the Equipment (s)	Technical Specifications
1.	Supply and Installation of Internet Lease Line of 100 Mbps (1:1 Uncompressed Unshared)	ANNEXURE-B

D. GENERAL/ STANDARD TERMS AND CONDITIONS OF THE TENDER :-

1 TWO ENVELOPE BID :-

The tender is to be submitted on two envelope bid pattern i.e. “Technical bid” and “Price/commercial bid” in separately sealed envelopes. Both of these envelopes should be put in and sealed in another envelope addressed to In charge, Networking Cell, Guru Jambheshwar University of Science & Technology, Hisar-125001 (Haryana), India and super-scribed in bold as “**Tender For Supply and Installation of Internet Lease Line**”.

The “Technical bid” should mention only the technical details of the item/equipment. Price per unit be mentioned only in the “**Price/commercial bid format**”. Bid will be rejected if it is not submitted in above format

2. BID SIGNING :-

The Tender must be signed by authorized signatory of the bidding firm/company on each page, along with seal of the firm/company, as the case may be.

3. Conditional Bid :-

Conditional Bid is not acceptable. Hence, the supplier is advised neither to alter the specifications nor to mention anything on the Tender form, except cost, signature with seal, otherwise his Tender will not be considered. Supplier should also not submit multiple option bid in terms of rates and model.

4. Delivery Destination:-

The Tender should be quoted as FOR GJUS&T, Hisar.

5. Delivery Acceptance :-

The delivery of the material will be handed over to the authorized official of the concerned indenting department/office, However, the goods will be deemed to accepted subject to the approval of the inspection committee of GJUS&T. In case of rejection of the consignment, the supplier should immediately remove the consignment from the university premises failing which it will remain there at the

risk and responsibility of the supplier and university will not be responsible for any kind of liability in this regard.

6. Delivery Period :-

Firm shall complete the job within 30 days of placement of purchase order. They shall be liable of penalty @ 0.5 % per week for delay in this regard. In case job is not completed within 45 days then university will cancel the order without paying any amount and the firm will be blacklisted for any future dealing with the university.

7. Delivery Period Extension:-

The supply order(s) shall be executed within the time specified in this regard. However, in case of Force Majeure / reasons beyond control of the supplier, he may make a written request to the Vice-Chancellor for grant of extension for delivery period. The written request in this regard should clearly spelling out such reasons .

The Vice-Chancellor, if he is satisfied of such reasons and further that the requested extension will not be detrimental to the interests of the university, may grant extension for a reasonable period for delivery of the goods. The supplier would be required to indemnify the university against any loss on account of downfall of the price during the extended period. However the extension in delivery period will not be treated as a matter of right.

8. Penalty for delayed supply :-

In the event of the delayed supply, if accepted, there will be a penalty @ 0.5% per week of total cost of the purchase order. The supply will be deemed to be complete on the day when 100 % supply is handed over to the indenter(in case of supply in installments) and its installation is done.

9. EMD forfeiture:-

EMD will be released on successful inspection of complete network. In case of the contractor backs out the supply, the earnest money deposited by him shall be forfeited. Apart from it, he will be liable for any other action against him, as may be considered necessary by the Vice-Chancellor.

10. Rejection of incomplete tenders;_

Incomplete Tender such as unsigned Tender, late submitted Tender, conditional Tender, not confirming to the eligibility criteria and Technical specification or with any vague term such as 'Extra as applicable', will be considered as rejected.

11. Quantity Variation :-

The quantity shall be subject to increase or decrease as the case may be.

12. Manual/literature:-

The detailed literature/catalogue of the quoted instrument and its accessories should also be attached with the tender. The specifications claimed by the firm should be clearly mentioned in the literature/catalogue also. Its manual should also be supplied with the equipment.

13. Taxation:-

Taxes/Excise duty/Custom duty etc. should be quoted independent of the ex-works price of the item and it will be paid as applicable under Government rules, if so quoted by the Supplier in the tender, subject to the certificate in the bill of costs as follows. However, wherever exemption from duty (excise/custom duty) is applicable, the university will provide the exemption certificate, along with supply/purchase order itself.

“Certified that the taxes/duties charged in this bill is leviable under Government Rules”.In case of imported goods the custom clearance is to be arranged by the supplier at his own. Charges, if any, in this regard, however, need to be mentioned

accordingly in the quote itself. University will provide necessary documents for this purpose. In case the quote is silent with regard to taxation and clearance charges etc, no such charges will be paid by the university.

14 . Right to Bid rejection :-

The University reserves the right to reject any or all offers without assigning any reason.

15. Packaging of Consignment :-

The material should be packed in a strong case so as to avoid any damage, theft or pilferage in the transit, in which case the responsibility shall be that of the supplier.

16. Warranty :-

The material supplied will be under on site comprehensive warranty for the period of contract.

17. Performance Warranty :-

Firm will have to submit performance Bank Guarantee of 10 % amount of total cost for contract period of one year. Firm will submit performance Bank Guarantee within 10 days of commissioning of lease line. In case the period of contract is extended further by the university in consultation with the firm, the validity of performance warranty shall also be extended by the firm accordingly. University can claim this amount in case firm do not provide satisfactory services during contract period.

In case of imported goods requiring opening of LC or advance copy of the draft, the bank guarantee on account of performance warranty, having validity for warranty period plus 4 months, should be submitted before issuance of the purchase order by the indenter. If required, its validity will be got suitably extended by the supplier before release of his EMD.

18. Payment :-

The payment will be made on quarterly basis at the end of quarter, for this the firm will raise the bill at least two weeks in advance before the end of each quarter.

19. Currency:-

The rates be quoted in Indian Currency(I N R).

20. Earnest Money Deposit(EMD) :-

The earnest money of the amount , as per the slab given below, in the form of bank draft payable at Hisar and drawn in favor of the Registrar, Guru Jambheshwar University of Sc. & Tech. Hisar or a irrevocable bank guarantee, will be required to be remitted with the tenders. **EMD should be enclosed with Price bid and the same should be indicated in the Technical bid also.**

21.Arbitration :

In case of any dispute both the parties will be bounded by the decision of the Vice-Chancellor, GJUS&T, Hisar , as the arbitrator.

22.Jurisdiction :- All disputes shall be subject to Hisar jurisdiction.

23. EMD Slab :-

<u>Sr. No.</u>	<u>Contract Value</u>	<u>Earnest Money</u>
1.	Rs. 200001/- to 300000/-	Rs. 10000/-
2.	Rs. 300001 to 500000/-	Rs. 20000/-
3.	Rs. 500001 to 1000000/-	Rs. 40000/-

- | | | |
|----|--------------------------|--------------|
| 4. | Rs. 1000001 to 2000000/- | Rs. 70000/- |
| 5. | Above Rs. 20,00,000/- | Rs. 100000/- |

The terms & conditions of tender have been read and I/We certify that I/We clearly understand the same and undertake for its compliance

Place :-----

Date:-----

Signature of authorized
representative of the bidding
firm/company with seal.
(Affix Rubber Stamp of the firm)

GURU JAMBHESHWAR UNIVERSITY OF SCIENCE & TECHNOLOGY HISAR
(Technical Bid)

TENDER NO & DATE : _____

Name of Firm _____

S. No.	Description of item	Remarks.
1.	Supply and Installation of 100 Mbps Internet Lease Line (1:1 Uncompressed Unshared) as per detail of specifications.	Eligibility of ISP and detailed requirement as per Annexure 'B '

Note: Attach the documentation and catalogue of the make and model quoted.

ISP'S ACKNOWLEDGEMENT

I UNDERTAKE TO SUPPLY THE EQUIPMENT / ITEM AS PER ABOVE TECHNICAL SPECIFICATIONS

Date and Place:

(SIGN WITH SEAL OF THE ISP)

GURU JAMBHESHWAR UNIVERSITY OF SCIENCE & TECHNOLOGY HISAR
Price/commercial bid (For Networking items)
(In separate envelope)

TENDER NO & DATE : _____

Name of Firm _____

S. No.	Description of Item	Cost / Rate (INR)
A.	One Time Charges	
1.	Installation and commissioning Charges including cost of material required, if any.	
2.	Taxes (As applicable)	
Sub Total (A)		
B.	Annual recurring Charges	
1.	100 Mbps lease line charges (1:1 Uncompressed Unshared)	
2.	Taxes (As applicable)	
Sub Total (B)		
Grand Total (A+B)*		
In words:		

*Tender shall be evaluated on the basis on grand total.

- Rates for any additional / optional feature are included in the above cost.
- In case of any discrepancy the rates in words shall be treated as final.
- Any drop in charges / tariff of lease line or Internet Port access during the contract period shall be passed on to the university.
- No other charges would be payable by the university.

We agree to supply and install the above lease line in accordance with the technical specifications required for a total contract price referred as above , with in the period specified in the Invitation for Tender. We also confirm that the normal commercial warranty/guarantee as per tender document shall apply to the offered Equipments and lease line.

Date _____

Place: _____

Signature with seal of the firm

Annexure-'A'

S. No.	Description of item	Remarks.
1.	Supply and Installation of 100 Mbps Internet Lease Line (1:1 Uncompressed Unshared) as per detail of specifications.	Eligibility of ISP and detailed requirement as per Annexure 'B '

Annexure-‘B’

Detailed Specifications of requirement and Eligibility Criteria for ISP

S.No.	Requirement / Eligibility / Specification	Conformity Yes / No
A.	Lease Line Connectivity	
1.	End to End connectivity on ISP network (OFC Local LOOP) in Ring Topology.	
2.	Local LOOP provisioning should be in accordance with GOI regulations. ISP shall be liable for making all payments towards local LOOP / rents / WPC.	
3.	Own International gateway of ISP is required. DOT license / Certificate for the same is to be attached.	
4.	ISP shall provide 16 live IP addresses.	
5.	Local peering within India with at least one other ISP.	
6.	All supplied equipment and Software shall be maintained by the ISP for the entire contract period free of cost.	
7.	ISP should have adequate internet bandwidth at the backend to provide the service.	
8.	Internet Connectivity is to be provided through own International gateway having quality bandwidth.	
9.	Boarder Gateway Protocol (BGP) implementation on the internet link.	
B.	Service Level Agreement (SLA)	
1.	Should provide support for 24 X 7 X 365 basis in order to ensure maximum availability of internet.	
2.	UPTIME: 99.5% uptime on a 24 X 7 X 365 basis from GJUS&T Terminal point to ISP location.	
3.	Packet Loss: Maximum packet loss should not exceed from 2% on monthly basis in 99.5% instances.	
4.	For trouble shooting the ISP shall ensure to provide the solution of problem within one hour of reporting the problem.	
5.	ISP must have fully functional Customer Center(s) in this region with working on 24 X 7 X 365 basis. List with contact details must be attached.	
6.	ISP shall provide mechanism, free of cost, for following reports for reviewing service parameters. <ul style="list-style-type: none"> • Actual Bandwidth. • Summary of Usages (Daily / Weekly / Monthly basis). • Monthly Network availability. • Latency report. • Packet loss. • MTTR and link failover etc. 	

7.	MTTR (Mean Time To Repair) , packet loss and link failover will be calculated from mechanism provided by ISP free of cost	
8.	Uptime calculation: $(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$. Penalty shall be calculated as mention below	
	Uptime	Penalty % in monthly amount
	> = 99.5 %	0
	>99 to <99.50 %	5
	>98 to < 99 %	10
	>97 to < 98 %	15
	>96 to < 97 %	20
	>95 to < 96 %	25
	>90 to < 95 %	50
	<90 %	100
Following will not be considered for penalty: Link down due to power failure or any situation beyond control of ISP, due to schedule maintenance with prior approval of university.		
C.	Eligibility Criteria for ISP	
1.	Category 'A' Internet Service Provider (ISP) License issued from DOT, GOI is required. (Self attested copy to be submitted)	
2.	Must have requisite infrastructure and recourses to execute the project successfully and to provide the service in university. (Self signed details of infrastructure may be added)	
3.	The ISP must have installed / supplied lease line (minimum 100 Mbps) to at least 2 Government / Semi-Government / Boards / Corporations / Educational Institutes / State Government Undertaking / Central Government undertaking in last 2 years. Purchase order and satisfactory performance report for the same may be added.	
4.	ISP shall be responsible for installation, commissioning and configuring of hardware and uplink of connectivity.	
5.	OFC maintaining will be sole responsibility of ISP during whole contract period.	

Annexure-'C'

Special Terms and Conditions (These will supersede the general terms and condition of the tender document in case of conflict)

- Tender **will be evaluated on turn key basis as per quantity mentioned.** Each ISP will have to quote for all items.
- Following should be included in Technical bid envelope
 - Signed Tender Document (including General Terms and Conditions)
 - Signed Technical Bid, Annexure A, B and C
 - EMD
 - All Supporting Documents for technical evaluation
- Following should be included in Commercial bid envelope
 - Signed Commercial Bid
- Supplier should attach all the documents in technical bid.
- Supplier should not quote multiple options for make, model and rate for any item.
- Price should be quoted in commercial bid (separate envelope) in Indian rupee only, including all taxes.
- Location of installation will be Room No. 112, Teaching Block-6, GJUS & T, Hisar.
- Liaising with other firms / departments in order to provide and maintain the connectivity, if required, shall be responsibility of ISP.
- Guru Jambheshwar University of Science and Technology, Hisar shall not purchase any hardware. ISP will have to provide and maintain the required hardware with latest specification and standards during the whole contract period.
- Configuration of reverse lookup on provided IP's shall be responsibility of ISP.
- All type of IP configuration, MAC binding etc to be done by ISP if required by university.
- No extra payment will be made for any other head of charge. Such cost should be included in item / service.
- The training of lease line testing process will have to be provided for 2 days to university officials.
- Incomplete tender such as unsigned tender, absence of supporting document, late submitted tender, conditional tender, multiple option tender will not be accepted.
- The contract period shall be initially of Three years and will be further extended based on requirement and satisfactory service report. After three years the extension will be done on yearly basis. The ISP / Vendor can not claim the extension as a matter of right and it will be sole discretion of the university, unless it will stand cancel on expiry of contract.
- If the bidder has already provided any leased line / internet connectivity in the Networking Cell, then such ISP shall be automatically non-eligible to participate in the tender as this lease line is being procured for the purpose of redundancy.
- The lease line media will be OFC only and University shall not pay any amount for OFC connectivity.
- Any drop in charges / tariff of lease line or Internet Port access during the contract period shall be passed on to the university. If there is any increase in bandwidth on the same rate during contract period, the same may also be passed on to university. ISP will submit an undertaking with every bill in this regard.
- The dispute if any will be subject to jurisdiction at Hisar. For arbitration, the decision of the Vice Chancellor will be final.

I accept all above terms and conditions

Signature of supplier