

Indraprastha Institute of Information Technology Delhi
Okhla Phase III, (Near Govind Puri Metro Station) New Delhi - 110020

Due date: 14th August, 2012

1. Introduction

Sealed quotations are invited from Authorized ISP for the leased line of our permanent campus Okhla, technical requirement/ specification given below. Technical and commercial bids in two sealed envelopes shall be submitted to the following address.

Address:-

Registrar
Indraprastha Institute of Information Technology Delhi
Okhla phase III, (Near Govind Puri Metro Station),
New Delhi - 110020

2. Specification:-

S.No	Product	Quantity
1	Radio link(RF)	10 Mbps
2	IP Address	32

TECHNICAL PART (ENVELOPE - A)

Pre-Qualification Criteria for 10 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, for more than 10 years and submit the following:
 - a. Copy of Certificate of Incorporation
 - b. Copy of Memorandum & Articles of Association
2. The bidder should have registered an average turnover of Rs. 50 crores or above, during last three completed audited financial years and submit the following:
 - a. Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years
 - b. Copy of Service Tax Registration Certificate
 - c. Copy of PAN Card
 - d. Copy of VAT Certificate
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.
6. The bidder must have single fully functional contact support centre with 24 X 7 support.

7. Bidder should have ISO 9001:2000 Certification
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 Toll Free number for fault registering within India, operating on 365x24x7 basis
10. The bidder should have executed (during last 5 years) at least one projects for implementation of internet bandwidth of capacity 10 Mbps or more or two projects of 7 Mbps or three projects of 5 Mbps.
11. Bidder should have online tools to monitor the link performance.
12. Core expertise of the ISP should be DATA. Internet traffic cannot be send with same VOICE backbone, in case bidder is also a BSO.
13. Single point of contact for troubleshooting or a helpdesk team will function as a single point of contact for all sorts of problem for this system or for the complete setup.

Guidelines on Bid submission:

1. The language of the documentation & details in the Bids must be in English.
2. All bids to be submitted in single stage two envelopes in separate covers.
 - i) Technical Bid :- Envelope A should be super scribed Tender No and Name of Job and word "**TECHNICAL BID**" along with earnest money in envelope A
 - ii) Financial Bid :- Envelope should be super scribed Tender No and Name of Job and word "**FINANCIAL BID**" containing rate coated by the party duly signed by authorized representative.
3. These two bids to be placed in separately large envelope super scribed with Tender No and Name of Job
4. **Earnest Money Deposit:** Rs 20,000/- (Rs Twenty thousand) only by way of demand draft in favour of Indraprastha Institute of Information technology payable at Delhi, to be submitted along with Technical Bid in envelope A. Envelope A not containing earnest money shall be rejected and Financial Bid shall not be considered further.
5. **Security Deposit:** 10% of the total bill value (adjusting from the Earnest Money Deposit) shall be retained as security deposit during performance warranty period which is one year. However, same shall be released after expiry of warranty period if no outstanding complain is on record on performance of the system. Penalty against non-performance shall be realized from the security deposit.
6. Completed tenders should be submitted to the Registrar IIIT- Delhi latest by 14 August, 2012 up to 4.00 P.M. at the following address.

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

Scope of Work for 10 Mbps Internet Lease Line:

1. The lease line from category “A” ISP (license from Govt. of India) should only be commissioned.
2. 10 Mbps committed bandwidth at any point of the time.
3. Bidder should provide the tool to monitor the bandwidth / network performance
4. 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.
5. The connectivity provided to IEI, should be dedicated to the IEI only.
6. Installation of 10 Mbps internet leased line is the sole responsibility of the vendor.
7. The proposed link to be terminated at the UTM. The UTM will be provided by the Indraprastha Institute of Information technology Delhi.
8. Indraprastha Institute of Information technology will provide layer 3 switch and rest of the equipments has to be provided by the Bidder
9. Bidder should be responsible for provisioning end-to-end solution.
10. The bidder should have Toll Free number for fault registering within India and should provide support on 365 x 24 x 7 basis
11. The bidder should provide all necessary equipments for connectivity, if any.
12. The vendor has to provide onsite support, when required.
13. Vendor has to mention the Escalation procedure and matrix for customer complaints.
14. The vendor has to ensure minimum 98.5% uptime per month for the connectivity.
15. Any fault in the internet connectivity will need to be resolved by the vendor as per the following schedule:
 - a. On failure of RF Link should be activated immediately
 - b. The Actual Uptime on RF Link to be calculated in respective month and will be measured against total uptime hours 98.5%. If the downtime exceeds the total uptime hours following service credits will be due to the Institution of Engineers (India):
 - i. Actual Uptime >=98.5 % No Credit
 - ii. Actual Uptime <98.5 % and >=96 % 2 days equivalent service credit
 - iii. Actual Uptime <96 % and >=94 % 7 days equivalent service credit
 - iv. Actual Uptime < 94 % and >=90 % 15 days equivalent service credit

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

Definition:

Total Uptime hours = No of days in month X 24

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

Example:

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

Total Uptime hours = 31 X 24 = 744

Actual Uptime Hours = 744 – 7 = 737

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

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

Commercial Terms and Conditions:

- Payment within one month from the date of satisfactory completion of job.
- Delivery, installation and commissioning has to done within 2 weeks
- Standard LD clause for delay in supply/completion of job 2% per week subject to max 10%
- Receipt of material is subject to inspection.

FINANCIAL PART (ENVELOPE - B)

SI No	Description of Item /Work	Rate
1	10 Mbps Internet leased line (as per technical details and specification quoted in Envelope A)	
2		
3		
4		
5		
6		
7		
Total		

Signature of Authorized Representative