

## Supply, Installation & Commissioning of 1 GBPS (1:1) LEASED LINE INTERNET Connectivity



**Indian Institute of Technology Bhilai (IITBh)**  
**GEC Campus, Old Dhamtari Road, Sejbahar, Raipur, Chhattisgarh, India – 492015**  
**www.iitbhilai.ac.in**

Indian Institute of Technology Bhilai (IITBh), an autonomous body under the Ministry of Human Resource Development, Government of India invites e-bid for “**Supply, Installation & Commissioning of 1 GBPS (1:1) LEASED LINE INTERNET Connectivity at IIT Bhilai**”. Tender Documents may be downloaded from Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)). Bidders are advised to submit duly filled bids as per the following schedule given; along with a Tender document fee of Rs. 500/- (non-refundable) by Demand Draft favouring Director, IIT Bhilai payable at Raipur.

Invitation for Bids (IFB) No & date	<b>IITBh/S&amp;P/NIT/ITIS/2019-20/01</b> <b>date 01.04.2019</b>
Place of Supply, Installation & Commissioning & Support etc.	Indian Institute of Technology Bhilai GEC Campus, Old Dhamtari Road, Sejbahar, Raipur-492015 Chhattisgarh
Pre-Bid Meeting	April 18, 2019, 1100 Hrs
Bid Submission Start date	April 25, 2019, 1100 Hrs
Last Date of Submission of Bids	May 2 , 2019, 1500 Hrs
Date of Opening of Technical Bids	May 3, 2019, 1515 Hrs
Tender Fee	Rs. 500/- (non-refundable) by Demand Draft
EMD	Rs. 70,000/- by Demand Draft
Place of Opening of Technical Bids	Indian Institute of Technology Bhilai, GEC Campus, Old Dhamtari Road, Sejbahar, Raipur 492015 Chhattisgarh
Contact information	Deputy Registrar (Administration) Indian Institute of Technology Bhilai, GEC Campus, Old Dhamtari Road, Sejbahar, Raipur 492015 Chhattisgarh  Phone: +91-771-2973622 Email: sp@iitbhilai.ac.in  For technical enquiries: Email: <a href="mailto:itis@iitbhilai.ac.in">itis@iitbhilai.ac.in</a>

### **Call Instructions for Online Bid Submission**

Department of Expenditure has issued the directive to publish the tender document on the Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app>. The bidders are required to submit soft copies of their bids electronically on the CPP Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. For more information bidders may visit the CPP Portal <http://eprocure.gov.in/eprocure/app>

### **Registration Process**

- 1) Bidders to enrol on the e-Procurement module of the portal <http://eprocure.gov.in/eprocure/app> by clicking on the link "Click here to Enrol". Enrolment on the CPP Portal is free of charge.
- 2) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 3) Bidders to register upon enrolment their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile.
- 4) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse. *Foreign bidders are advised to refer "DSC details for Foreign Bidders" for Digital Signature requirements on the portal.*
- 5) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.

### **Tender Documents Search**

- 1) Various built in options are available in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters include Tender ID, organization, location, date, value, etc.
- 2) There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 3) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 4) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **Bid Preparation**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

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- 3) Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 4) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with **100 dpi with black and white option**.
- 5) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **Bid Submission**

- 1) Bidder to log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder to select the payment option as “Off-line” to pay the tender fee/ EMD wherever applicable and enter details of the instrument.
- 4) A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable. *In some cases, Financial Bids can be submitted in PDF format as well =*
- 5) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 6) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

### **Assistance to Bidders**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is **0120-4200462, 0120-4001002, 0120-4001005**.

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### **General Instructions to The Bidders**

- The tenders will be received online through portal <https://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.
- Possession of Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/ e-Token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link 'Information about DSC'.

Tenderers are advised to follow the instructions provided in the 'Instructions to the Tenderers for the e-Submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>.

**SECTION I: INVITATION FOR BIDS (IFB)**

- 1) Bidder should take into account notifications, corrigendum published, if any on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Any deviations from these may lead to rejection of the bid.
- 3) The two-bid system will be followed for this tender. In this system, online offer should be submitted under **TWO-BID System** in two separate e-packets i.e. **“Technical eBid”** and **“Commercial eBid”**.

**Online Envelope No. 1: "Technical Bid" shall contain (Pdf format only)**

- 1) Scanned copy of Demand Draft towards **Tender Fee of Rs. 500/- (Rupees Five hundred only)** drawn in favour of Director, IIT Bhilai payable at Raipur. Demand draft towards **EMD of Rs. 70,000/- (Rupees Seventy Thousand only)** drawn in favour of **Director, IIT Bhilai** payable at **Raipur**. The Demand Draft **must reach physically** at the place of Opening of the Tender on or before the Due Date & Time of the Tender Submission.
- 2) A scanned copy of **Authorization letter** with proper seal and signature of the authorised person (with name, designation, email id & contact no.), as per the format attached at Annexure – F.
- 3) A scanned copy of **Certificate of Incorporation, Partnership Deed/ Memorandum and Articles of Association/** any other equivalent document showing date and place of incorporation, if applicable.
- 4) A scanned copy of the commercial bid without prices (prices blocked) and copy of commercial terms & conditions (in details) as included in the commercial bid. IITBh reserves the right to reject the bid in case of discrepancy observed in the un-priced commercial bid and the actual commercial bid.
- 5) A scanned copy of **Audited Balance Sheet** or the certificate from a Chartered Accountant for the last three financial years i.e. 2017-18, 2016-17 and 2015-16 indicating the annual sales turnover of the bidder. Bidder firm should not have suffered any financial loss for more than one year during the last three years, ending on ‘The Relevant Date’.
- 6) Undertaking to the effect that a Performance Guarantee of 10% the order value will be submitted in case IIT Bhilai decides to place the Purchase Order.
- 7) Undertaking to the effect that the terms and conditions, clauses etc. stipulated in this tender are acceptable.
- 8) Other documents necessary in support of eligibility criteria (as per Section-II - Instructions to Bidders-ITB), product catalogues, brochures etc.

*IITBh reserves the right to reject the bid if any of the above listed document/s is not submitted.*

**Online Envelope 2: “Commercial Bid” shall contain**

- 1) The Commercial Bid along with detailed terms and conditions, complete in all respects with proper seal and signature of authorised person with name, designation, e-mail id and contact no.

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- 2) In case bidder requires any clarifications/ information, they may contact IITBH address given in the tender schedule.
- 3) Commercial bids of the qualified bidders only will be opened, in the presence of the bidders or their authorized representative of the bidders, who choose to attend, at the time place and date to be informed later. The authorized representative of bidders, present at the time of opening of the bids shall be required to sign an attendance register as a proof of having attended the commercial bid opening.
- 4) The bidder's name, bid prices, discounts and other appropriate details will be announced at the time of the opening of the commercial bids.
- 5) Commercial bids must be offered in the format attached.
- 6) The applicable exact rates of Taxes will be added as per above columns.
- 7) In case of any mistake or error in calculations or any discrepancy in price quoted in word and figures, the LOWEST amount will be considered for comparison. If this lowest price is not acceptable to the bidder, their bid will be rejected. In this case. IIT Bhilai reserves the right to forfeit their EMD.
- 8) IIT Bhilai reserves the right to place part orders.

**SECTION II: INSTRUCTIONS TO BIDDERS (ITB)**

- 1. Preparation Bids:** Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. The tenders should be submitted under two bid system (i.e.) Technical bid and Financial bid. After the Pre-Bid meeting, if there are any modifications in the Tender Document, Bidder should take into account any corrigendum/addendum, to be published on the Institute’s website <https://www.iitbhlai.ac>. before submitting their bids.
- 2.** Bidder should avoid, as far as possible, corrections, overwriting, erasures or postscripts in the bid documents. In case however, any corrections, overwriting, erasures or postscripts have to be made in the bids, they should be supported by dated signatures of the same authorized person signing the bid documents. However, bidder shall not be entitled to amend/ add/ delete/ correct the clauses mentioned in the entire tender document.
- 3. Submission of Bids:** Online offer should be submitted under TWO-BID system in two separate e-packets i.e. “Technical eBid” and “Commercial eBid”.
- 4. Eligibility Criteria**

S.No.	Description
I	The ISP should have a valid ‘Category A’ ISP license and having UASL (Unified Access Service License) license holder from DoT, Government of India. Attach the copy of license.
II	The firm / agency must have a fully functional Customer Service Centre(s) not more than 200KM away from Raipur, which is operational on 24 X 7 basis. List of Customer Service Centre(s) must be enclosed with technical bid.
III	The firm / agency must provide backend bandwidth of 1 Gbps in 1:1 ratio, as per the future expansion of the institute and to provide current desired bandwidth in the institute. Supporting document must be enclosed with technical bid.
IV	The tenderer should not have been debarred or blacklisted by any Central / State Government Department(s) and the tenderer should not have any litigation in any of the Court(s).
VIII	The company should attach list of Purchase Order / Work Order where the similar type of work executed during the last 5 years as detailed below (I) Three similar works of 40% of the project cost OR (II) Two similar works of 60% of the project cost OR (III) One similar work 80% of the project cost The details of the same along with supporting document are to be submitted as per the Annexure-C.
IX	Annual Turnover should be at least 60 Lakhs during each of the previous Two financial years. Copies of duly signed profit & loss accounts are to be submitted as per the Annexure-D.

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**Note** - The bid of any tenderer who has not complied with one or more of the conditions of eligibility criteria and / or fail to submit the required documents as required / or mentioned in tender document are liable to be summarily rejected. The Institute reserves the right to reject any or all tenders, wholly or partly or close the tender at any stage prior to the award of contract without assigning any reason whatsoever.

### 5. Bid Opening & Evaluation of Bids

- a. The technical bids will be evaluated in two steps.
- b. The bids will be examined technical specifications stipulated in the tender document.
- c. The duly constituted Tender Evaluation Committee (TEC) shall evaluate the bids. The TEC shall be empowered to take appropriate decisions on minor deviations, if any.
- d. The bidder's name, bid prices, discounts and such other details considered as appropriate by IITBH, will be announced at the time of opening of the commercial bids.

### 6. Comparison of Bids

- a. Only the short-listed bids from the technical evaluation shall be considered for commercial comparison. For comparison of prices, the prices quoted by the bidder for all the items taken together, shall be considered.
- b. The bids shall be evaluated on the basis of the total prices including all taxes and duties.

**7. Prices:** The price should be quoted in net per unit (after breakup) and must include all delivery charges. The offer/bid should be exclusive of taxes and duties, which will be paid by the purchaser as applicable. However, the percentage of taxes & duties shall be clearly indicated. The price should be quoted without custom duty and excise duty. Please note that in respect of GST as per notification No.45/2017 central tax (Rate) dated 14.11.2017, Notification No. 47/2017-Integrated Tax (Rate) dated 14.11.2017, and G.O. (MS) No.161 CT&RD dated 14.11.2017. The GST is payable by IITBH at 5% only against the tariff rate. Necessary exemption certificate will be issued by IITBH for claiming the benefit of exemption. In respect of Import, the custom duty at concessional rate of 5.15% is only payable by IITBH under notification no.51/96 customs dated 23.07.1996 and 43/2017 customs dated 30.06.2017.

**8. EMD (Refundable):** The tenderer should submit an Earnest Money Deposit amount of **Rs.70,000/- (Rupees Seventy thousand Only)** along with the tender by way of Demand Draft / BG drawn in favor of "**Director, Indian Institute of Technology Bhilai**" and payable at Raipur, and the same can be extended depending upon contractual period. The Technical Bid without EMD would be considered as UNRESPONSIVE and will not be accepted. The EMD will be returned without any interest to the unsuccessful bidders immediately after the award of contract. The bidder registered with National Small Industries Corporation (NSIC) may claim exemption from submission of EMD. In this case, the bidder must submit a copy of valid registration certificate from NSIC.

**9. Performance Security:** The successful bidder to submit performance security for an amount of 10% of the order value in the form of BG from any nationalized bank and should be valid for 60 days beyond the date of completion of all contractual obligation including warranty obligation. Moreover, it will be returned after 60 days beyond warranty period.



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- 10. Risk Purchase Clause:** - In event of failure of supply of the item/equipment/service within the stipulated delivery schedule, the purchaser has all the right to purchase the item/equipment/service from the other source on the total risk of the supplier under risk purchase clause.
- 11. Payment:** - No Advance payment will be made as per IIT Bhilai policy. Annual recurring (bandwidth) charge shall be payable on quarterly basis after the submission of monthly connectivity report at the end of the quarter (3 months), for this the service provider will raise the bill at least two weeks in advance before the end each quarter. 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 Institute.
- 12. Software Licenses**

The software licenses, if any, shall be required in the name of user. The licenses shall contain paper licenses and at least one set of media (CDs) – wherever applicable. All software licenses quoted should be of perpetual.
- 13. Supply of Service and Location:** - The item/ equipment/ services has to be installed or commissioned by the successful bidder on or before 30 days from the date of receipt of the item/equipment/services at **I.I.T. Bhilai (Temporary Campus at GEC College, Sejbahar, Raipur, Chhattisgarh)**.
- 14. Liquidated Damage**

IIT Bhilai reserves the right to levy penalty @ of 1 % of order value per week of delay in supply and /or installation, beyond the schedule as mentioned in this tender document subject to maximum of 10% of the order value. IITBH reserves the right to cancel the order in case the delay is more than 06 weeks. The delay in delivery and/or installation not attributed to supplier viz. delay in site preparation, delay in submission of required documents etc. and the conditions arising out of Force Majeure will not be considered for the purpose of calculating penalties.
- 15. Force Majeure**

IIT Bhilai may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that, the delay in performance or other failure to perform its obligations under the contract is the result of a Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states / state agencies, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises or any other act beyond control of the bidder.
- 16. Late offer:** - The offers received after the due date and time will not be considered.
- 17. Acceptance and Rejection:** - I.I.T. Bhilai has the right to accept the whole or any part of the Tender or portion of the quantity offered or reject it in full without assigning any reason.
- 18. Arbitration**

All disputes/claims of any kind arising out of supply, commissioning, acceptance, warranty maintenance etc. under this Contract, shall be referred by either party (IIT Bhilai or the bidder) after issuance of 30 days' notice in writing to the other party clearly mentioning the nature of dispute to the Sole Arbitrator appointed by IIT Bhilai. The venue for arbitration shall be specified in the purchase order/agreement. The arbitration proceedings shall be conducting in English and as per the provisions

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of Indian Arbitration and Conciliation Act, 1996. The decision of the Arbitrator shall be final and binding on both the parties.

### **19. Jurisdiction**

The disputes, legal matters, court matters, if any shall be subject to Raipur jurisdiction only.

### **20. Risk and Ownership**

Upon 90% of payment, IIT Bhilai shall become owners of goods ordered but all risks, responsibilities; liabilities thereof in all goods shall remain with selected bidder till delivery of all goods to all end users. Part deliveries shall not be treated as deliveries. Only full deliveries of all items ordered will be considered as delivery.

### **21. Indemnity**

Selected bidder shall save, indemnify and hold harmless IIT Bhilai from any third-party Govt. Claims, losses penalties, if any, arising in connection with this Contract.

### **22. Assignment**

Selected bidder/ Party shall not assign, delegate or otherwise deal with any of its rights or obligation under this Contract without prior written permission of IIT Bhilai.

### **23. Severability**

If any provision of this Contract is determined to be invalid or unenforceable, it will be deemed to be modified to the minimum extent necessary to be valid and enforceable. If it cannot be so modified, it will be deleted and the deletion will not affect the validity or enforceability of any other provision.

It is hereby acknowledged that we have gone through all the conditions mentioned above (under Section II: Instructions to Bidders) and we agree to abide by them.

Authorized Signatory.

(Signature of the Bidder, with Official Seal)

**SECTION III: SCHEDULE OF REQUIREMENTS (SOR)**

**1. Local Conditions:**

It shall be the responsibility on each tenderer to fully inform / acquaint / familiarized itself with local conditions and factors, which may have any effect on the execution of services to be rendered under the contract. All tenderer(s) intending to bid shall visit and make themselves thoroughly acquainted with the local site conditions.

**2. Installation & Commissioning:**

Project will be completed within 4 weeks or mutually agreeable from the date of issue of the Work order. All the aspects of safe delivery, installation, commissioning and uplink of the connectivity shall be the exclusive responsibility of the Service Provider. If the Service Provider fails to uplink the connectivity by the specified date, then the penalty at the rate of 1% per week of the total order value subject to maximum of 10% of total order value will be deducted. The link will be tested for a period of 2 weeks after installation and before acceptance of the services.

**The Leased line will be tested for a period of 1 month after installation and before acceptance of the services.**

**3. Contract Period:**

The contract period for providing the Internet Leased Line Connectivity to Institute would be initially for one year and will be further extended, based on the requirement of the Institute on yearly basis, unless it will stand cancel on expiry of contract or on written notice within 30 days. The agreed price would be applicable throughout the contract period. No hike in price would be admissible; however, if the prices are reduced on any account, benefit of the same should be passed on to Institute.

**4. Service Provider Obligations:**

- The Service Provider shall be responsible for providing the 1 Gbps leased line internet connectivity with sustainable bandwidth at IIT Bhilai temporary campus (Located at GEC Campus, Sejbahar, and Raipur), at all the time throughout the contract period.
- The Service Provider shall be responsible for IIT Bhilai campus, commissioning and configuring of hardware and uplink of connectivity.
- Liasoning (if required) with other firm(s) for obtaining point to point connectivity between ISP node 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).
- The Service Provider would ensure that the connectivity and 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 statutory or non-statutory agencies or any third party. Any breakage in service due to third party agencies shall be attributed towards the failure of the ISP.
- The Service Provider will do preventive maintenance at-least once a quarter for upkeep of the systems running and whenever felt necessary prior to that. The schedule will have to be adhered to strictly by him.

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### 5. Service Level Guarantee:

- The Service Provider shall provide the 1 Gbps Internet leased line connectivity at all the time (24X7X365) at IIT Bhilai. The sustainable bandwidth at any point of time shall not be below 75% of the capacity.
- ISP should provide suitable managed services/software for auto monitoring (link up/down and proactive trouble ticket generation) and maintenance of the link at IIT Bhilai site. It shall also deploy at its own site. The auto monitoring shall monitor the network bandwidth, reachability of the 10 sites through ping traceroute etc. periodically but not less than once every 10 minutes. IIT Bhilai may also be able to view link availability report and bandwidth utilization report from any network monitoring tool / web portal provided by services provider in the dashboard and in pdf format.
- The ISP will have to provide all the required Terminal Equipment and any other required accessories for the service.
- Should provide a minimum subnet of 15 Public IP addresses.
- Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of Country / ISP Internet gateway. The same shall be monitor-able through auto monitoring software.
- Last mile connectivity should be on OFC. Leased line output interface should be on Ethernet/FC, which will be terminated on IIT Bhilai's firewall / switch (as the case may be).
- Latency: Less than 100ms from The Institute to ISP's 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.

Location	Latency Guarantee
USA region	< 280 MS
Europe region	< 200 MS
Asia Pacific	< 100 MS
Domestic	< 50MS

- Network Availability (uptime): More than 99.50 % per month.
- National Backbone should be available on the same ISP.
- Downtime Calculation: Downtime percentage shall be calculated as (Total Time – Down Time) X 100 /Total Time. Deduction in payment will be made for downtime in the quarterly bills raised by the ISP.
- The service provider should have well equipped operation and maintenance (O&M) centers staffed with experienced personnel. The service provider shall maintain sufficient spares at the O&M centers to comply with committed MTTR of less than six hours.
- Downtime penalty in % of monthly payment:

S. No.	Downtime	Penalty in % on monthly bill
1.	> = 99.50%	0
2.	Between 99.00 to & 99.50	10
3.	Between 98.50 to & 99.00	20
4.	Between 98.00 to & 98.50	30
5.	Between 95.00 to & 98.00	50

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6.	Between 90.00 to & 95.00	70
7.	< 90.00%	100

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

- Link down due to power failure / or any situation which are beyond the control of service provider.
- Due to schedule maintenance by the Service Provider, with prior approval of Institute.
- Report for performance, monitoring / usage to be submitted by the ISP on weekly or monthly basis or as per requirement of the Indian Institute of Technology Bhilai.
- ISP should provide complete pool of public IP addresses. The ISP will be required to provide BGP routing of the pools IP addresses of ipv4 pool and public IP address of ipv6 pool whenever desired by Institute.
- Mean Time to Repair (MTTR), Packet loss and Link failover will be calculated from network management system (NMS) installed **I.I.T. Bhilai (Temporary Campus at GEC College, Sejbahar, Raipur, Chhattisgarh)** side or through ISP portal. However, it is highly required that the Leased Line monitoring tools (Comprising of all the parameters related to the Leased Line) should be provided and maintained by the ISP
- ISP should have its own core network as well as backbone.
- ISP should have its own/direct access to International gateway in India for providing Internet bandwidth.
- Complete network architecture diagram depicting the 1 Gbps connectivity between Indian Institute of Technology Bhilai GEC Campus / and international gateway should be provided. ISP should also provide its international network diagram.
- IIT Bhilai is already using RailTel Network under NKN Scheme, hence for maintaining the redundancy we will be required to participate another ISP's/Vendors in the tender.
- The link will be tested for a period of 1 month after installation and before acceptance of the services to the satisfaction of the institute. Institute shall have right to negotiate with next bidder in case of non-performance of the successful bidder.

### 6. Public IP Range:

The service provider must also provide public IP Range of 15 usable IP addresses, along with the leased line connection.

It is hereby acknowledged that we have gone through all the requirements mentioned above (under Section III: Schedule of Requirements) and we agree to abide by them.

Authorized Signatory.  
(Signature of the Bidder, with Official Seal)

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**SECTION IV: PRICE BID FORMAT**

<b>Sr. No</b>	<b>Name and Specification of the Item/ Equipment/ Services</b>	<b>Qty.</b>	<b>Basic Price (in INR)</b>	<b>Any Other Charges (as / if applicable)</b>	<b>Duties / Taxes (in %)</b>	<b>Total Cost (in INR)</b>
1	SUPPLY, INSTALLATION & COMMISSIONING of 1 GBPS (1:1) LEASED LINE INTERNET CONNECTIVITY AT IIT BHILAI  Note: Rates to be quoted for one (01) year only	01  (As per Schedule of Requirements (SOR) mentioned in Section III)				
<b>Total Cost (In Words):</b>						

Authorized Signatory.  
(Signature of the Bidder, with Official Seal)

## Supply, Installation & Commissioning of 1 GBPS (1:1) LEASED LINE INTERNET Connectivity

### ANNEXURE A: TENDER ACCEPTANCE LETTER

(To be submitted on Company Letter Head).

Date: -

To,  
The Director  
Indian Institute of Technology Bhilai,  
GEC Campus Sejbahar,  
Raipur 492015 Chhattisgarh

SUB: Acceptance of Terms & Conditions of Tender.

Tender Reference No:

Name of Tender / Work:

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: [www.iitbhilai.ac.in](http://www.iitbhilai.ac.in), <http://eprocure.gov.in/eprocure/app> as per your NIT / advertisement, given in the above-mentioned website(s).
2. I / We hereby certify that I / We have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedules(s), etc.), which form part of the contract agreement and I / We shall abide hereby by the terms / conditions/ clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted / debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the fully said earnest money deposit absolutely.

Yours Faithfully,

Authorized Signatory.  
(Signature of the Bidder, with Official Seal)

## Supply, Installation & Commissioning of 1 GBPS (1:1) LEASED LINE INTERNET Connectivity

Email id for correspondence.

### ANNEXURE B: FINANCIAL BID DECLARATION LETTER

(To be submitted on Company Letter Head).

Date:

To,

The Director

Indian Institute of Technology Bhilai,

GEC Campus Sejbahar,

Raipur 492015 Chhattisgarh

SUB: Financial Bid Declaration.

Tender Reference No:

Name of Tender / Work:

Dear Sir,

1. The financial bid scrutiny for evaluation of the bid will be based on the GRAND TOTAL of all schedules.
2. The order shall be placed for 12 months. However, the performance shall be reviewed quarterly and shall be continued for next 12 months on the satisfactory performance and adherence to the SLA. IIT Bhilai reserves 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 must be quoted in Indian Rupees and should be fixed on **lump-sum basis, no escalation of cost will be allowed under any circumstances.**
5. IIT Bhilai shall not pay separately any specific statutory taxes / service charges to any authority.
6. No hidden charges will be allowed, if any

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.

Yours Faithfully,

Authorized Signatory.

(Signature of the Bidder, with Official Seal)

Email id for correspondence.



**Supply, Installation & Commissioning of 1 GBPS (1:1) LEASED LINE INTERNET Connectivity**

**ANNEXURE C: PREVIOUS WORK ORDER DETAILS**

(To be submitted on Company Letter Head).

S. No.	Evaluation Criteria	Name of the Client with Order No. & date	Date of Satisfactory Completion Certificate Issued by the Client	Remarks
1	List of Purchase Order/ Work Order where the similar type of Work executed by you during the last 5 years			
2	Three similar works of 40% of the estimated value  OR			Supporting Documents are to be attached along with the Annexure-C
3	Two similar works of 50% of the estimated value  OR			
4	One similar work of 80% of the estimated value			

Yours Faithfully,

Authorized Signatory.  
(Signature of the Bidder, with Official Seal)  
Email id for correspondence

**Supply, Installation & Commissioning of 1 GBPS (1:1) LEASED LINE INTERNET Connectivity**

**ANNEXURE D: TURNOVER DETAILS**

(To be submitted on Company Letter Head).

Evaluation Criteria			Remark
Bidder's Annual Turnover for last three financial years	Financial Year	Turnover in Rs.	
			Supporting Documents are to be attached along with the Annexure-D

Yours Faithfully,

Authorized Signatory.  
(Signature of the Bidder, with Official Seal)  
Email id for correspondence

**ANNEXURE E: PROFORMA OF BANK GUARANTEE**

(on non-judicial paper of appropriate value)

To,

**The Director  
Indian Institute of Technology Bhilai,  
GEC Campus, Old Dhamtari Road  
Sejbahar, Raipur 492015 Chhattisgarh**

BANKS GUARANTEE NO:

DATE:

Dear Sir(S)

This has reference to the Purchase Order No.\_\_\_\_Dated\_\_\_\_\_been placed by Indian Institute of Technology Bhilai (IITBH), Raipur on M/s\_\_\_\_\_(Name & Address of Bidder) for supply, installation, commissioning and warranty of\_\_\_\_\_(description of items) at client's site.

The conditions of this order provide that the Bidder shall,

1. Arrange to deliver the items listed in the said order to the consignee, as per details given in said order, and
2. Arrange to install and commission the items listed in said order at client's site, to the entire satisfaction of IITBH and
3. Arrange for the comprehensive warranty service support towards the items supplied by Bidder on site as per the warranty clause in said purchase order.

M/s (Name of bidder) has accepted the said purchase order with the terms and conditions stipulated therein and have agreed to issue the performance bank guarantee on their part, towards promises and assurance of their contractual obligations vide the Supply Order No.\_\_\_\_M/s.\_\_(name of vendor) holds an account with us and has approached us and at their request and in consideration of the promises, we hereby furnish such guarantees as mentioned hereinafter.

IITBH shall be at liberty without reference to the Bank and without affecting the full liability of the Bank hereunder to take any other undertaking of security in respect of the suppliers obligations and / or liabilities under or in connection with the said contract or to vary the terms vis-a – vis the supplier or the said contract or to grant time and or indulgence to the supplier or to reduce or to increase or otherwise vary the prices or the total contract value or to forebear from enforcement of all or any of the obligations of the supplier under the said contract and/or the remedies of IITBH under any security now, or hereafter held by IITBH and no such dealing(s) with the supplier or release or forbearance whatsoever shall have the effect of releasing the bank from its full liability of IITBH hereunder or of prejudicing right of IITBH against the bank.

This undertaking guarantee shall be a continuing undertaking guarantee and shall remain valid and irrevocable for all claims of IITBH and liabilities of the supplier arising up to and until\_\_(date).

## Supply, Installation & Commissioning of 1 GBPS (1:1) LEASED LINE INTERNET Connectivity

This undertaking guarantee shall be in addition to any other undertaking or guarantee or security whatsoever that IITBH may now or at any time have in relation to its claims or the supplier's obligations/ liabilities under and / or in connection with the said contract and IITBH shall have the full authority to take recourse to or enforce this undertaking guarantee in preference to the other undertaking or security(ies) at its sole discretion and no failure on the part of IITBH in enforcing or requiring enforcement of any other undertaking or security shall have the effect of releasing the bank from its full liability hereunder.

We\_\_\_(Name of Bank) hereby agree and irrevocably undertake and promise that if in your (IITBH's) opinion any default is made by M/s\_\_(Name of bidder) in performing any of the terms and /or conditions of the agreement or if in your opinion they commit any breach of the contract or there is any demand by you against M/s\_\_\_\_\_(Name of bidder), then on notice to us by you, we shall on demand and without demur and without reference to M/s\_\_\_\_\_(Name of bidder), pay you, in any manner in which you may direct, the amount of Rs.\_\_\_\_\_/ - (Rupees \_\_\_\_\_ Only ) or such portion thereof as may be demanded by you not exceeding the said sum and as you may from time to time require. Our liability to pay is not dependent or conditional on your proceeding against M/s\_\_\_\_\_(Name of bidder) and we shall be liable & obligated to pay the aforesaid amount as and when demanded by you merely on an intimation being given by you and even before any legal proceedings, if any, are taken against M/s\_\_(Name of bidder)

The Bank hereby waives all rights at any time inconsistent with the terms of this undertaking guarantee and the obligations of the bank in terms hereof shall not be anywise affected or suspended by reason of any dispute or disputes having been raised by the supplier (whether or not pending before any arbitrator, Tribunal or Court) or any denial of liability by the supplier or any order or any order or communication whatsoever by the supplier stopping or preventing or purporting to stop or prevent payment by the Bank to IITBH hereunder.

The amount stated in any notice of demand addressed by IITBH to the Bank as claimed by IITBH from the supplier or as suffered or incurred by IITBH on the account of any losses or damages or costs, charges and/or expenses shall as between the Bank and IITBH be conclusive of the amount so claimed or liable to be paid to IITBH or suffered or incurred by IITBH, as the case may be and payable by the Bank to IITBH in terms hereof.

You (IITBH's) shall full liberty without reference to us and without affecting this guarantee, postpone for any time or from time to time the exercise of any of the powers and rights conferred on you under the contract with the said M/s\_\_(Name of bidder) and to enforce or to forbear from endorsing any power or rights or by reason of time being given to the said M/s(name of bidder) which under law relating to the sureties would but for the provisions have the effect of releasing us.

You will have full liberty without reference to us and without affecting this guarantee, postpone for any time or from time to time the exercise of any of the powers and rights conferred on you under the contract with the said M/s\_\_(Name of bidder) and to enforce or to forbear from endorsing any power or rights or by reason of time being given to the

## Supply, Installation & Commissioning of 1 GBPS (1:1) LEASED LINE INTERNET Connectivity

said M/s\_\_\_\_\_(Name of bidder) which under law relating to the sureties would but for the provisions have the effect of releasing us.

Your right to recover the said sum of Rs.\_\_\_\_/- (Rupees\_\_only) from us in manner aforesaid will not be affected/ or suspended by reason of the fact that any dispute or disputes have been raised the said M/s\_\_\_\_\_(Name of bidder) and/ or that any dispute or disputes are pending before any officer, tribunal or court or Arbitrator.

The guarantee herein contained shall not be determined or affected by the liquidation or winding up, dissolution or change of constitution or insolvency of the said M/s \_\_\_\_\_(Name of bidder) but shall in all respects and for all purposes be binding and operative until payment of all dues to IITBH in respect of such liability or liabilities.

Our liability under this guarantee is restricted to Rs.\_\_\_\_\_-/- (Rupees\_\_\_\_\_Only). Our guarantee shall remain in force until unless a suit action to enforce a claim under guarantee is filed against us within six months from (which is date of expiry of guarantee) all your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

We have power to issue this guarantee in your favour under Memorandum and Articles of Association of our Bank and the undersigned has full power to do under the power of Attorney dated.

Notwithstanding anything contained herein:

- a) Our liability under this guarantee shall not exceed Rs \_\_\_\_\_(in words)
- b) This bank guarantee shall be valid up to\_\_\_& unless a suit for action to enforce a claim under guarantee is filed against us within six months from the date of expiry of guarantee. All your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there after i.e. after six months from the date of expiry of this Bank guarantee
- c) We are liable to pay the guaranteed amount or any parts thereof under this bank guarantee only and only if you serve upon us a written claim or demand or before \_\_\_\_\_
- d) The Bank guarantee will expire on (Min 18 months from the date of successful installations of the items in the order) \_\_\_\_\_Granted by the Bank

Signature of the authorized officer of the bank  
Name of the officer \_\_\_\_\_  
Designation of the officer \_\_\_\_\_  
Seal, name and address of the Bank and address  
of the Branch.

**ANNEXURE F: AUTHORITY LETTER**

(To be submitted on Company Letter Head).

**AUTHORIZATION LETTER**

We \_\_\_\_\_(name of the bidder) hereby authorise Shri / Smt. \_\_\_\_\_ (name of the authorised person) to sign and submit the bid to IITBH against their tender No \_\_\_\_\_. Shri / Smt. \_\_\_\_\_ (name) is also authorised to negotiate the terms and conditions pertaining to the said tender on behalf of M/s \_\_\_\_\_ (name of bidder). The specimen signature of Shri / Smt. \_\_\_\_\_ (name) is appended below.

Specimen Signature:

Name:

The undersigned is authorised to delegate the authority on behalf of M/s \_\_\_\_\_ (name of bidder), as stipulated above

For \_\_\_\_\_  
(name of bidder)

Signature & Company Seal:

Name:

Designation:

Email:

Mobile No.:

**ANNEXURE G**

(To be submitted on Bank Letter Head).

**BANK GUARANTEE FORMAT FOR FURNISHING BID SECURITY (EMD)**

Whereas ..... (hereinafter called the "tenderer") has submitted their offer dated.....for the supply of ..... (hereinafter called the "Tender") against the Purchaser's tender enquiry No. ....KNOW ALL MEN by these presents that WE.....of ..... having our registered office at..... are bound unto .....(hereinafter called the "Purchaser) in the sum of ..... for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this..... day of .....20.....

**THE CONDITIONS OF THIS OBLIGATION ARE:**

- (1) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity: -
  - a) If the tenderer fails to furnish the performance security for the due performance of the Contract.
  - b) Fails or refuses to accept/execute the contract.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the purchaser (IIT Bhilai) having to substantiate its demand, provided that in its demand the purchaser will note that the amount claimed by it is due to it owing the occurrence of one or both the two conditions, specifying the occurred condition or conditions. This guarantee will remain in force up to and including 45 days after the period of tender validity and any demand in respect thereof should reach the bank not later than the above date.

Signature of the authorized officer of the bank  
Name of the officer \_\_\_\_\_  
Designation of the officer \_\_\_\_\_  
Seal, name and address of the Bank and address of the Branch.

## Supply, Installation & Commissioning of 1 GBPS (1:1) LEASED LINE INTERNET Connectivity

### **ANNEXURE H**

(To be submitted on Company Letter Head).

### **SUMMARY INFORMATION SHEET**

<b>Sr.</b>	<b>Information heading</b>	<b>Details</b>
1	Name of the Vendor	
2	Name of the person(s) to whom, all references shall be made, regarding this TENDER/PROJECT (Authorized Signatory)	
3	Address of the Contact Person	
4	Designation of the Contact Person	
5	Telephone number(s) of the Contact Person.	
6	Mobile number of the Contact Person	
7	Fax number of the Contact Person	
8	Email ID(s) of the Contact Person	
9	Annual Turnover (in Lakhs): Last three Years (In INR)	1)
		2)
		3)
10	Years of Operation (in Years):	
11	PAN Number	
12	GSTN	
13	Bank Name and Account No.	
14	IFS Code	

Authorized Signatory:  
(Signature of the Bidder, with Official Seal)