



राष्ट्रीय प्रौद्योगिकी संस्थान रायपुर
NATIONAL INSTITUTE OF TECHNOLOGY RAIPUR
(An Institute of National Importance)
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**OPEN TENDER ENQUIRY FOR PROVIDING ALTERNATE FAILSAFE INTERNET LEASED
LINE (ILL) CONNECTIVITY (500 Mbps (1:1) UNCOMPRESSED, UNSHARED AND
BURSTABLE UPTO 1 Gbps)
(Single Bid System)**

Enquiry NITRR/S&P/CCC/2962

Date: 26/02/2020.

To

Important Dates

Event	Date	Time
Last Date of submission of quotation	18/03/2020	Up to 03:00 P.M.
Bid Opening date	20/03/2020	At 03:30 P.M.

Dear Sir,

We intend to purchase the commodities specified in this document and invite quotations in accordance with the terms and conditions detailed in the bid document. If you are interested, kindly submit your bid online through <http://www.tenderwizard.com/NITR> & no other mode will be accepted. Please send your quotation to:

Yours sincerely,

Registrar

National Institute of Technology,
Raipur

Enclosed:

- (1) Instruction to bidder - containing General terms and conditions.
- (2) Acceptance of terms & conditions of tender - Annexure 1
- (3) Item with Description - Annexure 2
- (4) Bidder Qualification Criteria - - Annexure 3
- (5) Scope of Work - Annexure 4
- (6) Bidder information - Annexure 5
- (7) Price Bid Format- Annexure 6

General Terms & Conditions of the Bid Enquiry

1. Please go through the instructions contained in this document carefully for bidding instructions.
2. For technical clarifications, please email to cccisp@nitrr.ac.in and others clarifications if any, please mail to storenpurchase@nitrr.ac.in.
3. The bid should remain valid for a period of **150 days** from the date of opening. In case your offer has a different validity period that should be clearly mentioned in the quotation. Validity period may also be extended without change in bid prices, if required on mutually agreed basis only.
4. **The price of the goods quoted should be FOR NIT RAIPUR** inclusive of all applicable taxes (GST etc.), packing, forwarding, insurance and other local services required for delivery, installation and support services of the products at NIT Raipur.
5. Submission of bids: Bidders have to submit their bid through E-tendering mode only at website <http://www.tenderwizard.com/NITR>
6. Financial Bid (Microsoft Excel File) is to be downloaded from website <http://www.tenderwizard.com/NITR> and then is to be filled, saved and uploaded (through digital signature) on the same website and not to be submitted in hard copy at all.
7. Custom duty: The NIT Raipur has registration in Department of Scientific & Industrial Research (DSIR).
8. **Bid Security (BS)/(Earnest Money, EMD)** The Bidder/Tenderer shall furnish, as part of its bid, a bid security (BS) of INR 60,000/- only. The bid security shall be in Indian Rupees. The bid security should be submitted only through online payment gateway in e-tendering portal i.e. <http://www.tenderwizard.com/NITR>. Also bidder needs to submit tender fee of INR 1180/- (including GST) through e-payment mode.
9. Any bid without EMD or bid not secured in accordance with above will be rejected by the Institute as non- responsive.
10. The bidders should quote their offer/rates in clear terms without ambiguity.
11. The rates should be quoted both in figures and words. In case of any discrepancy between the rates in figures and that in words, the rate in words will be accepted as correct.
12. Each bidder shall submit only one bid. A bidder, who submits more than one bid, shall be disqualified and considered non-responsive
13. The bidder has to sign and upload the acceptance of tender terms as per Annexure-I compulsorily.

14. The Bidder/Tenderer shall indicate **unit prices in the prescribed format only**.
15. The bid security of unsuccessful Bidder/Tenderer will be discharged /returned as promptly as possible but not later than 30 days after the expiration of the period of bid validity or placement of order whichever is later.
16. The Bidder/Tenderer's bid security will be discharged normally within 30 days after issue of PO. The successful Bidder will be required to submit the performance bank guarantee along with the letter of acceptance within 15 working days of the issue of the PO. Successful bidder shall be required to deposit a **PBG of 5%** of the work order value at the time of release of his security deposit. This amount shall be refunded on the successful completion of the work and support period of one year. The PBG may be in FDR format also.
17. The complete Tender document can be viewed and downloaded only from the Website (www.tenderwizard.com/NITR) & <http://www.nitr.ac.in/> during the tender sale period. The intending bidders should submit the tender documents sale price & tender processing fee, through e-payment, at the time of making online request.
18. To participate in the E-tender, it is mandatory for the bidders to have user ID & password, which has to be obtained by submitting an annual registration charges of Rs. 2000/- +GST @ 18% to ITI, through e-payment. Also it is mandatory for all bidders to have class 3 digital signature certificates from any of the CCA (Controller of Certifying Authority, India) or if any support required on DSC, Please contact to Helpdesk No. 011-49424365.
19. **Delivery and installation period:** Delivery and installation should be made within **10 days** from the date of placement of the order of goods.
20. **Delayed delivery and installation:** In case of delayed delivery and installation of the goods a penalty **1% per week or part thereof subject to maximum of 5% will be recovered from the firm of the value of undelivered goods. Request for extension in delivery and installation period should be made before the last date of supply and installation as mentioned in Purchase Order.** The firm may be blacklisted on delayed delivery.
21. **Non delivery and Installation beyond extended period:** If the bidder fails to execute the order within the delivery and installation period including extended period (of maximum five weeks) as mentioned above the order will be cancelled and EMD will be forfeited by the institute. In case of incomplete supply and installation of items even in extended period, EMD will be forfeited and payment of the supplied items will be released after recovering the penalty for delay in delivery and installation of goods.
22. The bidder need to submit the following certificates along with the Tender Documents to confirm their eligibility in this part :
 - i. Proof of establishment of Firms/shop/business/ manufacturing unit etc.
 - ii. The GST registration certificate should be enclosed as per the applicability.
 - iii. The bidder should enclose Photocopy of PAN card issued in the name of the bidder's firm/ in the name of proprietor in case of proprietorship firm.

23. The work order to be awarded to the techno-commercially qualified bidder with lowest rate i.e. L1 bidder.
24. Payment will be made on quarterly basis on satisfactory performance after availing service.
25. At present, institute is having lease lines from BSNL and Railtel. The services required are for fail-safe purpose. If these two service providers participate, they shall be required to bring new dual redundant last mile connectivity from new points of presence and bring a new set of customer premise equipment. Use of existing lines and equipment setup will not be permitted since it undermines the object of fail-safe internet connectivity in the institute. Further, their existing and new lines should never be down at the same time.
26. On completion of the initial contract period, the extension may be granted every year at the discretion of NIT Raipur and on the basis of satisfactory performance as certified by the CCC, NIT Raipur.

The terms and conditions shall remain the same in the subsequent years. The price payable in subsequent years shall be for the below mentioned item of the price mentioned in the successful bidder's quote

1.	Internet Connectivity Leased Line 500 Mbps (1:1), Uncompressed, Unshared and Burstable Up to 1 Gbps) including all hardware (CPE including Router, Switch etc.), cabling and accessories, software etc. for 12 months to be delivered at NIT Raipur.
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If market price (tariff) is reduced the benefit of price reduction shall be passed to the institute.

The SLA shall have to be executed by the successful bidder on Rs. 100/- stamp paper. The SLA shall be renewed in subsequent years. In case there is a change in the tax percentage on this service or any other government levy during this year or subsequent years, the same shall be adjusted either way. Bidder has to make sure to enter the current service tax and other government levy percentage, if any, on this service in the quote submitted.

27. Any disputes arising out of this enquiry shall be dealt in the Raipur jurisdiction.
28. Bidder has to sign all the pages of this tender and enclose it with the bid.


Registrar
 NIT-Raipur

Acceptance of terms & conditions of tender (Must be on Letter Head)

Date:

To

The Registrar,
National Institute of Technology, Raipur-492010(Chhattisgarh)

Subject: Acceptance of Terms & conditions of Tender.

Tender ref. No. NITRR/S & P/CCC/

Dated

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned Tender enquiry no. from the website <http://www.tenderwizard.com/NITR> or <http://www.nitr.ac.in/>
2. I/We hereby certify that I/we have read entire terms & conditions of the tender documents (including all documents like annexure, schedules etc.) which form part of the tender document and I/we shall be abide by the terms & conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by NIT Raipur to have 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 totality/entirely.
5. In case any provisions of this tender are found violated, NIT Raipur shall be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely and we shall not have any claim/right against NIT Raipur in satisfaction of this condition.
6. I/We confirm that we or our proprietor/Director/Partner have not been blacklisted or debarred or declared ineligible for corrupt/fraudulent practices either indefinitely or for a particular period of time by any Government or other agency. I/we further declare that no criminal case is registered on pending against the firm/company or its owner/partners/directors anywhere in India. Also there are no contractual restrictions or legal disqualifications or other obligations which prohibit the applicant from entering into tender process.

(Seal & Signature of the bidder)

Item with Description

S. No.	Description	Quantity
1.	Internet Connectivity Leased Line 500 Mbps (1:1), Uncompressed, Unshared and Burstable Up to 1 Gbps) including all hardware (CPE including Router, Switch etc.), cabling and accessories, software etc. for 12 months to be delivered at NIT Raipur.	1 Nos.
2.	One time Commissioning Cost including CPE configuration, Cabling and Accessories, Software etc.	1 Lot

Bidder Qualification Criteria

S. No.	Qualification Criterion	Documents Required
1.	Bidder should have category B or above Internet license & Telephony license for Raipur Circle from DoT, Government of India.	Bidder must submit the copy of license
2.	Bidder should have an Average Annual Turnover of 4 crores in last three financial years (FY 16-17, FY 17-18, FY 18-19)	Bidder must submit self-attested true copies of the profit and loss statement etc.
3.	The Bidder should have delivered minimum 500 Mbps and above internet leased line bandwidth in Chhattisgarh preferably to any of the State / Central Government department / organization / PSU or a reputed Educational Institution or Industry etc.	Attach the Purchase Order / Work Order where the similar type of work executed during the last 3 years
4.	The firm / agency must agree to provide backend bandwidth of 500 Mbps (1:1) , Uncompressed, Unshared and Burstable Up to 1 Gbps including all hardware (CPE including Router, Switch etc.), cabling and accessories, software etc. for 12 months to be delivered at NIT Raipur.	Supporting document on letterhead with diagram & solution document must be enclosed
5.	The firm / agency must have a fully functional Customer Service Centre in Raipur.	Address proof of office in Raipur or undertaking letter
6.	The Bidder should not have been blacklisted by any Central / State Government Department(s) and the Bidder should not have any litigation in any of the Court(s).	Affidavit on Rs. 100/- Stamp Paper
7.	Bidder should have telephony license / channel partner for telephony services of telecom /ULVNO operator for Raipur Circle from DoT, GoI	Attached a copy of the license / partners list.

Scope of Work

The scope of work of the bidder shall minimally include the following:

1. Internet Connectivity Leased Line 500 Mbps (1:1), Uncompressed, Unshared and Burstable Up to 1 Gbps) including all hardware (CPE including Router, Switch etc.), cabling and accessories, software etc. for 12 months to be delivered at NIT Raipur.
2. Bidder has to submit solution document showing POPs & route plan along with bid. NIT will not make any payment for the survey etc.
3. Primary line of the Institute is 1 Gbps and peak traffic is estimated to approach 900 Mbps. The proposed lease line is required to serve as complete backup of primary line for the period the primary link is down. This shall be tested at random.
4. It may be understood that the cabling / accessories / CPE / software or any other component is provided on rental basis by the bidder along with the leased line. No additional payment shall be made towards them.
5. Cost of replacing / repairing the same shall be the responsibility of the bidder during the period of functioning of the leased line and no additional payment shall be made by NIT Raipur for them.
6. Bidder should provide 24x7x365 customer care.
7. Bidder should provide online tool to monitor the bandwidth/network performance.
8. **Location:** The proposed link has to be terminated in the Main Distribution Switch Room, Central Computer Center, NIT Raipur.
9. **Device:** The proposed link has to be terminated at NIT Raipur Load Balancer / Switch.
10. All the required hardware, cabling and software etc. has to be provided by the bidder. Only the CPE, cable accessories (if provisioned), software shall be returnable on completion.
11. The proposed link has to be delivered on redundant fiber network provisioned from different points of presence, with the dual last mile connectivity on fiber only.
12. Number of static IPs required – 16 Nos. Fully managed gigabit switch (part of CPE) needs to be provisioned for this.
13. Bidder has to bring the link to the proposed location and device. Overhead outdoor cabling is not allowed in the institute campus. Trenching shall be as per institute / BSNL standards.
14. The bidder is required to keep ready at hand FRT team with kit (OTDR, Splicing, and Power Meter) etc. and the same should be provisioned 24 x 7 at the site within one hour.

- List of documents attached :***

- Seal & Signature of Bidder***

Annexure-6

PRICE BID FORMAT

Name of the Bidder/Tenderer:

Tender No. :

S. No.	Description of Material (A)	Quantity (C)	Unit Price in INR (D)	HSN Code (E)	Applicable GST Percentage (F)	Unit Price with Tax in INR (G)	Total Price (H) in INR
1.	Internet Connectivity Leased Line 500 Mbps (1:1), Uncompressed, Unshared and Burstable Up to 1 Gbps) including all hardware (CPE including Router, Switch etc.), cabling and accessories, software etc. for 12 months to be delivered at NIT Raipur. Please quote annual tariff.	1 Nos.					
2.	One time Commissioning Cost including CPE configuration, Cabling and Accessories, Software etc.	1 Lot					
Total Amount in INR							
Total Amount in words:							

- L-1 bidder will be decided on the **Total Amount in INR**

Total Bid Price in Indian currency _____

In Words _____

Name: _____

Note:

1. Bidder should read the tender document and understand the complete scope of work before quoting above prices.
2. The price of the goods quoted should be FOR NIT RAIPUR inclusive of all applicable taxes (GST etc.), packing, forwarding, insurance and other local services required for delivery, installation and support services of the above products at NIT Raipur.
3. Bidder should not be black listed. He must submit an undertaking in this regards on his letter head.

Seal & Signature of Bidder

SERVICE LEVEL AGREEMENT (SLA)

This service level agreement shall be signed between the successful bidder and the National Institute of Technology, Raipur.

The SLA is intended to recognize the general basis for cooperative and collaborative working relationship among the two parties. The objective of the SLA is to enable Service Provider to provide desired uptime & bandwidth. Each party, by mutual consent, may involve in the cooperative and collaborative actions.

This includes providing Local Leads at our office premises from the nearest Service Provider Exchange or their POP.

NIT Raipur expects the Service Provider to provide the circuit and expects Service Provider to maintain & monitor the healthiness of the circuit as per the requirements mentioned in this SLA document.

1. SLA:

SLA is defined as the Service Level Agreement and is a formal contract between a Service Provider and NIT Raipur, guaranteeing quantifiable Performance at defined levels. The SLA Document shall define the Service Level Guarantees in terms of Availability, Latency and Packet Loss. The SLA refers Service Providers commitment to NIT Raipur in utilizing the services, the methodology to rectify / repair Circuits, its Measurement & Compensation Mechanism and other terms & conditions.

2. Provisioning:

The term "Provisioning" refers to the process of building up the Local Lead to the NIT Raipur premises from the nearest Service Provider Exchange / POP and to the configuration the same as the requirement.

3. Commissioning:

The term "Commissioning" refers to installation, testing & satisfactory operation of the circuit. It is at this stage in which the circuit would be handed over to the NIT Raipur for further use.

4. Circuit Uptime / Availability:

The Uptime / Availability are defined as duration in which the NIT Raipur can utilize the circuit for operations and is defined as the percentage of circuit available.

5. Latency:

Latency is defined as the Average-Round-Trip delay and would be monitored by round trip network latency using 64-byte ICMP Ping.

6. Uptime Calculation:

During the period of contract the Service Provider shall make all efforts to ensure proper functioning of circuits for an uptime of **99 %** (Ninety nine per cent). Uptime is defined as below:

$$\{[(\text{Actual Uptime} + \text{Scheduled Downtime}) / \text{Total No. of Hours in a Month}] \times 100\}$$

"Actual Uptime" means, out of Total Hours, the aggregate number of uptime hours in any month.

"Scheduled Downtime" means the aggregate number of hours in any month during which each equipment, is down during total Hours, due to preventive maintenance, scheduled maintenance, infrastructure problems or any other situation which is not attributable to Supplier's (or Service provider's) failure to exercise due care in performing Supplier's responsibilities.

NIT RAIPUR shall provide a maximum of 04 hours of planned downtime for preventive maintenance (as part of scheduled downtime) per month per equipment / service.

The downtime for scheduled maintenance (patch application, upgrades – OS, Database, etc.) would need to be mutually agreed between NIT Raipur and bidder to reduce this time, various maintenance activities can be clubbed together with proper planning.

The planned downtime shall be properly conveyed to the institute in advance.

"Total Hours" means the total hours over the measurement period i.e. one month (24 * number of days in the month).

Downtime Calculation:

1. The recording of downtime shall commence at the time of registering the call with Supplier or Service Provider for any downtime situation for the equipment.
2. Downtime shall end when the problem is rectified and the application/ service is available to the user.
3. Down time will not be considered for following:
 - i. Pre-scheduled preventive maintenance and health checks (Scheduled Downtime).
 - ii. Bug in any application which causes the non-availability of the service.

7. Quality of Service:

Following Service availability should be ensured on Quarterly basis:

S.No.	Network Performance Parameters	Guaranteed Service
1.	Circuit Uptime/ Availability	$\geq 99\%$
2.	Latency	$\leq 50\text{ms}$

8. Downtime Penalty Criteria:

Penalty criteria to be adopted for imposing penalty shall be based on operations & shall be evaluated by measuring following Performance Parameters and would be calculated on monthly basis:

Performance Parameter	Penalty for Service degradation
Link uptime/ availability – Minimum of 99% Uptime Measured on a Monthly Basis	2 % of monthly charges for less than 99% uptime
	3 % of monthly charges for less than 98% uptime
	5 % of monthly charges for less than 95% uptime

9. Link Commissioning Date:

Link Commissioning Date means the date on which Acceptance Test is performed in mutually defined format and the NIT Raipur formally accepts it, subject to satisfactory performance.

10. Billing Date:

Billing Date means the date from which billing shall be started by the Service Provider, subsequent to the Link Commissioning Date

11. Billing Cycle:

Billing Cycle shall be on quarterly basis. The First Billing cycle shall comprise the bills of the links from its respective Billing Date up to the end of that Quarter. Henceforth Quarter-wise billing would be regularized.

12. Billing Period:

For the ease of calculation & imposing downtime penalty, each billing quarter would be considered as $\frac{1}{4}$ of Year – 90 days per quarter, irrespective of number of days in that particular Quarter.

13. Responsibility of NIT Raipur:

- (i) Providing necessary information as required by the Service Provider.
- (ii) Payment as per the contractual terms and conditions.
- (iii) Providing the access to premises for providing the circuit & to carry out the maintenance activities as and when required.
- (iv) Providing necessary infrastructure such as UPS Power supply, Earthing & space/ Rack space for hardware supplied by service provider/firm
- (v) Hardware once installed will be responsibility of NIT Raipur for any theft and physical damage.

14. Responsibility of Service Provider:

- (i) Provide the Internet link.
- (ii) Provide all the required support.
- (iii) Maintain & Monitor the Circuit as per requirement / routine schedule.
- (iv) Ensure the availability of the skilled staff for prompt actions.
- (v) All responsibilities defined in scope of work and other points of this tender document

15. Contract Period / Validity:

The validity of the contract will be one (1) year from the date of Delivery/Link Acceptance/Commissioning. The contract period can be extended / renewed by mutual agreement of both sides on the same terms and conditions or on mutually agreed terms and conditions.

16. Termination:

The SLA can be terminated by either Party upon providing a written notice to the other Party of its intention to do so. It shall also terminate automatically upon the bankruptcy of any of the Parties or in the event of force majeure event occurs which makes the performance of obligation of any of the Parties impossible under contract.

17. Severability:

Should any part of contract be declared unenforceable by TRAI through direction / order / regulation or if terms of license of Service Provider are changed through any amendment or order of the Government, both the parties will cooperate and take all appropriate steps to amend, modify or alter the contract / order.

18. Assignment:

Contract / Order shall remain binding upon the respective successors and permitted assigns of the parties. The rights of any party may not be assigned in part to any third party without written consent of other party.