



The Institution of Engineers (India)

AN ISO 9001 : 2015 CERTIFIED ORGANISATION
(ESTABLISHED 1920, INCORPORATED BY ROYAL CHARTER 1935)
8 Gokhale Road, Kolkata-700 020

A Century of Service to the Nation

No.T-1850

Dated: 18.08.2025

NOTICE INVITING TENDER

Tender for Supply, Testing & Commissioning of 20 Mbps (1:1) Internet Leased Line on Fiber Optics

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The Institution of Engineers (India) invites sealed Tenders from eligible bidder(s) in Single Stage two Envelope bid system for "**Supply, Testing & Commissioning of 20 Mbps (1:1) Internet Leased Line on Fiber Optics at IEI HQ**".

The sealed tenders are to be submitted duly stamped and signed and dated on each page of the tender document as their unconditional acceptance to the terms prescribed by the Institution. Details/supporting documents wherever applicable, if attached with the tender should be duly authenticated by the vendor/s. No over-writings shall be accepted unless authenticated with full signature of the vendor/s.

The tender shall be in two parts viz. Technical Part – (Envelope – 'A') and Financial bids (Envelope 'B') (Envelope 'A' and 'B' with the content shall be clearly marked on the top of the envelopes separately). Technical Part (Envelope – 'A') shall comprise of compliance documents against Qualification Requirement, company profile and any other document in support of technical capability. The Technical bid should not contain any financial indication, violation of which will invite disqualification. Financial bid shall comprise of quoted price only in the format provided with the tender document in Envelope – 'B'. Both Envelope – A & B shall be put in a third envelope, sealed and submitted within the prescribed date & time and with signature of the tender applicant over it.

The sealed tender duly superscribed, "**Supply, Testing & Commissioning of 20 Mbps (1:1) Internet Leased Line on Fiber Optics**" with Tender No. should be addressed to Deputy Director (IT & Admin) sent at the Institution's address either by registered post/speed post or by hand. Postal / courier of the tender document must reach to this office within stipulated date & time i.e., upto 16.00 hrs of 01 Sept 2025.

Tenders received after the stipulated date and time shall not be entertained. The Institution shall not be liable for any postal delays for what so ever reason and tender received after the stipulated time/date are liable to be rejected summarily without giving any reason and any correspondence.


Deputy Director
(IT & Admin)

Qualification Criteria

1. The bidder should be a company registered under the Companies Act, 1956 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. 10 cores 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 GSTIN
 - c. Copy of PAN
3. Bidder must be Category "A" ISP.
4. Bidder should have presence at least two major cities in India.
5. The bidder should have an NLD / ILD License, issued by Govt. of India.
6. Bidder has to submit their clientele.
7. The bidder must have single fully functional contact support centre with 24 X 7 support.
8. Bidder should have ISO 9001:2000 Certification.
9. Bidder has to submit a sum of Rs 5000/- by demand draft in favour of "The Institution of Engineers (India)" payable at Kolkata as EMD, which will refunded to the unsuccessful bidder. In case of successful bidder the said amount shall be adjusted with security deposit as mentioned in Sl. No. 17 below.
10. The bidder should have multiple connectivity from various service providers at their end in order to avoid the break of services.
11. The bidder should have Toll Free number for fault registering within India, operating on 365 x 24 x 7 basis
12. The bidder should have executed (during last 5 years) at least one projects for implementation of internet bandwidth of capacity 20 Mbps or more.
13. Bidder should have online tools to monitor the link performance.
14. Core expertise of the ISP should be DATA. Internet traffic cannot be send with same VOICE backbone, in case bidder is also a BSO.
15. 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.
16. Billing shall on quarterly basis.
17. An amount which is 15% of the total order value shall be kept as a security deposit and shall be released after the expiry of the contract period.
18. The amount of security deposit shall be deposited by the successful bidder within 15 working days of the date of receipt of work order.

Signature of Vendor with date and Seal

19. Standard LD Clause for delay in supply @ 2% per week or part thereof subject to maximum of 10% of the order value will be applicable.
20. IEI reserves the right to reject any or all the quotations without assigning any reason whatsoever.
21. The contract will be made for one year initially. However, in case of satisfactory performance, the service can be renewed on mutually agreed terms and conditions.
22. The services can be terminated by IEI by giving one months notice or vice versa.

Scope of Work :

1. The Internet Leased line from category "A" ISP (license from Govt. of India) should only be commissioned.
2. 20 Mbps (1:1) committed bandwidth at any point of the time.
3. The Last Mile has to be provided in Fiber Optic only with a Ring network.
4. The 20 Mbps Internet Leased Line support is for a period of 1 year which may be extended for further period or under mutually agreed terms.
5. Bidder should provide the tool to monitor the bandwidth / network performance
6. 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.
7. The connectivity provided to IEI, should be dedicated to the IEI only.
8. Installation of 20 Mbps internet leased line is the sole responsibility of the vendor.
9. ISP should be equipped with appropriate back bone at their end, so that the connectivity may be routed through alternate route in case there is a failure in one route.
10. The proposed link has to be terminated at the UTM (firewall device) with necessary configurations by the Bidder. The UTM will be provided by The Institution of Engineers (India).
11. Bidder should be responsible for provisioning end-to-end solution.
12. The bidder should have Toll Free number for fault registering within India and should provide support on 365 x 24 x 7 basis.
13. The bidder should provide all necessary equipments for connectivity, if any.
14. The vendor has to provide onsite support, when required.
15. Vendor has to mention the Escalation procedure and matrix for customer complaints.
16. The vendor has to ensure minimum 99.5% uptime per month for the connectivity.
17. The vendor has to visit the site to review the existing infrastructure before commissioning of the leased line and suggest IEI accordingly, if required.
18. Vendor has to provide additional IP (at least 10).
19. Any fault in the internet connectivity will need to be resolved by the vendor as per the following schedule:
 - a. Any fault related to Optical Fiber link should be resolved within 4 hours of fault registration with the Vendor.

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b. The Actual Uptime on optical Fiber to be calculated in respective month and will be measured against total uptime hours 99.5%. If the downtime exceeds the total uptime hours following service credits will be due to the Institution of Engineers (India):

- i. Actual Uptime $\geq 99.5\%$ No Credit
- ii. Actual Uptime $< 99.5\%$ and $\geq 97\%$ 15 days equivalent service credit
- iii. Actual Uptime $< 97\%$ and $\geq 95\%$ 30 days equivalent service credit
- iv. Actual Uptime $< 95\%$ and $\geq 90\%$ 45 days equivalent service credit

Calculation of Actual Uptime % =

$$(\text{Actual Uptime Hours} / \text{Total Uptime hours}) \times 100$$

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:

$$\text{Total Uptime hours} = 31 \times 24 = 744$$

$$\text{Actual Uptime Hours} = 744 - 7 = 737$$

$$\text{Actual Uptime \%} = (737/744) \times 100 = 99\%$$

c. If the Actual Uptime is less than 90% or Optical Link is down at the same time then penalty will be charged @ Rs 3000/- per day to the Vendor.

20. For any technical queries the Bidder may contact
Deputy Director (IT & Administration)
at 033-40106242 / email at dd.it@ieindia.org

Signature of Vendor with date and Seal

Checklist

Sln.	Item
1.	EMD Rs.5000/-
2.	Signed Tender Document
3.	Company Profile
4.	Certificate of Incorporation
5.	Memorandum and Articles of Association
6.	Turn Over Rs.10 cores during last three financial years
7.	Audited Balance Sheet and P&L A/c for last three years
8.	GSTIN
9.	PAN
10.	Category 'A' ISP
11.	Should have NBL/ILD License of GOI
12.	Clientele List
13.	Single functional contact support centre with 24x7
14.	ISO 9001 : 2000 certification
15.	Multiple connectivity from various service providers to avoid break of service
16.	Toll Free Number for fault registering within India, operating on 365 x 24 x 7 basis
17.	Executed at least one project for implementation of internet bandwidth of capacity 20 Mbps or more.
18.	Should have online tools to monitor the link performance
19.	Core expertise of the ISP should be DATA
20.	Internet traffic cannot be sent with same voice backbone, in case bidder is also a BSO
21.	Help Desk team as a single point of contact for all sorts of problem
22.	

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FINANCIAL PART

SI No	Description of Item /Work	Rate	Amount
1	Supply, Testing, Commissioning of 20 Mbps (1:1) Internet Leased Line on Fiber Optics		
2	Any other relevant item, if any		
3	Taxes		
Total for a period of 1 year			

Date:**Signature of the
Bidder along with Seal****Place:****Address:****Phone/Mobile :***Signature of Vendor with date and Seal*

TECHNICAL PART

Sln.	Item	Details
1.	EMD Rs.5000/-	
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4.	Certificate of Incorporation	
5.	Memorandum and Articles of Association	
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19.	Core expertise of the ISP should be DATA	
20.	Internet traffic cannot be sent with same voice backbone, in case bidder is also a BSO	
21.	Help Desk team as a single point of contract for all sorts of problem	
22.		
23.		

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