

No.T-1659

Dated: 21.10.2019

NOTICE INVITING TENDER

Tender for Supply, Testing, Installation & Commissioning of 10 Mbps (1:1)
Internet Leased Line on Fiber Optics

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Sealed Tenders in Single Stage two Envelope bid system are invited for Supply, Testing, Installation & Commissioning of 10 Mbps (1:1) Internet Leased Line on Fiber Optics at The Institution of Engineers (India).

The tender document can be downloaded from the website of the Institution (www.ieindia.org).

The sealed tenders are to be submitted in prescribed format duly stamped and signed and dated on each page of Part 'A' & 'B' 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 Bid - (Envelope - 'A')** and **Financial Bid (Envelope 'B')** (Envelope 'A' and 'B' with the content shall be clearly marked on the top of the respective envelopes). **Technical Bid - (Envelope - 'A')** shall comprise of compliance documents against Qualification Requirement, **Earnest Money Deposit of Rs.5,000/-**, Company Profile and other documents 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 tenderer over it.

The sealed tender duly superscribed, "Tender for Supply, Testing, Installation & Commissioning of 10 Mbps (1:1) Internet Leased Line on Fiber Optics at IEI-HQ with Tender No. should be addressed to Director (Administration), and to be dropped at the tender box of this office within time and date i.e., upto 4.00 PM on **05.11.2019**.

Tenders received after the stipulated date and time shall not be entertained. The Institution reserves the right to reject the tender in part or full without giving any reason and any correspondence.

Sd/-
(Shukla Das)
Director (Administration)

Qualification Requirement for Supply, Testing, Installation & Commissioning of 10 Mbps (1:1) Internet Leased Line on Fiber Optics

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 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 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 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 be 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 365x24x7 basis
12. The bidder should have executed (during last 5 years) at least one project for implementation of internet bandwidth of capacity 10 Mbps or more or two projects of 7 Mbps or three projects of 5 Mbps.
13. Bidder should have online tools to monitor the link performance.

Signature of Tenderer with date and Seal

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.

Scope of Work :

1. The Internet Leased line from category “A” ISP (license from Govt. of India) should only be commissioned.
2. 10 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 10 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 10 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.

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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.
 - 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:

$$\text{Total Uptime hours} = \text{No of days in month} \times 24$$

$$\text{Actual Uptime Hours} = \text{Total Uptime hours} - \text{Downtime in hours in a month}$$

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 (Systems) at 033-40106242 or by email at dd_sa@ieindia.org

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CheckList

| Sl.No. | 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 crores 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 10 Mbps or more or two projects of 7 Mbps or 3 projects of 5 Mbps |
| 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 contract for all sorts of problem |
| 22. | |
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FINANCIAL PART

T-1659

| Sl No | Description of Item /Work | Rate | Amount |
|------------------------------|---|------|--------|
| 1 | Supply, Testing, Installation & Commissioning of 10 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 :