

# 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*

Tender No. T- 1716  
Dated: 14 July 2021

## **NOTICE INVITING TENDER**

### **Tender for Supply, Testing, Installation & Commissioning of 10 Mbps (1:1) Internet Leased Line on RF Link**

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 Radio Frequency (RF) at IEI-HQ.


The tender document can be downloaded from the website of The Institution of Engineers (India) ([www.ieindia.org](http://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, 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 over it.

The sealed tender duly superscribed, "Tender for Supply, Testing, Installation & Commissioning of 10 Mbps (1:1) Internet Leased Line on RF at IEI-HQ with Tender No. should be addressed to Director (Administration), and to be dropped at the tender box of this office within stipulated date and time i.e., upto 4.00 PM on **28 July 2021**.

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.

  
(Shukla Das)  
Director (Administration)

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

**T-1716**

**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
2. The bidder should have turnover of Rs. 5 crores or above
3. Company should have GST and PAN registration
3. Internet Leased Line from Category "A" ISP should be commissioned only.
4. ISP should have an NLD / ILD License, issued by Govt. of India.
5. The bidder must have single fully functional contact support centre with 24 X 7 support.
6. Bidder should have ISO 9001:2000 or similar applicable ISO Certification
7. The bidder should have multiple connectivity from various service providers at their end in order to avoid the break of services.
8. The bidder should have Toll Free number for fault registering within India, operating on 365x24x7 basis
9. The bidder should have executed (during last 5 years) at least one projects for implementation of internet bandwidth of capacity 10 Mbps or more or two projects of 7 Mbps or three projects of 5 Mbps.
10. Bidder should have online tools to monitor the link performance.
11. Core expertise of the ISP should be DATA. Internet traffic cannot be send with same VOICE backbone
12. 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.
13. Billing shall be on quarterly basis. Quarterly advance payment shall be made on receipt of invoice

**Signature of the  
Bidder along with Seal**

**Scope of Work :**

1. The Internet Leased line on RF media of 10 Mbps capacity should be commissioned.
2. 10 Mbps (1:1) committed bandwidth at any point of the time.
3. 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.
4. Bidder should provide the tool to monitor the bandwidth / network performance
5. 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.
6. The connectivity provided to IEI, should be dedicated to the IEI only.
7. Installation of 10 Mbps Internet leased line is the sole responsibility of the vendor.
8. 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.
9. Bidder should be responsible for provisioning end-to-end solution.
10. The bidder should have Toll Free number for fault registering within India and should provide support on 365 x 24 x 7 basis
11. The bidder should provide all necessary equipments for connectivity, if any.
12. The vendor has to provide onsite support, when required.
13. Vendor has to mention the Escalation procedure and matrix for customer complaints.
14. The vendor has to ensure minimum 98.5% uptime per month for the connectivity.
15. The vendor has to visit the site to review the existing infrastructure before commissioning of the leased line and suggest IEI accordingly, if required.
16. Vendor has to provide additional IP (at least 10).
17. White listing of IPs as and when required
18. Any fault in the internet connectivity will need to be resolved by the vendor as per the following schedule:
  - a. Any fault related to RF link should be resolved within 4 hours of fault registration with the Vendor.
  - b. The Actual Uptime on RF to be calculated in respective month and will be measured against total uptime hours 98.55%.
  - c. If the Actual Uptime is less than 98.5% then equivalent extra service hours/days to be credited or the proportionate amount to adjusted in the next billing cycle
19. For any technical queries the Bidder may contact Deputy Director (Systems) at 033-40106242 or by email at [dd\\_sa@ieindia.org](mailto:dd_sa@ieindia.org).

**Signature of the  
Bidder along with Seal**

**FINANCIAL PART**

**Supply, Testing, Installation & Commissioning of  
10 Mbps (1:1) Internet Leased Line on RF**

**T-1716**

<b>SI No</b>	<b>Description of Item /Work</b>	<b>Rate</b>	<b>Amount</b>
1	Supply, Testing, Installation & Commissioning of 10 Mbps (1:1) Internet Leased Line on RF		
2	Additional Static IP		
3	Taxes		
<b>Total for a period of 1 year</b>			

**Date:**

**Signature of the  
Bidder along with Seal**

**Place:**

**Address:**

**Phone/Mobile :**