

## Tender Documents

### **10 Mbps Internet connectivity Leased Line (1:1 uncompressed and unshared with last mile on fiber) for Central Scientific Instruments Organization, Chandigarh for a period of (03) three years**

#### **TERMS AND CONDITIONS OF THE BID**

##### **1. Qualifying Conditions for Eligible Bidder: -**

- Liaisoning (if required) with other firm(s) for obtaining point to point connectivity between ISP node and CSIO shall be the responsibility of quoting firm.
- The ISP should have a valid Category A ISP license from Govt. of India (Attach a copy of license).
- ISP must have DOT license to set up and operate International gateways. ISP must have distributed minimum 100 Mbps of International Internet bandwidth to its clients (Attach certificate).
- ISP should have their own/direct access to international gateway in India, for providing Internet bandwidth, which should be connected onto international fiber systems only (not on satellite).
- The list of existing enterprise customers of Internet Bandwidth (4 Mbps or more) should be provided along with feedback.
- The quotation should clearly indicate the different components of the total charges- recurring (annual) and non-recurring (one time) for bandwidth and equipment supplied along with mode of payment i.e. whether quarterly / half-yearly / annual or one time (if any).
- The firm must give compliance statement of all the identical items alongwith all terms and conditions. Deviations, if any, should be clearly indicated in remarks in separate deviation sheet.
- The ISP should have a fully functional Customer Service Centre in this region tricity (Chandigarh-Panchkula-Mohali), which is operational 24 hours. (Attach Certificate)
- The bidder would insure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. Bidder will be responsible for making all the payments towards the local loop charges/rentals/WPC charges etc.
- Vendor should submit the quotation in two bid system i.e. Technical bid and Commercial bid. Commercial bid of those Vendors will be considered who will qualify technically.
- Vendors not complying with above conditions or not providing complete information as described shall not be considered.
- The client reserves the right to carry out the capability assessment of the bidder and the client's decision shall be final in this regard.
- The firm must mention clearly the requirement of Hardware and Software (server, operating system etc.) from CSIO to make this Internet connectivity operational.
- ISP must clearly state in technical bid that financial bid contains all components viz. recurring, non-recurring, bandwidth charges etc. as mentioned above.
- Quoting firms must put page number on every page of the bid. It is also required that page nos. of the documents attached should be mentioned against each item of the main bid. Every bid document should be signed and stamped by authorized signatory.

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**PERIOD OF INTERNET CONNECTIVITY SERVICE CONTRACT:-**

The Internet Connectivity contract shall be initially for a period of (03) three years.

**2. DELIVERY PERIOD & INSTALLATION:**

The delivery period of the said tasks/services should be adhered to as will be mentioned in the Award of Contract. Bidder should quote the minimum and maximum period he will take to install/operate the link at CSIO. The supply shall actually be deemed to have been completed on the actual date of installation.

**3. WARRANTY PERIODS:**

- The Vendor will be responsible for the comprehensive maintenance for the entire warranty period of three years. Warrantee period will start after the acceptance of installation & testing of complete connectivity.
- The vendor will do preventive maintenance once a quarter for upkeep of the Systems running. The schedule will have to be adhered to strictly by him.
- 99% Uptime 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 response time for attending the faults will be four hours (maximum) after they are reported to the Vendor. The Vendor will rectify the faults within 24 hours failing which; the vendor will arrange temporary replacements. The services shall be provided 24 hours & 7 days in a week.

**4. RESPONSIBILITIES UNDER THE CONTRACT:**

The ISP would be responsible for the following:

- To provide 10 Mbps Internet connectivity (Leased Line) at CSIO. Internet Router Port at ISP Gateway for required Bandwidth and minimum 16 IP addresses including Reverse Lookups configured at these IP's.
- Installation, commissioning, configuring of the link and hardware (Mux, Modems and Router etc).
- Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment.

**ISP will be required to sign Service Level Agreement having the following:**

- 10 Mbps Internet bandwidth at all the time.
- Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of globe.
- Latency: Less than 350 ms from CSIO to ISP's tier 1 peering point.
- Network Availability: More than 99.0 % per month.
- Reports for performance, monitoring /usage to be submitted by the ISP on weekly or monthly basis or as per requirement of CSIO.

*In case of the above parameters going out of specifications, CSIO will be compensated adequately in respect of the extended time for the loss of hours in service.*

*Also, if services are not found satisfactory, CSIO reserves the right to cancel the contract with one-month notice.*

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## 5. PRICE SCHEDULE For (Commercial Bid)

### A) Band Width charges/or Annual Port Charges

10 Mbps of Internet Bandwidth (1:1 uncompressed and unshared) from CSIO to International Internet gateway of ISP with last mile on fiber.

### B) Local Loop charges

- a) One time installation & Configuration charges
- b) Annual rentals (Recurring charges)
- c) Any other charges (To be specified)
- d) WPC and other clearance charges

### C) Hardware charges

CSIO will not purchase any hardware and firm will have to provide all the required hardware on rent.

- 1.MUX
- 2.ROUTER
- 3.NTU
- 4.MODEM etc. and software required to establish the purchased bandwidth.

CSIO will not be responsible for any kind of damage these items being complete maintenance warrantee of the firm

## 6. SCHEDULE OF PAYMENT:

Mode of payment will be subject to the following conditions on various tasks as under:

### **Bandwidth Charges:**

Bandwidth charges are payable quarterly in advance. For this the ISP will raise the bills at-least one month in advance before the start of the next quarter.

ISP will be responsible for making payments related to WPC and other clearance charges.

### **OTHER TERMS & CONDITIONS:**

- a) Bid should accompany an earnest money deposit of Rs.75000/- in the form of a Demand Draft drawn in favour of the Director, CSIO, Chandigarh' on a scheduled/nationalized bank payable at Chandigarh.
- b) Bidder should submit valid documentary proof of VAT/ Service Tax Registration Number as applicable and the details of income tax registration (PAN).
- c) CSIO reserves the right to verify/seek confirmation of all original documentary evidence submitted by vendors in support of above mentioned specification for eligibility criterion. In case any information furnished by the bidder is found to be false/incorrect at any stage, the bid shall be summarily rejected and no correspondence on the same shall be entertained.

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- d) **Submission of Quotations:** The quotations shall be submitted under Two-Bid System i.e. Technical & Commercial bids addressed to the Director, CSIO, Sector 30-C, Chandigarh-160030. Both the envelopes should be super scribed with Technical Bid and Priced Bid, tender number, due date and time, date and time of opening. Both the envelopes should be kept in one bigger envelope duly sealed. The Technical bids will be opened first on the prescribed date and time in the presence of representatives of the vendors who wish to be present at time. The Price Bids of the technically qualified firms will be opened after the evaluation of technical bids. The date and time for opening the Price Bids will be intimated to the technically qualified firms accordingly. In case, the Tender Opening date is declared a holiday, the tender would be opened on the next working day at prescribed time.
- e) Cost of Tender Documents is Rs.300/- by cash or through demand draft drawn in favour of Director, CSIO, Chandigarh
- f) Date & Time for sale of Tender Documents from 20.03.2009 to 27.03.2009 from 10.00 AM to 5.00 PM on any working days except Saturday & Sunday
- g) Last date & Time for receipt of tenders is 31.03.2009 upto 1.00 PM
- h) Technical Bids will be opened on 31.03.2009 at 3.00 PM in the presence of bidders, if any present at the moment.
- i) **Validity of Quotation:** - The quotation must be valid for minimum 90 days from the date of opening of quotations. Director, CSIO, reserves the right to request the firms for the extension of the validity of the quotations. The vendor will be at liberty to accept or reject the request.
- j) **Taxes:** The percentage of Tax must be quoted in clear terms separately. If the taxes are not mentioned separately, it will be presumed that the rates quoted are inclusive of taxes.
- k) **Delivery:** Preferably immediate. In case there is any specific schedule of delivery on the part of vendor, which should be clearly mentioned.
- l) **TENDER RECEIVED AFTER STIPULATED DATE & TIME SHALL NOT BE CONSIDERED.**

**Controller of Administration**

**CENTRAL SCIENTIFIC INSTRUMENTS ORGANISATION  
SECTOR 30-C, CHANDIGARH-160030**

**OPEN TENDER NOTICE/GS/3/2009**

The Director, Central Scientific Instruments Organisation, Chandigarh invites sealed tenders in the shape of Two Bid Systems i.e. (Technical & Commercial) from reputed Indian Firms/Agencies/Govt. Licensed firms for 10 Mbps Internet Connectivity Leased Line (1:1 uncompressed & unshared with last mile on fiber) for CSIO, Chandigarh for three years: -

Description	EMD (in Rs.)	Cost of Tender Documents	Date & Time for sale of Tender Documents	Last Date & Time for submission of tenders	Date & Time for opening of Technical Bids
10 Mbps Internet Connectivity Leased Line (1:1 uncompressed and unshared) with last mile on fiber for CSIO, Chandigarh	75000/- Through Demand Draft	300/- By cash OR through demand draft in favour of Director, CSIO, Chandigarh	20.03.2009 to 27.03.2009 from 10.00AM to 5.00PM on any working days except Saturday & Sunday	31.03.2009 upto 1.00PM	31.03.2009 at 3.00PM

For detailed specifications and terms & conditions please visit our website "<http://csio.gov.in>" and "<http://csio.res.in>". No Tender Document Fee will be leviable for Tender Documents downloaded from our website.

CONTROLLER OF ADMINISTRATION