

CRITICAL DATES

Tender Notice	07.10.2021
Published Date	08.10.2021 (11:00 A.M.)
Last Date for Submission	11.10.2021 (4:00 P.M)
Duration of Contract	Extendable based on satisfactory performance
Validity of Bid	1 year

1. SCOPE OF WORK

The detailed Scope of Work involves:

- Provide dedicated **100 Mbps** (1:1), (Dedicated wired Internet Leased Line Uncompressed and unshared.
- The leased line from **category "A" / "B"** ISP (license from Govt. of India) should only be commissioned.
- Provide Public IP's to enable the CIBS, Leh to use the same for web servers, mailing solution etc.
- To ensure PoP level redundancy **Ring Topology** to be used for connectivity.
- Bidder should provide the tool to monitor the bandwidth / network performance without additional cost.
- The bidder should furnish Internet Bandwidth Utilization/performance reports on a monthly basis. However, the bidder should also provide interface for monitoring utilization/performance reports on real time, hourly, daily and weekly basis.
- The bidder should provide all necessary equipment for connectivity.
 1. Router CISCO (No's 1 Future ready up to 2 Gbps)
 2. L2 Access switch RUCKUS(No's 3 Future ready upto 2Gbps)
 3. WIFI Device RUCKUS (latest technology, No's 3)
 4. UTP Cable and Fiber, Building to Building.
- The vendor has to provide onsite support, when required.
- The Actual Uptime on fiber Link 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 penalty in % will be applicable:

S.No	Uptime	Penalty in % on monthly basis
1.	> = 99.5%	0
2.	99 to <99.5%	5

3.	98.5 to <99	10
4.	98 to <98.5	15
5.	95 to <98	20
6.	90 to <95	25
7.	80 to <90%	30
8.	< 80%	100%

Calculation of Actual Uptime % = (Actual Uptime Hours / Total Uptime hours) X 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:

Total Uptime hours = 31 X 24
=744 Actual

Uptime Hours = 744 – 7
=737 Actual Uptime%
=(737/744) X 100 = 99%

Equipment Requirement:

2. ELIGIBLE BIDDERS:

- The bidder should be the **Category ‘A’/‘B’** national ISP with valid NLD or ISP License from DOT, the bidder should have established Fiber/wireless network extensively in their License areas and operational from last 3 years.
- The Bidder should have executed similar project for bandwidth provisioning in Government or Private sector (Attach certificate).
- The Bidder should have own access network for providing last mile (local loop).
- The list of existing enterprise customers of Internet Bandwidth should be provided along with feedback.
- The bidder must have capability to provide 100 percent backup through alternate route in case of cut/failure. Documentary proof must be enclosed in this regard.
- The ISP should have a **fully functional Technical Support Office with Technical Man Power in the Ladakh Region**, which is operational 365 days (7 X 24 hours). (Attach Certificate).

Bidders not complying with above conditions or not providing complete information as described shall not be considered and hence shall be out rightly rejected.

3. PRE-BID ACTIVITIES

- a. The bidder/vendor should read the eligibility conditions and other details for overall requirement of the proposed Internet Leased Line.
- b. The Bidders are advised to inspect the site before filling in and submitting the bids to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof.

4. SUBMISSION OF BIDS / PROPOSALS:

- a. **Technical Bid:** Technical Bid should be prepared as per the instructions given in the Tender Document along with all required information, documents in support of the minimum eligibility criteria.
- b. Documents comprising the Bid:
 - Bid Submission Form duly signed and printed on Company's letterhead.
 - Bidder's profile with undertaking.
 - All Forms duly filled (signed and stamped).
 - All attested supporting document in proof of having fully adhered to minimum eligibility criteria.
- c. The bidders are required to submit the **hard copy** of the tender document along with all the relevant papers in an envelope addressed to **the Vice Chancellor, Central Institute of Buddhist Studies, UT of Ladakh, 194104** and delivered by hand before the date and time as specified.
PLEASE NOTE THAT THE CIBS SHALL NOT BE RESPONSIBLE FOR ANY POSTAL LOSSES/DELAYS.
- d. The Bidders are expected to go through all instructions, terms & condition as specified in the bidding documents. Failure to furnish complete required information or submission of a bid with incomplete information may result in rejection of the bid.
- e. Tender documents received in incomplete shape or beyond the stipulated period shall not be entertained under any circumstances. The authority reserves the right to accept or reject any or all tenders without assigning any reasonthereof.
- f. No bid will be allowed to be modified subsequent to the last date for submission of bids.

5. TERMS AND CONDITIONS OF CONTRACT

A. GENERAL -TERMS:

- While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
- The bidder shall attach the copy of the authorization letter / power of Attorney as the proof of authorization for signing on behalf of the Bidder.
- All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, or any other requirements, stipulated in the tender documents are **liable to be rejected**.
- For all purposes of the contract including arbitration there under, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post with acknowledgement due to the CIBS. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.

B. PAYMENT TERMS:

- a. Annual recurring (bandwidth) charge shall be payable on quarterly basis after the submission of monthly connectivity report at the end of the quarter (3 months), for this the service provider will raise the bill at least two weeks in advance before the end the each quarter.
- b. Payment of taxes and other applicable Government levies will be made according to the rules and regulations as existing on the date of the payment.

6. WARRANTY AND ANNUAL MAINTENANCE CONTRACT (AMC)

- The Internet with related equipment's and communication links installed by the vendor shall have a comprehensive onsite warranty for the entire period of the Service Contract after the successful commissioning and acceptance.
- The bidder shall ensure an **uptime of 99.5%** for the entire duration.
- ISP will ensure maintaining services from the nearest service centre which should be well equipped with service engineers and sufficient spares. The vendor will do preventive maintenance once a month for upkeep of the system.

7. TIME FRAME

Project is to be completed within **15 days** in all respects i.e. deliveries and all kind of installations, testing and commissioning.

8. LAYOUT PLAN

- a. A comprehensive Fiber Layout plan have to be submitted along with the

Technical Proposal.

- b. The Layout plan must show the end to end connectivity of Fiber cable from ISP to CIBS, UT Ladakh using map.

9. SERVICE LEVEL AGREEMENT

This SLA describes the Service Levels applicable. Non-achievement of a Service Level may attract penalties, as set out in this document. The bidder shall sign SLA with CIBS, with following **parameters**:

- a. Working days: Seven days a week (Monday to Sunday)
- b. Throughput: 100% non-blocking [symmetric]
- c. Latency: < 10ms
- d. Packet Loss/Drop: < 1.0%
- e. Helpdesk Support (with preferably trouble ticketing/toll free number): 24 X 7 X 365
- f. Mean Time To Restore: 4 hours. To be calculated on monthly basis
- g. Performance Reports: Real Time, Hourly, Daily, Weekly and Monthly
- h. Dedicated Account Management Team: **Single Point of Contact (SPOC)** for service requirements such as ordering, implementation, operations and billing.

10. ACCEPTANCE TEST PLAN (ATP)

The acceptance test will be carried out as per mutually agreed Acceptance Test Plan [ATP], which will be finalized after Work Order is issued. The link(s) will be accepted only after acceptance testing is completed as per the agreed plan and is duly signed/certified by the CIBS and the service provider.

11. NON TRANSFERABLE TENDER

Neither the contract nor any rights granted under the contract may be sold, leased / sublet, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the CIBS.

12. COMPLETENESS OF TENDER OFFER

The Bidder is expected to examine all instructions, forms, terms, conditions and specifications in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender offer not substantially responsive in every respect to the tender documents will be at the Bidder's risk and may result in rejection of its tender offer. The tender offer is liable to be rejected outright without any intimation to the Bidder if complete information as called for in the tender document is not given therein, or if particulars asked for in the Forms / Performa in the tender are not fully furnisheds

13. Contact:

For any clarification/queries you may please contact CIBS, UT Ladakh through email id: cibsladakh@gmail.com.

BID SUBMISSION FORM

Date:

LETTER OF BID

To

The Vice Chancellor
CIBS, Leh
UT Ladakh, Pin: 194104

Ref: Invitation for Bid for _____

We, the undersigned, declare that:

1. We have examined and understand that no reservations should be corrected by undersigned to the Bidding Documents including Addenda issued in accordance with Instructions to Bidders.
2. We offer to execute in conformity with the Bidding Documents for **100 MBPS Leased Line Internet connection on Fiber Optic Link for CIBS, UT Ladakh.**
3. Our bid shall be valid for a period of (1 year) from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
4. If our bid is accepted, we commit to submit a performance security in accordance with the Bidding Documents.
5. We also declare that Government of India or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.

Yours sincerely,

Authorized Signatory

(Authorized person shall attached a copy of Authorization for signing on behalf of Bidding company)

Full Name and Designation

(To be printed on Bidder's letter head) (To be printed on Bidder's letterhead)