

Tender Enquiry No IITD/SCFBio/Bandwidth/01

Indian Institute of Technology Delhi
Hauz Khas, New Delhi - 110 016

(Ph. No. 011-26596786; FAX No. 011-26582037)

Due Date: 19th March, 2010

Subject:(A) Installation of 10 Mbps, Symmetric Internet Bandwidth Connectivity.

1. Background:

Supercomputing Facility for Bioinformatics & Computational Biology (SCFBio) IIT Delhi intends to procure a 10 Mbps, Symmetric, (1:1), 24 hours Internet Bandwidth Connection through Optical Fiber technology.

Sealed tenders (technical & commercial are to be provided separately) are, therefore invited from reputed bidders for the aforesaid purpose as per the details given in the technical specifications. These details are available on the IIT Delhi website www.iitd.ac.in and SCFBio's web site: www.scfbio-iitd.res.in

The proposed solution must meet the following requirements:

- I) Primary Media: - Minimum 10 Mbps (1:1) speed standard symmetric bandwidth along with the Hardware/equipment required for the implementation/installation.

2. Scope Of Work:

The scope of work in the proposed Tender includes; providing 10 Mbps (1:1) symmetric International Internet Bandwidth through OFC upto SCFBio, IIT Delhi and maintaining the same for one year (which may be renewed after the completion of the term). The last mile solution should be with redundancy of link at SCFBio, IIT Delhi and shortest path to International Gateway with least packet loss/latency <350 ms from any part of the globe. Service Level Agreement (SLA) should commit at least 99.5% service availability, including the last mile connectivity.

The scope of the work includes supply, installation and commissioning of related hardware and software for setting up Internet connection at the IIT - Delhi site. The scope of work also includes configuration of all related hardware and software including any training to IIT, Delhi's operation team if required. The ISP shall accomplish any jobs, services that are not mentioned above but are required for completion of project, without any extra charges for completeness of the work under contract. Please note that the price quoted would include conveyance and any other incidental charges

3. Eligibility Criteria of Bidders:

- i) The bidder must be a Class A Internet Service Provider, with POPs in major cities in the country and preferably in New Delhi also. A copy of category A licence alongwith list of POPs must be supplied.
- ii) The bidder must be in a position to offer guaranteed uptimes and SLA. The bidder must commit uptime and other SLA parameters. The SLA should be part of the proposal.
- iii) The bidder will be responsible for end-to-end responsibility with the single order placement.
- iv) The bidder should preferably have bandwidth from more than one International Internet Gateways for higher redundancy.
- v) The bidder will be single point of contact for support/services with the 365x24x7 helpdesk.
- vi) The bidder should have a support office in New Delhi with at least 3 qualified engineers of the firm (not of the Franchisee/Dealer). Provide certificate for the same.

- vii)
 - a) Bidder should have supplied/installed three similar type of equipment mentioned in the technical specifications in the last 24 months.
 - b) At least one similar completed work costing not less than the amount equal to 80% of the estimated cost.

 - b) At least two similar completed works costing not less than the amount equal to 50% of the estimated cost, **or**
 - c) At least three similar completed works costing not less than the amount equal to 40% of the estimated cost, **or**

 - d) Definition of similar work should be clearly defined.
 - e) Copies of work orders for the work successfully executed during last three years, out of which at least one order should be of value not less than 80% of estimated cost
 - f) Financial standing through latest ITCC, Annual Report (balance sheet and Profit and Loss Account) of last 3 years should attached by the bidder.

4. SPECIFICATIONS AND ALLIED TECHNICAL DETAILS (Enclose with Technical Bid)

a) Technical Parameters:

- i) The Internet connectivity leased line should have fully dedicated (1:1), unshared & High Quality 10 Mbps symmetric bandwidth without any compression factor through Optical Fiber.

- ii) The ISP/bidder should have fully resilient and self-healing network architecture, on fiber medium, from the international gateway in India upto the international Points of Presence.
- iii) The ISP/bidder should have Network Operation Centre (NOC) for trouble shooting around the clock at Delhi /NCR
- iv) The bidder should furnish a detailed network/ schematics diagram of total solution proposed showing connectivity from ISP's gateway Terminal Point to IIT Delhi Last Mile connection.
- v) The connectivity from the service provider's POP to IIT premises shall be through Optical Fiber Media
- vi) All the equipments supplied by the bidder should be capable of handing higher bandwidth in case upgradation is required in the later stage.
- vii) All supplied equipments (Modem, Router, Media converter etc. whichever is required, Complete Bill of Material along with Make, Model, Manufacturer & Part Number should be given) & software shall be maintained onsite for the entire period of contract by the bidder.. No charges shall be separately payable by IIT, Delhi. **Also make sure that the equipment provided by the ISP/Bidder should be compatible with the connection supplied to IIT Delhi.** The bidder shall include all incidental costs for upkeep of equipment and license fee , if any, in their bid.
- viii) The bidder should submit technical literature explaining the proposed implementation diagram with the technical bid.
- ix) The bidder will also be responsible for any civil / electrical work etc. involved for completion of project.
- x) Hardware/software supplied would be under comprehensive warranty for 1 year. No separate payment shall be made for the maintenance of equipment / hardware and software during the warranty period

b) Service Support

The bidder should provide support for trouble shooting on 24X 7 X 365 basis so that the maximum availability of the Internet connectivity is ensured.

c) Uptime

99.5% uptime on 24X 7 X 365 basis from IIT terminal point to ISP location. Deduction shall be made from quarterly charges on pro-data basis for connectivity down time beyond 1% during the quarter.

d) Trouble Shooting

Bidder shall respond with a solution with in two hours of reporting of a problem and restore satisfactory operation with in four hours.

e) Service Review Reports & Software

A. The bidder shall provide following reports on the web for reviewing service parameters.

- (i) Actual bandwidth
- (ii) Summary of usage weekly, monthly & quarterly.
- (iii) Monthly network bandwidth availability

B. The bidder shall provide web based interface capable to provide the following reports at the server administrator level in IIT, Delhi

- i) Bandwidth Utilization (in Mbps)
- ii) Bandwidth Utilization(in frames)
- iii) Errors (frames/sec)
- iv) Discards (frames/sec)
- v) Non- unicast (frame/sec)
- vi) Bandwidth Availability
- vii) Packet loss (in %)
- viii) Latency

f. Service Performance

The following SLA parameters should be adhered to:

- a) Packet Loss < 1%
- b) Domestic Latency < 70 Millisecond during peak traffic hours
- c) Circuit availability 99.5% (calculated on quarterly basis)
- d) Average latency should not be more than 350ms up to ISP's 1st Tier 1 peering point.

➤ General Guide-Lines, and Terms & Conditions.

- (i) The Institute seeks a complete solution from design to implementation.
- (ii) **Seamless Integration:** Interface of the proposed devices should have 100% compatibility with the existing hardware/software at the ISC.
- (iii) **Certification:** All hardware provided is to be tested for its performance and a certificate to this effect is to be submitted to the ISC.
- (iii) It is suggested that your engineer(s) may inspect the existing network of the Institute, if necessary, before the submission of the tender. The visit to the site shall be at tenderer's own expenses.
- (iv) The tenderer shall supply the Hardware, Software and other related components, in totality/entirety as per the requirement.
- (v) **The rates quoted should be applicable to educational institutions, and any cost advantage received in lieu thereof should be passed on to the Institute.**

- (vii) The Institute expects that during execution of the project, the bidder shall depute a Site Engineer to supervise the execution of the project as per project management schedule (jointly agreed to), so that the Head ISC or other officials of the Institute have to interact with the Site-Engineer only.
- (viii) Bidder is liable to be charged for any damage done to the Institute property by its persons/contractors during execution of the project.
- (ix) The tender should remain valid for a period of 90 days from the date of opening. (x) IIT Delhi may revise or amend the specifications and other conditions prior to the date notified for receiving the tenders. Such revision and amendments, if any, will be communicated to all prospective tenderers. It will be notified through the website of the Institute <http://www.iitd.ac.in>

5. Obtaining Bid Documents:

- i) The bid documents can be downloaded from IIT Delhi website www.iitd.ac.in or SCFBio website www.scfbio-iitd.res.in.
- ii) The bidder for this leased line connection must deposit a non-refundable fee of Rs.1000/- in the form of Demand Draft of any scheduled bank payable at New Delhi in favor of "Registrar IIT Delhi" by 12th March, 2010.

6. Submission of Proposals:

- i) The bidder shall go through the entire document and must comply with all the terms and conditions. A Compliance statement in the form of '**Complied**' or '**Not Complied**' shall be given against each item and specification of the tender documents. The compliance statements should be supported by authentic documentation. **Please note that any deviation from the laid down requirements/specifications shall be duly signed and stamped by the bidder.**

Failing to comply with this requirement may result in the bid being rejected

- ii) **Part-I** shall be a Technical Offer with full details including description of Hardware/equipments and also other prerequisites so as to enable technical assessment of the proposal. This shall also include Earnest Deposit Money as per **Para 7**. Also provide the following solutions details
 - a. Details of primary media along with the diagram/sketch, backbone structure, details of the structure of 1:1, redundancy of paths offered possibly with maps.
- iii) **The Technical bid** must be submitted in an organized and structured manner. No brochures/leaflets etc. should be submitted in loose form. The Technical Offer should consist of the following:
 - a. A letter of authority duly signed by an authorized signatory.
 - b. Complete Technical Specification along with Make, Model, Manufacturer and Part Number.
 - c. Technical Documentation [Product brochures, leaflets, manuals etc.]

- d. Delivery and implementation schedule.
 - e. Compliance of terms with any deviation clearly indicated in remarks.
 - f. **Do not fill any column related to commercials.**
- iv) **Part – II** should contain **The Commercial Bids** for the entire proposal. The rates should be quoted in Indian Rupees for providing connection at SCFBio at IIT Delhi. All prices shall be fixed and shall not be subject to escalation of any description. The rates must be quoted as per the Price Formats provided in **Annexure – I** including the following:
- a. A letter of authority duly signed by an authorized signatory.
 - b. All costs should be given in Figures and Words.
 - c. Govt. Levies like Sales Tax, Octroi, Excise Duty, Work Contact Tax (WCT) and Education cess etc., if any, shall be paid at actual rates applicable on the date of delivery. Rates should be quoted accordingly giving the basic price, duties and taxes etc., if any.
 - d. Include information as to Technical offer of **Part –I**
- v) **Both the covers should be first sealed separately** and then both the cover should be kept **in a single sealed bigger cover**. This envelope should be duly signed by an authorized signatory and should bear the inscription as given in tender notice.
- vi) **Bids Acceptance:** The bid must reach
- Supercomputing Facility for Bioinformatics & Computational Biology, 3rd Floor
(above Sip n Bite), Synergy Building, IIT Delhi, Hauz Khas, New Delhi -110016,
Phone +91-11-26596786**
- on or before **12th March 2010 at 3pm**. Bids received after the due date and time are shall be rejected. In the event of due date being a closed holiday or declared holiday for Central Government offices, the due date for submission of the bid will be the following working day at the appointed time and venue.
- vii) **Validity of bids:** Bids should be valid for a minimum period of 60 days after the due date.

7. Earnest Money Deposit:

- i) Each bid for this procurement must be accompanied by Earnest Money Deposit of 2.5 % (Two and a half percent) approx. of the quoted price in the form of Demand Draft/Pay Order/Bank Guarantee of any Indian Nationalized Bank taken in the name of 'Registrar, IIT Delhi'. Bank Guarantee should be valid for a minimum period of 60 days from due date of the quotation. **Quotations received without Earnest Money Deposit shall be rejected. It should be a part of Technical Bid.**

- ii) Earnest Money shall be forfeited and bid is liable to be rejected, if the bidder withdraws or amends or impairs or derogates from the tender in any respect within the period of validity of the tender.
- iii) The Earnest Money of unsuccessful bidder shall be returned within one week of finalization of purchases.
- iv) The earnest money shall be liable to be forfeited upon non supply of order.
- v) No interest will be payable by IIT Delhi on the Earnest Money Deposit returned to the unsuccessful bidder.

8. Rejection of Bids:

- i) IIT Delhi reserves the right to accept or reject any bid or cancel the tender proceedings without assigning any reason whatsoever.
- ii) If a bidder gives wrong information in their bid, IIT Delhi reserves the right to reject such bid at any stage and forfeit the Earnest Money Deposit / Performance Guarantee / Security Deposit and cancel the contract, if awarded.
- iii) Incomplete quotations are liable to be rejected.
- iv) If the technical offer contains any price information the offer will be summarily rejected.
- v) Canvassing in any form in connection with the tenders is strictly prohibited and the bids submitted by the bidders who resort to canvassing are liable for rejection.
- vi) IIT Delhi may not pay any costs incurred towards preparation and submission of the bid of any other expenditure in this regard.
- vii) Unsigned tenders, unattached corrections and over writing by bidders are also liable for rejection.

9. Evaluation Process:

For the bidders satisfying the Qualifying Criteria and Technical Specifications, the price comparison shall be made over the total cost of the project with one years of comprehensive warrantee. The lowest price in terms of cost to performance ratio will be selected.

10. Payment Terms:

Payment for this leased line installation shall be made in INR with all taxes and levies except excise duty since the Institute is exempt from ED. Bidder must indicate their preferred mode of payments in the price bid.

11. Clarifications:

In case the bidder requires any clarification regarding the tender documents, they are advised to submit their question in writing to SCFBio, 3rd Floor, Synergy Building, IIT Delhi.

12. Quantity Variations:

The proposed bandwidth is subject to change depending on IIT Delhi's priority vis-à-vis financial constraints, if any.

13. Inspection:

IIT Delhi shall have the right to inspect or to test the items to confirm their conformity to the required specifications. The supplier shall provide all reasonable facilities and assistance to the inspector at no charge to IIT Delhi. In case any inspection of tested service fail to conform the specifications, IIT Delhi may reject them and supplier shall make all alterations necessary to meet specification required free of cost to IIT Delhi.

14. Performance Bank Guaranty: A Bank guaranty of 5% of the total order value should be given by the bidder on whom the order is placed. It should be for a period of two months beyond the date of completion of performance obligations under the contract. The amount and the validity period are to be specified in the bidding documents itself.

15. Warranty:

Warranty shall include free maintenance of the whole equipment supplied including free replacement of parts. The defects, if any shall be attended to on immediate basis but in no case any defect should prolong for more than 24 hours. No separate payment shall be made for the maintenance of equipment / hardware and software during the warranty period.

16. Supply and Installation:

Completion Schedule: The Delivery / Installation and Commissioning of the Equipment / Project would be within 6 weeks from the date of award of the work order. The bidder has to mobilize its resources so as to complete the job in accordance with the terms of the contract awarded to him. If you fail to deliver any or all of the goods / items or perform the services within the time period specified above, we shall, without prejudice to other remedies under the terms of the tender, deduct from the contract price, as penalty, a sum equivalent to 1 % (one percent) of the total contract value for each and every week (part of the week being treated as a full week) of delay until actual delivery or performance up to a maximum deduction of 10 percent of the total contract value.

17. Liquidated Damages:

If the supplier fails to deliver any or all of the goods or complete the installation within the period specified in the purchase order, IIT Delhi shall without prejudice to its other remedies, deduct as liquidated damage **0.5 percent** of the price of the delayed goods for every week or part thereof while making the initial payment itself.

18. Arbitration and Laws:

Except where otherwise provided for in the contract, all questions and disputes relating to interpretation and application of the provisions of the contract shall be settled mutually within thirty (30 only) days (or such longer period as may be mutually agreed upon) for the date that either party notifies in writing that such dispute or disagreement exists, under the Rules of India Arbitration and Conciliation Act, 1996. The venue of Arbitration shall be New Delhi, India. The arbitration resolution shall be final and binding upon the parties and judgment may be entered thereon, upon the application of either party, by any court having jurisdiction. The Indian laws shall govern this contract.

19. Force Majeure:

If there is a delay in performance of schedules of contract due to event of Force Majeure, IIT Delhi may deal with the case differently.

Annexure – I

COMERCIAL DETAILS

S. No.	Item	Description	One-time Charges	Recurring Charges	Total Charges
1	Internet Bandwidth	Standard Internet Bandwidth/Port Charges 10 Mbps Symmetric (1:1)			
2	Primary Media (OFC)				
3	Hardware Charges				
4	Installation and Setup Charges				
5	Maintenance Charges				
TOTAL					

Check List

Check List

Please verify the following documents before submission of the tender, to avoid rejection or disqualification of your tender.

- 1)** non-refundable fee of Rs.1000/- in the form of Demand Draft of any scheduled bank payable at New Delhi
- 2)** Separate Sealed Envelopes containing the Technical and Commercial Bid. Technical bid should not contain any price information.
- 3)** Earnest Money Deposit of 2.5 % (two and a half percent) of the quoted price in the form of Demand Draft/Pay Order/Bank Guarantee of any Indian Nationalized Bank
- 4)** Price Schedule with terms and conditions
- 5)** Statement on Compliance of the Technical Specifications with deviations, if any
- 6)** One Years Comprehensive Warranty on the Products.
- 7)** Copies of work orders for successfully executed projects during last three years
- 8)** Income tax clearance certificate issued by the concerned IT circle for the past three years with the seal of the tenderer.
- 9)** For the Commercial bid a letter of authority duly signed by an authorized signatory should be attached.
- 10)** Delivery and implementation schedule
- 11)** The tender document should be submitted on or before the due date.