

TENDER DOCUMENT

***For the selection of Turnkey Solution Provider
for the Provision of
Internet Connectivity***

***(In the office of Punjab State Council for Science & Technology
MGSIPA Complex, Sector 26,
Chandigarh)***

***Punjab State Council for Science & Technology
MGSIPA Complex, Sector 26,
Chandigarh***

Tender No. : PSCST/Internet/2016
Serial No. of Document : _____
Issued to : _____
Against request No. : _____
Dated : _____

and payment of cost of tender document for Rs.500/- (Five Hundred only)

Tender document issued on : _____

Joint Director/Administrative Officer

TENDER SUMMARY

| Tender No. | Items | EMD (Rs.) | Tender Document Cost (Rs.) | Last Date | | |
|-------------------|---|------------------|-----------------------------------|---------------------------------------|--|---------------------------------------|
| | | | | Pre Bid Meeting | Bid Submission | Bid Opening |
| | For the selection of Turnkey Solution Provider for the Provision of Internet Connectivity (Detail As per Section IV) | 5,000/- | 500/- | 22/01/2016 at 03:30 PM | 05/02/2016 up to 12:30 PM | 05/02/2016 at 03:30 PM |

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SECTION I
INVITATION FOR BIDS

1. This invitation is for class A / B / C Category ISPs for acting as a Turnkey Solution Provider (TSP) for providing 8 Mbps Internet access in the office Punjab State Council for Science & Technology, MGSIPA Complex, Sector 26, Chandigarh (Client/PSCST) for a period of two year.
2. Bidders are advised to study the Tender Document carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications.
3. Sealed offers prepared in accordance with the procedures enumerated in Clause 1 of Section II should be submitted to Punjab State Council for Science & Technology, MGSIPA Complex, Sector 26, Chandigarh not later than the date and time laid down, at the address given in the **Schedule for Invitation to Tender** under Clause 6.
4. All bids must be accompanied by an earnest money of Rs. 5,000/- in the form of Bank Draft in favor of Punjab State Council for Science & Technology contained in Envelope-1
5. This Tender document is not transferable.
6. **Schedule for Invitation to Tender:**
 - a) Name of the department by which tenders are called:
Punjab State Council for Science & Technology (PSCST)
 - b) Addressee and Address at which Tenders are to be submitted:
**Joint Director/Administrative Officer,
Punjab State Council for Science & Technology
MGSIPA Complex, Sector 26, Chandigarh**
 - c) Place time and date for Pre-Bid meeting:
**Committee Room,
Punjab State Council for Science & Technology
MGSIPA Complex, Sector 26, Chandigarh
at 03:30 PM on 22/01/2016.**
 - d) Latest time and date for receipt of Tender:
on or before 12:30 PM on 05/02/2016.
 - e) Place Time and Date of opening of tender:
**Committee Room,
Punjab State Council for Science & Technology
MGSIPA Complex, Sector 26, Chandigarh
at 03:30 PM on 05/02/2016.**
 - f) **Date till which the tender is valid: 90 days from last date of submission of bids.**
7. **Commissioning Period: 4 weeks from the date of allotting tender.**

Note: The PSCST shall not be responsible for any postal delay about non receipt/ non delivery of the documents. PSCST is referred as Client in this tender document.

SECTION II

INSTRUCTIONS TO BIDDERS

A. INTRODUCTION

1. The offer should be submitted in three separate envelopes.
 - a) Envelope-1: containing Earnest money Deposit (EMD).
 - b) Envelope-2: containing Technical Bid.
 - c) Envelope-3: containing Commercial Bid.
 - 1.1 The envelopes must have **Bid titles** as follows:
EARNEST MONEY (EMD)
TECHNICAL BID
COMMERCIAL BID
 - 1.2 Envelope-1 shall be opened in first instance. Bids without proper earnest money will be rejected and Envelope-2 and Envelope-3 shall not be opened.
 - 1.3 Envelope-2 shall only be opened with Earnest money in Envelope-1 as required and the Technical bid will be evaluated. Please note that Prices should not be indicated in the Technical bid.
 - 1.4 Envelope-3 of only those bidders shall be opened who are technically qualified.
 - 1.5 All the Envelopes mentioned above should be submitted in a large Envelope double sealed cover, super-scribing the **Tender for Internet connectivity**.
 - 1.6 The cover thus prepared should also indicate clearly the name and address of the bidder to enable the Bid to be returned unopened in case it is received "**Late**".
 - 1.7 The bids received late and declared late by the Tender Evaluation committee after the last date and time for receipt of bids prescribed in the tender document shall be rejected and/or returned unopened to the bidder.
 - 1.8 Each copy of the tender should be a complete document and should be bound as a volume.
2. **COST OF TENDER DOCUMENT: Rs.500/- (Rupees Five Hundred only)**
 - 2.1 The cost of tender document (even if it is downloaded from the website i.e www.pscst.gov.in) is Rs.500/- by cash/DD/Cheque in favour of Punjab State Council for Science & Technology" payable at Chandigarh.
 - 2.2 The Bidder shall bear all costs associated with the preparation and submission of its Bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Client and Client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.
3. The Bidder is expected to carefully examine all instructions, forms, terms and specifications in the Tender Document. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect will be at the Bidder's risk and may result in the rejection of the bid.

4. CLARIFICATION REGARDING TENDER DOCUMENT

4.1 All clarifications regarding the tender document and its clauses, if any will be sought in pre-bid meeting to be held on 22/01/2016 at **03:30 PM** in writing.

5. AMENDMENT OF TENDER DOCUMENT.

5.1 At any time upto the last date for receipt of bids, the Client, may for any reason, whether at his own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by an amendment.

5.2 The amendment will be notified in writing to the prospective Bidders who have received the Tender Documents and will be binding on them.

5.3 In order to provide prospective Bidders reasonable time or otherwise for any other reason, in which to take the amendment into account in preparing their bids, the Client may, at his discretion, extend the last date for the receipt of Bids.

6. DOCUMENTS COMPRISING THE BIDS

6.1 The Bids prepared by the Bidders shall comprise of following components:

(a) Envelope-1 “Earnest money deposit” should contain:-

- i) Earnest Money of Rs. 5,000/- in the form of Bank Draft in favor of Punjab State Council for Science & Technology, Chandigarh.
- ii) Tender submitted without the earnest money will be rejected.
- iii) The earnest money deposited with PSCST will be refunded to the unsuccessful bidder after finalization of the tender.
- iv) In case of successful bidder, the earnest money will be retained as a part of security till the time of the contract.
- v) No interest will be claimed for the deposit of Earnest money/security etc.

(b) Envelope-2 “Technical Bid” should contain:-

- i) Qualifying data duly filled in as per relevant proforma (Proforma-I) provided at page 18-19 in the bid proposal that the bidder is eligible to bid and is qualified to perform the contract, if its bid is accepted.
- ii) Photocopy of document showing ISP License No. (with date) and A/B/C category ISP along with a copy of the License agreement for the provision of Internet Service issued by Government of India to be enclosed.
- iii) Name of the Department/ Institution where such projects have already been implemented. Certificates from earlier clients for successful implementation of Leased lines internet access.
- iv) Address, Contact Person, Phone, Tele Fax/ E-mail of bidder’s Offices in Chandigarh/Mohali/Panchkula with residential contact information during holidays.

- v) The list of customer service support centers in Chandigarh/Mohali/Panchkula with complete address and contact information details.
- vi) Checklist as per page 20 must be enclosed duly filled & signed by the bidder.
- viii) Proposed methodology and complete chart for undertaking Tasks/ Projects specified under Section IV.

NOTE: The Technical specifications may be fine-tuned on the basis of discussions with various bidders during the Pre-Bid meeting and commercial bid would be called on the basis of fine-tuned specifications.

(c) Envelope-3 “Commercial Bid” should contain:-

- i) Bid prices for the fine-tuned Technical Specifications duly filled, signed and complete as per the Price Schedule on the prescribed proforma (Proforma-II). The bidder must quote the basic price (exclusive of taxes) and total price inclusive all taxes and levies if any.
- ii) The Bidder shall be required to give Item-wise/ activity wise Prices wherever applicable.

6.2 Conditional Bids will not be considered.

7. ALL PAGES OF THE TENDER DOCUMENTS ARE TO BE SIGNED BY THE TENDERER.

SECTION -III
TERMS AND CONDITIONS OF THE TENDER

1. BIDDER'S QUALIFICATION:

- 1.1. Bidder should be of category A /B /C Internet Service Providers by Govt. of India. The bidder company must have requisite infrastructure and resources to successfully execute the order/ project and provide services in the office of Punjab State Council for Science and Technology, MGSIPA complex, Sector 26, Chandigarh and should have a valid ISP license from Government of India.
- 1.2. The Client reserves the right to carry out the capability assessment of the bidders and the client's decision shall be final in this regard.
- 1.3. The individual signing the tender or other document, in connection with the tender must certify as to whether he or she has signed as:-
 - a) A "Sole proprietor" of the firm or constituted attorney of such sole proprietor.
 - b) A partner of the firm, if it be partnership, in which case he must have authority to refer to arbitration disputes concerning the business partnership either by virtue of the partnership agreement or a power of attorney. In the alternative all the partners should sign the tender.
 - c) Constituted attorney of the firm, if it is a company.
- 1.4. The connectivity should be on wired line/radio network of a licensed basic telecom service provider to the locations as specified or required.
- 1.5. The bidder would ensure that the local loop provisioning or suggested option does not violate regulations as laid by Government of India/TRAI in respect of such links/networks.
- 1.6. ISP should bear financial penalties as per clause 9 of section III for any delay in installation due to non-availability of approvals and violations if any.

2. STANDARDS:

- 2.1 The services provided under this contract shall conform to the standard mentioned in the fine-tuned Technical Specifications, and when no applicable standards are mentioned, to the authoritative standards. Such Standard shall be the latest issued by the concerned institution governing that standard.

3. ELIGIBLE BIDDERS

- 3.1 The bidding is open to all qualified Bidders who fully meet the following qualifying requirements (The required documents in proof of the below eligibility should be enclosed in the pre-qualification bid :-
 - 3.1.1 The Bidder (Internet Service Provider) must have a valid A/B/C ISP category license from Government of India.
 - 3.1.2 The ISP should have a fully functional Customer Service Centre in Chandigarh/Mohali/Panchkula which is operational 24 hours.
 - 3.1.3 The ISP should have adequate bandwidth at the backend to provide the desired services along with the proof.
 - 3.1.4 The ISP should have experience of implementing at least 10 Internet projects in this region.
- 3.2 The client reserves the right to carry out the capability assessment of the bidders and the client's decision shall be final in this regard.

4. INSTALLATION & COMMISSIONING PERIOD:

4.1 The delivery period of the said tasks should be adhered to as will be mentioned in the Award of Contract. The supply shall actually be deemed to have been complete on the actual date of installation.

4.2 The commissioning of the service shall be in the office of Punjab State Council for Science and Technology, MGSIPA Complex, Sector 26, Chandigarh and other such office (as required) at the cost of the ISP.

5. STANDARD OF PERFORMANCE

The Bidder shall carry out the implementation of internet access under the contract with due diligence, efficiency and economy in accordance with generally accepted norms techniques and practices used in the industry. The Bidder shall also adhere to professional engineering and consulting standards recognized by international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The Bidder shall always act in respect of any matter relating to this contract, as faithful advisors to the client and shall, at all times, support and safeguard the client's legitimate interests in any dealings with the third party.

6. USE OF CONTRACT DOCUMENTS AND INFORMATION

6.1 The Bidder shall not, without the client's prior written consent, disclose the contract or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of client in connection there with to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

6.2 The Bidder shall not without the client's prior written consent, make use of any document or information.

6.3 Any document other than the contract itself shall remain the property of the client and shall be returned (in all copies) to the client on completion of the ISP's performance under the contract if so required by the client.

7. Time limit for completion of the task

The bidder's requirement for the completion schedule of different tasks under the contract is given below:

7.1 The scope of work indicated in Section IV shall be completed within 4 weeks from the date of issue of work order.

7.2 The above time limit may be fine-tuned in consultation with the ISP at the time of award of contract depending upon the nature/ scope and other requirements of the contract.

8. EARNEST MONEY & SECURITY:

8.1 Bidder shall deposit Earnest money of Rs.5, 000/- in the form of Bank Draft in favour of Punjab State Council for Science and Technology, payable at Chandigarh, drawn on any Indian Nationalized Bank.

8.2 The successful bidder is required to deposit in addition to EMD, a security for due performance of the contract, an amount equal to 5% of the approximate value of the contract which will be valid for the duration of contract period from the date of award of the contract. It further prescribes that if the successful bidder fails to deposit the

5% security within 10 days of the acceptance of tender, the EMD deposited by the bidder shall be forfeited. This 5% security could be in the form of irrevocable bank guarantee/ bank draft/ deposit to be jointly and severally bound with the Bidder to the client at call receipt.

9. DELAY IN THE ISP'S PERFORMANCE & PENALTY:

- 9.1 Delivery of the services and equipment shall be made by the ISP in accordance with the time schedule specified by the client in this schedule of requirement.
- 9.2 An unexcused delay by the bidder in the performance of its delivery/ obligations shall render him liable to the following penalties: -
 - 9.2.1 In case of non/ partial supply of the material/services within the stipulated period, penalty @ 1% per week subject to maximum of 10% after which the bidder shall be liable for the imposition of liquidated damage and termination of the contract for default and forfeiture of earnest money and security.
- 9.3 Hiding of Facts by the bidder if revealed at any stage, would amount to forfeiture of EMD and security the subsequently the firm may also be black listed.

10. SCHEDULE OF PAYMENT:

- 10.1 The schedule of the payment will be as follows:
 - 10.1.1 **Bandwidth Charges:** Bandwidth Charges are payable on quarterly basis at the end of each quarter, for which the ISP will raise the bills a week before the start of the next quarter.
 - 10.1.2 **Hardware Charges:** 70% of the cost of the hardware, if any, will be released after its successful supply and the balance 30% will be released after its successful installation and commissioning test.
 - 10.1.3 **Charges for Dedicated Lease Line/ any other option:** These shall be payable in advance on annual basis as per the original Demand Note issued by the basic service provider i.e. BSNL/ DOT/ any other. The payment will however be released on the name of the basic service provider paid through the bidder.

11. WARRANTY PERIOD:

- 11.1 The Bidder will be responsible for the comprehensive maintenance during the contract period of two year after the acceptance of installation & testing of hardware. In case of default, Client will have the right to arrange maintenance at the risk and cost of bidder, from any other source and shall raise bills to bidder. Bidder shall clear such bills within 7 days.
- 11.2 The bidder will also maintain the Equipment/ Services for efficient running at all times during its warranty period. However, average uptime during a quarter should not be less than 98%. In case the bidder/ISP fails to maintain the said uptime, the bidder/ISP will be paid proportional to the uptime in the quarterly bill. Even if a peripheral or part of the system is not working, the system will be considered as down.
- 11.3 Uptime shall be calculated as
$$\frac{(\text{Total Time} - \text{Down Time}) \times 100}{\text{Total Time}}$$

- 11.4 The response time for attending the faults will be 4 hours after they are reported to the Bidder. The Bidder will rectify the faults within 24 hours failing which, the bidder will arrange temporary replacements. The services shall be provided Mondays to Saturdays on working hours of the General shift of the department concerned.
- 11.5 The bidder will do preventive maintenance once a quarter for upkeep of the Systems running. This schedule will have to be adhered to strictly by him. PM should preferably be done on Non-working days/ Beyond General Shift Hours.
- 11.6 Client shall move the equipment from one location to another with the help of bidder to the extent possible.
- 11.7 All these terms and conditions will be applicable during Warranty and Post Warranty period.

12. PRICE FALL:

- 12.1 The prices charged for the Goods/ Services supplied under the contract by the bidder shall in no event exceed the lowest price at which the bidder sells the Goods/Services or offers to sell Goods/Services of identical description to the Department of the Central or State Government or any Statutory undertaking of the central or State Government, as the case may be, during the currency of the contract.
- 12.2 If, at any time during the said period the bidder reduces the sale price, sells, or offers to sell such goods/services to any person/organization including the PSCST or any Department of State or Central Government or any statutory Undertaking of the Central or State Government as the case may be, at a price lower than the price chargeable under the contract, the Bidder shall forthwith notify such reduction, or sale or offer to sell to the client and the price payable under the contract for the supply of material after the date of coming into force of such reduction or sale or offer to sell shall stand correspondingly reduced. In at any stage of contract, the client comes to know that the ISP has offered to sell such goods/services at reduced prices to some other person/organization without notifying of offering the same to the PSCST then the bank guarantee shall be forfeited.

13. PRICES:

- 13.1 The prices quoted for the Items/Services shall be firm throughout the period of contract & this contract will be valid up to the date of final payment to the supplier and shall not be subject to any upward modification whatsoever. The rates should be quoted for Punjab State Council for Science & Technology and goods and services shall be delivered at locations specified by the client. Rates shall be inclusive of supply, installation, commissioning, acceptance, warranty and maintenance during warranty period and delivery as per schedule specified in the award of contract.

14. TAXES AND DUTIES:

- 14.1 The bidder must quote the basic price (exclusive of taxes) and total price inclusive all taxes and levies if any.

15. BANDWIDTH COST PROTECTION:

- 15.1 In case of any reduction in the Bandwidth charges during the concurrency of contract due to TRAI/ Government regulations or otherwise, the ISP will immediately pass on the benefit to the client. The extent of benefit shall be calculated on the basis of the

proportion equal to Bandwidth charges fixed under this contract vis-à-vis the existing list price of the company.

15.2 The ISP will submit list price concerning the bandwidth charges offered by it at the time of submitting quarterly advance bills so as to ascertain any benefit that is to be passed on under this contract on Bandwidth Rentals.

15.3 The work order would also be subject to the condition that before the supply is made or services are delivered by the ISP, any reduction in government duties/levies etc. on the above items/ services will be passed on to the client and the rate shall be reduced to that extent. Bidder shall certify regarding this on the bill.

16. INSURANCE:

16.1 The bidder shall be responsible for all the Goods supplied under the contract shall be fully insured against loss or damage incidental to manufacture or acquisition transportation, storage and delivery.

16.2 The insurance shall be obtained by the bidder, naming the concerned department/ office as specified in the purchase order as the beneficiary, in an amount equal to the exact value of the Goods up to the installation at site on all risks basis, including war Risks and strike clauses etc.

17. LIQUIDATED DAMAGES:

In the event of the failure of the ISP to secure acceptance of the services by the Client within 90 days after commissioning, the Client reserves the option to recover from the ISP as liquidated damages and not by way of penalty for the period after the said 90 days, until acceptance a sum equivalent to 1% (one percent) of the contract value for each week of the failure of ISP up to a maximum deduction of 10%, to secure acceptance or part thereof without prejudice to the client's other remedies under the contract.

18. TERMINATION FOR DEFAULT:

18.1 The client may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the ISP, terminate the contract in whole or in part if:

18.1.1 The ISP fails to deliver any or all of the obligations within the time period(s) specified in the contract, or any extension thereof granted by the client.

18.1.2 The bidder fails to perform any other obligation(s) under the contract

19. TERMINATION FOR INSOLVENCY:

The client may at any time terminate the contract by giving written notice to the bidder without compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the client.

20. TERMINATION FOR CONVENIENCE:

20.1 The client may by written notice sent to the bidder, terminate the contract, in whole or part at any time for its convenience. The notice of termination shall specify that termination is for client's convenience, the extent to which performance of work under the contract is terminated, and the date on which such termination becomes effective.

20.2 The hardware that is complete in every respect and ready for installation within 30 days after the receipt of notice of termination by the consultant shall be purchased by the Client at the contract terms & prices.

21. "NO CLAIM" CERTIFICATE:

The ISP shall not be entitled to make any claim, whatsoever, against the client under or by virtue of or arising out of this contract nor shall the client entertain or consider any such claim, if made by the ISP after he shall have signed a "no claim" certificate in favour of the client in such forms as shall be required by the client after the works are finally accepted.

22. SUSPENSION:

22.1 The client may by a written notice of suspension to the ISP, suspend all payments to the ISP under the contract, if the ISP failed to perform any of its obligations under this contract, (including the carrying out of the services) provided that such notice of suspension :

22.1.1 Shall specify the nature of the failure and

22.1.2 Shall request the ISP to remedy such failure within a specified period from the date of receipt of such notice of suspension by the ISP.

23. ISP'S PERSONNEL:

The ISP shall employ and provide such qualified and experienced personnel as are required to perform the services under the contract.

24. ISP PROJECT MANAGER:

The ISP shall ensure that all times during the currency of the contract an ISP project Manager, acceptable to the client, shall take charge of the performance of the contract.

25. DOCUMENTS PREPARED BY THE ISP TO BE THE PROPERTY OF THE CLIENT

All plans, drawings, specifications, designs and other documents prepared by the ISP in the execution of the contract shall become and remain the property of the client, and before termination or expiration of this contract, the ISP shall deliver all such documents to the client under the contract along with the detailed inventory thereof.

26. CONFIDENTIALITY:

The ISP or sub-contractor(s) and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or the client's business or operations without the prior written consent of the client.

27. FORCE MAJEURE:

27.1 Notwithstanding the provisions of the tender, the ISP shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

27.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the ISP and not involving the ISP and not involving the ISP's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the client either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes

- 27.3 If a Force Majeure situation arises, the ISP shall promptly notify the client in writing of such conditions and the cause thereof. Unless otherwise directed by the client in writing, the ISP shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The client may terminate this contract, by giving a written notice of minimum 30 days to the ISP, if as a result of Force Majeure, the ISP being unable to perform a material portion of the services for a period of more than 60 days.

28. OTHER CONDITIONS:

- 28.1 Risk purchase at the cost of supplier will be made on the failure of the supplier to make supply as per Terms and Conditions. The difference of excess in cost thus incurred will be received from the supplier in a suitable manner and even from his pending bills, earnest money or security whichever is available.
- 28.2 When some latest technology or equivalent is introduced on these systems /services by supplier, the supplier will have to offer the same to the client on mutually agreed charges.
- 28.3 All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the sole arbitrator to be appointed by the Member Secretary of Punjab State Council Science & Technology. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the arbitration Act, 1940 or by statutory modification reenactment thereof for the time being in force. Such arbitration shall be held at Chandigarh.
- 28.4 In all matters and disputes arising thereunder, the appropriate Courts at Chandigarh alone shall have jurisdiction to entertain and try them.
- 28.5 The client reserves the right to release the order for whole or part of the quantities/services as shown in the Tentative Bill or material.
- 28.6 HRD and training to be integral part of the contract wherever applicable.
- 28.7 Prices should be F.O.R destination.
- 28.8 Inspection: Service will only be accepted after the successful commissioning as per Tender Document or fine-tuned specifications (if any), after inspecting the services at the bidders end (on the bidder's expenses)
- 28.9 Any deviation in these clauses, the material is liable to be rejected and will be returned at your risk and cost without any financial obligation on the part of this office.

29. RESPONSIBILITIES UNDER THE CONTRACT:

The short-listed ISP would be responsible for the following during the period of contract:

- 29.1 Provision of Internet Bandwidth connectivity in the office of Punjab State Council for Science and Technology, MGSIPA Complex, Sector 26, Chandigarh.
- 29.2 All interactions with other agencies like the basic service provider and hardware bidders during the concurrency of contract, which may be required for the provisioning of services as per contract.
- 29.3 All repairs and maintenance of the equipment installed for the provisioning of services. The equipment like modems, NTU's, Routers, cables and racks etc will remain in charge of the supplier during the concurrency of contract.
- 29.4 Demonstration of the required uplink and downlink to the client as and when required.

- 29.5 Providing MRTG reporting of the Internet Connectivity port on the Internet updated every 10-20 minutes.
- 29.6 Bidder will provide backup connectivity (Radio Link with Tower and required hardware or through wired line) to provide backup link.

Section IV
SCOPE OF WORK AND DETAILED TECHNICAL SPECIFICATIONS

Punjab State Council for Science & Technology (PSCST), Chandigarh intends to avail for 2 year dedicated leased line or Radio based internet connectivity having bandwidth of capacity 8 Mbps to be provided at its office located in MGSIPA Complex, Sector 26, Chandigarh, with support from ISP up to last mile i.e. end user support to ensure internet connectivity. The connectivity should work on all the clients through Local Area Network installed by the office. ISP will also provide and configure routers, leased line modems etc. and provide maintenance support during the contract period of two year to ensure the availability of specified bandwidth as given in 1.1 below and maintain uptime of 98%.

The support for the last mile connectivity till end user has to be provided so as to ensure uninterrupted connectivity; this work may also include diagnosis of Network problems like broadcasting and assisting/helping the client in resolving these issues.

1. SPECIFICATIONS

1.1 Bandwidth: 8 Mbps internet connectivity (1:1, uncompressed/ pure on clear Channel) from the dedicated port of ISP router.

- Throughput Guarantee/Up time commitment: 98 percent.
- Documentary proof of the above to be provided by ISP with the bill for payment.

1.2 Provision of Local Loop: Procuring of requisite local loop (wired) from BSNL/ any other basic service provider approved by Govt. of India shall be arranged by the vender, if the solution proposed so requires.

1.3 The ISP will provide Firewall (either hardware device or software solution) to prevent unauthorized access to the client network/data. Rates of both should be provided.

1.4 Hardware: Provision and maintenance of requisite leased line Modems, Routers, NTUs etc. for the connectivity confirming to IPV6 standards.

1.5 Backup connectivity (Independent): Either through wired line or Radio (with Tower and required hardware like modems, routers etc.) to provide backup link.

1.6 Lease Line Interface: The bidder shall provide either of the following at client premises:-

Serial output along with Router (In case bidder provides connectivity through copper wire)

Optical fiber cable (OFC) to Ethernet converter (IN case bidder provides connectivity through fiber optics).

2. ALL THE TECHNICAL SPECIFICATIONS AS GIVEN ABOVE SHOULD BE ADHERED.

Proforma -I

PARTICULARS OF BIDDER & MANUFACTURER

BIDDER'S PARTICULARS FOR TENDER NO. _____

1. Name of the Bidder : _____
2. Address of the Bidder : _____

3. Name of the ISP : _____
4. Year of Establishment : _____
5. Address of the ISP : _____
(with Telephone & Fax No.) _____

6. ISP Category : _____
License No. _____

7. Service facilities available for maintenance : _____
(Address of the fully functional Service center) _____

8. Bandwidth Availability along with Proof _____
9. No of Internet Nodes operational _____
10. Availability of Broadband Connectivity in Chandigarh along-with locations _____
11. Bidder's proposal number & date _____

12. Name & address of the officer : _____
to whom all references shall _____
be made regarding this tender _____

13. Name of the Dept. /Institution _____
where the implementation _____
of leased line has already _____
been made _____
(Client list be given)

14. Earnest Money Deposited (Bank Draft) _____
Telex
Telephone
Fax No.

As of the date the information furnished in all parts of this form is accurate and true to the best of my knowledge.

Witness:

| | | | |
|-------------|----------------|-------------|----------------|
| Signature | _____ | Signature | _____ |
| Name | _____ | Name | _____ |
| Designation | _____ | Designation | _____ |
| Address | _____ _____ | Address | _____ _____ |
| Company | _____ | Company | _____ |
| Date | _____ | Date | _____ |

Company Seal
(With name & designation
of the person signing the tender)

CHECKLIST & ORDER IN WHICH DOCUMENTS ARE SUBMITTED**(To be filled by the bidder)**

Name of Bidder/ISP: _____

| S. No | Condition / Item | Yes/No/ description | Page S. No.(s) | Remarks |
|-------|---|---------------------|----------------|---------|
| 1. | Tender Document filled in and signed at all the pages, complete in all respects. | | | |
| 2. | Qualifying data duly filled in as per relevant Performa provided in the bid proposal that the bidder is eligible to bid and is qualified to perform the contract, if it is short-listed (Performa-I) | | | |
| 3. | Required EMD of Rs. 5000/- | | | |
| 5 | Self-attested photocopy of document showing your ISP License No. (with date) and A/ B / C category ISP along with a copy of the License agreement for the provision of Internet Service issued by Government of India to be enclosed. | | | |
| 6 | Name of the Department/ Institution where such projects had already been implemented. Certificates from earlier clients for successful Implementation of internet projects. | | | |
| 7 | Address, Contact Person, Phone, Tele Fax/ Email of Offices in Chandigarh /Mohali/Panchkula with residential contact information during holidays. | | | |
| 8 | The list of Fully functional Customer Service Centre in Chandigarh/Mohali/Panchkula which are operational 24 hours with complete address and contact information. | | | |
| 9 | Proof of availability of adequate bandwidth at the backend to provide the desired services | | | |
| 10 | Letter of authorization to sign the bids. | | | |
| 11. | Signatures at all pages of Tender Document | | | |

Proforma-II
PRICE SCHEDULE (for 2 years)

| Item No. | Item description | Basic Price | Excise Duty/ Service Tax If any | Sales Tax if any | Other Local Levies If any | Other Charges If any | Total | |
|----------|--|-------------|---------------------------------|------------------|---------------------------|----------------------|-----------|----------|
| | | | | | | | In Figure | In Words |
| 1. | Band Width Charges | | | | | | | |
| | 8 Mbps internet connectivity (1:1, uncompressed/ pure on clear Channel) from the dedicated port of ISP's router. (All recurring Charges) | | | | | | | |
| 2. | Local Loop charges (8 Mbps) from BSNL/any other basic service provider if required | | | | | | | |
| | a) One time installation & configuration charges | | | | | | | |
| | b) Annual rentals | | | | | | | |
| | c) other charges 1. Firewall- Hardware Device: 2. Firewall- software solution: Any other charges (To be specified) 1. _____ 2. _____ | | | | | | | |
| 3. | Rentals Charges, if any hardware like Leased Line Modems, NTUs or routers etc. installation (pl. specify) 1. _____ 2. _____ 3. _____ | | | | | | | |
| 4. | Backup Link (Radio or wired line) to provide backup link | | | | | | | |
| 5. | One time installation/ Any other charges for the provision of link | | | | | | | |
| | GRAND TOTAL | | | | | | | |

Note:

1. The price quoted will be final without any condition.
2. Rate should be quoted for 2 years.
3. Payment shall be released as per clause 10
4. In case of any discrepancy in figure & words, the amount given in words would be considered as final.

(Signature)/Seal