

E-TENDER DOCUMENT



**E-TENDER FOR SUBSCRIPTION OF INTERNET LEASED
LINE CONNECTIVITY**

**symmetric bandwidth without any compression factor
(Full Duplex, dedicated (1:1), unshared and uncompressed)**

Tender Reference No.: SPIC/2021/67899/B

Dated: 08/03/2021

Society for Promotion of IT in Chandigarh (SPIC)

(Under the aegis of Department of IT, Chandigarh Administration)

**Entrepreneur Development Centre (EDC) Building, Plot No: 20,
Rajiv Gandhi Chandigarh Technology Park (RGCTP), Chandigarh 160101.**

Tele : +91 172 2970450; +91 172 2970451.

E-Mail: info@spicindia.com.

Website: www.spicindia.com.

Society for Promotion of IT in Chandigarh (SPIC) invites e-tender (Physical Copy of the same tender should also be deposited) for **Internet leased line connectivity to provide symmetric bandwidth without compression factor (Full Duplex, dedicated (1:1), unshared and uncompressed)**) Internet Leased Line connectivity at one location (EDC BUILDING, Plot No:20, Chandigarh IT park) from reputed Internet Service Providers. ISP fulfilling the eligibility conditions and desirous to work can submit their bid in the prescribed Proforma at Annexure-A in sealed envelope super scribed with the words "**TENDER FOR INTERNET LEASED LINE CONNECTIVITY**" at the address mentioned below along with submission of e-Tender. Submission of Physical Copy is mandatory and in absence of any of the tender (Physical Copy & e-tender) will leads to disqualification of the tender.

Physical Copy of the Tender - **Technical bid and Commercial bid** - filled in the specified proforma along with envelope of Earnest Money Deposit (EMD) shall be sealed in two separate envelopes and these two envelopes shall be contained in a large envelope Super scribed **TENDER FOR INTERNET LEASED LINE CONNECTIVITY** addressed to **Chief Executive Officer, SPIC Office, EDC Building, Plot No: 20, Rajiv Gandhi Chandigarh Technology Park (RGCTP), Chandigarh – 160101** shall reach latest by **23rd March, 2021, 11:00 hrs** . Specified proforma, tender document along with all terms and conditions may be downloaded from website of SPIC <http://www.spicindia.com>. And e-tendering website of Chandigarh Administration.

The Tender shall be in Two Bid Systems i.e. **1) Technical Bid** and **2) Commercial Bid**. The **amount of non-returnable BID Processing Fee is ₹2000 (Two Thousands only) in the form of Demand Draft** drawn in favour of **Society for Promotion of IT in Chandigarh (SPIC) payable at Chandigarh** shall be put in a separate envelope. The Demand Draft shall be valid for at least 3 months. The Technical Bids shall be opened on **23rd March'2021, 11:30 hrs** at the above address by the Tendering Committee authorized by this office and in the presence of such tenderers or their authorized representative who may wish to be present. The Competent Authority reserves the rights to cancel any or all the tenders without assigning any reason.

Annexure I

NOTICE INVITING TENDER FOR SUBSCRIPTION OF INTERNET LEASED LINE CONNECTIVITY

1. **Parties:** The parties to the Contract will be **ISP** who will be providing the internet connectivity and the **Society for Promotion of IT in Chandigarh (SPIC)** who would be availing the services.
2. **Addresses:** For all purposes of the contract including arbitration there under, the address of the contractor mentioned in the tender shall be final unless the contractor notifies a change of address and contact number(s) by a separate letter sent by Speed post/registered post with acknowledgement due to the Society for Promotion of IT in Chandigarh (SPIC), The contractor shall be solely responsible for the consequences of any omission or error to notify change of address and/or contact number(s) in the aforesaid manner.
3. **Bid Processing Fee:** Bid Processing Fee of ₹2,000/- (Rupees Two Thousand only) in the name of Society for Promotion of IT in Chandigarh (SPIC) payable at Chandigarh, in the form of Demand Draft of any Nationalized Bank must be deposited by bidders along with duly filled up tender document. Bid processing Fee is non-refundable.
 - 3.1 Tenderer shall not be permitted to withdraw his offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the Bid Processing Fee will be forfeited.
 - 3.2 No request for transfer of any previous deposit of Bid Processing Fee or Security Deposit or adjustment against any pending bill(s) will be entertained.
 - 3.3 The tender without BID Processing Fee will be summarily rejected.
4. **Performance Security Deposit:** Security Deposit of ₹ 50,000/- (Rupees Fifty Thousand only) in the name of Society for Promotion of IT in Chandigarh (SPIC) payable at Chandigarh, in the form of bank Guarantee of any nationalized bank with validity of 1 year must be deposited by the successful bidder within 10 days of awarding of Contract.
5. Preparation and submission of Tender: The tender must be submitted in two parts namely, Technical Bid along with BID Processing Fee and Commercial Bid (in form given in Annexure-IV) and each should be kept in a separate adequately sealed cover. Both the bids should be kept in another sealed cover addressed to **Chief Executive Officer, SPIC Office, EDC Building, Plot No: 20, Rajiv Gandhi Chandigarh Technology Park (RGCTP), Chandigarh – 160101**. The sealed envelope containing both i.e. Technical & Commercial

bids should bear the address, Tender Number and date, subject of the tender. The inner envelopes should superscripted with - **Technical Bid for TENDER FOR INTERNET LEASED LINE CONNECTIVITY** and **Commercial Bid for TENDER FOR INTERNET LEASED LINE CONNECTIVITY**.

6. Signing of Tender: The individual signing the tender or other documents connected with contract must specify whether he signs as:-

(a) A sole proprietor of the concern or constituted attorney of such sole proprietor.

(b) A partner of the firm, if it is a partnership firm, in which case he must have authority to execute the document.

(c) Director(s) or Principal Officer of the Company duly authorized by the Board of Directors of the Company, if it is a Company.

7. **Technical Bid:** The Technical bid should be submitted in form given in Annexure along with the Bid Processing Fee of ₹ 2,000/- (Rupees Two Thousand only) along with registration of particulars service provider, copy of PAN number issued in favour of the firm, GSTIN Registration number, Experience Certificate. IT Clearance Certificate and other information sought in Annexure.

8. **Commercial Bid:** The Commercial Bid should be submitted in the form given in Annexure in a separate sealed cover kept inside the main cover. The Commercial Bids of those tenderers, who are found technically competent/eligible, will be opened on a specified date and time.

8.1 Terms of payment as stated in the Tender Documents shall be final. The taxes liable would be deducted at source as per Government rules and guidelines, if any, will be prevailing at the time of payment.

9. **Validity of the Bids: The bids shall be valid for a period of one year from the date of opening of the tender.**

10. **The physical copy of Tender received through post**

In case any tender is received after the stipulated date and time, the same will not be accepted and rejected the same without any further intimation to the bidder. The responsibility for timely submission of the tender by the stipulated date and time shall lie on the bidder.

11. **Opening of Tender:** The technical bids will be opened by the Tender opening & evaluation

Committee of SPIC Office at **23rd March, 2021, 11:30 hrs** at this office. sealed envelope containing both technical bids will be opened in the presence of tenderers who may wish to be present at the time of receiving and opening of the technical bids. The unsealed envelope containing the bids will not be opened and rejected. The bidder is at liberty either himself or authorizes, not more than one representative to be present at the time of opening of the tender. The representative attending during opening of the tender on behalf of the bidder should bring with him a Letter of Authority from the tenderer and proof of identification.

12. Criterion for Evaluation of Tender: After the opening of the technical bid, the same will be evaluated by a committee. In case the committee decided for seeking further information/clarification, the same shall be provided by the bidder. Those bids which meet the technical requirements, the financial bid of such qualified bidders will be opened on a specified date and time by the committee. The bidder is at liberty to be either present himself or authorize, not more than one representative to be present at the time of opening of the financial bid. The Bids will be opened by a committee in the presence of the representative of the bidders who may wish to be present on that day.

12.1 The **contract will be awarded to the lowest eligible tenderer (L1)** and will commence from the date of signing of the Agreement indicated in the terms and conditions. The contract will be for a period of 12 months that may be further extendable up to one year (or maximum of three years from award of contract/signing of agreement), if the performance/service is found satisfactory.

13. Right of Acceptance: The SPIC reserve all rights to reject any tender including of those tenderers who fail to comply with the instructions without assigning any reason whatsoever and does not bind it to accept the lowest or any specific tender. The decision of the Competent Authority of SPIC in this regard shall be final and binding. Any failure on the part of the bidders to observe the prescribed procedure and any attempt to canvas for the work will prejudice the tender submitted by the tenderer.

13.1 Tenders not in conformity with the prescribed terms and conditions will stand disqualified.

14. Communication of Acceptance: Successful bidders will be informed of the acceptance of bid. Security Deposit of ₹ 50,000/- (Rupees Fifty Thousand only) in the name of Society for Promotion of IT in Chandigarh (SPIC) payable at Chandigarh, in the form of bank Guarantee of any nationalized bank with validity of 1 year must be deposited by the successful bidder within 10 days of awarding of Contract and the same will be returned after successful expiry of the contract.

15. **Signing of the Agreement by the successful bidder who have been awarded the Contract**

for providing INTERNET LEASED LINE CONNECTIVITY at SPIC by the Competent Authority of SPIC: He/She shall have to sign the contract agreement on a non-judicial stamped paper. Any failure on the part of the bidder for not signing the contract agreement or fulfilling the conditions as provided in the tender contract will be dealt as per Clause 16 of the Tender Agreement. After signing of the Agreement the bidder will be addressed as Contractor. In case the bidder after awarding of the contract fail to sign the contract agreement within a period of 30 days, the offer of the award of contract will be cancelled without any extension.

16. **Penalty:** In case of breach of any conditions of the contract as losses caused including excess cost due to failure on the part of the Agency to provide the required services at desired time, the SPIC shall make deductions at @1% from the pending/up coming bills of the agency.
- The services shall be provided 24*7*365 days. The vendor will rectify the faults failing which: the vendor will arrange temporary arrangements.
 - The vendor will also maintain the Equipment/Services for efficient running at all time during its warranty period. HOWEVER, average uptime during a quarter should not be less than 99% , In case the vendor/ISP fails to maintain the said uptime; the vendor/ISP will be liable for penalty @1% of the cost of the total quarterly rate. Even if a peripheral or part of the equipment supplied by ISP is not working, the system will be considered as down.
 - Uptime shall be calculated as:
$$\frac{\text{Total Time} - \text{Down Time}}{\text{Total Time}} \times 100$$
 - The Downtime will be counted from the time when the complaint to ISP is registered/ logged by SPIC. This uptime period will start if the link up till the SPIC router is found active when checked from internal LAN.
17. **Breach of Terms and Conditions:** In case of breach of any of the terms and conditions mentioned above, the SPIC will have the right to cancel the work order without assigning any reason thereof, and nothing will be payable by this SPIC in that event and the security deposit will be forfeited.
18. **Sub-letting of Work:** The firm shall not assign or sublet the work or any part of it to any other person or party. The tender will not be transferable.
20. **Termination of the Contract:** Either the party can terminate the contract by giving 30 days' notice.
21. **Terms of Payment:** No payment shall be made in advance. The ISP shall raise the quarterly bill to SPIC, EDC Building; PLOT No:20; Chandigarh IT Park, Chandigarh for the entire bandwidth supplied. The revised rates of the ISP will have to be constantly informed to SPIC and the benefit of the same must be extended as and when the rates are revised.

Annexure-II
ELIGIBILITY AND TECHNICAL CRITERIA

NOTICE INVITING TENDER FOR SUBSCRIPTION OF INTERNET LEASED LINE CONNECTIVITY

ELIGIBILITY CRITERIA

1. The ISP should be UASL, TL 9000 Certified (Attach copy of Certificate).
2. The ISP should have valid ISP license from Govt. of India (Attach copy of Certificate).
3. The bidder should be a company registered in India under Registrar of companies (Attach copy of Certificate, PAN Card & GSTIN registration Certificate along with Date of inception of the Bidder with complete details of address, name of contact person along with telephone numbers and Certificate of Incorporation).
4. The Bidder (ISP) must be capable of delivering the latest version of internet protocol i.e. IPv6 as per the guidelines of govt. of India, as and when required (Attach Undertaking).
5. The Bidder should have set up/office/Service center in the tri-city i.e. Chandigarh, Mohali & Panchkula.

TECHNICAL CRITERIA

1. Bid Format as at Annexure-A must be submitted on letter head of the company.
2. ISP will provide all the necessary hardware equipment for providing the connectivity to SPIC and prices of such hardware equipment should be adjusted in the pricing of the bandwidth.
3. ISP will provide the following services
 - Internet Router port at ISP Gateway for Required Bandwidth
 - Liaisoning with DOT/BSNL for obtaining point to point connectivity between ISP node and SPIC in case of requirement.
 - Procure Hardware if required as per details in Clause I (above).
 - SPIC is having router CISCO 1841 (Ethernet ports are already in use under SWAN).
 - 16 number of global IP addresses to be provided by the ISP.
 - Configure the Hardware (Modems/Router etc.).
 - Installation and commissioning of the link with appropriate wiring/RF LINK
 - Maintenance support service (24 hours and 7 days a week).
 - Warranty 2 years if additional hardware.
4. The ISP must provide entire connectivity up to the switch level.
5. Technical requirements for the Internet connection:

ISP will be required to sign service level agreement having the following clauses:

 - Required Internet bandwidth up-gradable at any time within two weeks of request.
 - Compression rate 1:1 from international gateway.

- Packet Losses: Less than 1 percent when checked from USA server at 70 percent load of the contracted Bandwidth.
- Latency: Less than 1000 m sec when checked from USA server to the client router.
- Throughput Guarantee: 100 percent.
- Creditable Outage: In case of the above parameters going out of specification, Centre will be compensated adequately in respect to the extended time for the loss of hours in service.
- Reports for performance monitoring/usage to be submitted by the ISP
 - a. Daily Basis
 - b. Weekly basis
 - c. Monthly Basis

The ISP will be responsible for implementing the software at the client side for Bandwidth utilization, up time, packet loss ping time etc.

6. The Vendor will be responsible for the comprehensive maintenance of equipment supplied during the warranty period of one contract 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 vendor, from any other source and shall raise bills to vendor. The amount so spent will be deducted from the payment of vendor.

ANNEXURE- III

TECHNICAL INFORMATION

NOTICE INVITING TENDER FOR SUBSCRIPTION OF INTERNET LEASED LINE CONNECTIVITY

1. Name of the Tenderer/Concern: _____


2. Address (with Tel & Mob No) : _____

3. Address of the Proprietor/ Partner with telephone number: _____

4. Nature of the concern _____ (Sole proprietor or Partnership firm or a Company or a Government Department or a Public Sector Organization) (Attach proof)).

5. Registration Number of the Firm _____ (attested photocopy of registration to be attached)

(i) PAN Number of Tenderer/Concern: _____ (attested copy should be attached)

(ii) GSTIN Registration No. _____ 

BID Processing Fee /demand draft No. _____ dated _____ from

Bank. Name _____ Amounting to ₹ _____ as Tender Processing Fee.

6. Annual turnover of firm _____ (attach proof)

7. Income Tax Clearance Certificate (attach certified copy)

8. GSTIN Registration Number (attach certified copy)

9. Whether each page of Tender and Annexures have been signed and stamped. **Yes/No.**

Any other information important in the opinion of the tenderer.

Dated: _____

(Authorized Signature)

Seal of the firm

ANNEXURE IV

COMMERCIAL INFORMATION (FINANCIAL BID)

NOTICE INVITING TENDER FOR SUBSCRIPTION OF INTERNET LEASED LINE CONNECTIVITY

Rate (all-inclusive including all taxes, Hardware/Software required to be supplied along with installation charges) for supply of internet connectivity as indicated below:

Sr.	Particulars	Name of ISP	SPEED & SHARING RATIO	Amount (per Year)	Tax (If Any)	Other Charges (If Any)	Total Amount (including all taxes & other charges)	Remarks (If Any)
1	Leased Line Internet Connection (For 1 Year)		200 Mbps (1:1)					

NOTE:

All quantities mentioned in TABLE (B) are estimated quantity required for 1 Year however it is tentative in nature that may increase or decrease based on requirement; SPIC can break up the order in any quantities during the empanelment period of 1 year. Category wise L1 will be empanelled.

Date:

Signature of Tenderer/Bidder

Place:

Name -----

Stamp -----