

**COMPUTER CENTRE
PANJAB UNIVERSITY, CHANDIGARH.**

(PHONE Nos. 0172-2534077)

**TENDER DOCUMENT FOR PURCHASE OF
INTERNET BANDWIDTH**

TENDER NOTICE NO. : CC/PU/internet/2013/1

LAST DATE FOR RECEIPT OF TENDER : 01-08-2013 by 3.00 PM

DATE & TIME OF OPENING : 01-08-2013 by 3:30 PM.

PRICE RS. 500/-

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DUE DATE : 01-08-2013 by 3:00 P.M.
DATE AND TIME OF OPENING : 01-08-2013 by 3:30 P.M.

NAME AND ADDRESS OF BIDDER : _____

TELEPHONE NUMBER, FAX AND E-MAIL ADDRESS OF THE BIDDER : _____

TENDER PURCHASE DETAILS :

- (i) In cash Rs. 500/- (Amount deposited in State Bank of India, Panjab University, Chandigarh Current Account No. 10444979507 Vide Scroll No. _____ Dated _____)
- (ii) Rs. 500/- by (If the Tender Downloaded from internet) Demand Draft No. _____
- (iii) Rs. 600/- by Demand Draft No. _____ Dated _____

Name of Bank: _____ Amount: _____ (if required by post)

EARNEST MONEY DETAILS:

- (i) By Demand Draft No. _____ Dated _____

Name of Bank: _____ Amount: _____

Tender Document for Internet Connectivity at Panjab University

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SECTION – I

Invitation for Bids

1. This invitation to tender is for providing Internet leased line bandwidth at Computer Center, Panjab University, Sector 14, Chandigarh.
2. Bidders are advised to study all technical and commercial aspects carefully of the tender document. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with understanding of its implications.
3. Sealed offers prepared in accordance with the procedure enumerated in Clause 1 of Section II should be submitted to Director, Computer Centre, Panjab University, Sector 14, Chandigarh, not later than the date and time laid down, at his address given in the schedule for invitation to Tender under Clause 6 of Section I.
4. All bids must be accompanied by a bid security amount of Rs. 20,000/- in the form of Bank Draft / Bankers Cheque drawn from a scheduled bank in favour of the Registrar, Panjab University, Chandigarh.
5. This tender document is not transferable.
6. Schedule for Invitation to Tender
 - a) Address at which tender is to be submitted:
Director
Computer Centre
Panjab University
Sector 14
Chandigarh.
 - b) Latest time and date for receipt of Tender:
 - (i) On or before **3.00 P.M, on 01-08-2013.**
 - (ii) Place, Time and Date of opening of technical bids:
Computer Centre, Panjab University, Sector 14, Chandigarh at 3.30 P.M., 01-08-2013.
 - c) Date till which the tender is valid:

180 days from the opening of technical bid.
Implementation will be within 6 weeks after the allotment of tender.
 - d) Panjab University shall not be responsible for any postal / courier company delay about non-receipt / non-delivery of the documents.

SECTION – II

1. Procedure for submission of Bids.

- 1.1 It is proposed to have a Three Cover System for this tender
 - a) Pre-qualification documents (in duplicate) in one cover.
 - b) Technical Bid (in duplicate) in one cover.
 - c) Commercial bid (in duplicate) in one cover.
- 1.2 Each copy of the Pre-qualification document should be covered in a separate sealed cover super scribing the word: 'Pre-qualification document': Each copy should be marked as "Original Copy" and 'First copy'. Both should be put in a single sealed cover super scribing the wordings 'Pre-qualification document'.
- 1.3 Each copy of Technical Bid of the Tender should be covered in a separate sealed cover super scribing the wordings "Technical Bid". Each copy should be marked as "Original Copy" and "First Copy". Both should be put in a single sealed cover super scribing the wordings "Technical Bid".
- 1.4 Each copy of Commercial Bid of the Tender should be covered in a separate sealed cover super scribing the wordings "Commercial Bid". Each copy should be marked as "Original Copy" and "First Copy". Both should be put in a single sealed cover super scribing the wordings "Commercial Bid".
Commercial Bid should only indicate prices (Preferably item-wise).
- 1.5 All the three documents viz. Pre-qualification Cover, Technical Bid Cover and Commercial Bid Cover prepared as above are to be kept in a single sealed cover super scribed with Tender Number, Due date and the wordings "DO NOT OPEN BEFORE 3.30 P.M. on 01-08-2013.
- 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 declared "late".
- 1.7 Each copy of the tender should be a complete document and should be bound as a volume. Different copies must be bound separately.

2. **Cost of Tender:**

The Bidder shall bear all costs associated with the preparation and submission of its Bid, including the cost of presentation for the purpose of clarification of the bid, if so desired by the Client and the 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 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 of Tender Document:** A prospective Bidder requiring any clarification of the Tender Document may notify the client in writing at the Client's mailing address indicated in Clause 6 of Section I. The Client will respond in writing to any request for clarification of the Tender Document, received not later than 07 days prior to the last date for

the receipt of bids prescribed by the Client. In case of any further clarification on any of the points in the tender, if required, Director Computer Centre may be contacted latest by 05.00 PM on 25-07-2013 in his Computer Centre Office, Panjab University, Chandigarh.

5. Amendment of Tender Document

- 5.1 At any time prior to the last date for receipt of bids, the client may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, can modify the Tender Document by an amendment.
- 5.2 The amendment will be notified on Panjab University website or cable to all prospective Bidders who have received the Tender Document and will be binding on them.
- 5.3 In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the Client may, at its discretion, extend the last date for the receipt of the Bids.

6. Language of Bids.

The bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Client, shall be written in English language, provided that any printed literature furnished by the Bidder may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall be governed.

7. Documents comprising the Bids.

7.1 The Bids prepared by the Bidders shall comprise of following components.

(a) Pre-Qualifying Document shall consist of the following: -

- (i) The documents supporting Clause (i) – 1 & (i) – 2 of Section III of the tender and signed and complete in all respects
- (ii) Bid security furnished in accordance with Clause (i) – 3 of Section III.
- (iii) Photocopy of Income Tax Return.
- (iv) Photocopies of letter of Awards & Completion certificates (if any).

(b) Technical Bid shall consist of the following.

- (i) Technical Bid be furnished as per the format for technical bid (Clause (ii) of Section III).
- (ii) Proposed methodology for undertaking the task as envisaged in this tender document.
 - (a) Technical literature for each product / service, covering full technical specifications, principle of operation, design features, test and monitoring facilities, description of operation, procedure and facilities.
 - (b) Network Diagram between client, ISP and Gateway

(iii) Bar chart indicating the proposed schedule of completion (Bar chart should indicate the schedule of each activity under the tasks).

(c) Commercial Bid consisting of the following:

(i) Bid prices duly filled, signed and complete as per the format (Clause (iii) of Section III).

SECTION III

(i) Criteria for Pre-qualification

1. The Bidder should have a valid Category A Category ISP license from Govt. of India (Attach a copy of the valid license).
2. The Bidder should have DOT license to setup and International Gateways. (Attach a copy of the valid license).
3. Bid security in the form of Demand Draft of Rs. 20,000/- in the name of the Registrar, Panjab University, Chandigarh should accompany the bid.
4. Bidder should have supplied Internet Bandwidth of 45 Mbps or more to at least 3 Corporate / Institutions.
5. The Bidder should have a fully functional Helpdesk for support (24*7).
6. Bidder should have a redundancy in International Gateway Bandwidth.
7. The Bidder should 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.
8. Bidders not complying with above terms and conditions or not providing complete information as described shall not be considered.
9. The Bidder or the OEM concerned should not have been blacklisted / debarred by the Government of India or their undertakings, any State Governments or their undertakings during the currency of this bid.

(ii) Technical Specifications of Requirements:

1) STM-1 INTERNET LINK (155 MBPS, 1:1, PURE DUPLEX, SYMMETRIC, UNSHARED & UNCOMPRESSED)

- One 155 Mbps Internet Connectivity through optical fibre leased line (1:1 pure duplex, symmetric, unshared and uncompressed).
- The scope of invitation includes all the hardware/software associated with the offer to be deployed at the University which shall be the property of the Bidder and who is free to take them back after expiry of the contract.
- The contract is initially for a period of one year and the same may be extended for a period of three years maximum.
- The Bidder PoP proposed to serve Panjab University Chandigarh shall be on OFC on a ring and should provide STM-1 over ring to the Computer Centre of the Panjab University Chandigarh.
- Installation, commissioning, configuring of the link and hardware (Muxes, Modems, etc.).
- The price of router should be quoted separately by the Bidder.
- All items required for last mile connectivity shall be responsibility of the Bidder. Till that connectivity whatever equipment are required, those would have to be provided by the Bidder.

- All the equipment shall be deemed to have been leased to the Panjab University Chandigarh for the full duration of the contract which shall be handed over to Bidder in event of termination / closure of services.
- Obtaining all the statutory and regulatory approvals, if required, for the project implementation.
- For laying the Fiber or erecting the tower/pole the cost will be owned by the Bidder.
- The Bidder will provide Ethernet output.
- The Bidder is required to supply and integrate all the components (NE, CPE) at their own cost up to the switch/firewall (Ethernet output required).
- All the charges incurred for laying of OFC, external and internal installation etc. shall also be borne by the Bidder up to last mile.
- Fibre should be laid as per the approved plan.
- All the costs towards testing & commissioning to be borne by the successful Bidder.
- The Bidder shall provide 32 Public IPv4 & 32 Public IPv6 addresses for exclusive use by The University.
- Public Pool of IPv6 shall be made available to the University as soon as the Institute upgrades their network on IPv6.
- The Bidder will be required to sign a Service level agreement (SLA) with the Institute to provide network availability and maintenance support as mentioned in this document for the contract period.
- Maintenance support service (24*7) for Bandwidth and equipment.
- Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of Bidder's own network.
- Network Availability: More than 99.5% per quarter.
- The Vendor will be responsible for the comprehensive maintenance and testing of hardware for which Panjab University, Chandigarh will not make extra payment.
- 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 them.
- Latency rate < 340 msec. between the router of the Panjab University and the International Gateway of the Bidder.
- The output interface should be Ethernet (100/1000).
- The Bidder will be responsible to provide a web portal for bandwidth utilization, uptime, packet loss, latency and to check the bandwidth speed.
- The Bidder will provide Domain Name Services including reverse lookups and registration for both IPv4 and IPv6.

2) Router (Make Cisco)

- Minimum 2-10/100/1000 Mbps Ports.

3) Creditable Outage:

- In case the service is continuously unavailable beyond one hour, for any reasons, whether under control of the bidder or beyond, the bidder shall extend the period of service by one day for every hour of down time. However, the total downtime shall not extend 2 (two) days / 48 hours in a quarter, beyond which Panjab University reserves the right to review and terminate the services of the bidder.
- The down time shall start from the time of observance of the service non – availability by Panjab University and end at the time of restoration of the services by the vendor, to the satisfaction of the customer. The delay due to no

response of the vendor, in registering the service call and subsequent issuance of service call docket number shall have no bearing on Total Service down Time.

- Reports for performance monitoring / usage to be submitted by the ISP
 - Daily Basis
 - Weekly basis
 - Monthly basis
 - Yearly Basis
- The ISP will be responsible for implementing the software at the Client side for Bandwidth utilization, up time, packet loss, ping time, compression ratio etc.
- Standard software with above mentioned facilities should also be provided by ISP at no extra cost / cost should be included in the package to Panjab University.
- Preference will be given to the company which can provide the last mile connectivity to the Institute / Panjab University.

(iii) Financial Bid

The Financial Bid may be submitted in the following Format.

A. Total cost for First year. Break up of total cost should be provided as follows:

1. Cost of Hardware: (on lease)

- Rent of Modems
- Annual Recurring charges (if any) mentioned in the technical specifications.

2. Services:

- Internet port charges per annum for 1:1 Compression rate:
STM1 155 Mbps (1:1)
- Registration charges (if any) for
STM1 155 Mbps (1:1)
- DOT/BSNL/ others Leased line connectivity charges as per ISP location (if any) :
STM1 155 Mbps (1:1)

3. Router (Cisco Make only):

- Quote the prices separately.

4. Any other Charges:

B. Lowest bidder to be decided on the basis of total cost of First year.

(iii) Payment terms and conditions

1. The prices quoted should be FOR Panjab University Chandigarh inclusive of all taxes etc for one year.
2. Projected annual recurring charges for 2nd and 3rd year inclusive of all taxes etc.
3. Benefit of any reduction at any time of Internet Port charges will be passed to the Panjab University.

(iv) Extension for 2nd & 3rd Year

Negotiations will be done with the lowest bidder (L1) for 2nd year and 3rd Year based on prevailing market rates at that time.

SECTION IV

General Terms and Conditions

- The prices should be FOR destination inclusive of all taxes etc.
- The university will not provide any C or D certificate. The rate of applicable sales tax, service tax, VAT etc should be clearly mentioned.
- The university will not pay any advance. The payment of each quarter will be made after availing the services for that quarter. The payment terms should be mentioned clearly.
- The rates quoted should include warranty of 1 year. As tender may be extended to three years, Bidders must also quote warranty for second and third year.
- The selected vendor will be required to furnish bank guarantee of a scheduled bank for 10% value of total order for a period of 1 year after installation and commissioning. In case of contract extension Bidders must furnish bank guarantee on subsequent years.
- The responsibilities and requirements if any from university side must be mentioned clearly.
- The validity of offer should be at least 180 days after opening the technical bid.
- University reserves the right to increase / decrease the quantity at any point of time before finalizing the order.
- Payment of bandwidth charges will be made on quarterly basis after the end of each quarter of the bill to be raised by the Bidder.
- Payment of router will be made after successful delivery and installation.
- University reserves the right to accept/reject any or all the offers without assigning any reason.
- Companies should consider possibility of additional concessions to Panjab University on account of advertising/marketing on mutually agreeable terms and conditions.