

ERNET India

(An Autonomous Scientific Society under Department of Information Technology, Govt.)
10th Floor, Jeevan Prakash Building,
25, K.G. Marg,
New Delhi - 110 001

No. EI-D/Tech/49-5/2014

Dated : 12th June 2014

Due Date : 25/06/14 at 3.00 P.M.

Opening of Bids : 25/06/14 at 4.00 P.M.

Subject: Installation / maintenance of Lease line links for ERNET/ End user at Kolkata PoP

Sir,

ERNET India, an Autonomous Scientific Society under Department of Information Technology, Govt. of India, is a Class 'A' Internet Service Provider for the Education and Research community in India.

2. ERNET India is a nodal network for integrating education & research institutions in the country. Access to Internet is one of the services being provided by ERNET India to these institutions. The services are provided through 15 Points of Presence (PoPs) located at the premier education & research institutions in the country. All these PoPs are connected on high-speed backbone with international connectivity. More than 800 educational institutions are connected on the Network through these nodes.

3. As per above subject, ERNET is in process of provisioning / hiring of agency for Lease Line links installation / maintenance services including AMC of Modems installed for link termination. The vendor has also to ensure smooth coordination with media service provider i.e MTNL / BSNL for installation of new LL links as per the requirement of ERNET / end user. The details of LL links from Kolkata PoP are enclosed as Annexure – I. Therefore, sealed tenders are invited from the reputed company / organisation/ society for maintenance of LL links installed as detailed at **Annexure – I**. **The bidder must quote a uniform rate for maintenance / installation of LL links on per year basis to be valid for 03 years. Order will be placed on yearly basis.**

The following instructions should be carefully noted:

GENERAL CONDITIONS

1. The bidder must be a registered firm under state or Central Government registering agency. Documentary proof to be attached.
2. Quotations should be submitted(in the office of ERNET India, Jeevan Prakash Building, KG Marg ,New Delhi-110001) in two separate sealed covers. First cover indicating “**COVER FOR TECHNICAL SPECIFICATION**” should consist of details of services offered and EMD asked vide para 13 of this document. In this cover, vendor are also required to submit a confirmation that they confirm acceptance of SLA referred in para 16 of this enquiry. Price column in this cover should be kept blank. Second cover indicating “**COVER FOR PRICE BID**” should consist of only price details in the price bid format. **Both the covers should first be sealed separately**, and then both the covers should be kept **in a single sealed bigger cover**. This cover addressed by name to the officer signing this enquiry should be submitted before due date and time.
3. Bids should be valid for a minimum period of 180 days after the due date.
4. Envelope should bear the inscription

“Installation / maintenance of Lease line links for ERNET/ End user at Kolkata PoP”

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5. The Bids must reach the undersigned on or before the due date and time. Bids received after the due date & time is liable to 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 bids will be the following working day at the appointed time & venue.
6. All prices shall be fixed and shall not be subject to escalation of any description. The rates must be quoted as per the price bid format provided in **Annexure-II**. Comparison will be made on the basis of bill of material/ services specified in **Annexure-II**.
7. Govt. Levies like sales tax, octroi, WCT etc., if any, shall be paid at actual rates applicable.
8. It may specifically be mentioned whether the quotation is strictly as per tender specifications/conditions. No deviations in the specifications of the items would be accepted. Quotations not adhering to the specifications will be out rightly rejected.
9. ERNET India reserves the right to accept or reject any bid or cancel the tender proceedings without assigning any reason whatsoever.

10. Incomplete quotations are liable to be rejected.
11. Bidder shall sign all pages of quotation and forwarded with the quotation.
12. In case of any discrepancy between rates mentioned in figures and words, the later shall prevail.
13. Bidders have to submit the clause by clause compliance of every tender clause and any deviation must bring out clearly on separate sheet.
14. Bidder must quote inconsideration to providing services at all user end locations and should not exclude any location as given in annexure – I. Also bidder has to give an undertaking to accept any new link installation / maintenance as per ERNET directions.
15. ERNET will renew the maintenance contract on year to year basis for 03 years and may extend for fourth year on the same rates on mutual consent.
16. The successful bidder must provide the contact details of their local contact per along with complete escalation matrix for early resolution of the problem.
17. In case of modem replacement bidder must provide a stand-by modem of equivalent specifications to make the link operational as per SLA
18. Bidder will be completely responsible for coordinating with media service provider for getting the following:
 - (i) Feasibility of new links within 2 weeks from the date of request from ERNET side.
 - (ii) Fault resolution in the minimum possible time.
 - (iii) Any other coordination as may be required for complete scope of contract.
19. The successful bidder will have to maintain the Lease line links along with installed modems, etc comprehensively.
20. Any faulty modems will be replaced at the earliest by another modem to restore the link at the earliest (not exceeding 6 hours). After repairing, the same modem will be placed in the network. If a modem is beyond repair, it may be replaced with new modem.
21. **EARNEST MONEY DEPOSIT**
 - i) Each quotation must be accompanied by Earnest Money Deposit of Rs. 10,000/- (Rupees Ten Thousand only) shall be in the form of Demand Draft/Pay Order/Bank Guarantee of any Scheduled Bank taken in the name of ERNET India, New Delhi. Bank Guarantee should be valid minimum for a period of 180 days from due date of the quotation. **Quotations received without Earnest Money Deposit are liable to be rejected.**

- ii) Earnest Money is liable to be forfeited and bid is liable to be rejected, if the bidder withdraws or amends, impairs or derogated from the tender in any respect within the period of validity of the tender.
- iii) The earnest money of all the unsuccessful bidders will be returned after the tender process is completed. No interest will be payable by ERNET India on the Earnest Money Deposit.
- iv) The Earnest Money of successful bidder shall be returned after end of contract.

26. Payment will be made after completion of each quarter i.e. April-June, July-September, October-December, January-March. Bidder will ensure the coordination with users for maintenance of the user end routers if required. Complete user contact details will be provided by ERNET.

28. Bidder will be completely responsible for coordinating with any govt. agency for getting the feasibility done or installation of link.

29. **Eligibility Criteria**

- i) Bidder should have positive net worth in the last three years.
- ii) Bidder should have minimum of 3 years of experience of similar work for the region i.e. Kolkata.
- iii) Bidder should have maintained minimum of 100 LL / MPLS links with comprehensive support process. Copy of the Purchase orders to be attached.
- iv) Bidders must have a support office with Telephone in Kolkata for supporting the users of Kolkata.

30. ERNET India may waive any minor infirmity or seek any clarification, if so desired.

31. The successful vendor is required to meet following SLA parameters:-

- i) Support on 24 x 7 basis for complete duration of AMC contract.
- ii) Proactive monitoring of links and maintenance support.
- iii) Call attending time within two (2) hours and must be resolved within 06 hours except for router replacement. For router replacement maximum 24 hours may be taken in coordination with router OEM/ vendor with supply and installation of stand-by Router to be provided by OEM / vendor.
- iv) Maintain an uptime of 99.9%. Uptime can be ensured by providing standby equivalent equipment. (modems)
- v) Downtime penalty of 2% of AMC cost of link for every 0.1% below 99.9%.

- vi) For commissioning of new links delayed beyond the delivery period, a penalty of Rs.1000/- will be levied for every one week or part thereof.
32. Performance Bank Guarantee: The successful bidder will submit the performance bank guarantee of Rs 25,000/- (Rupees Twenty Five Thousand only) valid for 3 years (annually renewed). The amount will be forfeited by the successful bidder terminates the contract unilaterally or violates SLA terms continuously for 3 consecutive months.

Yours faithfully,

(Dilip Barman)
Sr. Manager
Phone: 011-24361981
e-mail: barman@eis.ernet.in

Annexure - I

Leased line List of ERNET India

S.No	User Name	Connectivity / Bandwidth	Service Provider
1.	National Bureau Of Soil Survey And Land Use Planning, Sec II,Block DK,Bhidhan Ngr,Salt Lake city West Bengal Kolkata 700091	LL -1 Mbps	BSNL
2.	Central Research Institute for Jute & Allied Fibre, P.O. Barrackpore, Dist: 24-Parganas (North) , Kolkata West Bengal-743101	LL -2 Mbps	BSNL
3.	Eastern Regional Indian Veterinary Research Institue,37,Belgachia Road West Bengal Kolkata 700037	LL -2 Mbps	BSNL
4.	NIELIT Kolkata, Jadavpur University Campus, Kolkata-700 032	LL -4 Mbps	BSNL
5.	Central Inland Fisheries Research Institute, Barrackpore Dist 24-Parganas, West Bengal-743101	LL -2 Mbps	BSNL
6.	Central Inland Fisheries Research Institute, Barrackpore Dist 24-Parganas, West Bengal-743101	LL -2 Mbps	BSNL

Annexure-II

PRICE SCHEDULE FOR

To,

The Registrar & CPO,
ERNET India
10th Floor,
Jeevan Prakash Building,
25, K.G. Marg,
New Delhi – 110 001

Tender No. _____ Date of Opening

We _____ hereby certify that we are established firm of manufactures/authorized agents of M/s. _____ With factories at (if applicable) _____ which are fitted with modern equipment and where the production methods, quality control and testing of all materials and parts manufactured or used by us are open to inspection by the representative of ERNET India. We hereby offer to supply the following Services/ items at the prices and within the period indicated below:

Column A

S.No.	Description	Unit cost in Rs.	Qty. (Nos)	Total Cost without taxes (in Indian Rupees) for one year	Total Cost without taxes (in Indian Rupees) for three years	Tax if any (in Indian Rupees)	Total Cost (In Rs.)
1.	2.	3.	4.	5.	6.	7.	8.
1.	Installation of new Leased Line link for 03 years on per link basis.		10				
2.	Maintenance of the Leased Line link for 03 years on per year basis.		6				
3.	Cost of maintenance of Modems per link		6				
Total							

Please note:

- i) ERNET India may add/ delete any user site based on actual no. of existing users.**
- ii) AMC order will be placed annually and number of the links to be placed under AMC will depend on actual no. of LL links to be maintained on per year basis.**
- iii) New links will be put under the AMC(along with Modems) as per the rates being determined by the tender.**

1. It is hereby confirmed that we have understood the terms and conditions of the tender and have thoroughly examined specifications and are thoroughly aware of the nature of goods required/service to be delivered and our offer is to supply goods/ services strictly in accordance with the requirement and terms and conditions of the tender. We agree to abide by the terms and conditions of the tender if the contract is awarded to us.
2. We hereby offer to supply the goods/ services detailed above or such portion thereof as you specify in the purchase order at the price quoted and agree to hold this offer open for acceptance for a period of 180 days from the date of opening of bid.
3. Bid security for an amount equal to Rs.-/- is enclosed in the form of Bank Draft/Pay Order/ Bank Guarantee.

(Signature and seal of Manufacturer/Bidder)

Dated _____ 2014

NB: Both the tenders (for Kolkata and Delhi PoP users) will be evaluated separately and if a single bidder wishes to submit tenders for both the locations, documents should be sufficient and complete for each of the tender.