

**Indian Institute of Information Technology,
Design and Manufacturing, Kancheepuram,
Melakkottaiyur, Chennai – 600 127, Tamil Nadu, India**



Tender Document

For

**Supply, Installation, Commissioning and Maintenance of
Internet Fiber Leased Line**

Instruction to Bidders

Tender Document for “Supply, Installation, Commissioning and Maintenance of Internet Fiber Leased Line”

Item	:	Supply, Installation, Commissioning and Maintenance of Internet Fiber Leased Line at IIITDM Kancheepuram (Detailed Specification enclosed in Annexure I)
Tender Enquiry No	:	IIITDMK/2022-23/Admn/Internet Fiber Line/04 dated 16.09.2022
Bid Security Declaration	:	The bid Security Declaration Format given at Annexure II to be submitted along with Technical Bid.
Submission of Offer	:	E tendering
Due Date (For submission of bids)	:	03: 00 PM, 05 October 2022 (any bid received after the due date and time by any means will be summarily rejected)
Opening of Technical Bid	:	04: 00 PM, 05 October 2022
Opening of Commercial Bid	:	After scrutiny of technical bids by the committee of IIITDM, the commercial bids of <u>only the technically qualified bidders</u> shall be considered for opening.

Important:

All communications are to be addressed to in the name of Registrar, IIITDM Kancheepuram only and not in the name of any officer and mails has to be sent to official purchase email id purchase@iiitdm.ac.in

Terms and Conditions

1. Intending service providers are advised to inspect and examine the site and satisfy themselves before submitting their tenders. The tenderer shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and local conditions and other factors having a bearing on the execution of the work.

2. Contract Period:

The contract is for a period of TWO YEARS and work order will be issued for One year initially, which may be extended for one more year, subject to satisfactory performance of the work and at the discretion of the Institute on the same terms and conditions.

3. Preparation and submission of tender document:

- (a) Tenders which are submitted without following the two bid offer system will summarily be rejected.

Bid -1 : Technical Bid

Bid- 2 : Commercial Bid

The format and details to be included in these bids are at **Annexure III and IV**. Late bids will not be considered.

(b) Bid -1 : Technical Bid

The online Technical bids should be submitted containing the scanned copy of the following documents in (.pdf file). Any tender documents without these shall be invalid and rejected.

- i) **Bid Security Declaration (Annexure II)**
- ii) **Eligibility of the bidder (Annexure III)**
- iii) **Requirement of the Client (Technical Bid) (Annexure IV)** (The technical bid should be comprehensive and shall indicate all specification of the all products and services.
- iv) List of deliverables / bill of materials and services.

- (c) Bids should have a validity of **90 days**. The technical bid **should not contain any price information**.

The Technical Bid should accompany with Bid Security Declaration in the format provided at **Annexure II**. **If any of the tenderer withdraws his tender after opening of the tender he will be barred from future tendering process in IIITDM Kancheepuram for 5 years and the same will be displayed in the Institute website accordingly**

(d) Bid-2: Commercial Bid

This should contain only the price information along with commercial terms & conditions and shall be submitted in electronic form **(.xls file)** through **online** only.

Submission of commercial bids by any other means shall not be accepted by the Institute in any circumstances.

Online submission of the bid will not be permitted on the portal after expiry of submission time and the bidder shall not be permitted to submit the same by any other mode.

4. Technical Evaluation Committee

- (i) A committee duly constituted by the Director, IIITDM Kancheepuram will go through the eligibility criteria and the technical aspects of the tender and recommend short listed firms. The recommendation of the technical committee shall be final and binding on all the parties.
- (ii) The technical committee will examine all the technical aspects of the bids received. Further, the technical committee may seek additional information from the existing users at IIITDM Kancheepuram or from other Institutes and also call for technical presentations from the bidders if required.
- (iii) The bids of **only the technically qualified bidders** shall be considered for commercial bid opening.

5. Delivery Period / Timelines

The deliveries and installation must be completed within 4 weeks from the date of Work Order. The time is the essence of the contract. It is mandatory for the bidders who respond to this bid to meet this expectation.

6. **Locations for the supply / services**

The items covered by this document is required to be supplied and installed at
**Indian Institute of Information Technology,
Design and Manufacturing Kancheepuram,
Off Vandalur-Kelambakkam Road, Melakkottaiyur, Chennai – 600 127.
Tamil Nadu.**

IIITDM Kancheepuram will not provide any accommodation / transportation for the engineers / representatives for attending installation, commissioning and demonstration work. It is the absolute responsibility of the principal supplier / agent to make their own arrangements.

7. **Installation**

- (i) Bidder shall be responsible for installation / demonstration as applicable and for after sales service during the warranty and thereafter.
- (ii) Installation and demonstration to be arranged by the supplier and the same is to be done within 15 days of the arrival of the equipment at site.

8. **Indemnity**

The vendor shall indemnify, protect and save IIITDM Kancheepuram against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc., or such other statutory infringements in respect of all the items supplied by him.

9. **Freight and Insurance**

The items to be supplied will be insured by the vendor against all risks of loss or damage from the date of shipment till such time it is delivered at IIITDM Kancheepuram site.

10. **Penalty for delayed services / LD**

- (i) As time is the essence of the contract, delivery period mentioned in the purchase order should be strictly adhered to. Otherwise LD clause will be applied / enforced.
- (ii) If the supplier fails to supply, and fix the item as per specifications mentioned in the order within the due date, the supplier is liable to pay liquidated damages of 1% of order value for delay of every week or or part thereof subject to a maximum of 10% beyond the due date. Such money will be deducted from any amount due or which may become due to the supplier.
- (iii) IIITDM Kancheepuram reserves the right to cancel the order in case the delay is more than 04 weeks and the contractor is not eligible for any damage from the Institute.

11. Jurisdiction

The disputes, legal matters, court matters, if any, shall be subject to Courts in the district of Chengalpattu Jurisdiction only.

12. Force Majeure

- a) IIITDM Kancheepuram may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that the delay, in performance or other failure to perform its obligations under the contract, is the result of a force majeure.
- b) If the due date of submission of tender / Tender opening is declared a holiday for the Institute, the due date for submission of tender / Tender opening will be extended to same time on next working day.

13. Arbitration

All disputes of any kind arising out of supply, commissioning, acceptance, warranty maintenance etc., shall be referred by either party (IIITDM Kancheepuram or the bidder) after issuance of 30 days notice in writing to the other party clearly mentioning the nature of dispute and will be referred to the arbitrator to be nominated by Director, IIITDM Kancheepuram, India. The Venue for arbitration shall be Chennai, India.

14. Acceptance of the terms and conditions of tender document

The bidders has to accept all the terms and conditions of this tender document and it is made known that the bidders quoting for this tender had impliedly accepted the terms and conditions of this tender.

15. Interpretation of the clauses in the Tender Document

In case of any ambiguity / dispute in the interpretation of any of the clause in this tender document, interpretation of Director, IIITDM Kancheepuram shall be final and binding on all parties. The IIITDM Kancheepuram reserves the right to accept the offer in full or in parts or reject the offer summarily or partly without assigning any reasons.

Sd/-
Registrar
IIITDM Kancheepuram

**Supply, Installation, Commissioning and Maintenance of unshared
(1:1) Internet Fiber Leased Line**

- 1 The Institute would like to have a **secondary link of 800 Mbps (1:1) Internet leased line connection through Fiber Media** and sealed tenders are invited from the reputed and bona-fide authorized Dealers/Distributors of **Internet Service Providers only**.
- 2 E tendering will be followed in this tender. Under this system, the tenderers are to submit Technical Bid and Financial Bid separately (through e-procurement portal). A copy of Eligibility of bidder, Technical bid and Commercial bid are provided at **Annexure III, IV and V** respectively

Annexure II

Name of the E-Tender: **Supply, Installation, Commissioning and Maintenance of unshared Internet Fiber Leased Line at IIITDM Kancheepuram**

UNDERTAKING

Bid Security Declaration

To
The Registrar,
IIITDM Kancheepuram

Dear Sir/Madam,

1. I / We Mr/Msauthorised person to sign the bid documents for tender for "Supply, Installation, Commissioning and Maintenance of unshared Internet Fiber Leased Line at IIITDM Kancheepuram" and do hereby declare that I/We have gone through the entire tender documents including terms and condition mentioned in the tender documents and undertake to comply with them.
2. I/We further declare that we will not withdraw our bid or modify our offer during the period of validity of the bid after the deadline for submission of such documents
3. If I/we withdraw or modify the bids during the period of validity, or if I/We are awarded the contract and fail to sign the contract, or to submit a performance security before the deadline as defined in the tender document/PO, we will be suspended for the period of time specified in the debarment clause in the tender document from being eligible to submit bids/proposals for contracts with IIITDM Kancheepuram.

Signature of Bidder With seal of firm

(Name of Bidder)

Place Date.....

ELIGIBILITY OF THE BIDDER

QUOTES ONLY FROM: Tata Communication/ Jio Reliance/ Vodafone/ Airtel/ Sify/ Orange/ Pulse/ ACT etc Internet Service Providers only			
Sl. No.	Items	Compliance YES/NO	Remarks
1.	Name of the Service Provider		
2.	Copy of the valid DOT/TRAI Certificate		Supporting proof enclosed
3.	Vendor/Bidder should be Tier 1 Service Provider		Supporting proof enclosed
4.	Vendor/Bidder should be a Class A license holder with POPS in major cities in India		Class A License copy enclosed
5.	Three references for providing Fiber based Internet connectivity (Internet Leased Line) of 1Gbps or more bandwidth for at least 2 years continuously subscribed and in service on or after 01.01.2018. (Atleast two references should be in live & continuing .		Supporting proof (Work orders) enclosed
6.	Fully functional 24x7x365 Customer Service Centre		
7.	Number of International POPs and location		
8.	Number of POPs in India and location		
9.	Number of gateways and location		
10.	Latency table for major international locations		
11.	The Vendor/Bidder must have at least 5 years' experience in Fiber based ISP		Supporting proof enclosed
12.	The Vendor/Bidder must be a Telecom/Data service provider having basic service operator (BSO) license & having its own telecom network across the length & breadth of India (Note: Basic Service Operator can offer direct lines in the form of wired line or wireless (WiLL-M and WiLL – F for switched traffic to the customers)		
13.	The Vendor/bidder should have Service Centre/Branch/office in Chennai		Supporting proof enclosed

REQUIREMENT OF THE CLIENT (TECHNICAL BID)

QUOTES ONLY FROM: Tata Communication/ Jio Reliance/ Vodafone/ Airtel/ Sify/ Orange/ Pulse/ ACT etc Internet Service Providers only			
Sl. No.	Items	Compliance YES/NO	Remarks
1.	The Internet connectivity leased line should have fully dedicated (1:1), unshared & High Quality 800 Mbps symmetric bandwidth without any compression factor through FIBER Media. The fiber single line required to be split into 500 Mbps and 300 Mbps for two different locations. (Note: Two different buildings located within IIITDM Kancheepuram campus)		
2.	Last Mile connection from the PoP of the service provider to the IIITDM Kancheepuram campus should be High Availability and Under Ground on Optical Fiber. (Note: Overhead wiring is not permitted in the campus. Campus already having underground fiber cable. Vendor needs to bring fiber cable to the termination point in the campus admin building)		
3.	The service should provide facilities to enable classification and preferential forwarding of traffic based on IP Address, Ports and protocols.		
4.	Support for all DNS related Services		
5.	Setup to provide fall back Internet service		
6.	SLA for 98% Service availability on 24x7x365 basis		
7.	The ISP should provide a minimum 16 Nos of IP Pool (/24) of public IP addresses (IPv4) for these services. ISP must be capable of providing IPV6 support whenever required.		
8.	The ISP should provide a service support of 24X7 basis.		
9.	The ISP should Monitor and maintain the leased line connectivity around the clock, which includes local circuit maintenance also. (Note : Monitoring through MRTG by ISP provider)		
10.	The ISP must share their support phone numbers, email address with their escalation matrix.		
11.	Maximum permissible lead time for commissioning the link is 45 calendar days from the date of order		
12.	The ISP/Vendor/bidder should have fully resilient and self-healing network architecture, on fiber medium, from the international gateway in India up to the international Points of Presence (POPs)		

13.	The ISP should have Backup line and should provide 100% backup through alternate route (self- healing fiber connectivity)		
14.	Leased line output interface should be on Ethernet / Fiber (Note : Single mode Optical fiber Ethernet with minimum of 1 Gig interface)		
15.	The bidder should furnish a detailed network/ schematics diagram of the total solution proposed showing connectivity from ISP's gateway terminal point to IIITD&M Kancheepuram campus Last mile connection.		
16.	All the equipment supplied by the bidder should be capable of handling higher bandwidth in case of upgradation is required in the later stage		
17.	All the supplied equipment & software (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 IIITD&M Kancheepuram. The bidder shall include all incidental costs for upkeep of equipment and license free, if any, in their bid.		
18.	The Vendor/Bidder should submit literature explaining the proposed implementation diagram with the technical bid		
19.	The bidder will also be responsible for any civil/electrical work etc., involved for completion of project		
20.	The contractor shall supply & commission the Fiber cable termination to the Identified location at the Institute. No charges shall be payable separately by IIITDM Kancheepuram.		
21.	Single point contact for all the issues related to Internet		
22.	MTTR is at least 4 hours		
23.	Network Latency (PE to PE) at least less than or equal to 80 msec		
24.	Packet Loss (PE to PE) at least less than or equal to 1%		
25.	The ISP should provide the link (MRTG) to monitor the leased line link utilization and should also provide performance Reports : Real Time, Hourly, Daily, Weekly and monthly basis.		
26.	The ISP will do preventive maintenance once in a quarter for upkeep the systems running.		

All relevant document/literature enclosed

Authorized Signatory with Seal

Place Date.....

COMMERCIAL BID

Sl. No.	Description	QNTY	Per year all inclusive price
1	All Inclusive Annual Charges for Internet Connectivity leased line should have fully dedicated (1:1), unshared & High Quality 800 Mbps symmetric bandwidth without any compression factor through FIBER Media. The payment will be made on a monthly basis after completion of the monthly billing period.	1 Line	
		GST @ %	
		Total	

NOTE:

- 1 The quoted rate shall be inclusive of Installation charges, FIBER CABLE connectivity equipment, Hardware & Software and supply & erection of self-support.
- 2 The building permission and UPS power supply are in the Institute Scope. Electricity earthing is already available in the campus. If vendor requires additional earthing, it will be in the vendor's scope.
- 3 The bidder should note that no other charges are payable extra.

Authorized Signatory with Seal

Place Date.....

Instruction to Bidders:

MHRD, Govt of India had implemented e-tendering system solution through the ITI limited (a government of India enterprise) and mandated to adopt the e-wizard system and the accordingly the tender documents are published in <https://mhrd.euniwizarde.com>. The tender notification is also available in the IIITDM Kancheepuram website (www.iiitdm.ac.in)

The bidders are required to submit soft copies of their bids electronically on using valid Digital Signature Certificates.

Below mentioned instructions are meant to guide the bidders for registration on the Ewizard Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Ewizard Portal. For more information, bidders may visit the Ewizard Portal <https://mhrd.euniwizarde.com>.

Registration Process:

- a) Bidders to enroll on the Ewizard portal <https://mhrd.euniwizarde.com> "Click here to Enroll".
- b) Bidders to register upon enrolment their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile.
- c) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse. Foreign bidders are advised to refer "DSC details for Foreign Bidders" for Digital Signature requirements on the portal.
- d) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.

Tender Documents Search:

- a) Various built in options are available in the Ewizard Portal to facilitate bidders to search active tenders by several parameters. These parameters include Tender ID, organization, location, date, value, etc.
- b) There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the Ewizard Portal.
- c) Once the bidders have selected the tenders they are interested in; they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the Ewizard Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- d) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Help desk.

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-Procurement Portal, prepare their bids in accordance with the requirements and submitting their bids online on the e-Procurement Portal. More information useful for submitting online bids on the e-tender Portal may be obtained at: <https://mhrd.euniwizarde.com>.

REGISTRATION:

1. Bidders are required to enroll on the e-Procurement Portal (URL: <https://mhrd.euniwizarde.com>) with clicking on the link "Online bidder Registration" on the e-Procurement Portal.
2. As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC"s to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
7. For any Query contact to our helpdesk Number 011-49606060, Email: ewizardhelpdesk@gmail.com
8. The scanned copies (.pdf files) of all original documents should be uploaded on portal.

SUBMISSION OF BIDS:

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as "EMD Exemption" in place of EMD.

4. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
5. The server time (which is displayed on the bidders" dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
6. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. upon the successful and timely submission of bid click "Complete "(i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
9. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

Contact Details of Concern person:

Mr. K. Saravana Kumar,
Technical Superintendent,
Network Centre,
Email : kumar082@iiitdm.ac.in
Contact No: 044 2747 6333