

Bid Document

Bid Details	
Bid End Date/Time	11-11-2022 12:00:00
Bid Opening Date/Time	11-11-2022 12:30:00
Bid Offer Validity (From End Date)	30 (Days)
Ministry/State Name	Ministry Of Education
Department Name	Department Of Higher Education
Organisation Name	Indian Institute Of Information Tehnology(iiits)
Office Name	iiit Allahabad
Item Category	Internet Bandwidth and Replication Service - Internet Leased Line; Private Service provider, Government Service provider; Class A; Internatioinal long distance (ILD); 3072
Contract Period	3 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)	30 Lakh (s)
Years of Past Experience Required for same/similar service	3 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years Of Experience and Turnover	Yes
Startup Exemption for Years Of Experience and Turnover	Yes
Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	No
Time allowed for Technical Clarifications during technical evaluation	2 Days
Estimated Bid Value	3000000
Evaluation Method	Total value wise evaluation

EMD Detail

Advisory Bank	State Bank of India
EMD Percentage(%)	2.00

EMD Amount	60000
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ePBG Detail

Advisory Bank	State Bank of India
ePBG Percentage(%)	3.00
Duration of ePBG required (Months).	38

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

Beneficiary:

AR PURCHASE

Iit Allahabad, Department of Higher Education, Indian Institute of Information Technology(IITs), Ministry of Education
(Niranjan Kumar)

Splitting

Bid splitting not applied.

MSE Purchase Preference

MSE Purchase Preference	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider

of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

7. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Detailed Scope of Service: [1666066956.pdf](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
04-11-2022 11:00:00	IIIT-Allahabad, Purchase Section Meeting Hall, Room No. 1820

Internet Bandwidth And Replication Service - Internet Leased Line; Private Service Provider, Government Service Provider; Class A; Internatioinal Long Distance (ILD) ; 3072 (1)

Technical Specifications

Specification	Values
Core	
Type of Service	Internet Leased Line
Types of Service providers	Government Service provider , Private Service provider
License of Internet lease line (ILL)	Class A
License of Lease Line (LL/PP)	Internatioinal long distance (ILD)
Bandwidth Capacity (In Mbps)	3072
DDOS with Internet Lease line Services	Yes
Latency within India	20
Latency outside India	Less than 350ms
Packet Drop (In percentage)	less than 1
Type of Media	Fibre
Link Type(Manageabilty)	Managed
Static IP required (For ILL)	16
Router/ Networking Accessories	Provided by Seller
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Seema Shah	211015,Devghat, Jhalwa	1	N/A

Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1 PREQUALIFICATION CRITERIA FOR BIDDER

- 1.1 **The agency/firm should provide end to end connectivity on its own network (via local loop) on Optical Fiber Cable in Ring Topology.**
- 1.2 **Only agency/firm having the Category "A" Internet Service Provider (ISP) license issued from the Department of Telecommunication, Govt. of India, can apply.**
- 1.3 **The agency/firm should have its own International Gateway. DOT License /Certificate/Agreement with the Service Provider for the same to be provided.**
- 1.4 **The agency/firm must have experience in providing the 3 Gigabit connectivity and necessary infrastructure to execute the project.**
- 1.5 **Self-attested valid license copy of certificate and Infrastructure details must be enclosed with technical bid.**
- 1.6 **The list of existing customers (educational institutions/Government departments) who have been supplied Internet Bandwidth of 3 Gigabit or more with effect from 2019 should be provided along with supply orders and satisfactory performance reports. Minimum list of 3 or more customers to be provided.**
- 1.7 **The agency/firm must have a fully functional Network Operation Center(s) to monitor and manage the gigabit link, which is fully operational 24 X 7 X 365 days. List of NOC(s) must be enclosed with technical bid.**
- 1.8 **The agency/firm must have adequate bandwidth at the backend to provide the desired bandwidth in IIIT - Allahabad. Supporting document must be enclosed with technical bid.**
- 1.9 **Fully Managed link delivery services are expected whereas in case of Link failure automatic Ticket generation should be done. Institute should not be**

liable for initiating the Ticket/Complaint to rectify and restore services.

1.10 The bidder must be having its own fiber Backbone across the length and breadth of India. Bidder's backbone should not be on other service provider network

1.11 Bidder should have technical experience of having successfully completion Certificate of similar Nature of work during the last 3 years in any Government department/ PSU etc., Before last date of tender submission for the purpose of consideration as technical experience. Bidder should Satisfying below condition with in the last years. For the purpose of consideration as technical experience bidder should Satisfying below condition:

1.11.1 One similar order having worth not less than 24 Lakh.

OR

1.11.2 Two similar orders each costing not less than 18 Lakh .

OR

1.11.3 Three similar orders each costing not less than 12 Lakh.

(Attested copies of all the above Project Completion certificates should be submitted along with the proposal).

1.12 Bidder should have a registered office in India. Furnish address and registration details.

1.13 Any IIT/IIIT/NIT/ Government Department/PSU/PSU Banks/Autonomous Bodies/Statutory Bodies in India should not have blacklisted the Bidder at any stage. Self-declaration to that effect should be submitted along with the technical bid.

1.14 The Bidder is required to quote for the complete BOQ. Partial quote is liable to be rejected.

1.15 The firm must possess valid GST Registration Certificate.

1.16 The bidder should have minimum Rs. 18 Lakh Average annual turnover for the Last 3 financial years ending 31st march 2022 (2019-20,2020-21 & 2021-22). Audited and certified copies of balance sheet, letter mentioning turnover and profit and loss statement of these three years duly certified by chartered accountant should be submitted.

Note: Bidder must provide necessary supporting documents as proof in respect of the eligibility criteria mentioned above.

3. Buyer Added Bid Specific SLA

Text Clause(s)

1.1 Specification for Tender of Up gradation of Bandwidth to 3 gbps - \$

S. No.	Particular	Quantity
A.	One Time Charges	

1.	One time installation and commissioning charges of leased line at the Institute.	1
B.	Annually Recurring Charges	
1.	3Gigabit Fully managed leased line charges (1:1 contention ratio)	1

Note: -a) Any drop in the charges / tariff of leased line or Internet port access during the contract period shall be passed on to Institute.

b) ANY INCREASE IN BANDWIDTH NEEDED WOULD BE ON PRO-RATA BASIS. However, Institute shall place the order for required additional bandwidth as and when required by giving a written request to the Tenderer.

Rate should be quoted on above ITEM basis.

SPECIAL CONDITIONS OF CONTRACT

- 1.1 These instructions are over and above the instructions contained in the enclosed set of tender documents and **override** instructions in case of conflict.
- 1.2 Detailed specifications, catalogue/literature of all the items quoted should be attached with the technical bid.
- 1.3 **DELIVERY PERIOD, INSTALLATION AND COMMISSIONING:-**
 - i. The delivery period of the said tasks should be adhered to as will be mentioned in the Award of Contract.
 - ii. Tenderer should mention the minimum and maximum period required to install and commission the link. The supply shall actually be deemed to have been complete on the actual date of installation, Commissioning and verification.
 - iii. Project should be completed within three months (01) from the date of issue of the Letter of Intent (LOI) / Work order. All the aspects of safe delivery, installation, commissioning and uplink of the connectivity shall be the exclusive responsibility of the Service Provider.
 - iv. If the Service Provider fails to uplink the connectivity by the specified date, then the penalty at the rate of 1% per week of the total order value will be deducted.
- 1.4 **ONE BID PER BIDDER:** - Each Bidder shall submit only one Bid, either individually or as a partner in a joint venture. A Bidder who submits or participates in more than one Bid (other than as a sub -contractor) shall cause all Bids with the Bidder's participation to be disqualified. In a tender, either the Indian agent on behalf of the Principal / OEM or Principal / OEM itself can bid but both cannot bid simultaneously for the same item / product in the same tender. If an agent submits bid on behalf of Principal / OEM, the same agent shall not submit a bid on behalf of another Principal / OEM in the same item / product. In case a bidder not doing business within India, he shall furnish the certificate to the effect that the bidder is or will be represented by an agent in India equipped and able to carry out the supply, maintenance, repair obligations etc. during the warranty and post warranty period or ensure a mechanism at place for carrying out the supply, maintenance, repair obligations etc. during the warranty and post warranty period.
- 1.5 **Pre bid Qualification:** It is proposed kindly incorporate - Any pre-bid clarifications if required, then same may be obtained online through the tender site, or through the contact details given in the tender document.
- 1.6 **Order of Acceptance:** - It is proposed kindly incorporate that the successful bidder should submit Order Acceptance within 7 days from the date of order.
- 1.7 **Rate Quoted:** The currency of all quoted rates shall be Indian Rupees. All payment shall be made in Indian Rupees. The rates are to be quoted by the bidders in Indian Rupees

only and payment shall be made to successful bidders in Indian Rupees only. Any statutory applicable taxes such as applicable Tax, etc. should be mentioned separately in the Financial Bid. However, quote should be inclusive of all other levies, statutory taxes and charges such as Octroi, Packaging & Forwarding charges etc. and should be delivered at the premises. All prices shall be fixed and shall not be subject to escalation of any description. The rates must be quoted strictly as per the 'Financial Bid Format' provided.

- 1.8 **Self-declaration certificate that company is not blacklisted with any of the Govt. Department and other statutory bodies.**
- 1.9 **Extension in delivery:** Delivery of completion of systems/ components/ Items is delayed for reasons of force majeure such as acts of God, Acts of Public enemy, acts of Government, fires, floods, epidemics, quarantine restrictions, illegal strikes and freight embargoes, the Contractor shall within 3 days from the date of such occurrence, give notice to IIIT Allahabad in writing of his claim for extension of delivery period. IIIT Allahabad on receipt of such notice may agree to extend the supply/contract delivery date as may be reasonable but without prejudice to other terms and conditions of the contract. Unless the extended delivery period is agreed by IIIT Allahabad in writing, Tenderer cannot claim the extension of delivery time as a matter of right. IIIT Allahabad shall have the right to cancel/ extend the order validity/ levy Liquidated Damage (LD) as appropriate.
- 1.10 **Liquidated Damages:** -If the supplier shall fail to deliver the systems/ components/ Items within the time specified in the Contract, IIIT Allahabad shall recover from the Contractor as liquidated damages a sum of **0.5%** of the contract price of the undelivered systems /components/Items for each week of delay (or) part thereof. The total liquidated damages shall not exceed **10%** of the contract price of the unit or units so delayed. Systems/ components/Items will be deemed to have been delivered only when all essential components parts are also delivered. If any essential components are not delivered in time, the entire system / components/ Items will be considered as delayed until such time the missing parts are delivered.
- 1.11 The time of delivery including testing and handing over in satisfactory condition is the essence of the contract and the shipment should be affected as per the schedule. In the event of part supply, IIIT Allahabad shall withhold the entire payment until the whole of the supply as per the order is delivered. In case the delivery schedule is not stipulated as essential criteria, Contractor may indicate the period of delivery required for them.
- 1.12 **Performance Security:** L1 bidder will have to submit an irrevocable performance security in the form of a demand Draft/ Bank guarantee (Annexure IX) of 3% of total contract value from Nationalized Bank within 15 days from the notification of the award of contract, and it should remain valid for a period of 60 days beyond the date of completion of all contractual obligation of the supplier, including warranty obligation. Bid Security will be released after receiving of Bank Guarantee/Demand Draft.
- 1.13 **Payment:**
- 1.13.1 **Bandwidth Charge:** Annual Recurring (bandwidth) charges shall be payable on half yearly basis at the end of the quarter, for this the Service Provider will raise the bill at least two weeks in advance before the end of each quarter.
- 1.13.2 Bill amount will be paid over a period of three years in proportionate basis of the service charges.
- 1.13.3 **Hardware Charges:** All the hardware procured shall be maintained by the vendor at no additional charge for the entirety of the operation of service.
- 1.13.4 **Charges for Dedicated Lease Line:** Vendor (ISP) will be required to provide the bandwidth over wired media (OFC). Wired media required to be either owned by the ISP or acquired on lease basis. However, no additional charges will be paid for the leased line
- 1.14 **CONTRACT PERIOD:**
- i. The contract period for providing the Internet Leased Line Connectivity to Institute would be initially for a period of three years and will be further extended, based on the requirement of the Institute on yearly basis, unless it stands cancelled on expiry of contract or on written notice within 30 days. Service contract will be issued

(Every year for the Initial 3-year period) on yearly basis and renewal will be done based on satisfactory performance report from NMHC Department.

- ii. The agreed price would be applicable throughout the contract period. No hike in price would be admissible; however, if the prices are reduced on any account, benefit of the same should be passed on to Institute. The institute reserves the right to renegotiate the annual charges at the end of every year of service, after the first year of service.

1.15 Forfeiture of bid security : Bid security of a tenderer will be forfeited, if the tenderer withdraws or amends its tender or depreciates from the tender in any respect within the period of validity of its tender. Further, if the successful tenderer fails to furnish the required performance security within the specified period, its bid security will be forfeited.

1.16 SERVICE PROVIDER OBLIGATIONS:

- I. The Service Provider shall responsible for providing the 3Gigabit (1:1 contention ratio)managed leased line Internet connectivity at Institute at all the time throughout the contract period.
- II. The Service Provider shall be responsible for installation, commissioning and configuring of hardware and uplink of connectivity. The service provider will maintain the OFC and equipment to provide Internet Services till IIIT-A Server Room for efficient running at all times of the contract.
- III. Lesioning (if required) with other firm(s) for obtaining point to point connectivity between service provider node and Institute, shall be the responsibility of the Service Provider.
- IV. The Service Provider would ensure that the local loop provisioning does not violate any regulations as laid by Government of India / TRAI in respect of such links / networks. Service Provider shall responsible for making all the payments towards the local loop charges / rentals / WPC charges etc.
- V. The Service Provider will do preventive maintenance once a quarter for upkeep of the systems running. The schedule will have to be adhered to strictly.
- VI. IIIT-Allahabad will not purchase any hardware and service provider will have to provide all the required hardware on latest technology from time to time and will also be fully responsible for its maintenance.
- VII. No additional service level condition for fully managed link. Provider will be responsible for Link failure detection, and restoration of link. No ticket generation or complaint generation shoe be done at Institute end.
- VIII. The Tender is being invited for selecting an Alternate Internet Supply Provider (ISP) for Redundancy / Backup. BSNL, being the existing media provider for I GBPs link via NKN to Institute shall not be eligible for participating in the present Tendering Process.

1.17 Penalty:

- 1.17.1 Applicable penalty will / may be recovered from the payment(s).
- 1.17.2 The Penalty of minimum of Rs. 1000/- per week from the day of complains subject to maximum of may be levied for delay in resolution beyond resolution time permission downtime during warranty.
- 1.17.3 This above-mentioned penalty may / will be deducted (recovered) from the balance 3% amount of submitted performance security. However, the penalty may / will be waived off for non-performance due to reasons mentioned in the Force Majeure or because of IIITA.
- 1.17.4 In such case(s) the vendor should notify and produce / bring the relevant communication and proof to IIITA promptly of any failure to perform or delay in performing due to any of the above reasons for the penalty to be waived off.

- 1.18 **Price Basis and applicable Tax claim** : Vendor should clearly mention the Rate of applicable GST separately, if firm will not mention the Taxes clearly on their Price Quotation, IIIT – Allahabad will assume that the quoted price is inclusive of all and no extra amount in later stage shall be paid by IIIT, Allahabad on account of Taxes. In case of tax exemption or lower TDS, vendor has to submit letter from Government Authority for tax exemption or lower TDS (to be submitted along with each of the invoice(s).
- 1.19 Any variation in statutory levies and taxes within the contractual delivery period shall be borne by the IIITA. Beyond the delivery period, the upward variation of levies and taxes shall be borne by the vendor.
- 1.20 If it is found that items are fake or of sub-standard quality and not conforming to the required specifications, the firm will have to replace the fake/ sub-standard items with genuine ones immediately but they will also be liable to be blacklisted.
- 1.21 If the supplied material by the bidder is not found acceptable, IIIT Allahabad has the complete right to reject the same without giving any compensation.
- 1.22 **Force Majeure**: The vendor (bidder) will not be held responsible for breach of executing any obligation or delay in executing any obligations during below given circumstances / conditions.
- 1.22.1 War, Riots, Strike, Fire, Flood, Earthquake, Storm, Epidemic breakout, Power failure, Theft etc.
- 1.22.2 Any Governmental priorities (Necessary proof for validation viz. Govt. Gazette notifications, Leading Newspaper reports, etc. should be made available).
- 1.23 Rate quoted by the firm should not be higher than the MRP/ prevailing market rate.
- 1.24 **Dispute Resolution**: In the event of any dispute arising out of or in connection with this Order, the parties shall use their best endeavor to resolve the same amicably AND if the dispute could not be settled amicably, the matter shall be settled in the court under Prayagraj (Allahabad) jurisdiction only. The final payment will be released only after the vendor (bidder) complies with above-mentioned clause.
- 1.25 **Right to alter Tender**:
- 1.25.1 IIITA reserves the right to alter the Tender terms and conditions at any time before submission of the bids.
- 1.25.2 IIITA reserves the right to modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever. IIITA's decision in this regard will be final and binding on all vendors (bidders).
- 1.26 Conditional quotations are liable to be rejected. In the event of acceptance, Director's decision will be final. The rates should be quoted as per our required specifications.
- 1.27 The rates should be quoted in Indian rupees.
- 1.28 The right to accept or reject any tender/ quotation, partially or wholly, including lowest quotation without assigning any reason whatsoever thereof or incurring any liability thereby is reserved with the Director, IIIT, Allahabad. The Director, also reserves the right to split the tender and place the orders for supply of item(s), mentioned in the enquiry letter on one or more tenderer. The decision of the Director, with regard to enforcement of these terms and conditions herein contained, as a result of breach of these conditions by successful Tenderer/s, shall be final and the Director, shall not be liable for any damage/liability put forth by the Tenderers at any stage of the transaction arising out of the enforcement of any or all herein contained terms and conditions.
- 1.29 The quantity shown in this tender is only approximate requirement and is subject to alteration at the time of placing the supply order and during the pendency of the quotation it will be binding on the part of the successful Tenderers to honour and comply with such orders placed by this Institute.

- 1.30 All the documents submitted must be legible and self-attested and stamped. Otherwise it is likely to be rejected.
- 1.31 The Bid Security shall be returned to the bidder(s) whose offer is not accepted by the Institute within 15 days after finalization and award of the contract without any interest. Unsuccessful bidders may collect the Bid Security (within next 10 days after finalization & award of the contract) from Purchase Section, IIIT-A between 3PM and 5PM on any working day after providing a copy of authorization letter and any Photo Identity Card. After these 10 days Bid Security will be sent by registered post to the postal address provided by the firm/bidder as mentioned in the tender document. Representative may also collect the EMD on behalf of the bidder, after providing an authorization letter from the bidder along with a copy of his photo identity card. If the return of Bid Security is delayed for any reason, no interest/penalty shall be payable to the bidder.
- 1.32 **Complete Postal address of tenderer/ bidder along with Email ID and mobile number (to dispatch the Bid Security to unsuccessful bidder):**
- 1.33 Tenderers responding to this enquiry shall be deemed to be agreeable to the terms and conditions herein contained. These terms and conditions shall be binding on the part of the successful tenderer. Tender must be quoted in prescribe format on the company/firm letter head.
- 1.34 If any defect is found in transit it will be the sole responsibility of the supplier to get it corrected and installed as desired by the user.

4. Buyer Added Bid Specific Scope Of Work(SOW)

Text Clause(s)

Scope of Work

- I. The Service Provider shall provide the 3Gigabit (1:1 contention ratio) Internet leased line Uncompressed and Unshared (with DDoS Detection & Mitigation Services to protect against 10 GB of DDoS data/traffic)connectivity at all the time (24X7X365) at Institute. Last mile delivery on Fiber only.
- II. To provide a minimum 16 Public IPv4 addresses including Reverse Lookups configured at these IP's.
- III. Institute is having is having Redundant Internet link along with own IP Address and AS Number. BGP need to be configured and published so that both IP Address may be advertised and utilized in case of link failure on both the circuits.
- IV. Packet Losses: Less than 1% (Average over 1000 ping) at any given point of time to any part of globe.
- V. Latency: Region wise maximum permissible latency is as follows:
 - a. Less than 350msto North America
 - b. Less than 250 ms to Europe
 - c. Less than 150 ms to Asia Pacific
 - d. Less than 20 ms from the Institute to service provider's tier 1 peering point.Latency will be randomly checked on daily basis. In case of non-adherence latency limit, the link will be considered as down with effect from time of detection till the time is restored.
- VI. Network Availability (uptime): More than 99.5 % per month.
- VII. Border Gateway Protocol (BGP) Implementation in the Internet Link. BGP with Institute AS Number and Advertising of Institute Public IP pool on the Circuit
- VIII. Reports for performance, monitoring / usage to be submitted by the service provider on weekly or monthly basis or as per requirement of the Instituteon the

format as per institute requires.

- IX. Uptime Calculation: Uptime shall be calculated as $(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$. Deduction in payment will be made for downtime in the quarterly bills raised by the ISP (service provider). Exact downtime calculation and reduction of bill should be done as per tender term and condition.
- X. The response time for attending the faults will be 1 hour after the link failure (Ticket of link failure should automatically be generated and reported to service provider and Institute). The service provider will rectify the faults within 12 hours failing which; the vendor will arrange temporary replacements. The services shall be provided 24 X 7 X 365.
- XI. Redundant Path: Service provider need to ensure operational uplink on both path of Ring all the time. Random checking of Ring path will be scheduled with prier intimation to the service provider equivalent to the response time for attending the faults and both path will be checked after that , in case of failure / non-operational of any path in ring the link will be treated as down (for the purpose of uptime calculation though the internet service will be available to the institute by any one of the path) till the path is restored.
- XII. Service Provider shall provide the Router CPE. Service provider will be responsible installation, commissioning and testing of Link on the router. As per Service level agreement (SLA) in between service provider and institute the agency shall be responsible to ensure internet connectivity up to the inner interface of the CPE. Uptime will be calculated form the inner interface of the CPE.



- XIII. Downtime penalty in % of monthly payment:

S. No.	Uptime	Penalty in % on monthly bill
1.	> = 99.5%	0
2.	> 99 to < 99.50	2
3.	> 98.5 to < 99.5	5
4.	> 98 to < 98.5	10

5.	> 95 to < 98	20
6.	> 90 to < 95	40
7.	< 90%	100

Downtime due to the following situations will not be considered for the purpose of penalty:

a) Link down due to power failure at customer end / or any situation which are beyond the control of service provider.

b) Due to scheduled maintenance by the Service Provider, with prior intimation and approval of the Institute.

XIV. Mean Time to Repair (MTTR), Packet loss and Link failover will be calculated from Network Management System (NMS) /LLB installed at Institute network for the purpose of Uptime and Downtime calculation.

5. Past Project Experience

For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:

- a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
- b. Execution certificate by client with order value.
- c. Any other document in support of order execution like Third Party Inspection release note, etc.

6. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of IIIT ALLAHABAD payable at PRAYAGRAJ.

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

7. Forms of EMD and PBG

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C (Name of the Buyer). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder

by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

8. Forms of EMD and PBG

Bidders can also submit the EMD with Banker's Cheque in favour of IIIT ALLAHABAD payable at PRAYAGRAJ.

Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

9. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name IIIT A EMD and Security Deposit Account Account No. 8636000100031943 IFSC Code PUNB0863600 Bank Name Punjab National Bank Branch address Pipalgaon Branch, Allahabad, Prayagraj.

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

10. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of IIIT ALLAHABAD payable at PRAYAGRAJ. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

11. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of IIIT ALLAHABAD A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

12. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name IIIT A EMD and Security Deposit Account Account No. 8636000100031943 IFSC Code PUNB0863600 Bank Name Punjab National Bank Branch address Pipalgaon Branch, Allahabad, Prayagraj. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity/restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and/or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents/clauses shall also be null and void. If any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid

publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations. Also, GeM does not permit collection of Tender fee / Auction fee in case of Bids / Forward Auction as the case may be. Any stipulation by the Buyer seeking payment of Tender Fee / Auction fee through ATC clauses would be treated as null and void.

This Bid is governed by the [General Terms and Conditions](#), conditons stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---