



INDRAPRASTHA INSTITUTE of  
INFORMATION TECHNOLOGY  
DELHI

**TENDER FOR INTERNET LEASED LINE**  
**FOR PERMANENT CAMPUS OF THE INSTITUTE AT**  
**OKHLA, PHASE-III NEW DELHI-110020**

(Tender no. IIITD/S&P/08/2013-14)

## NOTICE

Indraprastha Institute of Information Technology Delhi (IIITD), a State University created by an Act of the Govt. of NCT of Delhi having its permanent campus at Okhla Phase-III New Delhi-110020 invites offers under two bids system from “Authorized Class A ISPs” for 100 Mbps (1:1) Leased Line Internet connection on Fiber for a period of one year as per technical specifications stated below:

### **Requirement and Specifications**

<b>S. No</b>	<b>Product</b>	<b>Quantity</b>
1	100 Mbps (1:1) Leased Line Internet connection on Fiber Optic Link	1
2	IP Address	Nil
3	Duration	One Year

***IIITD has its own pool of public IPv4 and IPv6 addresses. The ISP will be required to provide BGP routing of the same. The Fiber Optic link to the campus should be on a ring to provide redundancy.***

The document containing terms and conditions can be downloaded from the Institute’s web-site <http://www.iiitd.ac.in/tenders>. Hard copy of the document along with non-refundable fee of Rs.1,000/- (Rupees One Thousand Only) in the form of demand draft in favor of “Indraprastha Institute of Information Technology Delhi” payable at Delhi must reach the office of Assistant Manager (Stores and Purchase), IIITD Okhla Phase-III New Delhi-110020 by registered post / speed post only.

The last date for submission of tender is 30.09.2013. Tenders received after last date of submission will not be considered. For further details you may contact Sh. Ajay Kumar, Assistant Manager (Stores and Purchase) at 011-26907561 or e-mail at [ajay@iiitd.ac.in](mailto:ajay@iiitd.ac.in).

## **TECHNICAL PART (ENVELOPE - A)**

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### **A. Pre-Qualification Criteria for 100 Mbps Internet Lease Line**

**The Eligible bidder should satisfy the below mentioned criteria and should submit valid documentary evidence for the below mentioned points:**

1. The bidder should be a company registered under the Companies Act, 1956 and should have been in the business for more than 10 years. The following documents may be submitted in support:
  - a. Copy of Certificate of Incorporation,
  - b. Copy of Memorandum & Articles of Association
2. The bidder should have an average turnover of Rs. 50 crores or above during audited financial years 2010-11, 2011-12 and 2012-13 and submit the following:
  - a. Certification from a Chartered Accountant (CA) / firm of CAs certifying turnover in the financial years 2010-11, 2011-12 and 2012-13.
  - b. A copy of the audited annual accounts for these years.
  - c. Copy of Service Tax Registration Certificate.
  - d. Copy of PAN Card.
  - e. Copy of VAT Certificate.
3. Bidder must be Category "A" ISP.
4. The bidder should have an NLD / ILD License, issued by Govt. of India.
5. Bidder has to submit their clientele list.
6. The bidder must have single fully functional contact support center with 24 X 7 supports.
7. Bidder should have ISO 9001:2000 Certification
8. The bidder should have multiple connectivity from various service providers at their end in order to avoid the break of services.
9. The bidder should have Toll Free number for fault registering within India, operating on 365x24x7 basis.
10. The bidder should have executed (during last 5 years) at least one project for implementation of internet bandwidth of capacity 100Mbps or more or two projects of 10 Mbps or three projects of 5 Mbps. Detail of such projects to be provided.
11. Bidder should have online tools to monitor the link performance.
12. Core expertise of the ISP should be DATA. Internet traffic cannot be send with same VOICE backbone, in case bidder is also a BSO.
13. Single point of contact for troubleshooting or a helpdesk team will function as a single point of contact for all sorts of problem for this system or for the complete setup.

**B. Guidelines on Bid submission:**

1. The language of the documentation & details in the Bids must be English.
2. All bids to be submitted in single stage two envelopes in separate covers.
  - i) Technical Bid: - "Envelope-A" should be super scribed with Tender No., title of the tender i.e. "**Tender for Internet Leased Line for IIITD**" and word "**TECHNICAL BID**" along with earnest money (prescribed hereinafter).
  - ii) Financial Bid: - "Envelope-B" should be super scribed with Tender No., title of the tender i.e. "**Tender for Internet Leased Line for IIITD**" and word "**FINANCIAL BID**" containing rate quoted by the party duly signed by authorized representative.
3. These two bids to be placed in separately large envelope super scribed with Tender No. and title of the tender i.e. "**Tender for Internet Leased Line for IIITD**".
4. **Earnest Money Deposit:** Rs.25,000/- (Rupees Twenty Five Thousand) only by way of demand draft in favor of Indraprastha Institute of Information Technology payable at Delhi, to be submitted along with Technical Bid in Envelope-A. Envelope-A not containing earnest money shall be rejected and Financial Bid shall not be considered further.
5. **Security Deposit:** 10% of the total bill value shall be retained as Security Deposit during performance warranty period which is one year. Same shall be released after expiry of warranty period if no outstanding complaint is on record on performance of the system. Penalty against non-performance shall be realized from the security deposit.
6. Completed tenders should be submitted to the Assistant Manager (S&P) latest by 30.09.2013, 2013 up to 3.00 P.M. at the following address.

**Assistant Manager (S&P),  
Indraprastha Institute of Information Technology Delhi,  
Okhla phase III, (Near Govind Puri Metro Station),  
New Delhi – 110020.**

### **C. Scope of Work for 100 Mbps Internet Lease Line:**

1. The lease line from category “A” ISP (license from Govt. of India) should only be commissioned.
2. 100 Mbps committed bandwidth at any point of the time.
3. IITD has its own pool of public IPv4 and IPv6 addresses. The ISP will be required to provide BGP routing of the same.
4. The Fiber Optic link to the campus should be on a ring to provide redundancy.
5. Bidder should provide the tool to monitor the bandwidth / network performance
6. Bidder should ensure that the local loop provisioning does not violate regulations as laid by Government of India / TRAI in respect of such links / networks.
7. The connectivity provided to IEI, should be dedicated to the IEI only.
8. Installation of 100 Mbps internet leased line is the sole responsibility of the vendor.
9. The proposed link to be terminated at the UTM. The UTM will be provided by the Indraprastha Institute of Information Technology Delhi.
10. Bidder should be responsible for provisioning end-to-end solution.
11. The bidder should have Toll Free number for fault registering within India and should provide support on 365 x 24 x 7 basis
12. The bidder should provide all necessary equipment for connectivity, if any.
13. The vendor has to provide onsite support, when required.
14. Vendor has to mention the Escalation procedure and matrix for customer complaints.
15. The vendor has to ensure minimum 98.5% uptime per month for the connectivity.
16. Any fault in the internet connectivity will need to be resolved by the vendor as per the following schedule:
  - a. On failure of fiber Link should be activated immediately
  - b. The Actual Uptime on fiber Link to be calculated in respective month and will be measured against total uptime hours 98.5%. If the downtime exceeds the total uptime hours following service credits will be due to the Institution of Engineers (India):
    - i. Actual Uptime  $\geq 98.5\%$  No Credit
    - ii. Actual Uptime  $< 98.5\%$  and  $\geq 96\%$  2 days equivalent service credit
    - iii. Actual Uptime  $< 96\%$  and  $\geq 94\%$  7 days equivalent service credit
    - iv. Actual Uptime  $< 94\%$  and  $\geq 90\%$  15 days equivalent service credit

Calculation of Actual Uptime % =  
$$\left( \frac{\text{Actual Uptime Hours}}{\text{Total Uptime hours}} \right) \times 100$$

Definition:

Total Uptime hours = No of days in month X 24

Actual Uptime Hours = Total Uptime hours – Downtime in hours in a month

Example:

In the Month of May total days is 31 and total down time in the same month in hours was 7 hours. In such case the Actual Uptime can be calculated as follows:

Total Uptime hours = 31 X 24 = 744

Actual Uptime Hours = 744 – 7 = 737

Actual Uptime % =  $\left( \frac{737}{744} \right) \times 100 = 99\%$

- c. If the Actual Uptime is less than 90 % then penalty will be charged @ Rs 2000/- per day to the Vendor.

**D. Commercial Terms and Conditions:**

- Payment for installation and commissioning will be made within one month from the date of satisfactory completion of job.
- Leased line rental Payment will be made on quarterly basis, only after the completion of each quarter.
- Leased line rental Payment will be paid only if required SLA as stated above is met.
- If SLA is not met in two successive quarters, then the leased line service contract will be terminated by IIITD and no further payments will be released.
- Delivery, installation and commissioning should be done within 4 weeks of confirm order.
- Standard LD clause for delay in supply/completion of job @ 2% per week subject to max 10% will be applicable.
- Receipt of material is subject to inspection.

**FINANCIAL PART (ENVELOPE - B)**

<b>S. No.</b>	<b>Particulars</b>	<b>All Inclusive Rate (Rupees)</b>
1	Installation and Commissioning	
2	Annual Rental Charges for 100 Mbps (1:1) Internet leased line as per specified technical details and specification quoted in Envelope- A	
<b>Total (Rupees.....)</b>		

(Signature of Authorized Representative  
with seal of the Company)

Date: