

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

Tender No. SNB/60.4/15-16/013

Date: 01/08/2015

OPEN TENDER

Sealed Tenders in two parts are invited by the Registrar on behalf of Director, S. N. Bose National Centre for Basic Sciences for **15 Mbps dedicated Internet Leased Line (1:1 uncompressed and unshared, redundant, Last mile over OFC) at S N Bose National Centre for Basic Sciences, Kolkata.**

The tender document along with detailed technical specifications and terms & conditions can be obtained from our website: <http://www.bose.res.in>.

Nature of the project	Installation, Commissioning & Maintenance of 15 Mbps Dedicated Internet Leased Line (1:1 uncompressed and unshared, redundant, Last mile over OFC) at S. N. Bose National Centre for Basic Sciences, Kolkata, WB
Earnest Money Deposit(EMD)	Rs. 25,000/- (Rupees Twenty Five Thousand)
Start date & Time for submission of tenders	1 st August 2015 from 9:00AM
Last date & Time for submission of tenders	21 st August 2015 till 5:30 PM
Validity of offer	120 days
Website for downloading tender documents, corrigendum addendums etc	http://www.bose.res.in
Place of submission of tender	At the reception in the Main Building of the Centre

Bidders are advised to go through the entire document carefully before bidding.

Abridged version of the Tender published in the following newspapers on 1st August, 2015 (Saturday) :

- 1. Times of India : Kolkata edition**
- 2. The Telegraph : Kolkata edition**
- 3. Hindustan Times : New Delhi edition**
- 4. Sanmarg(Hindi) : Kolkata editon**

CONTENTS

1. Introduction
2. Eligibility Criteria
3. Information to Bidders
 - 3.1 Bid submission method
 - 3.2 Opening of the tender
 - 3.3 Evaluation of bid
 - 3.4 Taxes and duties
 - 3.5 Validity of the offer
 - 3.6 Sub-contracting or sub-letting
4. Commercial Terms & Conditions
 - 4.1 Payment Terms & Conditions
 - 4.2 Installation
 - 4.3 Warranty
 - 4.4 Degradation of Service
 - 4.5 Penalty
 - 4.6 Arbitration
 - 4.7 Jurisdiction
 - 4.8 Termination
 - 4.9 Contract Period
 - 4.10 EMD & Performance Guarantee
5. General Terms & Conditions
6. Technical Specifications and Scope of Work.
 - 6.1 Technical Specifications and Detailed Scope of Work
 - 6.2 Completion period
 - 6.3 Service Level agreement (SLA)
7. Deviations
8. Price Bid.....(**Annexure-I**)
9. Documents to be submitted with Technical Bid
 - 9.1 Eligibility Criteria Compliance Sheet.....(**Annexure-II**)
 - 9.2 Documents related to Eligibility Criteria Compliance
 - 9.3 Client list.....(**Annexure-III**)
 - 9.4 Technical Specification Compliance Sheet.....(**Annexure-IV**)
 - 9.5 Documents related to Technical Specification Compliance
 - 9.6 Documents related to acceptance of Commercial Terms & Conditions and General Terms & Conditions.

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

1. Introduction:

S N Bose National Centre for Basic Sciences intends to install “**15 Mbps Internet connectivity Leased Line(1:1 uncompressed and unshared, redundant, Last mile over OFC)** at S N Bose National Centre for Basic Sciences as a secondary backup line to augment high availability of the Centre’s Internet connection at Satyendra Nath Bose National Centre for Basic Sciences, Kolkata. This document, in its entirety, has been brought out as both a bid specification to outline the requirements for the works to be provided, and a basis for proposal submission by the bidder.

2. Eligibility Criteria: Mandatory (*Tenderer not meeting these criteria will not be considered*)

- 2.1** The bidder should be preferably Tier 1 national Internet Service Provider (ISP) with Points of presence (POPs) in major cities in the country (list of POPs to be provided), and Category “A” (ISP) license issued from the Department of Telecommunication, Govt. of India(Provide Document). Should be a member of NIXI (National Internet Exchange of India)(Provide Document). The service provider should have sufficient International Gateways to maintain uninterrupted connectivity. Photocopy of document showing ISP License No. (with date) along with a copy of the License Agreement for the provision of Internet Service issued by Government of India should be enclosed.
- 2.2** Supply of bandwidth should be the prime business of the bidder.
- 2.3** Bidder should have their own requisite infrastructure and resources to successfully execute the project and provide services in the Centre. Infrastructure details must be enclosed.
- 2.4** The bidders infrastructure should support IPv4 and IPv6 on the Internet backbone with Dual Stackable capacity.
- 2.5** Bidding ISP should have fully resilient and self-healing network architecture from their own International Gateway in India upto the international Points of Presence. The international connectivity must have both trans-Atlantic and trans-Pacific routes. Bidder should have their own/direct access to international gateway in India, for providing Internet bandwidth, which should be connected onto international fiber systems only (not on satellite). Bidders have to ensure traffic should be routed to secondary International Gateway once the primary fails.(relevant documents must be submitted).

The bidding ISP should have:

- (2.5.a) Direct peering with multiple upstream providers in different geographies in the world.
- (2.5.b) Direct connectivity to the IP exchange in US/UK.
- (2.5.c) Local peering, within India, with multiple ISPs.

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

- 2.6 Should provide fully managed service wherein the bidding ISP's NMS will monitor and manage the Internet link, router, multiplexers and any related devices/equipment. Installation, support and ongoing maintenance of these devices/equipments will be the responsibility of the ISP.
- 2.7 The bidder must have a fully functional Customer Service Center(s) and support team in Kolkata, which is fully operational 24 x 7, 365 days and be able to provide onsite as well as remote support as and when required.
- 2.8 The bidder should be financially sound with a minimum average annual turnover of Rs. 50 Lakhs during last 3 financial year. The proof of turnover should be submitted in the form of Audited Annual Reports.
- 2.9 The bidder should have adequate bandwidth at the backend to provide the desired bandwidth in Centre. Supporting document must be enclosed.
- 2.10 Bidder must have distributed minimum 150 Mbps of International Internet bandwidth to atleast one client (Attach certificate).
- 2.11 The bidder must submit a list of existing Research/Educational centers of repute or Government departments where the bidder has successfully implemented 15Mbps and above Internet Leased Line links (minimum three or more). The list should contain the name of the Organization along with the complete address, contact details of the person of the Organization responsible for the link.

Bidders not complying with above conditions or not providing complete information as described shall not be considered and hence out rightly rejected.

3. Information to Bidders

3.1 **Bid submission method:**

Tenderer must submit their bids in two parts. Bids must be submitted in sealed cover as follows:

Part-I: will consist of the **Eligibility Criteria, Technical Specifications & Commercial Terms & Conditions and General Terms & Conditions.**

Part-II: will be the **Price Bid.**

Part-I: Technical Specifications & General Terms & Conditions: One sealed cover (Envelope) containing **Technical Specifications & General Terms & Conditions** bid as per **Clause:6.1 & Clause:5** and **Commercial Terms & Conditions** as per **Clause:4**, and clearly

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

superscripting the cover as “ **Technical Specifications bid for 15 Mbps Internet connectivity Leased Line for S N Bose National Centre for Basic Sciences, Kolkata**” along with the **Tender Number**. Documents in support of Eligibility Criteria as per **Clause: 2.1 to 2.11** of tender should be put in a separate envelope superscripting “**Eligibility Criteria**”, sealed and to be put inside the same envelope for Technical Specifications.

The Technical Bid shall consist of following:

1. Detailed technical aspects, scope of work, Commercial Terms and Conditions, General Terms and Conditions, payment terms, completion time, validity of offer etc.
2. Information / documents furnished by the bidders in support of meeting the Eligibility criteria.
3. Demand draft or Pay order towards EMD drawn in favour of “S N Bose National Centre for Basic Sciences” payable at Kolkata.
4. Bid document duly signed by the bidder (in each page) along with signed blank price bid (Part II of tender document), Filled **Annexure II, III and IV** of tender document.

Part-II: Price bid:

Price for each of items mentioned in **Annexure-I** of tender document is to be quoted in the price bid format, duly signed by the tenderer in a separate sealed envelope clearly mentioning in the cover “**Price bid for 15 Mbps Internet connectivity Leased Line for S N Bose National Centre for Basic Sciences, Kolkata**” along with the **Tender Number**.

Above mentioned two envelopes has to be wrapped in another bigger third sealed cover superscripting “**Technical Specification bid and Price Bid for 15 Mbps Internet connectivity Leased Line for S N Bose National Centre for Basic Sciences**” along with **Tender no.** and **date of opening of the tender**.

Note: Quotations received with unsealed envelopes or if the Price bid not submitted in a separate sealed envelope or incomplete quotations and quotations with conditions will be rejected.

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

3.2 Opening of the tender:

- (3.2.a) Only the tenders received up to the time and date of opening of the tender will be considered for opening and tenders received late shall not be considered under any circumstances.
- (3.2.b) The Technical bids shall be opened internally by the committee constituted by the competent authority.
- (3.2.c) Those bidders who satisfy both Eligibility Criteria and Technical Qualifications will be shortlisted and intimated.
- (3.2.d) Price bids of only the Technically Qualified bidders will be opened for evaluation. Price bids shall be opened in the presence of the committee constituted by the competent authority, and in the presence of tenderer(s) who may wish to be present, either by themselves or through their authorized representatives. The date, time and venue of opening of the price bids shall be intimated to technically qualified bidders.

3.3 Evaluation of bids:

- (3.3.a) Those bidders who satisfy both Eligibility Criteria and Technical Qualifications will be shortlisted.
- (3.3.b) Price bids of bidders who are Technically eligible as per evaluation committee will only be opened. L1 (lowest bid) will be decided on overall L1 basis (as mentioned in Price bid) **Annexure-I**.
- (3.3.c) Unless otherwise stated in the price bid, it will be construed that the price quoted is inclusive of all taxes and duties. No claim in this regard will be entertained at a later stage.
- (3.3.d) The price quoted by the bidder should be final and no escalation shall be permitted during the contract period.
- (3.3.e) S N Bose National Centre for Basic Sciences in principle does not encourage arrangement of transportation, boarding and lodging. Therefore, the bidder should include this element of cost if any in price bid.

3.4 Taxes and duties:

- (3.4.a) Unless otherwise stated in the price bid, it will be construed that the price quoted is inclusive of all taxes and duties. No claim in this regard will be entertained at a later stage.
- (3.4.b) All taxes and duties shall be paid against documentary evidence.

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

3.5 Validity of the offer:

Offer submitted by the bidder should be valid for a minimum period of 120 days from the last date of submission of bid.

3.6 Sub-contracting or sub-letting:

The bidder is prohibited from sub-contracting or sub-letting of the work to any other agency.

4. Commercial Terms & Conditions

4.1 Payment Terms & Conditions:

(4.1.a) **One time and annual/recurring charges:** Payment of one time charges (if any) will be made after adjustment of penalty (if any) due to late delivery of link. Annual/recurring payment will be made on quarterly basis in arrears based on fulfillment of SLA parameters (listed under **Clause:6.3** of this document), after adjustment of Penalty (listed under **Clause:4.5** of this document) due to non-compliance of SLA. The charges shall accrue on pro-rata basis in the following manner:

(4.1.a.1) The start date for the payment of charges for the link will be taken as per actual acceptance date for the link provided at the Centre.

(4.1.a.2) The payment of one time charges (if any) will be made only after the successful completion and acceptance of the Link.

(4.1.a.3) The quarterly payment period will be calculated from the date of acceptance of the Link by the Centre.

(4.1.a.4) Payment of quarterly charges shall be payable after completion of each quarter and after certification/verification of SLA reports

(4.1.a.5) Payment will be made in Indian Rupees Only.

(4.1.a.6) For any SLA non-compliance, deductions will be made from quarterly payments.

(4.1.a.7) No third party payment will be made by the Centre.

(4.1.b) **Hardware/Software charges:** S N Bose National Centre for Basic Sciences will not purchase any hardware /software and firm will have to provide all the required hardware/software to make the leased line fully functional as per specification. S N Bose National Centre for Basic Sciences will not be responsible for any kind of

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

damage of hardware / software mentioned above. All these items shall be under comprehensive warranty of the firm.

4.2 Installation:

(4.2.a) The successful bidder will have to complete the installation of the link at S N Bose National Centre for Basic Sciences within **1 (one) month** from the date of acceptance of the Award of Contract.

(4.2.b) Bidder should clearly mention in the Letter of Acceptance of Contract, the minimum and maximum period (maximum one month) the bidder will take to install/operate the link at S N Bose National Centre for Basic Sciences. The supply shall actually be deemed to have been completed on the date of acceptance of the Link by the Centre.

(4.2.c) Installation, commissioning, configuring of the link and all hardware/software, Fiber Optic Cable, Mux, Modems, Router, any other devices, any other equipment like screws, clamps, fasteners, ties, anchors, supports, grounding strips, wires, fiber termination kits etc. required for completing the installation shall be done/provided by the Successful Bidder.

(4.2.d) Delay in installation of the link would result in Penalty as mentioned under **Clause:4.5.a** of this document. Payment of one time charges (if any) will be made after adjustment of penalty (if any) due to late delivery of link.

4.3 Warranty:

The Bidder will be responsible for the comprehensive maintenance of the entire installation/setup for the entire period of the Contract without any additional cost to the Centre. Warranty period will start after the installation & testing of complete connectivity and acceptance of Link by the Centre. The warranty will be further extended at no additional cost to the Centre, by the successful bidder if the Contract is extended by the Centre. Such extension of warranty should be valid for the entire period for which the Contract is extended.

The successful bidder will do Preventive Maintenance (PM) from time to time (atleast once every quarter) for upkeep of the running systems/devices/equipments.

All systems/devices/equipments must be insured by the bidder.

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

4.4 Degradation of Service:

In case of any degradation of service noticed at any point during the agreement period. The penalty conditions are as under **Clause:4.5.b** of this document. Deductions would be made from the payment of quarterly Bandwidth Charges as penalty for degradation of service as mentioned in **Clause:4.1.a** of this document.

4.5 Penalty:

(4.5.a) In the event Bidder fails to provide the link in the Centre within the date mentioned in the Letter of Acceptance, the penalty would be invoked as under:

Delay in installation of the Link (In number of days)	Penalty charges
0-7	0%
8-15	3.33%
16-30	6.66%
>30	Order will stand cancelled and Performance Guarantee will be forfeited.

(4.5.b) In the event Bidder fails to provide sustained Internet bandwidth as per the Contract, the penalty would be invoked as under:

Cumulative Network Unavailability in a month beyond the guaranteed Network Availability (Hrs)	Penalty charges
0-3	0%
3-9	3.33%
9-18	6.66%
18-24	9.99%
>24	Payment will be stopped till the issue is satisfactorily resolved

4.6 Arbitration:

All disputes or differences whatever arising between the parties and S N Bose National Centre for Basic Sciences shall be settled by the sole arbitrator appointed by S N Bose National Centre for Basic Sciences. No objection shall be raised on the ground that the arbitrator so appointed is an employee of S N Bose National Centre for Basic Sciences or is one of the parties to the tender himself or that the persons so appointed had to deal with the matter to which the tender relates in his official capacity. Venue of arbitration shall be in Kolkata. The cost of arbitration will be borne equally by both parties.

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

4.7 Jurisdiction:

Jurisdiction for all disputes shall be subject to the Court of Law in Kolkata only.

4.8 Termination:

In cases where the bidder fails either to accept the order or to acknowledge the order without any pre-conditions within the stipulated time or fails to start the work according to the work schedule or fails to ensure satisfactory progress of the work, or fails maintain the Service Level Agreement (SLA) as mentioned under **Clause:6.3** of this document, S N Bose National Centre for Basic Sciences reserves the right to cancel/terminate the contract by giving 30 day's notice at the cost and risk of the bidder.

4.9 Contract Period:

Contract shall initially be for a period of **One Year** which may be further extended after satisfactory performance and fulfilling SLA (mentioned in **Clause:6.3** of this document) in the previous year by the successful bidder, with the approval of the Competent Authority. However *if the cost of Bandwidth is reduced during the period of contract, the Annual/Recurring charges of the Bandwidth has to be reduced by the ISP as per prevailing market rates at the time of extension of the Contract.*

4.10 Earnest Money Deposit (EMD) & Performance Guarantee(PG):

(4.10.a) Earnest Money Deposit (EMD)

The bidder is required to deposit Earnest money deposit of **Rs. 25,000/- (Rupees Twenty Five Thousand only)** by crossed Demand Draft or Bankers Cheque in favour of "S N Bose National Centre for Basic Sciences" on a scheduled / nationalized bank payable at Kolkata along with Part-I (Technical bid) of the tender. No interest shall be paid on the amount of such deposit. The EMD shall be returned/refunded to the unsuccessful bidders within 60 days after selection of lowest bidder, without any interest. The EMD shall be returned/refunded to the successful bidder within 60 day, only after submission of Performance Guarantee (PG) by the successful bidder, without any interest.

EMD shall be forfeited if:

- (1) The bid is revoked during its validity period.

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

(2) The bidder indulges himself in any undesirable practice or malpractice at any time, which would also include the instance of a bidder after submission of tender and during the tender validity period resilient from his offer or modifies the terms and conditions thereof.

(3) The prices are increased unilaterally during validity of offer by the bidder,

(4) The successful bidder does not convey his written acceptance within a maximum period of 15 days of the order placed on him by S N Bose National Centre for Basic Sciences.

(5) The bidder withdraws or modifies his tender without consultation & approval of S N Bose National Centre for Basic Sciences, within 120 days from the date of opening or within the extended period of validity for any reason whatsoever.

(6) The successful bidder fails to start the work within the reasonable period.

(4.10.b) **Performance Guarantee (PG)**

The successful bidder has to submit **10%** of the Annual/Recurring charge as Performance Guarantee (PG) to the Centre in the form of Demand Draft/Pay Order/Bank Guarantee in favour of “S N Bose National Centre for Basic Sciences” on a scheduled / nationalized bank payable at Kolkata. The PG has to be submitted within **14 days** from the date of issue of work order, and shall remain with the Centre for the entire period of the Contract. No interest shall be paid on the amount of such deposit. The PG shall be returned/refunded within 60 days of completion the Contract without any interest. Performance Guarantee has to be renewed if the Contract period is extended.

5. General Terms & Conditions

- 5.1** It is mandatory that the bidder visit the site to check for feasibility and meet with System Administrator, to understand exact requirements before submitting their bid
- 5.2** Any corrections in the bid document should be authenticated by the bidder by putting signature with stamp.

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

- 5.3** The price bid enclosed by the bidder along with the Technical bid instead of keeping it in a separate cover shall be out rightly rejected.
- 5.4** S N Bose National Centre for Basic Sciences reserves the right to carry out the capability assessment of the bidder and the decision of S N Bose National Centre for Basic Sciences shall be final and binding in this regard.
- 5.5** Bidder should submit valid documentary proof of VAT/ Service Tax Registration Number as applicable and the details of income tax registration (PAN)
- 5.6** The successful bidder has to convey his written acceptance within a maximum period of 15 days of the order placed on him by S N Bose National Centre for Basic Sciences.
- 5.7** S N Bose National Centre for Basic Sciences reserves the right to verify/seek confirmation of all original documentary evidence submitted by bidders in support of above mentioned specification for eligibility criterion. In case any information furnished by the bidder is found to be false/incorrect at any stage, the bid shall be summarily rejected and no correspondence on the same shall be entertained.
- 5.8** Bidding ISP or authorised person from bidding ISP will be required to sign Service Level Agreement.
- 5.9** Either party may terminate the contract after giving three month notice.
- 5.10** The successful Bidder shall indemnify/deemed to have indemnified the Centre for all claims/losses arising out of this tender. The Bidder is deemed to have indemnified the Centre against any claim by any authority once the work order is awarded.
- 5.11** The successful Bidder shall follow all rules as may be existing or may be framed from time to time at the Centre on all aspects covering this tender. Material movement, entry/exit of personnel, identity card, safety, etc. shall be according to procedures existing in Centre as amended from time to time. The bidder should inform well in advance and obtain prior permission for doing any work in the Centre.
- 5.12** The Centre reserves the right to accept or reject any or all of the Tenders in full/part without assigning any reason whatsoever.

6. Technical Specifications and Scope of Work

6.1 Technical Specifications and Detailed Scope of Work

- (6.1.a) To provide not less than 15 Mbps Internet connectivity Leased Line (1:1 uncompressed and unshared) at S N Bose National Centre for Basic Sciences over Fiber Optic cable only in Last Mile.

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

- (6.1.b) The Last Mile link will be on Fiber Optic cable only with self-healing architecture to maximize the availability of the link and minimize the failure. Network redundancy has to be built to protect the traffic from cable cuts. The cabling has to terminate inside the Computer Center Server Room on the 3rd Floor of the Main Building of S N Bose National Centre for Basic Sciences, Kolkata.
- (6.1.c) The Centre's network is multi-homed, bidders will have to configure dynamic routing during service implementation to support routing of the customer's network number(s). The Centre has its own public IP addresses and Internet Autonomous System Number (ASN). Bidders should be able to configure Border Gateway Protocol (BGP) dynamic routing protocol for multi-homing network as per requirement of the Center. The existing Internet Leased Line of the Centre would be the Primary line for all the to and fro internet traffics of the Center. The new Internet Leased Line will serve as a backup for the primary line and should be configured in such a way that only if the primary line fails, the new line would handle all the traffic and when the primary line comes back, the traffic would be handled by the existing primary line. Load balancing/Traffic Sharing between the two lines is not desired. The bidder must agree to and make necessary configurations in devices within our organization as well as in devices in their offices and NOC's for this to work. However, Load balancing/Traffic Sharing between the two lines may be needed in the future and the bidder must agree to make such configurations when asked for. **The bidder must attach a signed and stamped letter of acceptance to make these configurations.**
- (6.1.d) The link should be provided by vendors other than NKN and PGCIL (who are providing the existing primary link at S N Bose National Centre for Basic Sciences, Kolkata) to minimize the downtime and provide more redundancy to the ILL.
- (6.1.e) After award of contract, all items required for last mile connectivity shall be the responsibility of successful bidder. The bidder shall undertake installation & configuration of modems, routers or any such associated Fiber-optic equipment to make the entire system working End-to-End basis to provide sustained Internet bandwidth of not less than 15 mbps at S N Bose National Centre for Basic Sciences, Kolkata.
- (6.1.f) Any other equipment (Screws, clamps, fasteners, ties, anchors, supports, grounding strips, wires, fiber termination kits etc.) required for completing installation shall be provided by the successful bidder.

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

- (6.1.g) The bidder would ensure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks.
- (6.1.h) Liasoning (if required) with other firm(s) for obtaining point to point connectivity between ISP node and S N Bose National Centre for Basic Sciences shall be the responsibility of quoting firm.
- (6.1.i) The bidder should not have been debarred and / or blacklisted by any Central Government / or any State Government Department(s). The tenderer will have to submit duly attested Non-Blacklisting declaration on non-judicial stamp paper of Rs.50/-
- (6.1.j) The bidder must have automatic link monitoring and fault detection capabilities and initiate corrective action and provide alternate route. The bidder must also inform the same to S N Bose National Centre for Basic Sciences in the shortest possible time.
- (6.1.k) Should provide fully managed service wherein the bidding ISP's NMS will monitor and manage the Internet link, router, multiplexers and any related devices/equipment. Installation, support and ongoing maintenance of these devices/equipments will be the responsibility of the bidding ISP.
- (6.1.l) Bidding ISP should provide Bandwidth Monitoring Software free of cost.
- (6.1.m) Bidder should have Fault reporting and Help Desk (Toll Free) facility running 24x7, 365 days a year including Sundays and Holidays. Should have Customer Service Center(s) and support team in Kolkata, which is fully operational 24 x 7, 365 days and be able to provide onsite as well as remote support as and when required. List of Customer Service Center(s) must be provided along with complete Customer Support Escalation Matrix.
- (6.1.n) Bidder must clearly state in Technical bid that Price bid contains all components like Annual/Recurring, One-time/non-recurring, bandwidth charges including all applicable taxes and duties, etc.
- (6.1.o) Bidders must submit letter of acceptance for the Service Level Acceptance (SLA) clauses (mentioned under **Clause:6.3** of this document)
- (6.1.p) Bidders must put page number on every page of the bid. It is also required that page numbers of the documents attached should be mentioned against each item of the main bid.
- (6.1.q) Every page of the bid documents should be signed and stamped by authorized signatory.

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

6.2 Completion Period

The successful bidder will have to complete the installation of the link at S N Bose National Centre for Basic Sciences within **1 (one) month** from the date of acceptance of the Award of Contract.

6.3 Service Level Agreement (SLA)

(6.3.a) Should provide uninterrupted, unshared Internet Bandwidth which is not less than 15 Mbps.

(6.3.b) Network Availability/Uptime: More than 99.50 % per quarter.

(6.3.c) Packet Losses: Less than 1 % (Average over 1500 ping) at any given point of time to any part of globe.

(6.3.d) Latency: Latency of less than 50 milliseconds from the CPE router to Internet gateway of the bidder in India and the following latencies from the CPE router to outside world:

Anywhere within India	<= 80 milliseconds
New York, USA	<= 280 milliseconds
Los Angeles, USA	<= 300 milliseconds
London, UK	<= 250 milliseconds
Hong Kong	<= 140 milliseconds
Singapore	<= 130 milliseconds
Malaysia	<= 120 milliseconds
Russian Federation	<= 250 milliseconds

(6.3.e) Average Maintenance Outage per month - One hour (with prior notice and confirmation from Centre)

(6.3.f) The ISP must have automatic link monitoring and fault detection capabilities and initiate corrective action and provide alternate route. The ISP must also inform the same to S N Bose National Centre for Basic Sciences in the shortest possible time.

(6.3.g) Fault reporting and Help Desk (Toll Free) - 24x7, 365 days a year including Sundays and Holidays. Should have Customer Service Center(s) and support team in Kolkata, which is fully operational 24 x 7, 365 days and be able to provide onsite as well as remote support as and when required. List of Customer Service Center(s) must be provided along with complete Customer Support Escalation Matrix.

(6.3.h) Reports for performance, monitoring/usage, uptime, downtime, etc. have to be submitted by the successful bidder on monthly basis or as per requirement of S N Bose National Centre for Basic Sciences.

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

(6.3.i) The bidder will provide the facilities to measure the above parameters at S N Bose National Centre for Basic Sciences. The facility of measurement / monitoring of above parameters or graphical display will be provided by the bidder at no additional cost.

In case the above parameters goes out of specifications, S N Bose National Centre for Basic Sciences will be compensated adequately in respect of the extended time for the loss of hours in service as mentioned in Clause:4.5 of this document. Also, if services are not found satisfactory, S N Bose National Centre for Basic Sciences reserves the right to cancel the contract by giving a 30 days' notice and forfeit the Performance Guarantee.

7. Deviations:

No deviations will be allowed from any of the clauses mentioned in this document.

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Block JD, Sector III, Salt Lake, Kolkata – 700098

Annexure-I

8. Price Bid Format

Price Bid for 15 Mbps dedicated Internet connectivity Leased Line (OFC) (1:1 uncompressed and unshared) for S N Bose National Centre for Basic Sciences.

(This shall be detached and submitted as PRICE BID in a separate envelope)

Sl. No.	Item	Amount in INR
1	One time Installation & Configuration charges	
2	Applicable taxes on above 1 a. b. c.	
3	Annual Bandwidth Charges (will be paid quarterly) One no. 15 Mbps Internet Leased Line (1:1 uncompressed and unshared, redundant, Last mile over OFC) at S. N. Bose National Centre for Basic Sciences to ISP gateway.	
4	Applicable taxes on above 3 a. b. c.	
5	Total (1+2+3+4)	
6	Any other charges (To be specified) (if any)	
7	Over All Total (5+6)	
8	Over All Total in Words	
Note: 1. Order shall be placed on the party who quotes over all lowest rate (7). 2. In case of confusion of unit rate against total price, unit rate will prevail for evaluation. In case of confusion in word and figures in quoted rate / total price of any item, rate / total price quoted in word will prevail. Similarly in case of confusion in word and figures in overall price, price quoted in words will prevail.		

Signature of the authorized representative of the bidder

Name:

Designation:

Date:

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Block JD, Sector III, Salt Lake, Kolkata – 700098

9. Documents to be submitted with Technical Bid

- 9.1** Eligibility Criteria Compliance Sheet.....(**Annexure-II**)
- 9.2** Documents related to Eligibility Criteria Compliance
- 9.3** Client list.....(**Annexure-III**)
- 9.4** Technical Specification Compliance Sheet.....(**Annexure-IV**)
- 9.5** Documents related to Technical Specification Compliance
- 9.6** Documents related to acceptance of Commercial Terms & Conditions and General Terms & Conditions

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Block JD, Sector III, Salt Lake, Kolkata – 700098

Annexure-II

9.1 Eligibility Criteria Compliance Sheet

Sr. no	Eligibility Criteria	Complied	Supporting Documents Attached	
		Yes/No	Yes/No	Number
1	The bidder should be preferably the Tier 1 national ISP and should have a valid Category “A” ISP license from the Department of Telecommunication, Govt. of India. (Attach document showing ISP License No. with date along with a copy of the License Agreement for the provision of Internet Service issued by Government of India)			
2	The bidder should be a member of NIXI (National Internet Exchange of India). (Attach document)			
3	Points of presence (POPs) in major cities in the country. (Attach a list of POP)			
4	Supply of bandwidth should be the prime business of the bidder. (Attach document).			
5	Bidder should have their own requisite infrastructure and resources to successfully execute the project and provide services in the Centre. (Attach Infrastructure details)			
6	The bidders infrastructure should support IPv4 and IPv6 on the Internet backbone with Dual Stackable capacity.			
7	Bidding ISP should have fully resilient and self-healing network architecture from their own International Gateway in India upto the international Points of Presence. The international connectivity must have both trans Atlantic and trans Pacific routes. Bidder should have their own/direct access to international gateway in India, for providing Internet bandwidth, which should be connected onto international fiber systems only (not on satellite). Bidders have to ensure traffic should be routed to secondary International Gateway once the primary fails.(relevant documents must be submitted). The bidding ISP should have: <ol style="list-style-type: none">1. Direct peering with multiple upstream providers in different geographies in the world.2. Direct connectivity to the IP exchange in US/UK.3. Local peering, within India, with multiple ISPs.			

Signature of the authorized representative of the bidder

Name:

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Seal

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

Sr. no	Eligibility Criteria	Complied	Supporting Documents Attached	
		Yes/No	Yes/No	Number
8	Should provide fully managed service wherein the ISP's NMS will monitor and manage the Internet link, router, multiplexers and any related devices/equipment. Installation, support and ongoing maintenance of these devices/equipments will be the responsibility of the ISP.			
9	The bidder must have a fully functional Customer Service Center(s) and support team in Kolkata, which is fully operational 24 x 7, 365 days and be able to provide onsite as well as remote support as and when required.			
10	The bidder should be financially sound with a minimum average annual turnover of Rs. 50 Lakhs during last 3 financial year. (The proof of turnover should be submitted in the form of Audited Annual Reports.)			
11	The bidder should have adequate bandwidth at the backend to provide the desired bandwidth in Centre. (Supporting document must be enclosed.)			
12	Bidder must have distributed minimum 150 Mbps of International Internet bandwidth to atleast one of its clients. (Attach certificate)			
13	The bidder must submit a list of existing Research/Educational centres of repute or Government departments where the bidder has successfully implemented 15Mbps and above Internet Leased Line links(minimum three or more). The list should contain the name of the Organization along with the complete address, contact details of the person of the Organization responsible for the link.			

Signature of the authorized representative of the bidder

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Designation:

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Seal

S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

Annexure-III

9.3 Client List

Details about the clients where the bidder has executed similar solution.

Sl. No	Name of Client, office address and contact details of the contact person (email, phone no, etc.)	Nature of operation of client (Research/Education/Govt./others)	Whether Multi location client (YES/NO)	Start year of contract	Whether the contract is active (YES/NO)	Bandwidth provided
1						
2						
3						
4						

Note: The bidder is required to provide execution of minimum 15 Mbps and above Internet Leased Line (OFC) (1:1 uncompressed and unshared) for at least **three clients** in the above format with necessary supporting documents.

Signature of the authorized representative of the bidder

Name:

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Seal

S. N. Bose National Centre for Basic Sciences

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Block JD, Sector III, Salt Lake, Kolkata – 700098

Annexure-IV

9.4 Technical Specification Compliance Sheet

Sr. no	Technical Specification	Complied	Supporting Documents Attached	
		Yes/No	Yes/No	Number
1	To provide not less than 15 Mbps Internet connectivity Leased Line (1:1 uncompressed and unshared) at S N Bose National Centre for Basic Sciences over Fiber Optic cable only in Last Mile.			
2	The <u>Last Mile link</u> will be on <u>Fiber Optic cable only</u> with self-healing architecture to maximize the availability of the link and minimize the failure. Network redundancy has to be built to protect the traffic from cable cuts. The cabling has to terminate inside the Computer Center Server Room on the 3 rd Floor of the Main Building of S N Bose National Centre for Basic Sciences, Kolkata.			
3	The Centre's network is multi-homed, bidders will have to configure dynamic routing during service implementation to support routing of the customer's network number(s). The Centre has its own public IP addresses and Internet Autonomous System Number (ASN). Bidders should be able to configure Border Gateway Protocol (BGP) dynamic routing protocol for multi-homing network as per requirement of the Center. The existing Internet Leased Line of the Centre would be the Primary line for all the to and fro internet traffics of the Center. The new Internet Leased Line will serve as a backup for the primary line and should be configured in such a way that only if the primary line fails, the new line would handle all the traffic and when the primary line comes back, the traffic would be handled by the existing primary line. Load balancing/Traffic Sharing between the two lines is not desired. The bidder must agree to and make necessary configurations in devices within our organization as well as in devices in their offices and NOC's for this to work. However, Load balancing/Traffic Sharing between the two lines may be needed in the future and the bidder must agree to make such configurations when asked for. The bidder must attach a signed and stamped letter of acceptance to make these configurations.			
4	The link should be provided by vendors other than NKN and PGCIL (who are providing the existing primary link at S N Bose National Centre for Basic Sciences, Kolkata) to minimize the downtime and provide more redundancy to the ILL.			

Signature of the authorized representative of the bidder

Name:

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S. N. Bose National Centre for Basic Sciences

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Block JD, Sector III, Salt Lake, Kolkata – 700098

Sr. no	Technical Specification	Complied	Supporting Documents Attached	
		Yes/No	Yes/No	Number
5	All items required for last mile connectivity shall be the responsibility of service provider. The bidder shall undertake installation & configuration of modems, routers or any such associated Fiber-optic equipment to make the entire system working End-to-End basis to provide sustained Internet bandwidth of not less than 15 mbps at S N Bose National Centre for Basic Sciences, Kolkata.			
6	Any other equipment (Screws, clamps, fasteners, ties, anchors, supports, grounding strips, wires, fiber termination kits etc.) required for completing installation shall be provided by the successful bidder.			
7	The bidder would ensure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks.			
8	Liasoning (if required) with other firm(s) for obtaining point to point connectivity between ISP node and S N Bose National Centre for Basic Sciences shall be the responsibility of quoting firm.			
9	The bidder should not have been debarred and / or blacklisted by any Central Government / or any State Government Department(s). The tenderer will have to submit duly attested Non-Blacklisting declaration on non-judicial stamp paper of Rs.50/-			
10	The bidder must have automatic link monitoring and fault detection capabilities and initiate corrective action and provide alternate route. The bidder must also inform the same to S N Bose National Centre for Basic Sciences in the shortest possible time.			
11	Should provide fully managed service wherein the ISP's NMS will monitor and manage the Internet link, router, multiplexers and any related devices/equipment. Installation, support and ongoing maintenance of these devices/equipments will be the responsibility of the ISP.			

Signature of the authorized representative of the bidder

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S. N. Bose National Centre for Basic Sciences

(An autonomous body funded by the Department of Science & Technology, Government of India)

Block JD, Sector III, Salt Lake, Kolkata – 700098

Sr. no	Technical Specification	Complied	Supporting Documents Attached	
		Yes/No	Yes/No	Number
12	ISP should provide Bandwidth Monitoring Software free of cost.			
13	Bidder should have Fault reporting and Help Desk (Toll Free) facility running 24x7, 365 days a year including Sundays and Holidays. Should have Customer Service Center(s) and support team in Kolkata, which is fully operational 24 x 7, 365 days and be able to provide onsite as well as remote support as and when required. List of Customer Service Center(s) must be provided along with complete Customer Support Escalation Matrix.			
14	ISP must clearly state in Technical bid that Price bid contains all components like Annual/Recurring, One-time/non-recurring, bandwidth charges including all applicable taxes and duties, etc.			
15	Bidders must submit a letter of acceptance for the Service Level Acceptance (SLA) clauses (mentioned under Clause:6.3 of this document)			
16	Quoting firms must put page number on every page of the bid. It is also required that page numbers of the documents attached should be mentioned against each item of the main bid.			
17	Every page of the bid documents should be signed and stamped by authorized signatory.			

Signature of the authorized representative of the bidder

Name:

Designation:

Date:

Seal