

सत्येन्द्र नाथ बसु राष्ट्रीय मौलिक विज्ञान केन्द्र
SATYENDRA NATH BOSE NATIONAL
CENTRE FOR BASIC SCIENCES
सत्येन्द्र नाथ बसु जातीय मौल विज्ञान केन्द्र

Tender No. SNB/ILL/20-21/248

Date: 02/09/2020

NOTICE INVITING QUOTATION

Sealed Tenders in two parts are invited for 50 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>

In case you are interested in the work, you may quote your competitive and justified rate both in figures as well as in words as per the format given in Annexure-I and submit the same complete in all respect with signature on each page, in sealed cover as described in the section Information to the Bidders along with the necessary documents, addressed to the undersigned so as to reach within 5:00PM, on 11th September 2020.

Nature of the project	Installation, Commissioning & Maintenance of 50 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. 19,000/- (Rupees Nineteen Thousand only)
Start date & Time for submission of tenders	02/09/2020 from 9:00 AM
Last date & Time for submission of tenders	11/09/2020 till 5:00 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 Main Gate of the Centre

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

Yours Sincerely

Shohini Majumder
2/9/2020

Shohini Majumder
Registrar

शोहिनी मजुमदार / SHOHINI MAJUMDER

रजिस्ट्रार / REGISTRAR

सत्येन्द्र नाथ बसु राष्ट्रीय मौलिक विज्ञान केन्द्र

S.N. Bose National Centre for Basic Sciences

सॉल्ट लेक, कोलकाता - 700106

Salt Lake, Kolkata - 700106

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Enclosure: NIQ with Terms & Conditions and Annexures

CC: Directors Office
Scientist(D)
DR(F)

ब्लॉक - जे.डी., सेक्टर - III, सॉल्ट लेक, कोलकाता - 700 106 / Block - JD, Sector - III, Salt Lake, Kolkata - 700 106

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वेबसाइट / Website: <http://www.bose.res.in>

भारत सरकार के विज्ञान एवं प्रौद्योगिकी विभाग के अंतर्गत एक स्वायत्त संस्थान

AN AUTONOMOUS INSTITUTE UNDER DEPARTMENT OF SCIENCE & TECHNOLOGY, GOVERNMENT OF INDIA

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Terms & Conditions and SLA Terms and Conditions
 - (7) A Copy of the Tender Document with sign and stamp of authorized signatory on each
page of the document.

1. Introduction:

S N Bose National Centre for Basic Sciences intends to install “50 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.
- 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 50Mbps 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 superscripting the cover as “**Technical Specifications bid for 50 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 super scripting “**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/Bank Guarantee towards EMD drawn in favour of “S N Bose National Centre for Basic Sciences” payable at Kolkata. EMD can also be deposited Online through NEFT. Payment Receipt of the NEFT Transfer should be submitted along with the UTR Number with the technical bid. Before opening of price bid, successful transfer of the EMD will be verified, failing which Technical Bid will be considered to be have been submitted without EMD and therefore will be rejected. Account details for submission of EMD through NEFT is:

Name of the Account Holder	S. N. Bose National Centre for Basic Sciences
Bank Account Number	08930200000220
Type of Account	Current Account
Bank Name	Indian Overseas Bank
Branch Name	Salt Lake City Branch
Complete Address of Branch	Block - EA, Salt Lake City, Sector - 1, opp. Labony Estate, Kolkata -700064.
IFS Code of the Branch	IOBA0000893
Telephone No.	033-23375014 / 3591
FAX No.	033-23216765

4. A copy of Full Tender document duly signed by the bidder (in each page) containing all blank annexures along with 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 50 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 super scripting “**Technical Specification bid and Price Bid for 50 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 is not submitted in a separate sealed envelope or bids which are incomplete and quotations with conditions will be rejected. Only Hard copy quotations will be accepted. Quotations sent over email will be invalid and will not be accepted.

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.

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.

3.4 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.

(3.4.c) The Statutory deduction of Income Tax TDS / GST TDS as applicable will be deducted from all payments , as per Government rule.

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 of delivery of the link 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 bidder 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 damage of hardware/software mentioned herein. All such 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 45 Days 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 45 Days) the bidder will take to install 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.

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. The Centre may terminate the contract by giving 30 days notice if the Degradation of Service is not remedied by the service provider, in a reasonable time frame and the Centre may forfeit the Performance Guarantee (PG).

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 (Percentage of One Time Installation Charge)
0-7	0%
8-15	3.33%
16-30	6.66%
>30	Order will stand canceled 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. Post resolution payment may be made after appropriate deduction from annually/quarterly charges on pro-rata basis based on total downtime, apart from the above penalty charge slabs.

The Centre may terminate the contract by giving 30 days notice if the Degradation of Service is not remedied by the service provider, in a reasonable time frame and the Centre may forfeit Performance Guarantee (PG).

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.

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 to 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 of 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.19,000/- (Rupees Nineteen Thousand only) by crossed Demand Draft or Bank Guarantee 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. EMD can also be deposited Online through NEFT. Payment Receipt of the NEFT Transfer should be submitted along with the UTR Number with the technical bid. Before opening of price bid, successful transfer of the EMD will be verified, failing which Technical Bid will be considered to be have been submitted without EMD and therefore will be rejected. 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.

(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/Bank Guarantee/Online Transfer 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 30 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 or new Performance Guarantee needs to be submitted if the Contract period is extended.

5. General Terms & Conditions

- 5.1 It is suggested that the bidder visit the site to check for feasibility and understand exact technical requirements before submitting their bid. Any such visit should be made with a prior appointment with the Computer Center, atleast a week in advance.
- 5.2 Overwriting, deletions, corrections should be avoided as much as possible in the bid document and any such occurrences in the bid document should be authenticated by the bidder by putting signature with stamp.
- 5.3 Price bid, which is 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 a copy of of GST Registration certificate, PAN, IT Return acknowledgement for last 3 years, Company Registration Certificate Details, Copy of Audited Financial Statement of Accounts including Profit & Loss A/c and Balance Sheet for the Financial Years 2018-19, 2017-18 and 2016-17

- 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 authorized 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 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.
- 5.13 Tender should be submitted along with a copy of Tender Acceptance Format on Company's letter head with duly seal & signed by the authorised signatory of the agency.
- 5.13 **Agreement** : The Contractor/Supplier/Vendor will have to enter into contract with the Centre, in non-judicial stamp paper (Rs.100/-) in duplicate for aforesaid work with all the terms and conditions mentioned in this document. The Contractor/Supplier/Service Provider should execute the contract within 30 days from the date of issue of Letter of Acceptance (LOA)/P.O. or from date of submission of Performance Guarantee. Non-fulfillment of execution of agreement by the successful bidder would constitute sufficient ground for annulment of the award and forfeiture of EMD. The **Format of the Agreement** is given in **Annexure-VII**
No payment for the work done will be made unless the agreement is signed and submitted by the successful bidder.

6. Technical Specifications and Scope of Work

6.1 Technical Specifications and Detailed Scope of Work

- (6.1.a) To provide not less than 50 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.
- (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. Successful bidder 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. This new 50Mbps 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 route all the traffic and when the primary line comes back online, all the traffic would be routed through 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 (owned by the service provider) 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 if and when asked for. The bidder will deemed to have accepted these conditions if they submit a bid against this notice inviting tender.
- (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 50 Mbps at S N Bose National Centre for Basic Sciences, Kolkata. The last mile connectivity should be laid and

owned by the bidder only and the last mile connectivity must not be leased from any third party.

- (6.1.f) Any equipment like routers/switches etc. along with all screws, clamps, fasteners, ties, anchors, supports, grounding strips, wires, fiber termination kits etc. required for completing installation shall be provided by the successful bidder.
- (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.i) The bidder should not have been debarred and/or blacklisted by any Central Government / or any State Government Department(s). The bidder will have to submit declaration in this regard duly signed and stamped by authorized signatory, on the bidders letterhead.
- (6.1.j) The Internet Leased Line Service provided should be managed service. The bidder/service provider must have automatic link management, monitoring and fault detection capabilities for the link provided to the Centre. In event of occurrence of any fault in the link, trouble/fault docket/ticket must be generated automatically from the service provider's end, without requiring any intervention or complain from the Centre. The bidder/service provider must initiate corrective actions to restore the link and provide alternate route. The bidder/service provider must also have automated system in place to inform about the detection of fault in the link, possible cause of the fault and estimated time for restoration of the link, timely status update of the issue and link restoration notification to S N Bose National Centre for Basic Sciences in the shortest possible time in via Email and SMS.
- (6.1.k) Should provide fully managed service wherein the bidding ISP 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 services like Link and Bandwidth Monitoring Service, Uptime, Downtime, Utilization report view and download Service, etc. without any additional cost to the Centre.
- (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) in India 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.

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 45 Days 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 50 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 Internet Leased Line Service provided should be managed service. The bidder/service provider must have automatic link management, monitoring and fault detection capabilities for the link provided to the

Centre. In event of occurrence of any fault in the link, trouble/fault docket/ticket must be generated automatically from the service provider's end, without requiring any intervention or complaint from the Centre. The bidder/service provider must initiate corrective actions to restore the link and provide alternate route. The bidder/service provider must also have automated system in place to inform about the detection of fault in the link, possible cause of the fault and estimated time for restoration of the link, timely status update of the issue and link restoration notification to S N Bose National Centre for Basic Sciences in the shortest possible time via Email and SMS.

- (6.3.g) Service Provider should have Toll Free fault reporting and Help Desk - 24x7, 365 days a year including Sundays and Holidays. Should have Customer Service Center(s) in India 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) Service Provider should provide services like Link and Bandwidth Monitoring Service, Uptime, Downtime, Utilization report view and download Service, etc. without any additional cost to the Centre. Reports for performance, monitoring/usage, uptime, downtime, etc. have to be provided by the service provider on monthly basis or as per requirement of S N Bose National Centre for Basic Sciences.
- (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 any of 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 by the Service Provider. 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.

Annexure-I**8. Price Bid Format**

Price Bid for 50 Mbps dedicated Internet connectivity Leased Line (OFC) (1:1 uncompressed and unshared) for S N Bose National Centre for Basic Sciences.
(This shall be 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. 50 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:

Seal

Annexure-II (Page 1)**9.1 Eligibility Criteria Compliance Sheet**

Sr. no	Eligibility Criteria	Complied	Supporting Documents Attached
		Yes/No	Yes/No
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:

Designation:

Date:

Seal

Annexure-II (Page 2)

Sr. no	Eligibility Criteria	Complied	Supporting Documents Attached
		Yes/No	Yes/No
8	The ISP must have automatic link monitoring and fault detection capabilities and initiate corrective action and provide alternate route. The Internet Leased Line Service provided should be managed service. The bidder/service provider must have automatic link management, monitoring and fault detection capabilities for the link provided to the Centre. In event of occurrence of any fault in the link, trouble/fault docket/ticket must be generated automatically from the service provider's end, without requiring any intervention or complain from the Centre. The bidder/service provider must initiate corrective actions to restore the link and provide alternate route. The bidder/service provider must also have automated system in place to inform about the detection of fault in the link, possible cause of the fault and estimated time for restoration of the link, timely status update of the issue and link restoration notification to S N Bose National Centre for Basic Sciences in the shortest possible time in via		
9	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.		
10	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.		
11	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.)		
12	The bidder should have adequate bandwidth at the backend to provide the desired bandwidth in Centre. (Supporting document must be enclosed.)		
13	Bidder must have distributed minimum 150 Mbps of International Internet bandwidth to atleast one of its clients. (Attach certificate)		
14	The bidder must submit a list of existing Research/Educational Centres of repute or Government departments where the bidder has successfully implemented 50Mbps 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

Name:

Designation:

Date:

Seal

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)	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 50 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:

Designation:

Date:

Seal

9.4 Technical Specification Compliance Sheet

Sr. no	Technical Specification	Complied	Supporting Documents Attached
		Yes/No	Yes/No
1	To provide not less than 50 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. The last mile connectivity should be laid and owned by the bidder only and the last mile connectivity must not be leased from any third party.		
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 whenever asked for.		
4	The link should be provided by Service Providers 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 redundancy to the WAN Link of the Centre, which is the main purpose of this service.		

Signature of the authorized representative of the bidder

Name:

Designation:

Date:

Seal

Annexure-IV (Page-2)

Sr. no	Technical Specification	Complied	Supporting Documents Attached
		Yes/No	Yes/No
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 50 Mbps at S N Bose National Centre for Basic Sciences, Kolkata.		
6	Any equipment like routers/switches etc. along with all 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	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 declaration on company letterhead, signed and stamped by authorized signatory.		
9	The bidder must have automatic link monitoring and fault detection capabilities and initiate corrective action and provide alternate route. The ISP must have automatic link monitoring and fault detection capabilities and initiate corrective action and provide alternate route. The Internet Leased Line Service provided should be managed service. The bidder/service provider must have automatic link management, monitoring and fault detection capabilities for the link provided to the Centre. In event of occurrence of any fault in the link, trouble/fault docket/ticket must be generated automatically from the service provider's end, without requiring any intervention or complain from the Centre. The bidder/service provider must initiate corrective actions to restore the link and provide alternate route. The bidder/service provider must also have automated system in place to inform about the detection of fault in the link, possible cause of the fault and estimated time for restoration of the link, timely status update of the issue and link restoration notification to S N Bose National Centre for Basic Sciences in the shortest possible time in via Email and SMS.		

Signature of the authorized representative of the bidder

Name:

Designation:

Date:

Seal

Sr. no	Technical Specification	Complied	Supporting Documents Attached
		Yes/No	Yes/No
10	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.		
11	Bidding ISP should provide services like Link and Bandwidth Monitoring Service, Uptime, Downtime, Utilization report view and download Service, etc. without any additional cost to the Centre.		
12	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) in India 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.		

Signature of the authorized representative of the bidder

Name:

Designation:

Date:

Seal

Annexure-V

9.5 Declaration of Non-blacklisting

DECLARATION FOR NON BLACK LISTING

(To be submitted in Letter head)

Date.....

To
The Registrar,
S N Bose National Centre for Basic Sciences,
Block-JD, Sector-III,
Salt Lake, Kolkata - 700106
West Bengal

Dear Madam,

We M/s.confirm that we are not blacklisted by any State or Central Government PSUs/State or Central Government Department/Semi Government/Autonomous Bodies/Quasi Government department in India, as on date of submission of bid. This undertaking is submitted to the best of my knowledge. If at any stage it is found wrong then Saytendra Nath Bose National Centre for Basic Sciences may take necessary action against us.

On behalf of company

Signature with Seal

Name & Designation

Date :

Place :

9.6 Tender Acceptance Format

TENDER ACCEPTANCE FORMAT
(To be printed on Company Letterhead and submitted)

TENDER REF NO.....

TENDER NAME.....

I/ We agree to provide the Goods and/or Service as mentioned in the tender document. We confirm that the same will meet the description and the specifications and other technical details as required in the tender enquiry

I/We agree to execute, complete and maintain the tendered work and remedy any defects therein as mentioned in the tender document. We confirm that the same will meet the description and the specifications and other technical details as required in the tender document.

I/We have read and agree with all the terms and conditions, specifications included in the tender documents and offer to execute the work at the rates quoted by us in the Price Bid.

The corrigendum(s) issued from time to time by your department / Organization too have also been taken into consideration, while submitting this acceptance letter.

If I/ We fail to enter into the agreement and commence the work in time, the EMD/PG deposited by us will stand forfeited to the Satyendra Nath Bose National Centre for Basic Sciences.

All the information, Documents, Photo copies of the Documents/ Certificates enclosed along with the Tender document are correct.

If anything is found false and/or incorrect and/or reveals any suppression of fact at any time, Satyendra Nath Bose National Centre for Basic Sciences reserves the right to debar our tender offer/ cancel the LOI/ Award of Work/ work order/ purchase order if issued and forfeit the EMD/PG/Bill amount pending with Satyendra Nath Bose National Centre for Basic Sciences. In addition, Satyendra Nath Bose National Centre for Basic Sciences may debar the contractor from participation in its future tenders.

I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

I/We agree and abide by all terms & conditions of the tender document. We understand that the Centre's decision will be final and binding on us regarding evaluation and finalization of the Bid.

Signature with Seal

Name & Designation

Date :

Place :

9.7 Agreement Format

(To be submitted only by the successful bidder after Award of Contract which should be typed on a Non-judicial Stamp paper of Rs.100/-)

AGREEMENT

This agreement made the day of 2020 between Satyendra Nath Bose National Centre for Basic Sciences, Block – JD, Sector-III, Salt Lake, Kolkata-700106 (Herein after called the Centre) of the one part

And

M/s.(Name of the Contractor/Supplier/Vendor/Service Provider..... of.....(Address).....in the state of West Bengal (there in after called "the Contractor") of the other part WHEREAS as the Centre is desirous that the contractor executes, (Name of the work).....and the Centre has accepted the tender by the contractor for the execution, completion and maintenance of such works and remedying of any defects therein at a contract price mentioned in LOA.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS :

1. In this contract words and expression shall assume the same meanings as are respectively assigned to them in the conditions of contract-hereinafter referred to and they shall be deemed to form and be read and construed as part of this agreement.
2. The following documents shall be deemed to form and be read and construed as part of this contract, viz :
 - (a) The said Tender Document
 - (b) Invitation to Tender
 - (c) Instructions to Tenderers/Bidders.
 - (d) General Terms and Conditions
 - (e) Technical Specifications
 - (f) Tender Schedule, Bill of quantities, quoted rate and amount against each item.
 - (g) Drawings issued by the Centre from time to time.
 - (h) Letter of Acceptance (LOA) and Letter of Commencement (LOC)/Award of Contract.
 - (i) Any other correspondence between the Centre and the Tenderer.
 - (j) Scope of Work
3. In consideration of the payments to be made by the Centre to the Contractor as hereinafter mentioned the contractor hereby covenants with the Centre to execute, complete and maintain the works and remedy any defects therein in conformity in all aspects with the provisions of the contract.
4. The Centre hereby covenants to pay the contractor in consideration of the execution, completion and maintenance of the works and in remedying the defects under the provision of the contract at the times and in the manner prescribed by the contract.
5. In witness whereof the parties hereto of Satyendra Nath Bose National Centre for Basic Sciences and the Contractor subscribe their respective hands, sign and seal in token of having accepted the aforesaid terms and conditions of the day, month and year mentioned above.

Signed, sealed and delivered by
Satyendra Nath Bose National Centre for Basic Sciences

Signed, sealed and delivered by
Service Provider

Signed and delivered in Kolkata
in the presence of :

Signed and delivered in Kolkata
in the presence of :

Witness 1
Name and address

Witness 1
Name and address

Witness 2
Name and address

Witness 2
Name and address

9.8 National Electronic Fund Transfer (NEFT) Details

Name of the Account Holder	S. N. Bose National Centre for Basic Sciences
Bank Account Number	08930200000220
Type of Account	Current Account
Bank Name	Indian Overseas Bank
Branch Name	Salt Lake City Branch
Complete Address of Branch	Block - EA, Salt Lake City, Sector - 1, opp. Labony Estate, Kolkata -700064.
IFS Code of the Branch	IOBA0000893
Telephone No.	033-23375014 / 3591
FAX No.	033-23216765