

**ERNET India**

(An Autonomous Scientific Society under Department of Information Technology, Govt.)

10<sup>th</sup> Floor, Jeevan Prakash Building,

25, K.G. Marg,

**New Delhi - 110 001**

No. EI-D/Tech/8-4/2012

Dated : 28<sup>th</sup> Nov 2014

Due Date : 29/01/15 at 3.00 P.M.

Opening of Bids : 29/01/15 at 3.30 P.M.

**Subject: Installation/maintenance of Lease line links for ERNET users at Kolkata– reg.**

Sir,

**ERNET India**, an Autonomous Scientific Society under Department of Information Technology, Govt. of India, is a Class 'A' Internet Service Provider for the Education and Research community in India.

2. ERNET India is a nodal network for integrating education & research institutions in the country. Access to Internet is one of the services being provided by ERNET India to these institutions. The services are provided through 12 Points of Presence (PoPs) located at the premier education & research institutions in the country. All these PoPs are connected on high-speed backbone with international connectivity. More than 800 educational institutions are connected on the Network through these nodes.

3. As per above subject, ERNET is in process of provisioning / hiring of agency for Lease Line links installation / maintenance services including AMC of Modems installed for link termination. The vendor has also to ensure smooth coordination with media service provider i.e MTNL / BSNL for installation of new LL links as per the requirement of ERNET / end user. The details of LL links and user is enclosed as Annexure – I. Therefore, sealed tenders are invited from the reputed company / organisation/ society for maintenance of LL links installed as detailed at **Annexure – I**. **The bidder must quote a uniform rate for maintenance / installation of LL links on per year basis to be valid for 03 years. Order will be placed on yearly basis.**

The following instructions should be carefully noted:

### **GENERAL CONDITIONS**

1. The bidder must be a registered company or society under company / society registration act. Documentary proof to be attached.

2. Quotations should be submitted in two separate sealed covers. First cover indicating **“COVER FOR TECHNICAL SPECIFICATION”** should consist of details of services offered. In this cover, vendor are also required to submit a confirmation that they confirm acceptance of SLA referred below of this enquiry. Price column in this cover should be kept blank. Second cover indicating **“COVER FOR PRICE BID”** should consist of only price details in the price bid format. **Both the covers should first be sealed separately**, and then both the covers should be kept **in a single sealed bigger cover**. This cover addressed by name to the officer signing this enquiry should be submitted before due date and time.

3. Bids should be valid for a minimum period of 180 days after the due date.

4. Envelope should bear the inscription

**“Installation/maintenance of Lease line links for ERNET users at Kolkata”**

**No. EI-D/Tech/8-4/2012**

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5. The Bids must reach the undersigned on or before the due date and time, Bids received after the due date & time is liable to be rejected. In the event of due date being a closed holiday or declared Holiday for Central Government offices, the due date for submission of the bids will be the following working day at the appointed time & venue.

6. All prices shall be fixed and shall not be subject to escalation of any description. The rates must be quoted as per the price bid format provided in **Annexure-II**. Comparison will be made on the basis of bill of material/ services specified in **Annexure-II**.

7. Govt. Levies like sales tax, octroi, WCT etc., if any, shall be paid at actual rates applicable.

8. It may specifically be mentioned whether the quotation is strictly as per tender specifications/conditions. No deviations in the specifications of the items would be accepted. Quotations not adhering to the specifications will be out rightly rejected.

9. ERNET India reserves the right to accept or reject any bid or cancel the tender proceedings without assigning any reason whatsoever.

10. Incomplete quotations are liable to be rejected.

11. Bidder shall sign all pages of quotation and forwarded with the quotation.

12. In case of any discrepancy between rates mentioned in figures and words, the later shall prevail.
13. Bidders have to submit the clause by clause compliance of every tender clause and any deviation must bring out clearly on separate sheet.
14. ERNET will renew the maintenance contract on year to year basis for 03 years and may extend for fourth year on the same rates on mutual consent.
15. After the award of work order, it is the responsibility of successful bidder to proactively intimate / suggest for any expiry or renewal as the case may at least 01 months before the expiry. In case bidder fails to do so, bidder will be responsible for maintaining and providing the services as may be decided by ERNET.
16. The successful bidder must provide the contact details of their local contact per along with complete escalation matrix for early resolution of the problem.
17. Bidders must provide a central helpdesk facility on 24x7 bases for fast resolution of problems.
18. In case of modem replacement bidder must provide a stand-by modem of equivalent specifications to make the link operational as per SLA
19. Bidder will be completely responsible for coordinating with media service provider for getting the following:
  - (i) Feasibility of new links within 2 weeks from the date of request from ERNET side.
  - (ii) Fault resolution in the minimum possible time.
  - (iii) Any other coordination as may be required for complete scope of contract.
20. The successful bidder will have to maintain the Lease line links along with installed modems, etc comprehensively.
21. Successful bidder has to coordinate with the OEMs / vendor of router installed at user premises for link termination. However AMC contract will be done by ERNET directly through separate process.
22. Any faulty modems will be replaced at the earliest by another modem to restore the link at the earliest (not exceeding 6 hours). After repairing, the same modem will be placed in the network. If a modem is beyond repair, it may be replaced with new modem.
23. Payment will be made after completion of each quarter i.e. April-June, July-September, October-December, January-March or advance payment against submission of equivalent amount of Bank Guarantee valid for the period of payment to be released.
24. Bidder will ensure the coordination with users for maintenance of the user end routers. Complete user contact details will be provided by ERNET.

25. Bidder will be completely responsible for coordinating with any govt. agency for getting the feasibility done or installation of link.

26. **Eligibility Criteria**

- i) Bidder should have positive net worth in the last three years.
- ii) Bidder should have minimum of 3 years experience of similar work on Pan India basis.
- iii) Bidder should have maintained minimum of 50 LL / MPLS links with comprehensive support process.
- iv) Bidders must have a support office in all metro cities (including ERNET PoPs cities) of India equipped with trained and qualified technical staff for attending end user complains.

27. ERNET India may waive any minor infirmity or seek any clarification, if so desired.

28. The successful vendor is required to meet following SLA parameters:-

- i) Support on 24 x 7 basis for complete duration of AMC contract.
- ii) Proactive monitoring of links and maintenance support.
- iii) Call attending time within two (2) hours and must be resolved within 06 hours except for router replacement. For router replacement maximum 24 hours may be taken in coordination with router OEM/ vendor with supply and installation of stand-by Router to be provided by OEM / vendor.
- iv) Maintain an uptime of 99.9%. Uptime can be ensured by providing standby equivalent equipment. (modems)
- v) Downtime penalty of 2% of AMC cost of link for every 0.1% below 99.9%.
- vi) For commissioning of new links delayed beyond the delivery period, a penalty of Rs.1000/- will be levied for every one week or part thereof.

29. Performance Bank Guarantee: The successful bidder will submit the performance bank guarantee of Rs 1,00,000/- (Rupees 1 Lakh only) valid for 3 years(annually renewed). The amount will be forfeited by the successful bidder and terminates the contract.unilaterally.

Yours faithfully,

(Dilip Barman)  
Sr. Manager

**Annexure - I**

**Leased line List of ERNET India at Kolkata**

<b>S.No</b>	<b>User Name</b>	<b>Connectivity / Bandwidth</b>	<b>Service Provider</b>
1.	CIFRI Kolkata	2 Mbps	BSNL
2.	NBSSLUP, Kolkata	2 Mbps	BSNL
3.	West Bengal Fisheries	2 Mbps	BSNL
4.	NIXI Kolkata	2 Mbps	BSNL
5.	IVRI Kolkata	2 Mbps	BSNL

## Annexure-II

**PRICE SCHEDULE FOR .....**

To,

The Registrar & CPO,  
ERNET India  
10<sup>th</sup> Floor,  
Jeevan Prakash Building,  
25, K.G. Marg,  
New Delhi – 110 001

Tender No. \_\_\_\_\_ Date of Opening .....

We \_\_\_\_\_ hereby certify that we are established firm of manufactures/authorized agents of M/s. \_\_\_\_\_ With factories at \_\_\_\_\_ which are fitted with modern equipment and where the production methods, quality control and testing of all materials and parts manufactured or used by us are open to inspection by the representative of ERNET India. We hereby offer to supply the following Services/ items at the prices and within the period indicated below:

**Column A**

[illegible]

**Please note:**

- i) ERNET India may add/ delete any user site based on actual no. of existing users.**
- ii) AMC order will be placed annually and number of the links to be placed under AMC will depend on actual no. of LL links to be maintained on per year basis.**

1. It is hereby confirmed that we have understood the terms and conditions of the tender and have thoroughly examined specifications and are thoroughly aware of the nature of goods required and our offer is to supply goods/ services strictly in accordance with the requirement and terms and conditions of the tender. We agree to abide by the terms and conditions of the tender if the contract is awarded to us.
2. We hereby offer to supply the goods/ services detailed above or such portion thereof as you specify in the purchase order at the price quoted and agree to hold this offer open for acceptance for a period of 180 days from the date of opening of bid.

\_\_\_\_\_  
(Signature and seal of Manufacturer/Bidder)

Dated \_\_\_\_\_