



NATIONAL INSTITUTE OF TECHNOLOGY
ROURKELA – 769 008, ORISSA

Advertised/Limited Tender Enquiry

Department : COMPUTER CENTER

Enquiry No: NITR/CC/HOD/2010/L/178

Date: 06/03/2010

Important Dates

To

Event	Date	Time
Pre-bid Conference		
Last Date of submission of quotation	23.03.2010	4.30
Quotation Opening date	23.03.2010	4.40

Dear Sir,

We intend to purchase the commodities specified below and invite quotations in accordance with the terms and conditions detailed in the bid document. If you are interested, kindly send your offer with prices and complete terms within the time mentioned above.

Please send your quotation to:

Head, Department of Computer Center Attn.: Prof. D. P. Mohapatra NATIONAL INSTITUTE OF TECHNOLOGY ROURKELA – 769 008, ORISSA

Yours sincerely,

Prof. D. P. Mohapatra
Head, Computer Center

Encl :

- (1) Schedule of requirement, specifications, dates etc.
- (2) Bid document containing detail terms and conditions.

1. Schedule of requirements

Sl. No.	Description of Goods/Service	Quantity
1.	Internet Service in form of internet bandwidth (30MBPS with a option for enhancement to 100 mbps)	

2. Specifications and allied Technical Details

As attached in *annexure-A*

3. Format of Quotation (tick appropriate box)

It is a single bid; please give all technical specifications and price bid in one envelope.

OR

It is a two-part bid with separate techno-commercial and price bids. Please see item 1.12 of instructions for method of bidding.

4. The bid envelope should be super-scribed with

Bid for Internet service vide Enquiry No. NITR/CC/HOD/2010/L/178 dated 06.03.2010

5. Quotations should be valid for a period of 60 days from the closing date of the bid.

6. Some important dates:

- i. Pre-bid Conference: Date: _____ Time: _____
- ii. Last date for receipt of quotation: Date: **23.03.2010** Time: 4.30 P.M.
- iii. Opening of techno-commercial bid: Date: **23.03.2010** Time: 4.40 P.M.
- iv. Opening of Financial bid: Date: **23.03.2010** Time: 5.00 P.M.

7. Warranty: NIL

- 8(a) **Excise Duty:** The Institute is exempt from Excise Duty. Please state applicable excise duty as a separate item.
- 8(b) **VAT/CST:** The Institute is not authorized to give C or D form. CST or VAT should be charge according to applicable rates.
- 8(c) **Entry Tax:** The State of Orissa charges entry tax on all goods entering the State. Please include it in your quotation as a separate item. Entry Tax will be reimbursed on production of proof of payment.
9. **Bid Security** (See Item 2.8 of instructions): **NIL**
10. **Performance Security** (See Item 2.10 of instructions): 10 % of gross order value.
11. Please go through the enclosed “bid document” carefully for other bidding instructions.
- 12(a) Please send your quotations by Registered/Speed Post or Courier Service to:

Head, Computer Center Department
Attention: Prof. D. P. Mohapatra
National Institute of Technology, Rourkela – 769 008

OR (b) drop the quotation in the Tender Box kept in the office of the Department during the normal working hours of the Institute. Please do not hand over the quotation to any person by hand.

13. For technical details, you may contact

Prof. D. P. Mohapatra
Head, Computer Center
National Institute of Technology, Rourkela – 769 008
Phone: 0661 – 2462356, 9437648628 (M)
Fax: 0661 – 2472926
E-mail: durga@nitrkl.ac.in



**NATIONAL INSTITUTE OF TECHNOLOGY
ROURKELA 769008 (ORISSA)**

Proposals (technical and financial) are invited in the shape of two bid system i.e. (Technical & Commercial) from reputed Indian firms/Agencies/Govt. licensed firms for internet connectivity leased line with 30 mbps (1:1 uncompressed and unshared) with last mile fiber/radio for NIT, Rourkela. Sealed proposal should reach the undersigned by the last date mentioned in tender enquiry. The representatives of the firms should be present during the technical presentation.

Kindly frame your proposal in two parts: technical bid and financial bid. Both should contain bid for Internet Service. Both proposals should be clearly marked and individually sealed. The two sealed proposals should be sealed in a larger envelope. The outer envelope should be superscribed with “Tender for 30 Mbps Bandwidth Connectivity” and address it to “Head, Computer Center, NIT Rourkela, Orissa Pin- 769 008”. The quotation can be sent to the Institute by speed post or hand delivered before the time of tender opening. Important venues and dates are mentioned at the end.

BID DOCUMENT

1. Instructions to the bidders

- 1.1 Sealed bids are invited on behalf of the Director, National Institute of Technology (NIT), Rourkela – 769 008, Orissa, from the intending bidders for supply of the goods/stores/ equipments for the Institute as detailed in the enquiry letter.
- 1.2 The bidders should quote their offer/rates in clear terms without ambiguity.
- 1.3 The rates should be quoted both in figures and words and legibly written without any over-writings. In case of any correction, the same must be attested by the bidder with full signature. However, no over-writing is permissible. Manufacturer’s price-list, where applicable, should be submitted along with the bid.

Any discrepancy between quoted prices in figures and that in words, if noted, will be sorted out in the following manner: -

- (i) If there is a discrepancy between the unit price and the total price the unit price shall prevail and the total price will be corrected accordingly.
- (ii) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.
- (iii) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to above.

- 1.4 The last date for receipt of the bid is marked in the enquiry. In case the above date is declared a holiday for NIT, Rourkela, and the bids will be received up to the appointed time on the next working day.
- 1.5 There may be a pre-bid conference in the office of the Department as per schedule given under at the top of the document. NIT, Rourkela for clarifying issues and clearing doubts, if any, about the specification and other allied technical details of the plant, equipment and machinery projected in the bidding document. The prospecting bidders may attend this pre-bid conference at the appointed date, time and place. In case the said date is declared a holiday for the NIT, Rourkela, the pre-bid conference shall be held at the appointed time and place on the next working day.
- 1.6 The bids may be sent by registered or speed post or by courier service, so as to reach the concerned department before the last date of receipt, or alternatively, be dropped in the tender box kept at the Department office. The name of the Department is mentioned in the Enquiry.
- 1.7 The bidder may modify his bids before the last date appointed for receipt of the bids by sending an amendment to the bid. No bid shall be modified after the deadline for receipt of the bids.
- 1.8 If a prospective bidder requires any clarification in regard to the bidding documents, he may contact to Head, Computer Center
- 1.9 Bids received after the deadline of receipt indicated in point 6 of tender enquiry, shall not be taken in to consideration.
- 1.10 Each bidder shall submit only one bid. A bidder, who submits more than one bid, shall be disqualified and considered non-responsive.
- 1.11 (In respect of high value plant, machinery etc. of a complex and technical nature). The bids may be submitted in two parts, viz., technical bid and financial bid. The above two bids may be sealed by the bidder in separate cover duly super-scribed and both these sealed covers are to be put in a bigger cover which should also be sealed any duly super-scribed. The bidding format is specified in the quotation enquiry.
- 1.12 The cover containing the bid must be sealed and super-scribed “Bid for ***Tender for 30 Mbps Bandwidth Connectivity*** vide No. NITR/CC/HOD/2010/L/178 dated 06.03.2010” as given under item 4 of the enquiry.
- 1.13 The bids shall be opened in the Computer Center at the date and time given on the top of the document. The bidders may send their authorized representatives to attend the bid opening, if they so desire. In the event of the above bid opening date being declared holiday for the NIT, Rourkela, the bids will be opened at the appointed time and place on the next working day.
- 1.14 The bidder has to sign in full at all pages of the bidding document.

- 1.15 **Tender Opening:** The authorized personnel from the company may be present at the tender technical bid opening with the valid authorization letter. The technically qualified bidders will be informed after which Commercial Bid opening will be done and finalized on same day.

All the services / items to be supplied should be new, of latest technology, good quality and standard and as per specifications mentioned. The selected vendor shall be responsible for total system integration and management wherever applicable.

1.16 **Submission of offer**

- (i) All prices and other information like discounts etc. having a bearing on the price shall be written both in figures and words in the form. Where there is a difference between amounts quoted in words and figures, the amounts quoted in words shall prevail. The Excise Duty, Sales Tax, VAT, Service Tax etc. as applicable on educational institutions which are not meant for profit should be quoted separately, failing which, the Institute shall have no liability to pay these charges and the liability shall be that of the firm.
- (ii) In the Commercial Bid, the prices and other information like discounts etc., having bearing on the price shall be written both in Words and Figures without any discrepancy.
- (iii) Each page of the offer shall be numbered and bear the signature of the firm at the bottom. All offers shall be either typewritten or written neatly in indelible ink. Any corrections should be properly authenticated.
- (iv) The offers should be addressed to the **Prof. D. P. Mohapatra, Head, Computer Center, NIT, Rourkela-769008** giving indication that it contains the tender under sealed cover.
- (v) The first cover shall be superscripted "***Tender for Technical Bid for 30Mbps Bandwidth Connectivity***". This cover will have:
 - a. Covering Letter from Bidder (from all the collaborating consortium partners, as applicable).
 - b. Details of Hardware/software included in offer.
 - c. Details of bandwidth connectivity and other specifications so as to enable technical assessment of the proposal
 - d. The vendor should also provide the details of primary media
 - e. Any eligibility Documents.
 - f. Copy of Certificates/P.O. with proof of having executed such similar projects.
 - g. Copy of Income Tax Returns / Clearance Certificate for last three years
 - h. Filled up "relevant tender information" format as attached in *annexure-B*.
 - i. Bidders must submit a declaration on their letter head that they are not black listed in any Govt. body, undertaking, PSU or autonomous bodies. If found the declaration is false their offer will be outrightly rejected and their EMD amount will be forfeited.
 - j. The ISP should have a valid category-A ISP license from Govt. of India (Attach a copy of license).
 - k. ISP must have DOT license to set up and operate International gateways. ISP must have distributed minimum 100 Mbps of International Internet bandwidth to its clients (Attach certificate).
 - l. All other relevant documents of this tender (excluding commercial part) should be included in this envelope.

- (vi) The second cover shall be superscripted, “Tender for Commercial Bid for 30 Mbps Bandwidth Connectivity”. The **commercial bid should contain the consolidated rates for the service in annual basis. All the equipments required for provisioning of the service shall be supplied free of charge and the firm can take back the equipments after expiry of the contract. Price for recurring charge to provide service should only be quoted. The commercial bid should essentially contain covering letter from the bidder.**
- (vii) Both technical and commercial bid documents should be submitted in an organized and structured manner. No loose brochures/leaflets etc. should be submitted. Both these covers should be sealed separately and put in an outer cover, which is also sealed and addressed to Prof. D. P. Mohapatra, Head, Computer Center, NIT, Rourkela-769008 giving indication that it contains the tender for 30 Mbps bandwidth Connectivity.

1.17 **Evaluation of offer**

- (i) The selection of the service provider shall be made by a process of combined quality and cost analysis using the following procedure.
- (ii) Evaluation of the offer is made in two stages, viz. Technical Bid Evaluation and Commercial Bid Evaluation. The techno-commercial proposal will be examined by a committee appointed by Director. At the time of Technical Bid Evaluation, the shortlisted vendors may be called for detailed discussions at a specified date, time and venue, if required. They may be asked to give demonstration of their product/services, if needed.
- (iii) The technical bid and financial bid for internet service will be evaluated separately. **The total weightage will be 100 marks. Out of which, marks assigned for technical part (part-I) is 50 and for financial part (part-II) is 50. Selection will be made on the basis of total score (part-I & part-II).**
- (iv) The committee will assign scores to each firm out of above mentioned full score based on technical evaluation. Technical marks for firms will be announced to the bidders before the financial bids are opened. Financial bids of firms which will be judged to be poor in performance in technical evaluation (less than 60%) will not be opened. Firms whose financial bids are considered unworkable in view of prevailing market condition will be rejected. The Commercial Bids of the technically qualified vendors only shall be opened in the presence of their representatives.
- (v) The financial bids of the remaining firms will be rated according to the following formula:-

$$\text{Points} = \frac{50 \times \text{lowest bid value}}{\text{Quoted bid value}}$$

- (vi) Both technical and financial points will be added together. The Firm securing highest point will be considered L1. The firm securing next highest points will be termed L2, and so on. **The order may be given to the L1 party or may be splitted among 2 parties (L1 & L2) in the ratio 2:1, at the discretion of the Institute. L1 party will be given order for 20MBPS at their quoted price. L2 party will be given order for 10MBPS at the lower of L1 & L2 price bid. If it is not acceptable to L2 party, L3 party will be given the option.** The date of starting for the two parties will also be decided by the Institute.
- (vii) If the Institute considers necessary, it may ask for revised bids from the shortlisted vendors which should be submitted within two days of intimation to

Tender document 30Mbps Bandwidth connectivity

this effect in sealed envelopes on specified date and time. The revised bids shall not be for amounts more than one quoted earlier for an item, unless the specification is of higher configuration than the earlier ones, by the respective vendor. Any vendor quoting higher rates for the same item quoted earlier in their revised Commercial bid shall be disqualified for further consideration.

- (viii) The Institute reserves the right to select the Networking vendors on the basis of best possible specifications / features quoted. The decision of the Institute arrived at as above shall be final and representation of any kind shall not be entertained on the above.
- (ix) Any attempt by any Networking Vendor to bring influence or pressure of any kind may disqualify the ISP for the present tender and the Networking Vendor may be liable to be debarred from bidding.
- (x) The Institute shall have no obligation to convey reason for rejection of any bid. It shall be open for the Institute to reject even the lowest bidder in the interest of the Institute and no reasons need be given therefore.

1.18 **Technical Evaluation Parameters:** The Vendor shall provide the following information with the bid to provide background information on vendor to Tender Committee. Weightage will be given to the vendors on point basis for the following details.

- a. Similar jobs as described by the Institute in the Schedule of Requirements during last four years.
- b. Delivery period from the date of placement of the firm Purchase Order.
- c. Quality of service offered.
- d. After warranty maintenance (annual).
- e. Customer support strength at each location.
- f. Mode of handling complains (whether fault ticket generated/complain given by email or by phone etc)
- g. Whether feature for monitoring bandwidth is provided to customer?
- h. Any other points may deemed fit by the committee at time of technical evaluation of bid documents.

2. **Commercial or Legal Conditions of the bid**

- 2.1 The rates quoted should preferably be net, inclusive of all taxes and duties, packing, forwarding, freight, Insurance and all other incidental charges. In case these charges are quoted extra in addition to the quoted rates, the amount thereof or advolerum rate must be specified. Packing, forwarding, freight, entry tax etc., when quotes separately are reimbursable at actuals. If external agencies are employed, their receipts must be enclosed with the invoice.
- 2.2 Duties and Taxes are to be quoted separately. Advolerum rates thereof should be clearly indicated with reference to the relevant Acts and Rules. Entry Tax, if any paid, shall be reimbursed on production of proof. Entry Tax should be shown as a separate component.
- 2.3 **Penalty for delay in commissioning:** The schedule to be given for testing and acceptance and/or delivery and installation at site is to be strictly adhered to in view of the strict time schedule for implementation of various projects of the Institute as time is essence of the contract.

Any unjustified and unacceptable delay in delivery beyond the delivery schedule as per Purchase order (which shall not be less than 30days from the date of issue of purchase order) shall render the vendor liable for liquidated damages by way of penalty at the rate of 1.5% (one and one half percent) per week subject to a maximum of TEN weeks and thereafter the Institute holds the option for cancellation of the order of pending supply and may procure the same from any other vendor and invoke the Bank Guarantee of the vendor. The Institute may deduct such sum from any moneys in their hands due or to become due to vendor. The payment or deduction of such sums shall not relieve the vendor from his obligations to complete the process of commissioning or from his other obligations and liabilities under the contract.

- 2.4 The bid should remain valid for a period of 60 days from the date of opening. In case your offer has a different validity period that should be clearly mentioned in the quotation.
- 2.5 Conditional discount, if any, offered by the bidder shall not be considered at the time of evaluation.
- 2.6 The goods offered should strictly conform to the specification and technical details mentioned in para 4 below.
- 2.7 The Institute may like to conduct pre-dispatch inspection of goods/services, where applicable.
- 2.8 The bid is to be accompanied with “Bid Security” (*Earnest Money*) for an amount stated in the enquiry, which may be enclosed, in the form of Account Payee Demand Draft, Fixed Deposit Receipts, Banker’s Cheque or unconditional Bank Guarantee en-cashable on demand from the Director, NIT, Rourkela from any Commercial Bank with validity period of forty-five days beyond the final bid validity period. The bid security shall be in favour of the Director, NIT, Rourkela. The bid security shall be forfeited, if the bidder withdraws during the bid validity period.
- 2.9 **Warranty** : The Internet services with related equipments installed by the vendor, shall have a comprehensive onsite warranty for the entire period of the service contract after the successful commissioning and acceptance.

The bidder shall ensure an uptime of 99.5% for the entire duration. It will be calculated as $(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$. Deduction in payment will be made accordingly for downtime in the quarterly bills raised by the ISP.

ISP will ensure maintaining services from the nearest service centre which should be well equipped with service engineers and sufficient spares. The maintenance call should be attended on the same day, if the calls are received in the morning and only next day if the calls received in afternoon for all those locations where Vendor is having service centre/service engineers.

2.10 **Performance Security:** The successful bidder has to furnish “Performance Security” for an amount specified in the enquiry, in the form of Account Payee Demand Draft, Fixed Deposit Receipts and/or unconditional Bank guarantee encashable on demand from the Director, NIT, Rourkela, from a Commercial Bank with validity period of 60 days beyond the date of completion of all contractual obligations of supplier including guarantee/ warranty obligations. The Performance Security is to be furnished in favour of the Director, National Institute of Technology, Rourkela, within ten days of intimation, failing which his bid security will be forfeited.

Alternatively, fixed percentage of the cost of the stores as stated in the enquiry may be retained by the Institute in its Maintenance Fund towards performance security, which will be released six months after the completion of warranty period.

2.11 The successful bidder may be required to execute a contract, where applicable.

2.12 The bidder has to furnish up to date VAT and Income Tax Clearance Certificate along with the bid.

2.13 Payment (*100 percent*) will be made by Account Payee Cheque/Bank Draft, within 30 days from the date of receipt of the goods in good condition or receipt of the bill, commissioning of the equipment, where applicable, whichever is later/latest. If the payment is not made by the Institute within this stipulated date, the vendor may claim compensation at rates fixed by the Institute.

2.14 **Payment Terms**

- (i) Normally quarterly advance payment will be made. However, early advance payment may be made against 100% bank guarantee.
- (ii) No part of the contract price shall become due or payable until the vendor has delivered services after installing required hardware.
- (iii) A pre-receipted bill shall be submitted in duplicate in the name of NIT, Rourkela at the location mentioned in the purchase order. It shall be done soon after the delivery and installation of the items along with a copy of the duly receipted delivery challan and original excise duty gate pass, if any.
- (iv) In case there is price reduction in service components during the contract period then the vendor (ISP) will pass on all such benefits to NIT, Rourkela without claiming by the Institute.

2.15 **Arbitration:** In the event of any question, dispute or difference arising under these conditions 'Instructions' or in connection with this contract the same shall be referred to the arbitration of a sole arbitrator, to be appointed by Director, NIT, Rourkela or his nominee. The award of the arbitrator shall be final and binding on the parties to this contract. The arbitration shall be held at the NIT, Rourkela. The proceedings of arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any statutory amendments thereto, and both the parties to this contract shall bear the cost of arbitration equally. If differences persist even after arbitration and there are compelling reasons to go to the court, it will be decided in the court of Rourkela only.

2.16 The bid document/resultant contract will be interpreted under Indian Laws.

2.17 **Effect and validity of offer**

- (a) The submission of any offer connected with these specifications and documents shall constitute an agreement that the firm shall have no cause of action or claim, against the Institute for rejection of their offer. The Institute reserves the right to reject or accept any offer or offers at its sole discretion and any such action will not be called into question and the firm shall have no claim in that regard against the Institute.
- (b) The offer shall be kept valid for acceptance for a minimum period of 60 days from the date fixed for opening of tenders.
- (c) The offer shall be deemed to be under consideration immediately after they are opened and until such time the official intimation of award of contract is made by the Institute to the firm. While the offer is under consideration, if necessary, the Institute may obtain clarification on the offers by requesting for such information from any or all the firms by either in writing or through personal contacts as may be considered necessary. Firm shall not be permitted to change the substance of their offer after the tender has been opened.
- (d) All the terms and conditions for the supply, testing and acceptance, payment terms, penalty etc. shall be as those mentioned herein and no change in the terms and conditions will be acceptable. In case of alterations, if any, in the tender bid shall be attested properly by the firm, failing which the tender is liable to be rejected.
- (e) The Institute shall not be responsible for any delay in submission of the tender bids. The offers submitted by telex/telegram/fax/photocopy or email or unsigned tenders would not be considered as a valid offer and not considered. No further correspondence will be entertained on this matter.
- (f) In the event, the vendor's company or concerned division of the company is taken over/merged into another company, all the obligations under the agreement with the Institute shall be passed on to the new company/division for compliance by the new company on the negotiations.
- (g) All panel ISPs will automatically agree honouring all aspects of fair trade practices in executing the purchase orders placed by the Institute by responding to this tender.
- (h) If the name of the product is changed for describing substantially the same product in a renamed form, then all techno- financial benefits agreed, with respect to the original product shall be passed on to the Institute and the obligations of the vendor towards the Institute in respect to the product with old name shall be passed on to the product so renamed.
- (i) The Registration Nos. / PAN No. of the firm allotted by the Sales Tax / Service Tax /Income Tax authorities, shall invariably be given along with relevant documents.
- (j) In the case of firms whose tender are accepted for placing the order, firm shall give Bank Guarantee from a nationalised Bank equivalent to 10% (ten percent) of the value of the contract as security deposit/performance guarantee which will be valid for the entire period of warranty plus one month.
- (k) In case the Institute sees that the market rates have come down from the time when rates were finalised in the rate contract/order or there is a need for selection of new system configuration based on market trends, the Institute, may ask the technically short listed vendors to requote the prices and the vendor shall be selected on the basis of procedure given earlier.

(l) The Institute reserves the right to award the contract to any of the bidders irrespective of not being lowest, taking into consideration of the interest of the Institute and in this respect, the decision of the Institute shall be final.

- 1.19 **Acceptance of tender:** The tender shall be processed as per standard procedures. The Institute, however, reserves the right to reject any tender without disclosing any reason. The Institute would not be under obligation to give any clarifications to those vendors whose tenders have been rejected, unless otherwise decided or covered under the provision of the Right to Information Act, 2005.
- 1.20 **Right to award the contract:** The Institute reserves the right to award the contract to any of the bidders irrespective of not being lowest or to change any of the terms taking into consideration of interest of the Institute and in this respect, the decision of the Institute shall be final.

Durga Prasad Mohapatra
Head, Computer Centre
NIT, Rourkela

Tender document approved

Director,
NIT, Rourkela
Date: 10th March, 2010



**NATIONAL INSTITUTE OF TECHNOLOGY
ROURKELA 769008 (ORISSA)**

The general instructions, requirements, penalty for uptime, other conditions and safety measures to award the contract are mentioned below:

1. General Instructions:

- (i) NIT, Rourkela invites tenders from authorized, established, reliable and direct Internet Service Providers (ISPs) for requirement as mentioned in section 2. ISPs having own gateway will be given preference.
- (ii) The Service provider should have at least 2 Gbps of sold Internet capacity.
- (iii) The Service Provider should provide a single window service for last mile connectivity and bandwidth
- (iv) All offers in the prescribed formats should be submitted before the time and date fixed for the receipt of offers as set forth in the tender documents. Offers received after the stipulated time and date shall summarily be rejected.
- (v) This Institute being a Premier educational Institution under Ministry of HRD, discount as applicable to Educational / Research Institutes may be provided in the quote.
- (vi) The Service Provider should provide DNS Services including reverse Lookups.
- (vii) Documentary evidence should be produced and included in technical bid in respect of points (i) to (v).

2. Requirements

NIT, Rourkela invites bids from reputed ISPs, initially for a period of one year which may further be extended on mutual agreement basis for the services required.

- (i) NIT, Rourkela requires internet bandwidth of 30 Mbps (1:1 uncompressed and unshared).
- (ii) Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of globe
- (iii) Latency Rate: Less than 50 ms from NIT, Rourkela to ISP's tier 1 peering point
- (iv) Network Availability: More than 99.5 % per month
- (v) Reports for performance, monitoring/usage to be submitted by the ISP on monthly basis or as per requirement of NIT, Rourkela time to time.
- (vi) At Least 128 IP addresses to be provided.
- (vii) Equipment supplied should be capable of providing 100 mbps connectivity.
- (viii) The ISP should have a fully functional Helpdesk for support (365*24*7).
- (ix) The output interface should be Ethernet (100/1000).
- (x) The ISP will be responsible to provide and implement software at the client side for bandwidth Utilization, uptime, and packet loss and to check the bandwidth speed
- (xi) The vendor will be responsible for the comprehensive maintenance and testing of hardware for which NIT, Rourkela will not make extra payment.
- (xii) The vendor will do preventive maintenance once a quarter for upkeep of the systems running.

*Vendor should quote separately for
Annual rentals (Recurring charges)*

Note: NIT, Rourkela will not purchase any hardware and ISP will have to provide all the required hardware included in the cost of service. Any other charges must also be mentioned explicitly.

The vendor should be a direct ISP (with valid licenses) and preferably should have multiple Internet international gateways. No intermediaries will be allowed. They should have installation base of minimum 500+locations giving ISP facilities.

3. Penalty for uptime

- (i) If the services remain down for any reason from 4 hours to 24 hours including Saturday and Sunday then 0.5% of the proportionate contract value will be deducted as penalty and if services remain down from 24 hours to one week including Saturdays, Sundays, and holidays then 1% of the proportionate contract value will be deducted as penalty.
- (ii) If, services remain down for more than a week continuously, then 5% of the proportionate contract value will be deducted as penalty for each such weeks up to a month after which the Bank Guarantee will be invoked and the Institute will have right to cancel the order and go for any other ISP.
- (iii) Hour to hour report will be maintained by the Computer Centre for the service.

4. Other Conditions

- (i) Equipment/Services shall be in accordance with the stipulated technical specifications. Deviations from the specifications, if any, shall be clearly indicated along with explanations in a separate statement accompanying the quotation.
- (ii) The Institute may accept such specifications that ensure same or higher quality than the specification mentioned in the technical specifications.
- (iii) 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. Bidder will be responsible for making all the payments towards the local loop charges/rentals/WPC charges etc
- (iv) Compliance of terms with any deviation should be clearly indicated in remarks in separate deviation sheets.
- (v) Installation, commissioning and configuration of link/hardware are responsibility of the firm. In case of any natural calamities or some other exigent circumstances, if any damage occurs to the property of the firm, the NIT, Rourkela will not be responsible for the same. The firm will take appropriate speedy measures for rectification under such circumstances

However, the decision of the Institute in this regard shall be final.

5. Safety Measures

- (i) The vendor shall take all precautionary measures in order to ensure the safety of their personnel (his representative, agent, subvendors or workmen) working in the office while executing the work
- (ii) The vendor shall ensure and bear liability that unauthorised, careless or inadvertent operation of installed equipment, which may result in accident to their staff and or damage to the equipment do not occur.
- (iii) The vendor shall assume all liability and give to the Institute the complete indemnity against all actions, suits, claims, demands, cost charges or expenses arising out of and in connection with any accident, death or injury, sustained by any of their person or persons within the office premises and any loss or damage to the Institute properly sustained due to the act or omissions of the vendor irrespective of whether such liability arises under the workman compensation act or any other statute in force from time to time.

RELEVANT TENDER INFORMATION

Following information will be taken into consideration in the process of technical bid evaluation.

1. Name of the firm: _____
2. Proposed Bandwidth: _____
3. Infrastructure required to be provided by NIT:

4. List of Institution/organizations where internet service is provided:

Sl. No.	Institutions/organizations where internet service provided	Bandwidth	Start of contract	End of contract (if any)	Duration of the contract	PO Order No & Date (documentary proof should be attached)	Date of obtaining successful installation completion certificate. (documentary proof should be attached)

5. Service provided to NIT, Rourkela earlier (if yes, then since how long)?

6. Media that will be used (Fiber/Radio. Give full details of hardware provided with the media selected):

7. Any equipment that the firm will provide to measure the bandwidth from time to time ?

8. Whether any Fault Ticket is generated during complain regarding connectivity problem.?

9. Whether the ISP has proper mechanism to monitor bandwidth from customer site ?

10. Whether monthly utilization report including downtime (if any) will be sent to customer?

11. Whether penalty for delay in commissioning ever faced by any organization ?(Hiding facts in this regard will be taken as offence and cancellation of contract can be possible at any moment of information during period of the contract) if yes provide possible reasons:

12. Whether declaration on their letter head that they are not black listed in any Govt. body, undertaking, PSU or autonomous bodies is attached ? (Hiding facts in this regard will be taken as offence and cancellation of contract can be possible at any moment of information during period of the contract)

If yes provide possible reasons:

