



**Indian Council of World Affairs**

**Sapru House, Barakhamba Road**

**New Delhi**

ICWA/IT/885/IIL/1/2016

Dated 20-12-2016

**Tender/Quotation for Providing the 20 Mbps Internet Leased Line Connectivity at Sapru House**

Indian Council of World Affairs (ICWA) is an Autonomous Body and Institute of National Importance under the Ministry of External Affairs widely known for research and conferences on current and relevant international issues with institutional partners world-wide. Invites sealed tenders/Quotations in two-bid format for Supply, Installation & Commissioning of the "20 Mbps Internet Leased Line connectivity" at the Sapru House, Barakhamba Road as per the specification given in the schedule attached with the tender as Annexure - I.

The agency shall provide the 20 Mbps Internet Leased Line Connectivity at Sapru House for a period of initially two years and will be further extended, based on the requirement of the Council on yearly basis.

Council intends to invite tender quotations under TWO-BID system for Supply, Installation & Commissioning of the "20 Mbps Internet Leased Line connectivity" at the Sapru House, in sealed envelope from the reputed Indian Firms/Agencies/Govt. Licensed firms.

The Bidders are advised to follow the following instructions.

As **two bid systems** is to be followed, three envelopes duly sealed should be used for submission of tender as detailed below:-

- (i) **Envelope No. 1: Technical Bid** (Annexure -I) duly completed and signed should be put in this envelope, also each page of this Notice inviting Tender/Quotation along with Terms & Conditions should be signed by the authorized person of the firm and placed in this envelope. The envelope should be sealed properly and super scribed as **"TECHNICAL BID: 20MBPS INTERNET LEASED LINE**

**CONNECTIVITY AT SAPRU HOUSE".** Firm's name and address should be written on the envelope.

- (ii) **Envelope No. 2: Financial Bid** (Annexure II) duly completed and signed should be put in this envelope. The envelope should be sealed properly and super scribed as "**FINANCIAL BID: 20MBPS INTERNET LEASED LINE CONNECTIVITY AT SAPRU HOUSE**". Firm's name and address should be written on the envelope.
- (iii) **Envelope No. 3:** Containing an Earnest Money Deposit (EMD) of Rs. 40,000/- (Rupees Forty thousand only) through a Demand Draft on any scheduled bank in Delhi drawn in favor of "Indian Council of World Affairs" payable at New Delhi. The envelope should be sealed properly and super-scribed as "**EMD: 20MBPS INTERNET LEASED LINE CONNECTIVITY AT SAPRU HOUSE**". The name of firm should be mentioned on the envelope. The firms who are registered with the Central Purchase Organization, National Small Industries Cooperation (NSIC) are exempted from submitting EMD. A copy of certificate to this effect should be enclosed.
- (iv) **Envelope No. 4:** All three envelope No. 1, 2 & 3 as mentioned above, are to be put into this envelope. The envelope should be sealed properly and super-scribed as "**TENDER/QUOTATION FOR 20MBPS INTERNET LEASED LINE CONNECTIVITY AT SAPRU HOUSE**". The name of firm should be mentioned on the envelope.

Each page of all the Annexure- I & II should be duly signed and stamped.

The sealed tender envelope should reach us on or before **16.1.2017 by 1600hrs** addressed to

**Deputy Director General  
Indian Council of World Affairs  
Sapru House, Barakhamba Road  
New Delhi-110001**

The tender/quotation received after the stipulated time and date will not be entertained.

## Terms & Conditions:

1. The last date & time for submission of quotations/tenders shall be 16-1-2017 till 4.00P.M. ICWA may in exceptional circumstances and at its sole discretion may extend the last date & time of submission of quotation/tenders by issuing an appropriate notice. Such extension, if any, shall be notified on ICWA website and shall be applicable to all.
2. Tender/Quotation may be submitted by Registered Post/ Courier service or in person, so as to reach ICWA on or before the last date & time set.
3. **Pre qualification Criteria: Mandatory (*Tenderers not meeting the criteria will not be considered*)**
  - 3.1 The bidder should be the Tier 1 national ISP and should have a valid Category "A" ISP license from Govt. of India (Attach a copy of license).
  - 3.2 The bidder should be financially sound with a minimum average annual turnover of Rs. 5 crore during last 3 financial year. The proof of turn over should be submitted in the form of Audited Annual Reports.
  - 3.3
    - a) The quotation should clearly indicate the different components of the total charges- recurring (annual) and non-recurring (one time) for bandwidth and equipment supplied.
    - b) The firm must give compliance statement of all the identical items along with all terms and conditions.
  - 3.4
    - a) The ISP should have a fully functional Customer Service Centre in New Delhi, which is operational 365X7X24 hours. (Attach Certificate)
    - b) The bidder would insure 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.
    - c) Liasoning (if required) with other firm(s) for obtaining point to point connectivity between ISP node and ICWA shall be the responsibility of quoting firm.
    - d) The Price bid will be considered only when it qualifies technically.

- e) Council reserves the right to carry out the capability assessment of the bidder and the decision of the Council shall be final in this regard.
- f) ISP must clearly state in technical bid that financial bid contains all components viz. recurring, non-recurring, bandwidth charges etc. as mentioned above.
- g) Quoting firms must put page number on every page of the bid. It is also required that page nos. of the documents attached should be mentioned against each item of the main bid.
- h) Every bid document should be signed and stamped by authorized signatory.
- i) **PERIOD OF INTERNET CONNECTIVITY SERVICE CONTRACT:** - The Internet Connectivity contract shall be initially for a period of (02) two years.

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

4. Technical bids are to be opened and evaluated first. Financial bids will be opened only of bidders shortlisted on basis of technical bids.

5. **EMD shall be forfeited if:**

5.1 The bid is revoked during its validity period.

5.2 The bidder indulges himself in any undesirable practice or malpractice at any time, which would 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.

5.3 The prices are increased unilaterally during validity of offer by the bidder,

5.4 The successful bidder does not convey his written acceptance within a maximum period of 15 days of the order placed on him by ICWA.

5.5 The bidder withdraws or modifies his tender without consultation & approval of the Council, within 120 days from the date of opening or within the extended period of validity for any reason whatsoever.

5.6 The successful bidder fails to start the work within the reasonable period or fails to show reasonable progress in execution of the work / contract.

- 6 Tender quotation received without earnest money will not be considered. Earnest money received from other unsuccessful tenderers will be returned without interest on demand after the successful completion of tendering process and award to the firm.

#### **RESPONSIBILITIES UNDER THE CONTRACT:**

7. The ISP would be responsible for the following:
  - 7.1 To provide 20 Mbps Internet connectivity (Leased Line) at Sapru House, Barakhamba Road, New Delhi on yearly rental basis.
  - 7.2 Provide 32 Public IP addresses of ipv4 pool and 64 Public IP addresses of ipv6 pool.
  - 7.3 Installation, commissioning, configuring of the link and hardware/software (Mux, Modems and Router etc. to make line fully functional at 20 Mbps.).
  - 7.4 Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment.
  - 7.5 ISP or authorised person from ISP will be required to sign Service Level Agreement.
  - 7.6 *In case of the above parameters going out of specifications, ICWA will be compensated adequately in respect of the extended time for the loss of hours in service. Also, if services are not found satisfactory, ICWA reserves the right to cancel the contract within one-month.*

#### **8. Service Level Agreement**

- a. 20 Mbps Internet bandwidth at all the time.
- b. Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of globe.
- c) Latency: Less than 350 ms from ICWA to ISP's tier 1 peering point.
- d) Network Availability: More than 99.5 % per quarter.
- e) Reports for performance, monitoring /usage to be submitted by the ISP on weekly or monthly basis or as per requirement of the Council.
- f) The bidder will provide the facilities to measure the above parameters at IT Division of the Council. The facility of measurement / monitoring of above parameters or graphical display will be provided by the bidder.

*In case of the above parameters going out of specifications, ICWA will be compensated adequately in respect of the extended time for the loss of hours in service. Also, if services are not found satisfactory, ICWA reserves the right to cancel the contract within three-months.*

9. No advance payment in any case would be made.
10. The Council's reserves the right :
  - a. To reject any or all tender quotations without assigning any reason whatsoever and is not bound to accept the lowest (L1) rate.
  - b. To change any clauses/items/condition on the tender quotation document.

**TECHNICAL BID**

**(Technical Bid shall be prepared and sealed in separate envelope.)**

**Technical specification and requirements for 10 Mbps Internet connectivity Leased Line (1:1 uncompressed and unshared with last mile on fiber) for the Council for a period of (02) two years**

To provide 20 Mbps Internet leased line connectivity on uncompressed, unshared leased line (OFC) (1:1) at Sapru House, Barakhamba Road, New Delhi on rental basis. This includes installation, commissioning, testing & up keep of the complete link for two years period. The connectivity will be through dedicated Internet service. The hardware and software required for the establishment of fully functional leased line will be provided by the bidder. The minimum guaranteed bandwidth taken from the Bidder is 20 Mbps (1:1).

<b>Sr. no</b>	<b>Technical Specification for Internet Leased Line Connection</b>	<b>Complied (Yes/No)</b>	<b>Deviation if any</b>
1	The bidder should be the Tier 1 national ISP and should have a valid Category "A" ISP license from Govt. of India (Attach a copy of license).		
2	The Internet connectivity leased line should have fully dedicated (1:1), unshared & High Quality 20 Mbps symmetric bandwidth without any compression factor through Optical Fiber cable.		
3	The ISP/bidder should have Network Operation Centre (NOC) for trouble shooting around the clock		
4	Internet Router Port at ISP Gateway for required Bandwidth and 20 Public IP addresses of ipv4 pool and 20 Public IP addresses of ipv6 pool.		
5	The connectivity from the POPs of service providers to Sapru House, Barakhamba Road, New Delhi, premises shall be through Optical Fiber Media		
6	All the equipments supplied by the bidder should be capable of handing higher band width in case up gradation is required in the later stage.		
7	Any Software and Hardware required establishing the purchased bandwidth will be provided by bidder to make leased line fully functional		

8	The bidder should submit technical literature explaining the proposed implementation diagram with the technical bid		
9	The bidders should have Direct \ toll free number to register complaints round the clock (24x7), Maintenance support service (24 hours and 7 days a week)		
10	All the POPs from where the ILL bandwidth is provided to ICWA should have redundancy of equipments, links, power, backhaul connectivity etc. Service provider needs to confirm it in writing.		
11	The ILL links should be available in full duplex mode which must be demonstrated to Engineers of the Council.		
12	The service provider should have independent Network Operation Centre with 24x7 supports to take care of the ILL link management requirements. The service provider should furnish details of Toll Free number reachable from BSNL/MTNL Landline phones for logging complaints		
13	Service provider has to provide facility to ICWA, to monitor the SLA (Service level Agreement) parameters (as per Para 8) and log the Trouble tickets on line. ICWA should also be able to obtain standard reports on the ILL links' Bandwidth Utilization (in Mbps, in frames/sec), Errors (frames/sec), Discarded (frames/sec), Non unicast(frame/sec), Bandwidth availability, Packet loss (in %), Latency of links etc. through any network monitoring tool / web browser provided by service provider.		
14	The service provider network should be backed by availability of service centers/service personnel in New Delhi to attend faults.		



15	<p>IT Division of the Council will consider the successful provision of the link subject to satisfactory Acceptance Test. The methodology for the test will be at the discretion of the Council. However, the same will be shared with the Bidder / SP.</p> <p>Following tests may be adopted :</p> <p>a. Average latency should not be more than 250 ms up to ISPs 1st Tier 1 peering point.</p> <p>b. Domestic Latency &lt; 80 Millisecond during peak traffic hours</p> <p>c. International Latency &lt; 250 Millisecond during peak traffic hours</p> <p>d. Packet Loss &lt; 0.5% <b>Facilities of testing above parameters will be provided by the Bidder / ISP</b></p>		
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**Dated**  
**at.....this.....day.....2016/2017**

**(Signature with Seal)**

**Name:**

**Designation:**

*Note: The Council reserves the right to accept or cancel tender/bids of any/ of the agencies at their absolute discretion without assigning any reason thereof. Applications received with incomplete information or alteration not authenticated with proper seal and signature will not be considered.*

**For official use only**

**TECHNICAL BID ACCEPTED / REJECTED**

If rejected, then the reason thereof:-----

(Signature)

**PRICE BID FORMAT**  
**TENDER DOCUMENT FOR 20 Mbps Internet connectivity Leased Line (OFC) (1:1 uncompressed and unshared) for Sapru House, Barakhamba Road, New Delhi for a period of (02) two years**

	<b>No. of links / Speed</b>	<b>Unit Rate per year</b>	<b>Yearly Cost</b>	<b>Two Year Cost</b>	<b>Three Year Cost</b>
1	<b>A) Bandwidth Charges:</b> One no. 20 Mbps Internet connectivity Leased Line (OFC) (1:1 uncompressed and unshared) at Sapru House, Barakhamba Road, New Delhi				
2	Applicable taxes on above 1 a. b. c.				
3	<b>B) One time installation &amp; Configuration charges</b>				
4	Applicable taxes on above 3 a. b. c.				
5	<b>C) Annual rentals (Recurring charges)</b>				

6	Applicable taxes on above 5 a. b. c.				
7	Total (1+2+3+4+5+6)				
8	<b>D) Any other charges (To be specified) (if any)</b>				
9	Over All Total (7+8))				
10	Over All Total in Words				
<p>Note:</p> <ol style="list-style-type: none"> <li>1. Order shall be placed on the party who quotes over all lowest rate (10).</li> <li>2. In case of confusion of unit rate against total price, unit rate will prevail for evaluation.</li> <li>3. 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.</li> </ol>					

**Signature of the authorized representative of the bidder**

**Name:**

**Designation**

**Date**

**Seal**