

TENDER DOCUMENT

For the selection of Turnkey Solution Provider

for the Provision of

Leased Line Internet Connectivity

in the office of Pushpa Gujral Science City,

SCO 60-61, IIIrd Floor, Sector 34-A

Chandigarh

Pushpa Gujral Science City

SCO 60-61, IIIrd Floor, Sector 34-A

Chandigarh

Telephone No.: 91 – 172- 5077073 / 2603183

PUSHPA GUJRAL SCIENCE CITY

Tender For : Leased Line Internet Connectivity

Issued to : _____

and payment of cost of tender document for Rs.500/- (Five Hundred only)

Tender document issued on : _____

Authorized Signatory

TENDER SUMMARY

NOTICE INVITING TENDER			
Internet Connectivity (Detail As per Section IV)			
Tender Document Cost (Rs.)		EMD(Rs.)	
500/-		5,000	
Last Date & Time			
Pre-Bid Meeting	Bid Submission	Technical Bid Opening	Financial Bid Opening
18/03/2010 1130 hrs	25/03/2010 1500 Hrs	25/03/2010 1530 Hrs	26/03/2010 1500 Hrs
Place:	Pushpa Gujral Science City SCO 60 – 61, 3rd Floor, Sector 34-A Chandigarh		

Downloaded Tender Fee: Rs. 500/- (Rs. Five Hundred) Tender Fee
(NON-REFUNDABLE) through Demand Draft in favour of **Pushpa Gujral Science City**, payable at Chandigarh.
To be submitted as separate Demand Draft in ENVELOPE-I along with Earnest Money

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SECTION I
INVITATION FOR BIDS

1. This invitation for class A / B / C Category ISPs for acting as a Turnkey Solution Provider (TSP) for providing 256 Kbps Internet Leased line access in the office Pushpa Gujral Science City, SCO 60-61, IIIrd Floor, Sector 34-A, Chandigarh for a period of one year.
2. Tenderers are advised to study the Tender Document carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications.
3. Sealed offers prepared in accordance with the procedures enumerated in Clause 1 of Section II should be submitted to Pushpa Gujral Science City, SCO 60-61, IIIrd Floor, Sector 34-A, Chandigarh not later than the date and time laid down, at the address given in the **Schedule for Invitation to Tender** under Clause 6.
4. All bids must be accompanied by an earnest money of Rs. 5,000/- in the form of Bank Draft in favor of "Pushpa Gujral Science City", payable at "Chandigarh" contained in Envelope-1
5. This Tender document is not transferable.
6. **Schedule for Invitation to Tender:**
 - a) Name of the department by which tenders are called (Client):
Pushpa Gujral Science City
 - b) Place, Date and Time for Pre-Bid Meeting
**Pushpa Gujral Science City,
SCO 60-61, IIIrd Floor, Sector 34-A, Chandigarh
at 3.30 PM on 25.03.2010**
 - c) Addressee and Address at which Tenders are to be submitted:
**Administrative Officer
Pushpa Gujral Science City,
SCO 60-61, 3rd Floor, Sector 34-A, Chandigarh**
 - d) Latest time and date for receipt of Tender:
Up-to 3.00 pm on 25.03.2010
 - e) Place, Time and Date for Technical Bid
**Pushpa Gujral Science City,
SCO 60-61, IIIrd Floor, Sector 34-A, Chandigarh
at 3.30 PM on 25.03.2010**
 - f) Date till which the tender is valid: **90 days from last date of submission of bids.**
7. **Completion Period: 4 weeks from the date of allotting tender.**

Note: The Client shall not be responsible for any postal delay about non-receipt/non delivery of the documents.

SECTION II

INSTRUCTIONS TO TENDERERS

A. Introduction

1. The offer should be submitted in three separate envelopes.
 - a) Envelope-1: containing Earnest money Deposit (EMD).
 - b) Envelope-2: containing Technical Bid.
 - c) Envelope-3: containing Commercial / Financial Bid.
 - 1.1 The envelopes must have **Bid titles** as follows:
 - Envelope-1: EARNEST MONEY (EMD)**
 - Envelope-2: TECHNICAL BID**
 - Envelope-3: COMMERCIAL BID**
 - 1.2 Envelope-1 shall be opened in first instance. Bids without proper earnest money will be rejected and Envelope-2 and Envelope-3 shall not be opened.
 - 1.3 Envelope-2 shall only be opened with Earnest money in Envelope-1 as required and the Technical bid will be evaluated. Please note that Prices should not be indicated in the Technical bid.
 - 1.4 Envelope-3 of only those bidders shall be opened who are technically qualified.
 - 1.5 All the Envelopes mentioned above should be submitted in a large Envelope double sealed cover, super-scribing the **Tender for Internet Lease line connectivity**.
 - 1.6 The cover thus prepared should also indicate clearly the name and address of the tenderer to enable the Bid to be returned unopened in case it is received "**Late**".
 - 1.7 The bids received late and declared late by the Tender Evaluation committee after the last date and time for receipt of bids prescribed in the tender document shall be rejected and/or returned unopened to the Tenderer.
 - 1.8 Each copy of the tender should be a complete document and should be bound as a volume.
2. **Cost of Tender document**
 - 2.1 The Tenderer shall bear all costs associated with the preparation and submission of its Bid, including cost of presentation for the

purposes of clarification of the bid, if so desired by the Client and Client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

2.2 If Tender Document is downloaded than Tender Document Fee to be paid along the EMD as a separate Demand Draft in favour of "Pushpa Gujral Science City" payable at "Chandigarh" in Envelope-I.

3. The Tenderer is expected to carefully examine all instructions, forms, terms and specifications in the Tender Document. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect will be at the Tenderer's risk and may result in the rejection of the bid.

4. **Clarification regarding Tender Document**

4.1 All clarifications regarding the tender document and its clauses, if any can be sought in pre-bid meeting to be held on **March 18, 2010** in writing.

5. **Amendment of Tender Document.**

5.1 At any time upto the last date for receipt of bids, the Client, may for any reason, whether at his own initiative or in response to a clarification requested by a prospective Tenderer, modify the Tender Document by an amendment.

5.2 The amendment will be notified in writing to the prospective Tenderers who have received the Tender Documents and will be binding on them.

5.3 In order to provide prospective Tenderers reasonable time or otherwise for any other reason, in which to take the amendment into account in preparing their bids, the Client may, at his discretion, extend the last date for the receipt of Bids.

6. **Documents Comprising the Bids**

6.1 The Bids prepared by the Tenderers shall comprise of following components:

(a) Envelope-1 "Earnest money deposit" should contain :-

- i) Earnest Money of Rs. 5,000/- in the form of Bank Draft in favor of Pushpa Gujral Science City, Chandigarh.
- ii) Tender submitted without the earnest money will be rejected.
- iii) The earnest money deposited with PGSC will be refunded to the unsuccessful tender after finalization of the tender.

- iv) In case of successful tenderer, The earnest money will be retained as a part of security till the time of the contract
- v) No interest will be claimed for the deposit of Earnest money/security etc.

(b) Envelope-2 "Technical Bid" should contain

- i) Qualifying data duly filled in as per relevant proforma provided in the bid proposal that the tenderer is eligible to bid and is qualified to perform the contract , if its bid is accepted (Proforma -I)
- ii) Photocopy of document showing ISP License No. (with date) and A/ B / C category ISP along with a copy of the License agreement for the provision of Internet Service issued by Government of India to be enclosed.
- iii) Name of the Department/ Institution where such projects have already been implemented. Certificates from earlier clients for successful implementation of Leased lines internet access.
- iv) Address, Contact Person, Phone, Tele Fax/ E-mail of Offices in Chandigarh and around with residential contact information during holidays.
- v) The list of customer service support centers in Chandigarh and around with complete address and contact information. Details
- vi) Checklist as per page 20 must be enclosed duly filled & signed by the vendor.
- viii) Proposed methodology and complete chart for undertaking Tasks/ Projects specified under Section IV.

NOTE: The Technical specifications may be fine tuned on the basis of discussions with various tenderers during the Pre-Bid meeting and commercial bid would be called on the basis of fine tuned specifications.

(c) Envelope-3 "Commercial Bid" should contain:-

- i) Bid prices for the fine tuned Technical Specifications duly filled, signed and complete as per the Price Schedule on the prescribed Quotation Proforma (Proforma-II). The vendor must quote the basic price (exclusive of taxes) and total price inclusive all taxes and levies if any.
- ii) The Tenderer shall be required to give Item-wise/ activity wise Prices wherever applicable.
- iii) Conditional Bids will not be considered.

7. All the pages of the tender documents are to be signed by the tenderer.

SECTION -III

TERMS AND CONDITIONS OF THE TENDER

1. Tenderer's qualification:

- 1.1. Tenderer should be of category A /B /C Internet Service Providers by Govt. of India. The tenderer company must have requisite infrastructure and resources to successfully execute the order/ project and provide services in the office of Pushpa Gujral Science City, SCO 60-61, IIIrd Floor, Sector 34-A, Chandigarh and should have a valid ISP license from Government of India.
- 1.2. The client reserves the right to carry out the capability assessment of the tenderers and the client's decision shall be final in this regard.
- 1.3. The individual signing the tender or other document, in connection with the tender must certify as to whether he or she has signed as :-
 - a). A " Sole proprietor " of the firm or constituted attorney of such sole proprietor.
 - b). A partner of the firm, if it be partnership, in which case he must have authority to refer to arbitration disputes concerning the business partnership either by virtue of the partnership agreement or a power of attorney. In the alternative all the partners should sign the tender.
 - c). Constituted attorney of the firm, if it is a company.
- 1.4. The connectivity should be on wired network (local loop) of a licensed basic telecom service provider to the locations as specified or required. This wired link should be upgradeable to 1 Mbps.
- 1.5. The tenderer would insure that the local loop provisioning or suggested option does not violate regulations as laid by Government of India/TRAI in respect of such links/networks.
- 1.6. ISP should bear financial penalties for any delay in installation due to non-availability of approvals and violations if any.

2. Standards:

- 2.1 The services provided under this contract shall conform to the standard mentioned in the Fine tuned Technical Specifications, and when no applicable standards are mentioned, to the authoritative standards. Such Standard shall be the latest issued by the concerned institution governing that standard.

3 Eligible Tenderers

- 3.1 The bidding is open to all qualified Tenderers who fully meet the following qualifying requirements (The required documents in proof of the below eligibility should be enclosed in the pre-qualification bid) :-
- 3.1.1 The Tenderer (Internet Service Provider) must have a valid A/ B/ C ISP category license from Government of India.
 - 3.1.2 The ISP should have a fully functional Customer Service Centre in Chandigarh which is operational 24 hours.
 - 3.1.3 The ISP should have adequate bandwidth at the backend to provide the desired services along with the proof.
 - 3.1.4 The ISP should have experience of implementing at least 10 Internet Leased Lines in this region.
- 3.2 The client reserves the right to carry out the capability assessment of the tenderers and the client's decision shall be final in this regard.

4 DELIVERY PERIOD & INSTALLATION:

- 4.1 The delivery period of the said tasks should be adhered to as will be mentioned in the Award of Contract. The supply shall actually be deemed to have been complete on the actual date of installation.
- 4.2 The commissioning of the service shall be in the office of Pushpa Gujral Science City, SCO 60-61, IIIrd Floor, Sector 34-A, Chandigarh and other such office (as required) at the cost of the ISP.

5 Standard of performance

The Tenderer shall carry out the implementation of Leased Line internet access under the contract with due diligence, efficiency and economy in accordance with generally accepted norms techniques and practices used in the industry. The Tenderer shall also adhere to professional engineering and consulting standards recognized by international

professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The Tenderer shall always act in respect of any matter relating to this contract, as faithful advisors to the client and shall, at all times, support and safeguard the client's legitimate interests in any dealings with the third party.

6 Use of contract documents and information

6.1 The Tenderer shall not, without the client's prior written consent, disclose the contract or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of client in connection there with to any person other than a person employed by the Tenderer in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

6.2 The Tenderer shall not without the purchaser's prior written consent, make use of any document or information.

6.3 Any document other than the contract itself shall remain the property of the client and shall be returned (in all copies) to the client on completion of the ISP's performance under the contract if so required by the client.

7 Time limit for completion of the task

The vendor's requirement for the completion schedule of different tasks under the contract is given below:

7.1 The scope of work indicated in Section IV shall be completed within 4 weeks from the date of issue of work order.

7.2 The above time limit may be fine tuned in consultation with the ISP at the time of award of contract depending upon the nature/ scope and other requirements of the contract.

8 EARNEST MONEY & SECURITY :

8.1 Tenderer shall deposit Earnest money of Rs. 5, 000/- in the form of Bank Draft in favour of Pushpa Gujral Science City, payable at Chandigarh, drawn on any Indian Nationalized Bank.

8.2 The successful tenderer is required to deposit in addition to EMD, a security for due performance of the contract, an amount equal to 10% of the approximate value of the contract which will be valid for the duration of contract period from the date of award of the contract. It further prescribes that if the successful tenderer fails to deposit the 10% security within 10 days of the acceptance of tender, the EMD deposited by the tenderer shall be forfeited. This 10% security could be in the form of irrevocable

bank guarantee/ bank draft/ deposit to be jointly and severally bound with the Tenderer to the client at call receipt.

9 **DELAY IN THE ISP'S PERFORMANCE & PENALTY:**

- 9.1 Delivery of the services and equipment shall be made by the ISP in accordance with the time schedule specified by the client/purchaser in this schedule of requirement.
- 9.2 An unexcused delay by the vendor in the performance of its delivery/ obligations shall render him liable to the following penalties: -
 - 9.2.1 In case of non/ partial supply of the material/services within the stipulated period, penalty @ 1% per week subject to maximum of 10% after which the vendor shall be liable for the imposition of liquidated damage and termination of the contract for default and forfeiture of earnest money and security.
- 9.3 Hiding of Facts by the bidder if revealed at any stage, would amount to forfeiture of EMD and security the subsequently the firm may also be black listed.

10 **SCHEDULE OF PAYMENT:**

- 10.1 Payment shall be made by the Purchaser only after completion of supply order or delivery of services, Installation, commissioning and acceptance of the Tasks allotted in the schedule for the equipment, but for the rental of the bandwidth and other maintenance charges, the payment can be made quarterly to the entire satisfaction of the client/purchaser or any other agency nominated by him but after the installation of the equipment or acceptance of services during that quarter.
- 10.2 The purchaser may, however, consider making advance payments which shall be subject to the following conditions on various tasks as under:
 - 10.2.1 **Bandwidth Charges:** Bandwidth Charges are payable quarterly in advance. For this the ISP will raise the bills at-least one month in advance before the start of the next quarter.
 - 10.2.2 **Hardware Charges:** 70% of the cost of the hardware, if any, will be released after its successful supply and the balance 30% will be released after its successful installation and commissioning test.
 - 10.2.3 **Charges for Dedicated Lease Line/ any other option:** These shall be payable in advance on annual basis as per the original Demand Note issued by the basic service provider i.e. BSNL/ DOT/ any other. The

payment will however be released on the name of the basic service provider paid through the tenderer.

11 WARRANTY PERIOD :

11.1 The Vendor will be responsible for the comprehensive maintenance during the contract period of one year after the acceptance of installation & testing of hardware. In case of default, PGSC will have the right to arrange maintenance at the risk and cost of vendor, from any other source and shall raise bills to vendor. Vendor shall clear such bills within 7 days.

11.2 The vendor will also maintain the Equipment/ Services for efficient running at all times during its warranty period. However, average uptime during a quarter should not be less than 98%. In case the vendor/ISP fails to maintain the said uptime, the vendor/ISP will be paid proportionality to the uptime in the quarterly bill. Even if a peripheral or part of the system is not working, the system will be considered as down.

11.3 Uptime shall be calculated as

$$\frac{(\text{Total Time} - \text{Down Time}) \times 100}{\text{Total Time}}$$

11.4 The response time for attending the faults will be 4 hours after they are reported to the Vendor. The Vendor will rectify the faults within 24 hours failing which, the vendor will arrange temporary replacements. The services shall be provided Mondays to Saturdays on working hours of the General shift of the department concerned.

11.5 The vendor will do preventive maintenance once a quarter for upkeep of the Systems running. This schedule will have to be adhered to strictly by him. Preventive Maintenance should preferably be done on Non-working days/ Beyond General Shift Hours.

11.6 Client shall move the equipment from one location to another with the help of vendor to the extent possible.

11.7 All these terms and conditions will be applicable during Warranty and Post Warranty period.

12 PRICE FALL :

12.1 The prices charged for the Goods/ Services supplied under the contract by the vendor shall in no event exceed the lowest price at which the vendor sells the Goods/Services or offers to sell Goods/Services of identical description to the Department of the Central or State Government or any Statutory undertaking of the central or State Government, as the case may be, during the currency of the contract.

12.2 If, at any time during the said period the vendor reduces the sale price, sells, or offers to sell such goods/services to any person/organization including the purchaser or any Department of State or Central Government or any statutory Undertaking of the Central or State Government as the case may be, at a price lower than the price chargeable under the contract, the Vendor shall forthwith notify such reduction, or sale or offer to sell to the purchaser and the price payable under the contract for the supply of material after the date of coming into force of such reduction or sale or offer to sell shall stand correspondingly reduced.

In at any stage of contract, the purchaser comes to know that the ISP has offered to sell such goods/services at reduced prices to some other person/organization without notifying of offering the same to the client then the bank guarantee shall be forfeited.

13 PRICES:

13.1 The prices quoted for the Items/Services shall be firm throughout the period of contract & this contract will be valid up to the date of final payment to the supplier and shall not be subject to any upward modification whatsoever. The rates should be quoted for Pushpa Gujral Science City and goods and services shall be delivered at locations specified by the client. Rates shall be inclusive of supply, installation, commissioning, acceptance, warranty and maintenance during warranty period and delivery as per schedule specified in the award of contract.

14 TAXES AND DUTIES:

14.1 The vendor must quote the basic price (exclusive of taxes) and total price inclusive all taxes and levies if any.

15 Bandwidth Cost Protection

15.1 In case of any reduction in the Bandwidth charges during the concurrency of contract due to TRAI/ Government regulations or otherwise, the ISP will immediately pass on the benefit to the client. The extent of benefit shall be calculated on the basis of the proportion equal to Bandwidth charges fixed under this contract vis-à-vis the existing list price of the company.

15.2 The ISP will submit list price concerning the bandwidth charges offered by it at the time of submitting quarterly advance bills so as to ascertain any benefit that is to be passed on under this contract on Bandwidth Rentals.

15.3 The work order would also be subject to the condition that before the supply is made or services are delivered by the ISP, any reduction in government duties/ levies etc on the above items/ services will be passed on to the client and the rate shall be reduced to that extent. Vendor shall certify regarding this on the bill.

16 INSURANCE :

- 16.1 The vendor shall be responsible for all the Goods supplied under the contract shall be fully insured against loss or damage incidental to manufacture or acquisition transportation, storage and delivery.
- 16.2 The insurance shall be obtained by the vendor, naming the concerned department/ office as specified in the purchase order as the beneficiary, in an amount equal to the exact value of the Goods up to the installation at site on all risks basis, including war Risks and strike clauses etc.

17 Liquidated Damages :

In the event of the failure of the ISP to secure acceptance of the services by the Client within 90 days after commissioning, the Client reserves the option to recover from the ISP as liquidated damages and not by way of penalty for the period after the said 90 days, until acceptance a sum equivalent to 1% (one percent) of the contract value for each week of the failure of ISP up to a maximum deduction of 10%, to secure acceptance or part thereof without prejudice to the client's other remedies under the contract.

18 Termination for default :

- 18.1 The client may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the ISP, terminate the contract in whole or in part if:
- 18.1.1 The ISP fails to deliver any or all of the obligations within the time period(s) specified in the contract, or any extension thereof granted by the client.
 - 18.1.2 the vendor fails to performs any other obligation(s) under the contract

19 Termination for insolvency :

The client may at any time terminate the contract by giving written notice to the vendor without compensation to the vendor, if the vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the client.

20 Termination for convenience:

20.1 The client may by written notice sent to the vendor, terminate the contract, in whole or part at any time for its convenience. The notice of termination shall specify that termination is for client's convenience, the extent to which performance of work under the contract is terminated, and the date on which such termination becomes effective.

- 20.1.1 The hardware that is complete in every respect and ready for installation within 30 days after the receipt of notice of

termination by the consultant shall be purchased by the Client at the contract terms & prices.

21 **"No claim" Certificate:**

The ISP shall not be entitled to make any claim, whatsoever, against the client under or by virtue of or arising out of this contract nor shall the client entertain or consider any such claim, if made by the ISP after he shall have signed a "no claim" certificate in favour of the client in such forms as shall be required by the client after the works are finally accepted.

22 **Suspension:**

22.1 The client may by a written notice of suspension to the ISP, suspend all payments to the ISP under the contract, if the ISP failed to perform any of its obligations under this contract, (including the carrying out of the services) provided that such notice of suspension :

22.1.1 Shall specify the nature of the failure and

22.1.2 Shall request the ISP to remedy such failure within a specified period from the date of receipt of such notice of suspension by the ISP.

23 **ISP's Personnel:**

The ISP shall employ and provide such qualified and experienced personnel as are required to perform the services under the contract.

24 **ISP Project Manager :**

The ISP shall ensure that all times during the currency of the contract an ISP project Manager, acceptable to the client, shall take charge of the performance of the contract.

25 **Documents prepared by the ISP to be the Property of the Client**

All plans, drawings, specifications, designs and other documents prepared by the ISP in the execution of the contract shall become and remain the property of the client, and before termination or expiration of this contract, the ISP shall deliver all such documents to the client under the contract along with the detailed inventory thereof.

26 **Confidentiality:**

The ISP or sub-contractor(s) and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or the client's business or operations without the prior written consent of the client.

27 **Force Majeure:**

- 27.1 Notwithstanding the provisions of the tender, the ISP shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- 27.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the ISP and not involving the ISP and not involving the ISP's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the client either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes
- 27.3 If a Force Majeure situation arises, the ISP shall promptly notify the client in writing of such conditions and the cause thereof. Unless otherwise directed by the client in writing, the ISP shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The client may terminate this contract, by giving a written notice of minimum 30 days to the ISP, if as a result of Force Majeure, the ISP being unable to perform a material portion of the services for a period of more than 60 days.

28 Other Conditions:

- 28.1 Risk purchase at the cost of supplier will be made on the failure of the supplier to make supply as per Terms and Conditions. The difference of excess in cost thus incurred will be received from the supplier in a suitable manner and even from his pending bills, earnest money or security whichever is available.
- 28.2 When some latest technology or equivalent is introduced on these systems /services by supplier, the supplier will have to offer the same to the PGSC on mutually agreed charges.
- 28.3 All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the sole arbitrator to be appointed by the Member Secretary of PGSC. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the arbitration Act, 1940 or by statutory modification reenactment thereof for the time being in force. Such arbitration shall be held at Chandigarh.
- 28.4 In all matters and disputes arising thereunder, the appropriate Courts at Chandigarh alone shall have jurisdiction to entertain and try them.
- 28.5 The purchaser reserves the right to release the order for whole or part of the quantities/services as shown in the Tentative Bill or material.

- 28.6 HRD and training to be integral part of the contract wherever applicable.
- 28.7 Prices should be F.O.R destination.
- 28.8 **Inspection:** Service will only be accepted after the successful commissioning as per Tender Document or fine tuned specifications (if any), after inspecting the services at the vendors end (on the vendor's expenses)
- 28.9 Any deviation in these clauses, the material is liable to be rejected and will be returned at your risk and cost without any financial obligation on the part of this office.
- 29 **Responsibilities under the contract:** The short-listed ISP would be responsible for the following during the period of contract:
- 29.1 Provision of Internet Bandwidth connectivity in the office of Pushpa Gujral Science City, SCO 60-61, IIIrd Floor, Sector 34-A, Chandigarh
- 29.2 All interactions with other agencies like the basic service provider and hardware vendors during the concurrency of contract, which may be required for the provisioning of services as per contract.
- 29.3 All repairs and maintenance of the equipment installed for the provisioning of services. The equipment like modems, NTU's, Routers, cables and racks etc will remain in charge of the supplier during the concurrency of contract.
- 29.4 Demonstration of the required uplink and downlink to the council as and when required.
- 29.5 Providing MRTG reporting of the Internet Connectivity port on the Internet updated every 10-20 minutes.

Section IV

SCOPE OF WORK AND DETAILED TECHNICAL SPECIFICATIONS

Pushpa Gujral Science City, Chandigarh intends to avail a dedicated Internet bandwidth of capacity 256 Kbps to be provided at its office located in SCO 60-61, IIIrd Floor, Sector 34-A,, with support from ISP up to last mile i.e. end user support to ensure internet connectivity. The connectivity should work on all the clients through Local Area Network installed by the office. ISP will also provide and configure routers, leased line modems etc and provide maintenance support during the contract period of one year to ensure the availability of specified bandwidth as given in 1.1 below and maintain uptime of 98%.

The support for the last mile connectivity till end user has to be provided so as to ensure uninterrupted connectivity; this work may also include diagnosis of Network problems like broadcasting and assisting/helping the PGSC in resolving these issues.

1. Specifications

- 1.1 **Bandwidth:** 256 Kbps internet connectivity (1:1, uncompressed/ pure on clear Channel) from the dedicated port of ISP router.
- Latency: Less than 550 msec when checked from USA server to the router located in Pushpa Gujral Science City, Chandigarh.
 - Packet Losses: Average less than 1% when checked from predefined server at various locations in USA.
 - Throughput Guarantee/ Up time commitment: 98 percent.
 - Documentary proof of the above to be provided by ISP with the bill.
- 1.2 ISP will provide clean Internet Connectivity free of spams / viruses through Clean Pipe using Fortigate Firewall. ISP will also provide Virtual Unified Threat Management at Client Side.
- 1.3 **Hardware:** Provision and maintenance of requisite leased line Modems, Routers, NTUs etc for the connectivity.

2. All the technical specifications as given above should be adhered.

Proforma -I

PARTICULARS OF TENDERER & MANUFACTURER

1. Name of the Tenderer : _____
2. Address of the Tenderer : _____

3. Name of the ISP : _____
4. Year of Establishment : _____
5. Address of the ISP : _____

- (with Telephone & Fax No.) : _____

6. ISP Category : _____
License No. : _____

7. Service facilities available for maintenance : _____
(Address of the fully functional Service center) _____

8. Bandwidth Availability _____
along with Proof
9. No of Internet Nodes operational _____
10. Availability of Broadband Connectivity _____
in Chandigarh along-with locations
11. Tenderer's proposal number & date _____

12. Name & address of the officer to whom all references shall be made regarding this tender : _____

- Telephone: _____
- Cell No. : _____
- E-mail: _____
13. Name of 10 Clients (the Dept./Institution where the Implementation of leased line has already been made) _____

- (Client list be given)
14. Earnest Money Deposited (Bank Draft) Amount _____
- D.D. No. _____
- Bank Name : _____

As of the date the information furnished in all parts of this form is accurate and true to the best of my knowledge.

Company Seal

(With name & designation of the person signing the tender)

CHECKLIST & ORDER IN WHICH DOCUMENTS ARE SUBMITTED

(To be filled by the tenderer)

Name of Vendor/ISP:

S. No	Condition / Item	Yes/ No/ description	Page S.No.(s)	Remarks
1.	Envelope 1 EMD			
1.1	Required Demand Draft of Earnest Money			
1.2	If Document Downloaded then DD of Tender Document Fee			
2.	Envelope 2 Technical Bid			
2.1	Tender Document filled in and signed at all the pages, complete in all respects.			
2.2	Letter of authorization to sign the bids.			
2.3	Qualifying data duly filled in as per relevant Performa provided in the bid proposal that the tenderer is eligible to bid and is qualified to perform the contract, if it is short-listed (Performa-I)			
2.4	Photocopy of document showing your ISP License No. (with date) and A/ B / C category ISP along with a copy of the License agreement for the provision of Internet Service issued by Government of India to be enclosed.			
2.5	Proof of availability of adequate bandwidth at the backend to provide the desired services.			
2.6	The list of Fully functional Customer Service Centre in Chandigarh and Punjab which are operational 24 hours with complete address and contact information.			
2.7	Name of the Department/ Institution where such projects had already been implemented. Certificates from earlier clients for successful implementation of Leased lines internet access.			
2.8	Address, Contact Person, Phone, Tele Fax/ E-mail of Offices in Chandigarh and Punjab with residential contact information during holidays.			
3.	Envelope 3 Financial Bid			
3.1	Performa II			

Proforma-II

PRICE SCHEDULE

Item No.	Item description	Basic Price	Excise Duty /Service Tax If any	Sales Tax if any	Other Local Levies If any	Other Charges If any	Total
1.	Band Width Charges						
	256 Kbps internet connectivity (1:1, uncompressed/ pure on clear Channel) from the dedicated port of ISP's router. (All recurring Charges)						
2.	Local Loop charges from BSNL/any other basic service provider						
	a) One time installation & configuration charges						
	b) Annual rentals						
	c) Any other charges (To be specified) _____ _____						

(Signature)/Seal

3.	Internet Connectivity free of spams / viruses through Clean Pipe using Fortigate Firewall. ISP will also provide Virtual Unified Threat Management at Client Side.					
4.	Cost of any hardware like Leased Line Modems, NTUs or routers etc (pl specify) 1. 2. 3.					
5	Any other charges for the provision of link					
GRAND TOTAL						

(Signature)/Seal

1. Price quoted will be final without any condition.
2. No taxes or duites other than indicated above will paid by PGSC.
3. PGSC reserves to itself the right of omitting altogether any item of work at the time of award of work or at later date be contractor shall not be entitled for any compensation due to the omission.