

**NATIONAL INSTITUTE OF TECHNOLOGY PATNA
PATNA-800005, BIHAR (INDIA)**

NOTICE INVITING TENDER

Sealed tenders from the experienced Internet service providers (ISP) for Internet connectivity of 6 Mbps, 1:1 bandwidth through Optical Fiber Link at NIT Patna are invited by the undersigned up to 15th November 2010 till 12:30 PM.

- Bandwidth : 6 Mbps
- Compression Ratio: 1:1
- IP Address : 12
- Up time : 99.5% Minimum
- Latency : 80 ms Maximum up to ISP's International Gateway in India

The detailed specification of the work to be done along with terms and conditions may be downloaded from website of the Institute www.nitp.ac.in. The tender document fee is Rs. 1000/- (Non refundable) which is to be deposited by demand draft/Bankers cheque drawn in favour of Registrar, NIT Patna, payable at Patna.

The tenders received will be opened on the 15th November 2010 at 2:30 P.M. in the presence of the tenderers or their representatives, if they so desire, at NIT Patna.

Terms & Conditions

1. The rates quoted will be inclusive of all taxes, Excise duty, VAT, Service tax etc as applicable showing each component separately and VAT will be deducted at source.
2. TDS will be deducted at source as per prevailing rat.
3. NIT Patna reserves the absolute right to accept or reject any or all the tenders/quotations on whole or in part without assigning any reason thereof.
4. The equipment supplied should conform to specifications laid down by the Institute.
5. Articles/Services should be delivered to NIT Patna without any extra charge.
6. Guarantee/Warrantee clause should be clearly mentioned and Guarantee card/ Warrantee card should be furnished along with the article supplied.
7. Terms of payment: Payment will be made on half yearly basis.
8. NIT Patna reserves the right to reject any article/services found defective, damaged and or not of the desired quality and specification. Decision of NIT Patna will be final.
9. Any loss or damage caused to the article in transit is to be made good by the supplier free of cost within reasonable time.
10. Full Bio-data, Registration No of the firm with at least three years previous experience in the field with necessary registration no and no dues certificate from the concerned office of the commercial taxes, Income taxes etc should be submitted by the tenderers in "Technical Bid".
11. Postal or courier delay will not be considered and the Tender/Quotation received late will be rejected without assigning any reason.
12. Earnest money of Rs. 25000/-(refundable) should be furnished along with the Technical bid.
13. Security deposit/E.M. can be forfeited in case of non-completion/part completion/delayed completion of work unless permitted in writing by NIT Patna.
14. No escalation in respect of raw material, labour, custom duty, freight etc. will be allowed in any shape.
15. The bids shall be submitted in three parts, viz., a) EMD of Rs.25000/-(Refundable) and application form fee of Rs.1000/- (non refundable) if detailed specification of the work to be done along with terms and condition has been downloaded from the website, in favour of Registrar, NIT Patna payable at Patna, b) Technical bid and c) Financial bid. Technical bid should contain papers regarding registration of the firm, clearance from sales tax, clearance from I.T. and PAN, Work Experience and completion certificate of similar type of work, Terms & conditions, list of client i.e. customer's list. Financial bid should contain item wise and total price. The above three bids may be sealed by the bidder in separate covers duly super-scribed "EMD, Technical bid and Financial bid respectively and all three sealed covers are to be put in a bigger cover which should also be sealed and duly super-scribed "For Internet connectivity of 6 Mbps, 1:1 bandwidth through Optical Fiber Link at NIT Patna vide Tender No.....dated.....". A bidder who submits more than one bid shall be disqualified.
16. A declaration should be also furnished by the agency that the agency will supply the original product of the manufacturing company. In case of supply of duplicate product suitable action will be taken against the agency including forfeiture of E.M./Security Deposit.
17. The notice inviting tender shall form part of the contract document. The successful tenderer on acceptance of the tender by the Institute shall sign contract within 10 days from the date of the award of the work.

Registrar

NATIONAL INSTITUTE OF TECHNOLOGY PATNA
PATNA-800005, BIHAR (INDIA)

Annexure - I

**BID DOCUMENT FOR INTERNET CONNECTIVITY 1:1 BANDWIDTH THROUGH
OPTICAL FIBER LINK AT NIT PATNA**

1. Instructions to the bidders

- 1.1 Sealed bids are invited on behalf of the Director, National Institute of Technology (NIT), Patna – 800005, Bihar, from the intending bidders for Internet connectivity of 6 Mbps, 1:1 bandwidth through Optical Fiber Link at NIT Patna as detailed in the tender paper.
- 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 with technical details wherever applicable, should be submitted with the bid.
- 1.4 In case of any discrepancy between the rates in figures and that in words, the rate in words will be accepted as correct.
- 1.5 The last date for receipt of the bid is marked in the tender notice i.e.15.11.2010 at 12:00 Noon. In case the above date is declared a holiday for NIT Patna, then the bids will be received up to the appointed time on the next working day.
- 1.6 The bids may be sent by registered post/speed post/ by hand so as to reach the Registrar, NIT Patna before/on the last date of receipt.
- 1.7 Bids received after the deadline of receipt indicated in para 1.5 above, shall not be considered.
- 1.8 The bids shall be submitted in three parts, viz. i) EMD of Rs.25000/-(refundable) and application form fee of Rs.1000/- (non refundable) if it has been downloaded from the net in the form of DD/BC drawn in favour of the Registrar, NIT Patna payable at Patna, ii) Technical bid and iii) Financial bid. Technical bid should contain papers regarding registration of the firm, clearance from sales tax, clearance from I.T. and PAN, Work Experience and completion certificate of similar type of work, Terms & conditions, Minimum Completion time. Financial bid should contain item wise and total price. The above three bids may be sealed by the bidder in separate covers duly super-scribed EMD, Technical bid and Financial bid respectively and both the three sealed covers are to be put in a bigger cover which should also be sealed and duly super-scribed. "Bid for Internet connectivity of 6 Mbps, 1:1 bandwidth through Optical Fiber Link at NIT Patna vide Tender No.....dated....." A bidder who submits more than one bid shall be disqualified.

1.9 The bids shall be opened in the Registrar's office at the date and time given in the tender notice. 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 Patna, the bids will be opened at the appointed time and place on the next working day.

1.10 The bidder has to sign in full at all pages of the bidding document.

2. Conditions of the bid

2.1 The rates quoted should preferably be net, inclusive of all taxes and duties, packing, forwarding, freight, insurance, installation and all other incidental charges.

2.2 Work should be started within 10 days from the date of awarding the work to the successful bidders and must be completed within one month from the date of awarding the work.

2.3 The goods/services offered should strictly conform to the specification and technical details as per annexure - II

2.4 The institute may like to conduct site inspection of goods/services, wherever applicable.

2.5 The bid is to be accompanied with "Bid Security" (Earnest Money) amounting Rs.25000/-which may be enclosed, in the form of Account Payee Demand Draft/Banker's Cheque. The bid security shall be in favour of the Registrar, NIT Patna payable at Patna. The bid security shall be forfeited, if the successful bidder does not start the awarded work within ten days of the award of work.

2.6 The successful bidder has to furnish "Performance Security" for an amount 5% of gross order value, in the form of Account Payee Demand Draft/ Banker's Cheque. The security is to be furnished in favour of Registrar, National Institute of Technology Patna within ten days of intimation, failing which bid security will be forfeited.

2.7 The bidder has to furnish up to date VAT, Service tax and Income Tax Clearance Certificate along with the bid.

2.8 In the event of any dispute arising out of the bid or from the resultant contract, the decision of the Director, NIT Patna shall be final and binding.

2.9 The bid document/resultant contract will be interpreted under Indian Laws and will be subject to the jurisdiction of courts in Patna.

2.10 No escalation in respect of raw material, labour, duties, cess, freight etc will be allowed in any shape.

2.11 The Institute reserves absolute right to accept or reject any or all the Tenders/Quotations on whole or in part without assigning any reason thereof.

2.12 The Institute reserves the right to reject any article/service found defective, damaged and/ or not of the desired quality and specification. Decision of NIT Patna

will be final. The agency will make good/suitable modification as per the direction of competent authority of NIT Patna without further delay at their own cost.

2.13 Postal delay will not be considered and the Notice Inviting Tender received late will be rejected without assigning any reason.

2.14 The notice inviting tender/quotation shall form part of the contract document. The successful tenderer on acceptance of the tender/quotation by the Institute, shall sign the contract within 10 days from the date of the award of the work.

Annexure - II

Specifications and Technical details
6 Mbps (1:1) Bandwidth through Optical Fibre Link

1. ISP should have a **Class 'A'** ISP license, which should be currently valid. The period of contract with NIT Patna will be for a period of one year initially which may be extended. If the Telephone Regulatory Authority of India (TRAI) changes the international bandwidth tariff, the benefit should be passed on to NIT Patna, if NIT Patna wishes to renew the connection.
2. Bandwidth should be fully dedicated 1:1, unshared, high quality & symmetric bandwidth on optical fiber and should be taken from an international bandwidth provider directly and given to NIT Patna
3. A schematic diagram showing number of hops between NIT Patna and ISP's International Gateway should be provided along with the bid. You are required to indicate the number of hops between NIT Patna and ISP's International Gateway. Preference may be given to the bidders having minimum number of hops between NIT Patna and ISP's International Gateway.
4. The connectivity to International Gateway should be very stable. The guaranteed connectivity uptime of 99.5% (calculated on quarterly basis) and maximum latency of the link under any circumstances should not be greater than 80ms up to ISP's International gateway. Packet drops should be less than 1%.
5. **Service Review Report:** The bidder shall provide following reports on the web for reviewing service parameters.
 - (i) Actual bandwidth
 - (ii) Summary of usage monthly & quarterly.
 - (iii) Monthly network bandwidth availability
6. The bidder shall provide web based interface capable to provide the following reports at the server administrator level in NIT, Patna
 - Bandwidth Utilization (in Mbps)
 - Bandwidth Utilization(in frames)
 - Errors (frames/sec)
 - Discards (frames/sec)
 - Bandwidth Availability
 - Packet loss (in %)
 - Latency
7. If the up time of link measured quarterly is not maintained by the vendor as per contract than recovery of the same will be made by the Institute by converting the amount into number of days proportionately.
8. The bidder must be in a position to offer guaranteed uptimes and Service Level Agreement (SLA). The bidder must commit uptime and other SLA parameters. The SLA should be part of the proposal. The time Period of setting up the link and services from the date of receipt of purchase order should be maximum of 30 days. This should be a part of SLA.
9. ISP should have fully resilient and self-healing network architecture, on fiber Medium, for the domestic back bone up to their International Gateway.
10. The dedicated onsite technical resources including interfacing with personal at NIT Patna for monitoring and managing the link should be mentioned. The support guarantee and infrastructure should also be mentioned.

11. ISP should offer the 24 * 7 * 365 customer support.
 - ISP should have centralized trouble ticketing tool for call logging, Monitoring and troubleshooting Purpose.
 - ISP should be able to provide onsite technical support as and when required.
 - ISP should provide single Toll Free number for all call logging and status Update.
 - ISP should have well defined capabilities and procedures to track Call Resolution progress status and provide the update to the customer. In addition, ISP should have well defined management and technical escalation procedures.
12. In case ISP's national backbone uses the infrastructure of other licensed National Long Distance Operator (NLDO), ISP, must indicate the capacity available through these other providers network as well as indicate the existing SLA with all involved Provider.
13. ISP has to sign a SLA with NIT Patna guarantying the quality of service as mentioned in the Terms & Condition above.
14. **Seamless Integration:** Interface of the proposed devices should have 100% compatibility with the existing hardware/software at the NIT Patna. ISP has to integrate his service with the existing network devices setup at NIT Patna currently using 04 Mbps dedicated 1:1 leased line. Bidder may visit the NIT Patna site to get details of the existing network infrastructure.
15. The scope of the work includes supply, installation and commissioning of related hardware and software for setting up Internet connection at the NIT Patna site along with the existing network infrastructure. The scope of work also includes configuration of all related hardware and software including any training to NIT Patna's operation team if required. The list of all such items containing the make and price should be stated clearly. The ISP shall accomplish any jobs, services that are not mentioned above but are required for completion of the project, without any extra charges for completeness of the work under contract. Please note that the price quoted would include conveyance and any other incidental charges. The ISP should also provide the maintenance of related hardware and software during the contract period.
16. The ISP has to stand guarantee for the relocation of the equipments once the Computer Centre of NIT Patna gets ready for shifting. This is the ISP responsibility to dismantle the setup at present location (EDA centre) and reinstall it to our upcoming Computer Centre. Necessary charges for the same may be shown separately in their quotation. The shifting is likely to take place within six months.
