

TENDER

FOR

**Supply, Installation, Commissioning
and Maintenance of 10 Mbps Internet Leased Line
at E-Learning Centre, NSIC Head Office, Okhla, New Delhi
for One Year.**

Tender Inquiry No. – NSIC/HO/TISDC/25

**National Small Industries Corporation Limited
(A Government of India Enterprise)
NSIC Bhawan, Okhla Industrial Estate,
New Delhi– 110 020**

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10 Mbps Internet connectivity Leased Line (1:1 uncompressed and unshared) for National Small Industries Corporation Ltd, New Delhi.

TERMS AND CONDITIONS OF THE BID

1. Qualifying Conditions for Eligible Bidder: -

- The Service provider submitting the offers should be a Registered Company in India under the Companies Act, 1956. (Attach Proof)
- The Service provider company should have made profits in the last three financial years; a copy of last three financial years' relevant audited balance sheets should be submitted with the offer.
- The Service provider should have turnover of atleast Rs. 5000 crore for the last three audited financial years. (Proof: Annual Audited Financial Statements for last three Years.)
- The ISP should have Category 'A' ISP license from Govt. of India (Attach a copy of license).
- The Service provider should either be a Layer 3 MPLS VPN Service Provider under the License of Government of India or a National Long Distance (NLD) / Basic Service Operator having own MPLS VPN network. (Attach Proof)
- The Service Provider should have been in VPN business for a period of at least 7 years. (Attach Proof)
- The Service provider should own nation-wide high redundancy MPLS based network backbone. The backbone should be highly redundant, ensuring that there is no single point of failure. The Service provider should have own Network Operating Center (NOC). (Attach Proof)
- The Service provider should not have been blacklisted by any government organization. Self-declaration to that effect should be submitted along with the technical Bid.
- The Service provider should have following technical strengths. (Self declaration to be provided)
 - i. Service Provider should have it own 100 + MPLS Pops across India on Own Fiber.
 - ii. The Service Provider should have own high capacity backbone bandwidth at the core and based on DWDM technology.
 - iii. Should have its own NOC and backed by redundant NOC in different seismic zone.
 - iv. Service provider should have its own fiber based backbone network of 100000+ KM.

- v. Service provider should have capability of all the hybrid access technologies (Fiber, Copper, RF, VSAT etc)
- The list of existing enterprise customers of Bandwidth (10 Mbps or more) should be provided.
- The quotation should clearly indicate the different components of the total charges-recurring (annual) and non-recurring (one time) for bandwidth and equipment supplied along with mode of payment i.e. whether quarterly / half-yearly / annual or one time (if any).
- Compliance of terms with any deviation should be clearly indicated in remarks in separate deviation sheet.
- 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 charges etc.
- Vendor should submit the quotation in two bid system i.e. Technical bid and Commercial bid. Commercial bid of those Vendors will be considered who will qualify technically.
- The NSIC reserves the right to carry out the capability assessment of the bidder and the NSIC decision shall be final in this regard.
- The firm must mention clearly the requirement of Hardware and Software (server, operating system, switch etc.) from NSIC to make this Internet connectivity operational.
- Vendors not complying with above conditions or not providing complete information as described shall not be considered.

2. DELIVERY PERIOD & INSTALLATION:

- ISP shall immediately deliver & install the leased line.

3. WARRANTY PERIODS:

- The Vendor will be responsible for the comprehensive maintenance during the warranty period of one year after the acceptance of installation & testing of hardware for which NSIC will not make any extra payment.
- The vendor will do preventive maintenance once a quarter for upkeep of the Systems running. The schedule will have to be adhered to strictly by him.
- 99% Uptime shall be calculated as per SLA. Deduction in payment will be made for downtime in the quarterly bills raised by the ISP.
- The services shall be provided 24 hours & 7 days in a week.

4. RESPONSIBILITIES UNDER THE CONTRACT:

The ISP would be responsible for the following:

- To provide 10 Mbps Internet connectivity (Leased Line) at NSIC. Internet Router Port at ISP Gateway for required Bandwidth and minimum 16 Public IP addresses including Reverse Lookups configured at these IP's.
- Liaisoning with BSNL for obtaining point-to-point connectivity between ISP node and NSIC. (If required)
- Installation, commissioning, configuring of the link and hardware (Mux, Modems and Router etc).
- Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment.
- No. of Public IP provided free of cost.

ISP will be required to sign Service Level Agreement having the following:-

- 10 Mbps Internet bandwidth at all the time.
- Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of globe.
- Latency: Less than 350 ms from NSIC to ISP's tier 1 peering point.
- Network Availability: More than 99.0 % per month.
- Reports for performance, monitoring /usage to be submitted by the ISP on weekly or monthly basis or as per requirement of NSIC.

In case of the above parameters going out of specifications, NSIC will be compensated adequately in respect of the extended time for the loss of hours in service. Also, if services are not found satisfactory, NSIC reserves the right to cancel the contract with one-month notice.

5. PRICE SCHEDULE for (Commercial Bid)

Sl. No.	Item description	Basic Price	Duties/Sales	Total Charges.
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A).

- a) One time installation & Configuration charges
- b) Annual rentals (Recurring charges)
- c) Any other charges (To be specified)

B). Hardware charges

NSIC will not purchase any hardware and ISP will have to provide all the required hardware.

1. MUX
2. ROUTER
3. NTU
4. MODEM and software required to establish the purchased bandwidth.

6. SCHEDULE OF PAYMENT:

Mode of payment will be subject to the following conditions on various tasks as under:

Bandwidth Charges:

Bandwidth charges are payable quarterly (After end of each quarter).

OTHER TERMS & CONDITIONS:

- a) Technical Bid should accompany an earnest money deposit of Rs. 10,000/- (Rs. Ten thousand only) in the form of a Demand Draft drawn in favour of the "The National Small Industries Corporation Ltd, payable at New Delhi" on a scheduled/nationalized bank payable at Delhi.
- b) Bidder should submit valid documentary proof of VAT, Service Tax Registration Number and the details of income tax registration (PAN).
- c) NSIC reserves the right to verify/seek confirmation of all original documentary evidence submitted by vendors in support of above mentioned specification for eligibility criterion. In case any information furnished by the bidder is found to be false/incorrect at any stage, the bid shall be summarily rejected and no correspondence on the same shall be entertained.
- d) **Submission of Quotations:** The quotations shall be submitted under Two-Bid System i.e. Technical and Commercial Bid addressed to the General Manager-SG (TISDC), National Small Industries Corporation Ltd, "NSIC Bhawan", Okhla Industrial Estate, Phase III, New Delhi-20. Both the envelopes should be super scribed with Technical Bid and Commercial Bid, tender number, due date and time, date and time of opening. Both the envelopes should be kept in one envelope then sealed. The Technical bids will be opened first on the prescribed date and time in the presence of representatives of the vendors who may wish to be present at time. The commercial Bids of the technically qualified firms will be opened after the evaluation of technical bids. The date and time for opening the Price Bids will be intimated to the technically qualified firms accordingly. In case, the Tender opening date is declared a holiday, the tender would be opened on the next working day at prescribed time.
- e) **Receiving and Opening of Tenders:**
 - i) Last date and time for submission of quotation upto 03.00 PM on 03.04.2014
 - ii) Date and Time of opening of Technical Bid : 05.00 PM on 03.04.2014

- f) **Validity of Quotation:** - The quotation must be valid for minimum 90 days from the date of opening of quotations. NSIC reserves the right to request the firms for the extension of the validity of the quotations. The vendor will be at liberty to accept or reject the request.
- g) **Taxes:** The percentage of Tax must be quoted in clear terms separately. If the taxes are not mentioned separately, it will be presumed that the rates quoted are inclusive of taxes.
- h) **Delivery:** Preferably immediate. In case there is any specific schedule of delivery on the part of vendor, which should be clearly mentioned.

(Signature and Seal)
of the firm

National Small Industries Corporation Ltd
 “NSIC Bhawan”, Okhla Industrial Estate, Phase III
 New Delhi-110020

NSIC/HO/TISDC/25

The CMD, National Small Industries Corporation Ltd, New Delhi invites sealed tenders in the shape of Two Bid Systems i.e. (Technical & Commercial) from reputed Indian Firms/Agencies/Govt. Licensed firms for Internet Connectivity Leased Line with 10Mbps (1:1 uncompressed & unshared) for NSIC, New Delhi :

Description	EMD (Rs.)	Cost of Tender Documents	Date & Time for sale of Tender Documents	Last Date & Time for submission of tender	Date & Time for opening of Technical Bid
10 Mbps Internet Connectivity Leased Line (1:1 uncompressed and unshared) for NSIC Head Office, Okhla , New Delhi	10,000/-	Nil	25.03.2014 to 02.04.2014 from 10.00 AM to 04.00 PM on any working days except Saturday & Sunday	03.04.2014 at 03.00 PM	03.04.2014 at 05.00 PM

For detailed specifications and terms & conditions please visit our website “<http://www.nsic.co.in>”.

Dy. Manager (IT)