

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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NOTICE INVITING TENDER

Sealed quotations are invited in two bid systems (Technical & Commercial bid in two separate sealed envelopes contained in one bigger envelope) for Supply, Installation, Commissioning and Maintenance of 10 Mbps Internet Leased Line (1:1 uncompressed and unshared with last mile on fiber) at E-Learning Centre, NSIC Head Office, Okhla, New Delhi for One Year.

TERMS AND CONDITIONS OF THE BID

1. Qualifying Conditions for Eligible Bidder: -

- The Service provider/ Bidder submitting the offers should be a Registered Company in India under the Companies Act, 1956. (Attach Proof)
- The Service provider/ Bidder should have turnover of atleast Rs. 500 crore for the last three audited financial years. (Proof: Annual Audited Financial Statements for last three Years.)
- The Service provider/ Bidder should have Category 'A' ISP license from Govt. of India (Attach a copy of license).
- The Service provider/Bidder 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/Bidder should have following technical strengths. (Self declaration to be provided)
 - i. Service provider/Bidder should have own high capacity backbone bandwidth at the core and based on DWDM technology.
 - ii. Service provider/Bidder should have a fully functional Customer Service Center(s)/ NOC(s), which is operational 365X7X24 hours. List of Customer Service Center(s)/NOC(s) must be enclosed.
 - iii. Service provider/Bidder should have its own fiber based backbone network of 50000+ KM.
 - iv. Service provider/Bidder should have capability of all the hybrid access technologies (Fiber, Copper, RF etc)
- The list of existing enterprise customers of Bandwidth (10 Mbps or more) should be Provided.
- Compliance of terms with any deviation should be clearly indicated in remarks in separate deviation sheet.
- The Service provider/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 etc.

- The Service provider/Bidder should submit the quotation in two bid system i.e. Technical bid and Commercial bid. Commercial bid of only those Service providers/Bidders will be considered who will qualify technically.
- The NSIC reserves the right to carry out the capability assessment of the Service provider/Bidder and the NSIC decision shall be final in this regard.
- The Service provider/Bidder must mention clearly the requirement of Hardware and Software (server, operating system, switch etc.) from NSIC to make this Internet connectivity operational.
- The Service provider/Bidder not complying with above conditions or not providing complete information as described shall not be considered.

2. DELIVERY PERIOD & INSTALLATION:

- Service provider/Bidder shall immediately deliver & install the leased line.

3. WARRANTY PERIODS:

- The Service Provider/Bidder 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 Service provider/Bidder will do preventive maintenance once a quarter for upkeep of the Systems running. The schedule will have to be adhered strictly by Service provider/Bidder.
- 99% Uptime shall be calculated as per SLA. Deduction in payment will be made for downtime in the quarterly bills raised by the Service provider/Bidder.
- The services shall be provided 365X7X24 hours.

4. RESPONSIBILITIES UNDER THE CONTRACT:

The Service provider/Bidder would be responsible for the following:

- The Service provider/Bidder shall responsible for providing the 10 Mbps (1:1 uncompressed and unshared with last mile on fiber) leased line internet connectivity at E-Learning Centre, NSIC Head Office, Okhla, New Delhi, at all the time throughout the contract period.
- 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.
- Liasoning with BSNL for obtaining point-to-point connectivity between ISP node and NSIC. (If required)
- The Service provider/Bidder shall responsible for Installation, commissioning, configuring of the link and hardware (Mux, Modems and Router etc).
- The Service provider/Bidder shall responsible for maintenance support service (365X7X24 hours) for bandwidth and equipment.
- The Service provider/Bidder will have to provide 16 no. of Public IP (IPV4) free of cost.

The Service provider/Bidder will be required to sign Service Level Agreement having the following conditions:-

- 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 Service provider/Bidder 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 Service provider/Bidder 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).

7. 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 National Small Industries Corporation Ltd.**" Payable at New Delhi on a scheduled/nationalized bank.
- b) The Service provider/Bidder should submit valid documentary proof of 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 Bidder 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) Initially the contract will be valid for a period of one year.
- e) The period of contract may be extended on the same finalized terms and conditions for a further period of one more year on the basis of satisfactory services.

f) **Submission of Quotations:**

The quotations shall be submitted under Two-Bid System i.e. Technical and Commercial Bid addressed to General Manager-SG (TISDC), The National Small Industries Corporation Ltd, "NSIC Bhawan", Okhla Industrial Estate, Phase III, New Delhi-110020. 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 sealed envelopes should be kept in one sealed bigger envelope. The Technical bid will be opened first on the prescribed date and time in the presence of representatives of the Service provider/Bidder who may wish to be present at time. Commercial bid of only those Service providers/Bidders will be considered who will qualify technically. The date and time for opening the Commercial Bid will be intimated to the technically qualified Service providers/Bidders accordingly. In case, the Tender opening date is declared a holiday, the tender would be opened on the next working day at prescribed time.

g) **Receiving and Opening of Tenders:**

- i) Last date and time for submission of quotation upto **03.00 PM on 11.11.2014**
- ii) Date and time of opening of Technical Bid : **04.00 PM on 11.11.2014**

- h) **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 Service provider/Bidder for the extension of the validity of the quotations. The Bidder will be at liberty to accept or reject the request.

- i) **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.

- j) **Delivery:** Preferably immediate. In case there is any specific schedule of delivery on the part of Service provider/Bidder, 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 System i.e. (Technical & Commercial) from reputed Indian Firms/Agencies/Govt. Licensed firms for Supply, Installation, Commissioning and Maintenance of 10 Mbps Internet Leased Line (1:1 uncompressed and unshared with last mile on fiber) at E-Learning Centre, NSIC Head Office, Okhla, New Delhi for One Year.

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
Supply, Installation, Commissioning and Maintenance of 10 Mbps Internet Leased Line (1:1 uncompressed and unshared with last mile on fiber) at E-Learning Centre, NSIC Head Office, Okhla, New Delhi for One Year.	10,000/- (Rs. Ten thousand only)	Nil	22.10.2014 to 10.11.2014 from 10.00 AM to 04.00 PM on any working days except Saturday, Sunday and Holiday.	03.00 PM on 11.11.2014	04.00 PM on 11.11.2014

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

General Manager-SG (TISDC)