



Indian Institute of Management Raipur
Atal Nagar, Kurru (Abhanpur), Raipur 493661, C.G.

Tender No: IIMR/Tender/2020-21/07

Dated: 15/07/2020

LIMITED TENDER ENQUIRY FOR HIRING OF 60 MBPS REDUNDANT LEASE LINE CONNECTIVITY AT IIM RAIPUR NEW CAMPUS FOR ONE YEAR

(Published through eProcurement system, GOI & IIM Raipur website)

Indian Institute of Management Raipur (IIM Raipur) invite bids from OEMs (**Original Telecom Service Provider such as Reliance Jio Infocomm Limited, Bharti Airtel Limited, Tata Teleservices Limited, Vodafone IDEA limited**) under one bid system for the following service: -

S.No	Particulars	Details
1.	Service	Hiring of 60 Mbps RF based Redundant / Backup Internet lease line connectivity
2.	Service Required	Service required from Original Telecom Service Provider At Indian Institute of Management Raipur Atal Nagar, Kurru (Abhanpur), Raipur 493661, C.G.
3.	Cost of Tender Document (Non-Refundable)	Rs 500 plus 18 % GST (Rupee Five Hundred Ninety Only) [Through online bank transaction]
4.	LTE Publishing Date	15.07.2020
5.	Clarification Period	Up to 07 (seven) days before the last date of submission of the tender
6.	Last date & time for submission of bid through email	28.07.2020 up to 3:00 PM
7.	Contact number for any type of Technical bid query	Asst. System Manager (0771-2474-610 or 9074673961)

The Limited Tender Enquiry for the **Original Telecom Service Provider** is available at IIM Raipur website www.iimraipur.ac.in and from Central Public Procurement (CPP) Portal www.eprocure.gov.in/eprocure/app. Please note that proposal is to be submitted through email on below mentioned email id up-to the last date and time of submission of tender.

Please be noted that tender number and date should be mentioned in the subject line of email during sending the proposal.

Email id : abhardwaj@iimraipur.ac.in

Mr.Ashwani Bhardwaj (Sr. Store & Purchase officer)

Seal & Sign of the bidder

1. Tender fee: -

Rs 500 + 18% GST = Rs.590/- (Rupees Five Hundred Ninety Only).

The application fee (processing charge) required to be deposited in the following account of the Institute: -

Name of the beneficiary – Indian Institute of Management Raipur
Savings bank a/c No –1292104000001052
Bank – IDBI Bank Limited, IIM Raipur Branch, Atal Nagar, Raipur.
IFS Code – IBKL0001292

Bidders must Pay the Tender Fee on or before the tender submission date and time. If the tender is cancelled or recalled on any ground, the Tender document fees (Tender Fees) will not be refunded to the bidders.

Bidders are advised to provide bank transaction detail for the tender fee which has to be sent with following details: -

- a. Date of remittance
- b. Total amount remitted
- c. UTR Number
- d. GST Registration number

Above details must be sent to following email ids within 48 hrs. from the time of remittance. fa_cao@iimraipur.ac.in and abhardwaj@iimraipur.ac.in However, MSME/NSIC registered units are exempted from the payment towards cost of tender fees on e-submitting relevant documents.

2. Submission of Tender:

The proposal shall be submitted through email as follows:

- a) STAGE-1: Seal & sign of the Tender document and supporting document of Technical bid
- b) STAGE-2: Financial Bid or Price Bid

Seal & Sign of the bidder

STAGE 1
Technical Bid
Eligibility Criteria

The following documents are to be furnished by the tenderer in Technical bid. Only those bids who meet the below mentioned minimum criteria will be considered for Financial Bids. Please mark Complied **Yes or No** in below sheet.

S.No.	Description	Complied (Y/N)	Remarks
I.	The ISP should have a valid 'Category A' ISP license and having UASL (Unified Access Service License) license holder from DoT, Government of India. Attach the copy of license.		Page number of the supporting document ____
II.	The Original Telecom Service Provider must have a fully functional Customer Service Centre(s), which is operational on 24 X 7 basis. List of Customer Service Centre(s) must be enclosed with technical bid.		Page number of the supporting document ____
III.	The Original Telecom Service Provider should not have been debarred or blacklisted by any Central / State Government Department(s) and the tenderer should not have any litigation in any of the Court(s)-Please refer Annexure-I		Page number of the supporting document ____
IV.	The Original Telecom Service Provider should have experience for executing / executed the similar type of work. (Work order/ Agreement Copy/Supporting document regarding the same should be submitted)		Page number of the supporting document ____
V.	Average Annual Turnover of the Original Telecom Service Provider should be at least Rs.16 Lakhs for the previous Three financial years. Copies of duly signed profit & loss accounts statement are to be submitted or CA certified turn over certificate should be submitted clearly mentioned financial year wise turn over details.		Page number of the supporting document ____

Note: (1) Only **Original Telecom Service Provider** will be allowed to be participated in Limited Tender Enquiry. Third party vendor will be disqualified in case of any submission.
(2) Bidders should comply the specification of the tendered item in all respect, no deviations are acceptable. Bidders are requested to seal & sign each page of the Limited Tender Enquiry along with all supporting documents.

Seal & Sign of the bidder

3. Service Level Agreement / Scope of Service

1. Provisioning and commissioning of Leased Line / Internet Leased Line services:
This includes setting up of last mile connectivity i.e. on RF/Radio/Wireless, supply & installation of necessary equipment, deploying of cable up-to Ethernet Port with end-user existing local area network.
2. If the end-user already has its own public IP addresses, then the ISP will be required to provide BGP routing of the same.
3. The termination of the last mile connection is to be made in server room of end-user.
4. Network redundancy must be built to protect the traffic.
5. Service Provider will supply and install the necessary hardware and software for implementation & commissioning of the connectivity. Service Provider shall undertake installation & configuration of modems, routers or any such associated equipment to make the entire system working to provide sustained Internet bandwidth of the offered capacity.
6. Bidder should provide the tools, utilities and management applications to monitor the bandwidth / network performance of the ILL.
7. **Uptime: The service provider must provide 99.5% uptime per quarter for the connectivity**
Uptime Calculation:
Calculation of percentage of Uptime= (Service availability in hours / Total service hours) X 100
*Total service hours= Uptime hours + Downtime hours**
**Any downtime due to schedule maintenance (mutually agreed) will be relaxed.*
8. Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of *Country / ISP Internet gateway/globe.*
9. Should provide a minimum subnet of 15 Public IP addresses
10. The service provider will maintain the offered service on 24x7x365 basis. The services/repair calls are to be attended by the service provider on priority from the time of registration of complaint/reporting of service failure.

4. Service Provider Obligation:

1. All necessary clearances shall be the sole responsibility of the service provider. Bidder should ensure that the local loop provisioning does not violate regulations as laid by Government of India / DoT / TRAI in respect of such links / networks.
2. The Service Provider shall be responsible for providing offered capacity to end-user, at all the time throughout for the contract period.
3. The Service Provider shall be responsible for commissioning and configuring of hardware and uplink of connectivity.
4. Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment.
5. ISP should provide suitable managed services/software for auto monitoring (link up/down and proactive trouble ticket generation) and maintenance of the link at IIM Raipur. It shall also deploy at its own site. The auto monitoring shall monitor the network bandwidth, reachability of the 10 sites though ping traceroute etc. periodically but not less than once every 10 minutes. IIM Raipur may also be able to view link availability report and bandwidth utilization report from any network monitoring tool / web portal provided by services provider in the dashboard and in pdf format.
6. Service provider shall be completely responsible for providing comprehensive support to the customer during the entire period of service contract and extension period, if any.
7. The Service provider should have Toll Free number for fault registering of service provided and should provide support on 365 x 24 x 7 basis.
8. The Service provider must provide onsite support, when required.

9. Service provider must mention the Escalation procedure and matrix for customer complaints.
10. Service provider should have its own backbone network.

5. SLA and Penalty

Penalty in percentage of Quarterly / Yearly recurring Charges per link as indicated below: -

- a) More than or up to 99.5% uptime then penalty = 0%,
- b) Less than 99.50% and more than or equal to 98.5% then penalty = 1%
- c) Less than 98.5% and more than or equal to 97.00% then penalty=3%
- d) Less than 97.0% and more than or equal to 95.0% then penalty = 5%
- e) Less than 95.0% and more than or equal to 90.0% then penalty =7%
- f) Less than 90.0% then penalty=10%

6. BID VALIDITY PERIOD

The bid will remain valid for 90 days from the date of opening as prescribed by IIM Raipur.

7. SITE VISIT

The bidders are advised to contact the IT Department, IIM Raipur for site visit at the following address: -

IT Department,
Asst. System Manager,
Indian Institute of Management Raipur,
Atal Nagar, Kurru (Abhanpur), Raipur

8. CLARIFICATION OF BIDDING DOCUMENTS

- 10.1 A prospective Bidder requiring any clarification of the bidding documents may notify the IIM Raipur in writing to (itdept@iimraipur.ac.in) at least 07 (seven) days before the last date of submission of the tender.
- 10.2 IIM Raipur shall not be bound to respond to the request from the prospective bidders and this shall not become the reason for claiming extension of the deadline for the submission of the tenders.
- 10.3 Verbal clarification and information given by the Institute or its any employee(s) or his representative(s) shall not in any way be binding on IIM Raipur and/ or bidder.

9. PAYMENT TERMS

- i. No advance payment will be made in any case.
- ii. Service Provider shall raise invoices on Quarterly basis on completion of one quarter (3 months period). Payment will be made within 30 days on receipt of bills. No advance payment will be made.
- iii. TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from Contractor's bills.

10. LIQUIDATED DAMAGES

In case of delay in supply, installation and commissioning by the stipulated date, IIM Raipur reserves the right of imposing penalty @ 0.5 % per week on the overall value of the supply order subject to maximum 10 % of the total cost of supply order.

11. PERFORMANCE SECURITY DETAILS

- i. The successful tenderer will have to deposit the performance security in the form of /D.D./FDR/Bank Guarantee @ 10% of the total value of order within 10 days from the date of issue of the award letter. No interest will be paid by IIM Raipur on the deposit.
- ii. Performance Security will be refunded to the supplier, after it duly performs and completes the contract/warranty period in all respect.
- iii. Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.

12. CONTRACT PERIOD

- i. The contract will be initially for a period of one year. Based on satisfactory performance, the contract may be extended maximum up to another two years on mutually agreed terms and conditions.
- ii. IIM Raipur can terminate the contract with one-month notice in case the services are not found satisfactory. In such a case, IIM Raipur will pay on actual work basis for the duration for which the services were used during the period in question.

13. DELIVERY SCHEDULE

The successful bidder should provide the connection within 20 days at IIM Raipur (Address: IIM Raipur, Cheriya Pota, Atal Nagar, Chhattisgarh-492001) from the receipt of the work order.

14. OTHER TERMS AND CONDITIONS

14.1 Termination for Insolvency

The IIM Raipur may at any time terminate the Contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the department.

The court of Raipur alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Raipur Court shall have jurisdiction in the matter

14.2 Force Majeure

- a) Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
- b) Force Majeure shall mean fire, flood, natural disaster or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.

14.3 Arbitration

In the event of any dispute or difference arising under this supply, the Director, IIM Raipur or his nominee is the arbitrator and the decision of the arbitration will be binding on both parties.

14.4 Other Conditions

- a) In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Performance Security shall be forfeited.
- b) IIM Raipur reserves the right to accept or reject any or all the tenders in part or in full, without assigning any reason thereof.
- c) IIM Raipur reserves the right to relax / amend / withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained
- d) Conditional tenders shall not be considered.
- e) Tenderers are also advised to visit the IIM Raipur campus site, inspect and understand the work before submitting the bid.
- f) IIM Raipur reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
- g) IIM Raipur may issue corrigendum to tender documents before due date of Submission of bid on the CPPP portal and IIM Raipur website only. The tenderers are advice to regularly visit the website till the award of contract. The tenderer is required to read the tender documents in conjunction with the corrigendum, if any, issued by IIM Raipur. The tenderer is not supposed to incorporate the amendment in the body of the tender document.

Annexure-I

CERTIFICATE

(to be provided on letter head of the firm)

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Authorized Signatory Name:

Place:

Designation:

Seal:

Contact No.

STAGE 1
FINANCIAL BID

(Only those bids who meet the minimum technical bid criteria (Stage-1 bid system) will be considered for Financial Bid)

Name of the Original Telecom Service Provider:

Name of Work: Hiring of 60 Mbps RF based Redundant / Backup Internet lease line connectivity AT IIM RAIPUR CAMPUS, Atal Nagar FOR ONE YEAR.

Sr.No.	Name of the Work	Total Annual cost (In Rs.)
1.	Hiring of 60 Mbps RF based Redundant / Backup Internet lease line connectivity AT IIM RAIPUR CAMPUS, Atal Nagar FOR ONE YEAR as per the Scope of work, Service level agreement & other terms & conditions of the tender document.	
	GST ____%	
	Total Annual Cost for the Work Including GST	

Seal & Sign of the Bidder