

JAMIA HAMDARD

(HAMDARD UNIVERSITY)

(REACCREDITED BY NAAC IN GRADE 'A')

HAMDARD NAGAR, NEW DELHI-62

Phone: 91-011-26059688 (12 Lines): Telefax: 26059663 Ext. 5326

Website: www.jamiahamdard.edu

TENDER DOCUMENT

(JH/PS/TENDER/20 MBPS LEASE LINE/14/2014)

Sealed Tenders are invited from Category 'A' Internet Service Providers for providing, installation and commissioning of 20 Mbps (1:1) non-compressed, non shared symmetrical internet bandwidth over optical fiber for Jamia Hamdard campus at Hamdard Nagar, New Delhi-110062.

Name of the work	EMD (Rs.)
Providing, installation and commissioning of 20 Mbps (1:1) non-compressed, non shared symmetrical internet bandwidth over optical fiber for Jamia Hamdard campus at Hamdard Nagar, New Delhi-110062	50,000/-

1. Bonafide and reputed manufacturers / Indian agents (on behalf of their foreign Principals) may download Tender Form, detailed specifications etc. in respect of the above items from the University website www.jamiahamdard.edu on payment of Rs.5,000/- through Bank Draft (non-refundable) drawn in favour of **Registrar, Jamia Hamdard**, during working days **upto 12.11.2014 between 10.00 AM to 03.00 PM**.
2. **The last date of the receipt of the Bids is 12 .11.2014 upto 3.00 p.m.**
3. **The Bids will be opened on 12.11.2014 at 3.30 p.m. in the Purchase Section.**
4. The Tender forms are to be submitted in two separate sealed envelopes- one envelope containing **Technical Bid (Part A)** and second envelope containing **Financial Bid (Part B)**. Both the above sealed envelopes should be put in another duly sealed envelope and **superscribed appropriately "TENDER FOR 20 MBPS (1:1) LEASE LINE" WITH TENDER NO., DUE DATE AND OTHER RELEVANT DETAILS** and should be addressed to **The Registrar, Jamia Hamdard, Hamdard Nagar, New Delhi and dropped in Tender box available in the Purchase Section.**
5. On the due date, only Technical Bids (Part A) will be opened. The Financial Bids (Part B) Bids of only the technically qualified firms will be opened after the evaluation of technical bids. Successful bidders of technical bids will be informed about the date and time of the opening of financial bids. Financial bids shall be opened in presence of the Tender Opening Committee and the vendors who wish to be present.
6. **Fax Tender or Tender without EMD will be summarily rejected.**
7. Jamia Hamdard reserves the right to reject any / all the tenders without assigning any reason whatsoever.

STANDARD TERMS AND CONDITIONS OF TENDER

1. The specifications given in the Tender Document should be strictly followed.
2. Earnest money should be enclosed with tender in form of DD/ Pay order in favour of Registrar, Jamia Hamdard.

3. The Tender should be neatly typed. The rates should be quoted in words and figures without any over writing/ erasure. Any over writing/ erasure will render the Tender of the particular item invalid. The tenderer should attest all corrections by affixing his signatures and each page of the tender should be signed by the tenderer.
4. The rates quoted should be per unit and should include charges for packing and delivery. However, the Sales tax, wherever applicable should be shown separately at the prevailing rate. If it is decided to ask for excise duty or any other levy as extra, the same must be specifically stated. In the absence of such a stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained. This University is not liable to pay any other charges over the above the rates quoted.
5. The products offered by the respective firms should mention specifically the name of the manufacturer, if not manufactured by the tenderer and photocopies certifying the current status as the authorized dealer of the firm should be attached along with the tender documents by the tenderer.
6. In case of any manufacturing defects in the equipment, it should be replaced immediately.
7. Local suppliers must possess an authorization from parent company & a counter guarantee of service in case of imported equipments.
8. **All repairs/replacements must be done within 2 hours. The ISP shall provide details of downtimes along with quarterly bills.**
9. **SECURITY MONEY: The successful tenderer will have to deposit 5% of the total value of supply as Security Money in the form of Performance Bank Guarantee or FDR in favour of the Registrar, Jamia Hamdard, New Delhi; which will be refunded after completion of the warranty period and will be adjusted in case of violation of terms and conditions of the Tender.**
10. Payment will be made after proper installation, documentation and after obtaining quality certificate from the competent authority.
11. Successful Tenderer will have the responsibility for arranging training and allied staff for smooth handling and proper functioning of supplied equipments through specified number of training sessions.
12. **Jamia Hamdard will deduct an amount of 0.25% from all the bills for “*Jamia Hamdard Relief and Welfare Fund*”.**

1. TECHNICAL PART (ENVELOPE-A)

A. PRE-QUALIFICATION CRITERIA FOR 20 MBPS INTERNET LEASE LINE

The Eligible bidder should satisfy the below mentioned criteria and should submit valid documentary evidence for the below mentioned points:

1. The bidder should be a company registered under the Companies Act, 1956 and should have been in the business for more than 10 years. The following documents may be submitted in support:
 - a). Copy of Certificate of Incorporation,
 - b). Copy of Memorandum & Articles of Association
2. The bidder should have an average turnover of Rs. 50 crores or above during audited financial years 2011-12, 2012-13 and 2013-14 and submit the following:
 - a). Certification from a Chartered Accountant (CA) / firm of CAs certifying turnover in the financial years 2011-12, 2012-13 and 2013-14.
 - b). A copy of the audited annual accounts for these years.
 - c). Copy of Service Tax Registration Certificate.
 - d). Copy of PAN Card.
 - e). Copy of VAT Certificate.

3. Bidder must be Category “A” ISP.
4. The bidder should have an NLD issued by Govt. of India.
5. Bidder has to submit their clientele list.
6. The bidder must have single fully functional contact support center with 24 X 7 supports.
7. Bidder should have ISO 9001:2000 Certification
8. The bidder should have multiple connectivity from various service providers at their end in order to avoid the break of services. Provide names of the ISPs at their ends.
9. The bidder should have Toll Free number for fault registering within India, operating on 365 x 24x 7 basis.
10. The bidder should have executed (during last 5 years) at least three projects for implementation of internet bandwidth of capacity 20 Mbps or more.
11. Bidder should have online tools to monitor the link performance.
12. Single point of contact for troubleshooting or a helpdesk team will function as a single point of Contact for all sorts of problem for this system or for the complete setup.
13. Earnest money given as above in the form of Demand Draft /Banker Cheque in favour of the Registrar, Jamia Hamdard, New Delhi; which may be forfeited if the supplier failed to execute the work within the stipulated period.
14. Jamia Hamdard 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.
15. Validity of Quotation: - The quotation must be valid for minimum 90 days from the date of opening of quotations. Jamia Hamdard 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.
16. The earnest money shall be liable to be forfeited upon non supply of order.
17. No interest will be payable by Jamia Hamdard on the Earnest Money Deposit returned to the unsuccessful bidder.
18. Delivery: Preferably immediate. In case there is any specific schedule of delivery on the part of vendor, which should be clearly mentioned.

SERVICES PART

1 .Quality of Service

The following SLA parameters should be adhered to:

- a) Packet Loss < 1%
- b) Domestic Latency < 70 Millisecond during peak traffic hours
- c) Availability 99.5% (calculated on quarterly basis)
 - i).Actual Uptime >=99.5 % No Credit
 - ii). Actual Uptime <99.5 % and >=98 % 3 days equivalent service credit or equivalent amount to be deducted from quarterly payment to the vendor.
 - iii). Actual Uptime <98 % and >=96 % 7 days equivalent service credit or equivalent amount to be deducted from quarterly payment to the vendor.

iv). Actual Uptime < 96 % and >=92 % 16 days equivalent service credit equivalent amount to be deducted from quarterly payment to the vendor.

d) Average latency should not be more than 350ms up to ISP's 1st Tier 1 peering point.

2. Service Obligations

a) The Vendor will be responsible for the comprehensive maintenance during the entire agreement period after the acceptance of installation & testing of hardware for which Jamia Hamdard will not make any extra payment.

b) 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.

c) 99.5% Uptime shall be calculated as per SLA. Deduction in payment will be made for downtime in the quarterly bills raised by the ISP.

d) The services shall be provided 24 hours & 7 days in a week.

3. Service Parameters

The bidder shall provide following reports on the web for reviewing service parameters.

a) Actual bandwidth

b) Summary of usage weekly, monthly & quarterly.

c) Monthly network bandwidth availability

4. Service Reports

The bidder shall provide web based interface capable to provide the following reports at the Server administrator level to Jamia Hamdard, New Delhi-62

a) Bandwidth Utilization (in Mbps)

b) Bandwidth Utilization (in frames)

c) Errors (frames/sec)

d) Discards (frames/sec)

e) Non- unicast (frame/sec)

f) Bandwidth Availability

g) Packet loss (in %)

h) Latency

In case of import, the following terms and conditions will be adhered to:

1. Prices should be quoted CIF Delhi and on F.O.R. Jamia Hamdard and inclusive of all taxes (except excise / custom duty).
2. Order Acknowledgement from principal company should be given within 10 days from date of

- purchase order, otherwise the order will stand cancelled automatically.
3. L/C Validity period: 90 days and will be opened on Usance (15 days D.A.)
 4. Last date of shipment shall be 30 days from the opening date of L/C.
 5. The beneficiary / local agent shall pay the bank amendment charges in case of any L/C amendment due to their fault/ requirements.
 6. In case of payment through advance draft a photocopy of draft will be initially provided after receiving of Order Acknowledgement from Principal Company and original draft will be given only after the delivery and satisfactory installation of the equipment.
 7. All bank charges outside India will be borne by the Supplier while only the bank charges in India will be borne by Jamia Hamdard.
 - 8. Suppliers through their own clearing agent will clear the consignment on arrival at IGI Airport. All payment in respect of clearing & landing will be borne by supplier.**
 9. Bank delivery order, CDEC & Custom duty will be provided by Jamia Hamdard only on receipt of following documents from supplier at least two days in advance.
 - i) Cargo Arrival Notice
 - ii) Master Airway Bill (MAWB)/House Airway Bill (HAWB).
 - iii) Commercial Invoice along with packing list.
 10. Jamia Hamdard will make available the relevant documents within two days after receipt of required documents from Local Supplier provided no holidays fall in between.
 11. The University shall not be responsible if the consignment incurs any demurrage.
 12. The acceptance of tender rests with the Registrar, Jamia Hamdard. Jamia Hamdard reserves the right to accept/reject a part/whole or all tenders without assigning any reason and no inquiry in this regard, will be entertained.
 13. The tenderers have to certify that these terms and conditions are acceptable to them.
 14. All legal disputes, arising if any, would be settled under jurisdiction of Delhi court.
 15. For any technical issues regarding the above tender the contact person will be Mr. Mirza Rahil Beg, System Analyst (N/W). His phone nos. are Landline 011-26059688 Ext. 5340; Mobile 09999250784.

REGISTRAR

The above terms & conditions are accepted.

Signature

Name

Designation

Company Seal