



JAMIA HAMDARD

(Deemed to be University)

(REACCREDITED BY NAAC IN GRADE 'A')

HAMDARD NAGAR, NEW DELHI-110062

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

Website: www.jamiahamdard.edu

REQUEST FOR QUOTATION

(JH/PS/Quot-592/Aug-2019)

TERMS & CONDITIONS

Sealed quotations are invited from reputed manufacturers/authorized distributors/resellers for **Supply of Bandwidth for Jamia Hamdard** as per the specifications and the detailed terms & conditions are given as under:

Terms and Conditions:-

1. Quotations may be submitted latest by **21st November 2019 upto 3.00 p.m.** in an envelope superscribing "**Quotation for Bandwidth for Jamia Hamdard**" and addressed to: **Registrar, Jamia Hamdard (University), Hamdard Nagar, New Delhi-110062** and dropped in the tender/quotation box available in the Purchase Section.
2. **Quotations will be opened on 21st November 2019 at 3:30 p.m.**
3. Prices should be quoted inclusive of all taxes except Custom/Excise Duty and on FOR Jamia Hamdard basis. Jamia Hamdard will provide Custom/Excise Exemption Certificate.
4. Prices can be quoted either in foreign currency or in Indian Rupees.
5. Jamia Hamdard will deduct an amount of 0.25% from all the bills for "*Jamia Hamdard Relief and Welfare Fund*".
6. The specifications are given below should be strictly followed.
7. The Technical Compliance Statement should be enclosed along with quotation, otherwise quotation can be rejected.
8. Letter of Authorization from the company as Authorized Service Provider or Authorized Reseller should be attached.
9. **Delivery Period: Within 2-3 weeks.**
10. **Payment: 100% on delivery and successful satisfactory installation of equipment.**
11. **Warranty: Three years comprehensive onsite warranty from the date of Installation.**
12. **Earnest money Deposit (EMD) = 10,000.00 of the quoted price should be enclosed with Quotations in form of DD/ Pay order in favour of Registrar, Jamia Hamdard.**
13. **The successful bidder 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.**
14. The Vendors whose near relatives/blood relations are employed at Jamia Hamdard need not apply, and the same will not be considered.
15. The Institute does not bind itself to accept the lowest quotation and reserves the right for accepting any quotation or to reject any or all quotations and also to reduce or enhance the quantity and period of order according to departmental requirement without assigning any reason.
16. The decision of the University will be final in case of any dispute arising in implementation of the terms of the contract.
17. TAN/PAN and GST No. should be attached with the quotation documents.

18. The manufacturer/supplier should submit the list of Universities/Govt. organizations/Institutions to whom supplies were made earlier.
19. Correction in the Quotations if any should be initialed otherwise the Quotations will be rejected at the time of the opening; the rates should be quoted in figures and in words as well.
20. No extra payment like carriage freight, loading and unloading, storekeeping, packing, forwarding etc. will be paid.
21. Income tax at source will be deducted from the running bill of supplier from the passed amount as per instruction of Income Tax Department.
22. The Institute takes no responsibility for delay or non receipt of quotation documents sent by post either way and also reserves the right to accept or reject any or all the quotations in part or full without assigning any reason thereof.
- 23. Company/Vender should have local service support and service engineer must attend the complaint within 48 hours.**
24. In case the date of opening of quotation is declared as Public Holiday, the quotation shall be opened on the next working day at the same time.
25. Late and delayed quotations shall not be considered and may be returned unopened to the bidder.
26. Quotations not in proper sealed cover or received telegraphically or by fax will not be entertained.
27. Conditional quotations will be rejected without assigning any reason.
28. The price to be given in the quotation are fixed prices, irrespective of rise in materials prices and increase in taxes etc., till the delivery of the overall consignment. No request in regard to increase in the price will be entertained after the submission of the quotation.
29. The vendor has to certify that these terms and conditions are acceptable to him.
30. All legal disputes, arising if any, would be settled under jurisdiction of Delhi court.

REQUEST FOR PROPOSAL

OBJECTIVE OF THIS RFP

This RFP (Request for Proposal) is issued as a request for the supply and installation of internet bandwidth for various Internet application services for the university. The following document, in its entirety, has been developed as both a bid specification to outline the requirements for the works to be provided, and a basis for proposal submission by the bidder also referred to as the Vendor.

About Jamia Hamdard

Jamia Hamdard was conceived as a seat of higher learning in Unani Medicine, Islamic Studies, Biosciences, Pharmacy, Nursing and other areas of knowledge by its founder as a means of fulfilling the objects of the wakf. Over a period of last ten years, Jamia Hamdard has emerged as an outstanding institution of higher learning with distinct and focused academic programmes. Graduate programme in Information Technology and Computer Applications and Post-graduate programmes in Information Technology, Computer Applications, Business Management, Physiotherapy and Occupational Therapy have been started in the last few years. Undergraduate programmes in Physiotherapy and Occupational Therapy are being introduced from this year. Jamia Hamdard offers postgraduate and doctoral programmes in several disciplines for which advanced facilities are available.

Sl.No	Description of Work
A	Supply, Installation and Commissioning of INTERNET BANDWIDTH at Jamia Hamdard Campus New Delhi-62
Option1	INTERNET BANDWIDTH 50 Mbps (1:1)
Option 2	INTERNET BANDWIDTH 50 Mbps (1:1) with Burstable up to 200 Mbps (1:1)
B	Along with required Hardware (for the above Bandwidth)
Note	Jamia Hamdard will choose any one option from amongst the above two options. And issue work order accordingly.

1. FUNCTIONAL REQUIREMENT

1. ISP should provide 99% uptime promising
2. ISP should provide scalability
3. ISP should provide 24x7 Customer Support
4. ISP should provide Connectivity up to the end-point at the Main Campus, Jamia Hamdard University, Delhi
5. ISP should provide Fast Ethernet handoff to our premises
6. ISP should provide proper maintenance of Bandwidth connectivity and also the equipments.

A. ELIGIBILITY CRITERIA FOR TENDERS:

- The bidder must be a Category- A ISP license & Basic Service Operator License holder. (Provide Document)
- DoT license to set up and operate International gateways.
- The bidder company should be in existence for at least 10 years
- The bidder should have carried out at least 2 similar projects in the last 2 years
- Company should provide major client list (Should be installed and maintained Minimum 20 Mbps)
- Vendor should have organization strength of at least 10 experts/specialists in this field
- The Company or tenderer should have at least one Service Center in Delhi/NCR
- The tenderer/tenderer's group should have a turnover of above Rs.10 Crores in each of the last three financial years
- Latest income tax clearance and sales tax clearance should be produced along with bid

B. SPECIAL TERMS AND CONDITIONS:

1. **Delivery Period:** The delivery should be made within 15 days from the date of receipt of purchase order
2. **Warranty:** All items supplied by the tenderer shall be guaranteed against any defects and the tenderer should provide time-to-time operational maintenance support for a period of one year (On Site comprehensive Warranty). The said warranty should cover all Hardware products &

Software. The warranty and service shall be provided directly from the manufacturer. The tenderer shall be liable to rectify any defects that may be found in the equipment supplied for free of cost.

3. **Installation:** The installation should be done at the Main Campus (Computer Centre, Jamia Hamdard, Delhi) at no extra cost
4. **Response Time:** The response time of the tenderer to attend to any complaint upon receipt of the complaint/information from the user should not be more than 03 hours.
5. The tenderer shall necessarily quote for all the products mentioned in the schedule otherwise they will be disqualified
6. Internet Service Providers (ISPs) must submit their tender document in the given format and any deviations in the prescribed format/omissions of details called for, will automatically lead to disqualification for the offer/tender from this format will automatically disqualify the offer.
7. The Vendor should agree to supply Client revised quantity of items at the unit price as stated in the RFP regardless of quantity changes.
8. Jamia Hamdard reserves the right to cancel the contract under repeated violations of the specified and mutually agreed QoS parameters.
9. Jamia Hamdard is not responsible for any delay in delivery of equipment

Reliability Issues

Mention the Redundancies incorporated into your IP network:

International Partner Name	Media Type Capacity of the Connection	Routing Path	Number of hops and average roundtrip delay to facebook	Number of hops and average roundtrip delay to GOOGLE

I. QOS ISSUES

Packet Transmission Quality

The ISP will designate routers in India and other key countries. The expected average roundtrip transmission delays between these designated routers are to be calibrated as bellow:

Country	Upper Limit on Round Trip Delay	Packet Loss Percentage
USA		
UK		
Singapore		
Hong Kong		
Tokyo		
Australia		

Note:

1. These benchmark timings and packet loss percentage figures will serve as reference points during the field experiments periodically conducted by Jamia Hamdard University team once the circuit goes live.
2. The ISP must provide a usage report like MRTG that can be accessed directly by Jamia Hamdard University team.
3. Jamia Hamdard University may conduct field experiments from time to time to ascertain if QoS levels are being maintained. Jamia Hamdard University reserves the right to cancel the contract under repeated violations of the specified and mutually agreed QoS parameters.

II. Customers Premises Equipment (CPE) to be used (Please fill the table below):

Note: Connectivity to Data Centre Jamia Hamdard University from the nearest PoP of the ISP should be over fiber. In the campus Fiber should travel underground to its Data Centre. No overhead fiber is allowed.

CPE will be supplied by the ISP	Media Type
Yes/No	Single/Multi Mode Fiber

III. IP ADDRESS

Please fill the table below about IP addresses, IP routing, and Domain Name Service

Note: IP-to-FQDN service is a must. ISPs who do not offer this facility need not apply

Description	For Jamia Hamdard
Number of IP Addresses	Minimum 256 required for 50 Mbps
IP Address to FQDN Reverse Mapping Provided	Yes/No
Enabling the voice port for Video Conferencing/Multimedia applications	Yes/No

IV. INTERNET SERVICE

- a. Major PoPs in India
- b. Major Gateways in India
- c. Major PoPs in International Level
- d. Setup to provide fallback Internet Service
- e. Details of direct connectivity with Telecom Operators
- f. Support Service
 - i. Normal support extent to the customer
 - ii. Technical Support
 - iii. Details of SLA with client
- g. Last mile connectivity
- h. National Backbone setup with details of fallback arrangement

Financial Bid (Option 1)

Sr. No	Bandwidth	Amount (Annual)	No. of Public IP	
1.	50 Mbps(1:1)			

Financial Bid (Option 2)

Sr. No	Bandwidth	Amount (Annual) for 50 Mbps (1:1) fixed	Rate (Annual) for burstable bandwidth starting from 51th Mbps (1:1) in Unit Price i.e. Rate of per Mbps up to 200 Mbps	
1.	50 Mbps + burstable up to 200 (1:1)			

Registrar

The above terms & conditions are accepted.

Signature

Name

Designation.....

Company Seal