

JAMIA HAMDARD
(DEEMED TO BE UNIVERSITY)
(ACCREDITED BY NAAC IN GRADE 'A')

HAMDARD NAGAR, NEW DELHI-62
Phone: 91-011-26059688 (12 Lines): Telefax: 26059663 Ext. 5326, 5312
Website: www.jamiahamdard.edu

TENDER DOCUMENT

(JH/PS/Tender -15/Dec.-2022)

Sealed tender are invited from category "A" Internet Service Providers for providing, installation and commissioning of 200Mbps (1:1) non-compressed, non-shared symmetrical Internet Bandwidth over optical fiber for contract period of 1 year for Jamia Hamdard campus at Hamdard Nagar, New Delhi-62

1. Bonafide and reputed manufacturers / Indian agents (on behalf of their foreign Principals) may obtain Tender Form, detailed specifications etc. in respect of above items from the Website www.jamiahamdard.edu on payment of Rs. 2000/- through Bank Draft (non-refundable) drawn in favour of **Registrar, Jamia Hamdard**, during working days **upto 23.02.2023 between 10.00 AM to 03.00 PM**. Specifications and tender document can be downloaded from our website www.jamiahamdard.edu.
2. **The last date of the receipt of the Bids is 23.02.2023 upto 3.00 p.m.**
3. **The tender box will be opened on 23.02.2023 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 **Commercial Bid (Part B)**. Both the above sealed envelopes should be put in another duly sealed envelope and **superscripted appropriately "Tender for 200 Mbps Internet bandwidth with the type of bid, 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. Commercial Bids (Part B) shall only be opened after acceptance of Technical Bids by the competent authority. Date and time of opening the commercial bids shall be notified in writing / by post to the successful bidders of technical bids. Commercial 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, as **Annexure-'A'** 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 GST, wherever applicable should be shown separately at the prevailing rate. If it is decided to ask for Custom 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 firm should have annual turnover of not less than Rs. 50 lakhs.
6. Tenderers are required to submit the following documents along with the Tender application without which the tender shall not be treated as valid.
 - a) Photocopies of up-to-date GST clearance certificate and Pan Card.
 - b) Photocopy of Trade License.

- c) **Earnest money for 50000.00** 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 supply equipments within the stipulated period.
7. 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.
 8. In case of any manufacturing defects in the equipment, it should be replaced immediately.
 9. Local suppliers must possess an authorization from parent company & a counter guarantee of service in case of imported equipments.
 10. All repairs/ replacements must be done within 5(five) days from the date of complaint otherwise a penalty @0.5% of the cost of equipment per day will be imposed after expiry of five days
 11. **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 laid down above.**
 12. Payment will be made after proper installation, documentation and after obtaining quality certificate from the competent authority.
 13. 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.
 14. **Jamia Hamdard will deduct an amount of 0.25% from all the bills for “Jamia Hamdard Relief and Welfare Fund”.**

Sl.No	Description of Work
A	Supply, Installation and Commissioning of INTERNET BANDWIDTH at Jamia Hamdard Campus New Delhi-62
Quantity	INTERNET BANDWIDTH 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 25 required for 200 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) Inclusive of Taxes	No. of Public IP	Remark
1.	200 Mbps(1:1)			

Registrar

The above terms & conditions are accepted.

Signature.....

Name

Designation.....

Company Seal