



NOTICE INVITING TENDER

(JH/PS/Tender-42/June 2025)

Jamia Hamdard (Deemed to be University) Hamdard Nagar New Delhi 110062, invites sealed tender through two bid System from category “A” Internet Service Providers (ISP) for providing, Installation and commissioning of 500Mbps (1:1) non-compress, nonshared symmetrical Internet Bandwidth over optical fiber for contract period of 3 year and extendable upto a period of Five years Subject to performance and Satisfactory services provided by Service Providers and review by Authority of Jamia Hamdard.

Class ‘A’ ISPs may obtain Tender Form, detailed specifications etc. in respect of above items from the Website www.jamiahamdard.ac.in upto **19.06.2025**.

Tender Name	500 Mbps(1:1) Internet Leased Line at Jamia Hamdard
Tender No.	JH/PS/Tender-42/June 2025
Published Date	19 th June 2025
Pre-bid Meeting	26 th June 2025
Last date & time for receipt of Bid	09 th July 2025 by 03.00 P.M
Date of Opening of Tender Box	09 th July 2025 at 03.30 P.M
Date of Opening of Technical Bid	Technical Bid shall be opened by CPC
Date of Opening of Financial Bid	Central Purchase Committee will decide
Tender Fee (Non-refundable)	Rs.2000/- (Rupees Two Thousand only)
EMD (Earnest Money Deposit)	Rs.50,000.00(Rupees Fifty Thousand only)
Performance Bank Guarantee	5% of the contract value

Bidding Procedure

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) separately. Each and every page of the tender is to be serially numbered and duly signed by authorized bidder/signatory. The rates should be written both in words and figures, free from erasure(s) and over writing(s) and error in typing/writing. Any erasure/error/ correction must be attested by the bidder otherwise bid shall be rejected. Terms and conditions of the contract is enclosed as **Annexure - 'A'**. The bidder's eligibility criteria is enclosed as **Annexure –'B'**, and Scope of work **Annexure-'C'**, and details of the Service provider / contractor is enclosed as **Annexure – 'D' and price Bid Schedule 'E'**.

The technical bid shall be opened first and shall be referred for technical evaluation. The financial bid of only those bidders whose technical bids are found acceptable by the Technical Evaluation Committee will be considered for opening. The award of contract shall be considered to the lowest bidders fulfilling the conditions. The Jamia Hamdard reserves the right to reject lowest tender or all the tenders or accept any tender or part thereof without assigning any reason.

(A) TECHNICAL BID: - TECHNICAL ASSESSMENT WILL BE EVALUATED ON THE BASIS

S. No.	Documents to be Submitted	Documents Submitted (Yes/No)
1	Bid Securing Declaration	
2	Proof of Registration under Companies Act, 1956	
3	Enclose Copies of Company PAN Card, GST Registration	
4	Balance Sheets of last three years or turnover certificate duly attested by CA(2022-23, & 2023-24,2024-2025)	
5	Valid Class "A" ISP License for providing Internet Services.	
6	Purchase order for similar or higher bandwidth in last 3 years with testimonials from customers.	
7	Compliance to the Terms and Conditions of the Tender. (As per the format given in Annexure –A)	
8	Compliance to the Eligibility Criteria (As per the format given in Annexure –B)	
9	Compliance to the Scope of Work and Technical Specifications. (As per the format given in Annexure-C)	
10	Details of Service Provider - D.	

(B) Commercial Bid should comprise the following:-

S. No.	Documents to be Submitted	Documents Submitted (Yes/No)
1.	Price sheet as per the enclosed Price Format in Annexure-E	

The information given in technical bid should be reproduced with prices against quoted equipment. Any deviation in this regard will render the bid liable for rejection. The prices should be quoted on lump sum basis over and above with GST. All the rates shall remain firm for a period of three years from the date of bidding.

ANNEXURE-‘A’

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 Favor 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 invalid.
4. The tenderer should attest all corrections (no corrections/overwriting allowed in rates) by affixing the authorized signatory’s signatures and each page of the tender should be signed by the authorized signatory.
5. 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.

The firm should have annual turnover of not less than Rs.5 Crore.

6. **Earnest money for 50000.00** in the form of Demand Draft /Banker Cheque in favor of the Registrar, Jamia Hamdard, New Delhi; which may be forfeited if the supplier failed to provide the service within the stipulated period. No interest will be paid on the earnest money deposited by bidder.
7. MSMEs/NSIC registered suppliers (certificate to be submitted for exemption) is exempted from EMD fee.
8. 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.
9. In case of any manufacturing defects in any equipment like Routers etc. should be replaced immediately.
10. **The successful tenderer will have to deposit 5% of the total order value as Security Money in the form of Performance Bank Guarantee or FDR in favor of the Registrar, Jamia Hamdard, New Delhi. The PBG shall remain valid for at least 60-days beyond the contractual period of 3-years. No interest will be payable on PBG. The PBG may be forfeited on deductions may be made in case of violation of terms and conditions laid down in this tender document.**
11. **In case Jamia Hamdard finds the services of the ISP satisfactory, the contract may further be extended by two more years. In such a case, Jamia Hamdard may invite the selected ISP for price negotiations as per prevalent market rates. However, this provision is not binding on Jamia Hamdard. In case the contract is mutually extended for two more years, the ISP will be required to extend the PBG or deposit it afresh as per provision made in clause 10 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 equipment(s)/service 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*”.**
15. Any notification for changes in specifications/terms shall be through corrigendum/ addendum which shall only be notified on www.jamiahamdard.ac.in
16. Successful bidder shall draw out a complaint redressal system in consultation with the authorities of the university duly supported with a written approval.
17. The record of complaints so received and redressed shall be protected and subjected to inspection by the Jamia's representative as and when asked.
18. In case of site visit, the deputed engineers /support staff are required to carry company's identity Card. On each visit, the deputed engineer/support staff shall mark their attendance in the, HAH-CIT.
19. **The selected ISP will be required to maintain the minimum SLA prescribed in Annexure –“B’ otherwise JH will make suitable permissible deductions.**
20. The link should be commissioned within 4-weeks from the date of purchase order. Standard Liquidated Damage for any delay in commissioning of the link shall be @2% subject to a maximum of 10%.
21. In case the bidder fails to meet the SLA as per the tender, JH will deduct the payment from the quarterly payment as per tender clause.

The Link Availability percentage will be calculate using the following formula:

$$\text{Quarterly Link Availability \%} = \frac{\text{Actual Quarterly uptime*}}{\text{Total quarterly hours**}} \times 100$$

***Actual quarterly uptime** = Total quarterly uptime hours - Downtime hours in the quarter

****Total quarterly hours** = No of days in the quarter* 24

Example: In month of June (30 days) suppose there is downtime for 5-hours, In July (31 days) downtime is for 8-hours and in August (31-days) downtime is of 7 hours; then **Link Availability Percentage** = $[(30+31+31)*24 - (5+8+7)] / [(30+31+31)*24] * 100 = 99.09\%$

The payment to the service provider/contractor shall be made on quarterly basis. The bidder shall submit an SLA certificate containing the calculation of the Quarterly Link Availability Percentage along with the quarterly bill. Jamia Hamdard shall be free to get this verified on its own.

22. Except where otherwise provided in the contract, all questions disputes relating to meaning of terms, conditions and instructions therein before mentioned and as to any other question, claim, right, matter or thing whatsoever in any way advising out of or relating to the contract instructions, orders or the execution or failure to execute the same whether arising during or after the cancellation, termination, competition or abandonment of the contract shall be dealt with as mentioned here in after. If any dispute is not resolved in the ordinary course of business, the Parties shall in good faith attempt to resolve the Dispute through negotiation by their representatives. If a Dispute cannot be resolved by negotiation within 1 (one) month of commencement of negotiations, the Dispute may be referred to and finally resolved by arbitration under the Arbitration and Conciliation Act 1996.” All disputes, if arise during the contract period shall be referred to a mutually appointed arbitrator and will be subject to Delhi Jurisdiction only.
23. Force Majeure, shall have the meaning as an event that is beyond the reasonable control of either

Party and includes fires, flood, earthquakes, element of nature or acts of God, war, explosion, acts of terrorism, governmental action, change of regulation, riots, insurrection, strikes or labour disputes. Bidder shall not be liable to the other for any breach or delay in the performance of its obligations hereunder if and to the extent that such breach or delay is caused due to a Force Majeure event. Upon occurrence of a Force Majeure event, the non- performing Party shall be excused from further performance of its obligations until such Force Majeure Event ceases to prevent or hinder the performance of those obligations, save and except the obligation of JH to pay the Bidder for the services already performed.

24. In the event of a bidder backing out before actual award or execution of agreement, JH will have right to forfeit the EMD.
25. In case the successful tenderer (L-1) Declines the offer of contract, for whatsoever reason(s) his EMD will be forfeited.
26. The agency shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner except with the specific approval of Jamia Hamdard.
27. If required Jamia Hamdard may increase bandwidth in multiples of 100 Mbps during the period of contract over and above the 500 Mbps at the same rate.
28. In the case of the lowest is more than one, then it would be at the discretion of JH to decide the L1.
29. All standard to be followed will adhere to Bureau of Indian Standards (BIS) specification or other acceptable Standard.
30. Successful bidder must submit/execute an agreement on non-judicial stamp papers duly attested 1st class Magistrate with UNIVERSITY before taking up the job to follow up the Terms and Conditions.

BIDDER’S ELIGIBILITY CRITERIA:

1. ISP should have a valid **CLASS ‘A’ license** and have their own fiber backbone across India.
2. ISP should have experience in providing satisfactory service for at least 3 Internet Links of 500-Gbps or higher bandwidth each for at least last three years.
3. **ISP should have a Valid GST Registration Number.**
4. Bidder should have an annual **turnover of 5 Cr** and must be in the ISP business for a **period of more than 5 Years.**
5. ISP should have direct peering with Tier-1 Carriers to minimize the Number of hops to and Latency to International Destinations. Details of Tier-1 carriers with which peering is to be done are to be provided. It should have local peering, within India, with at least one other ISP and it should have an aggregate international capacity of at least 10 GBPS at the time of commissioning. An undertaking of this effect is to be submitted.
6. Audio and video should be allowed through the provided lease line.
7. The Bandwidth should be provided through a Fiber Link Ring terminating at HAH-CIT, Jamia Hamdard and should be made available on Multi Gigabit Ethernet.
8. ISP’s fiber within campus should be underground till the Data Centre and proper route markers put up over it.
9. A dedicated service manager should be there to liaison with the NOC in case the link goes down. This will include reporting, complaint logging, ticket Generation and follow up action. These services to be provided by the ISP directly and not through a channel Partner.

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~~11.~~10. The ISP must commit as SLA of at least 99.5% service availability, including last mile connectivity. The following penalties to be imposed in case of violation of SLA:

Service Level (Link availability)	Penalty/Quarter
>=99.5% of quarterly uptime	Nil
Between 98.5% to 99.5%	Amount Equivalent to 2 days/quarter
Between 97.5% to 98.5%	Amount Equivalent to 4 days/quarter
Between 96.5% to 97.5%	Amount Equivalent to 7 days/quarter
Between 95.5% to 96.5%	Amount Equivalent to 10 days/quarter
<95.5%	Amount Equivalent to 30 days/quarter

- ~~42.11.~~ The Service provider should have well equipped 'Operations and Maintenance' centers staffed with experienced personnel. The Service Provider shall maintain sufficient spares at the 'O&M' centers to comply with committed MTTR of less than six hours.
- ~~43.12.~~ Payment Term: Total Amount to be payable in Four equal quarterly Payments (at the end of each quarter) subject to the satisfactory continuation of services confirmed by Jamia Hamdard.
- ~~44.13.~~ The Link will be tested for a week before acceptance of services.
- ~~45.14.~~ Prices should be quoted exclusive of all taxes. However, Details of all applicable taxes as on date should be clearly mentioned on date of submission of Bid.
- ~~46.15.~~ The Bidder should not be currently blacklisted or have been blacklisted with any Government of India Agency/ PSU, any State Government department. The bidder shall furnish a written declaration in this regard.
- ~~47.16.~~ As the work is to be carried out at Jamia Hamdard, Delhi, the Bidder should have functional office in Delhi/NCR.

SCOPE OF WORK AND TECHNICAL SPECIFICATIONS

Provisioning of Internet Leased Line

- ISP will provide 500-Mbps 1:1 Internet Bandwidth through leased line to the University Data Centre, Jamia Hamdard. The link should be up-gradable to 1-Gbps.
- ISP will provide at least 16-Public IP Addresses
- Link is to be provided through fiber
- Link is to be terminated on router to be provided by the service provider
- The ISP will be required to appropriately configure the interface on router/UTM.
- All equipment/accessories required except the UTM will be provided by ISP
- ISP will share details of the toll free number/email and contact information of the service Centre also.
- ISP shall share Complaint Escalation Matrix
- All equipment/accessories provided for commissioning of link shall be maintained by the service provider.

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

1. 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:

- 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.
- The ISP must provide a usage report like MRTG that can be accessed directly by Jamia Hamdard University team.
- 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. 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.

2. 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 Public IP Addresses required by JH	16
IP Address to FQDN Reverse Mapping Provided	Yes/No
Enabling the voice port for Video Conferencing/Multimedia applications	Yes/No

3. 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
 - 1. Normal support extent to the customer
 - 2. Technical Support
 - 3. Details of SLA with client
- g. Last mile connectivity
- h. National Backbone setup with details of fallback arrangement

ANNEXURE - D

DETAILS OF THE SERVICE PROVIDER / CONTRACTOR

1. Name of Proprietor / Director /Authorized Signatory :
2. Name of the Participating Firm / Company :
3. Postal Address :
4. Telephone/Mobile No. :
5. Email :
6. Tin No. /GST :
7. Firm Registration No. :
(if any)
8. NSIC / MSME Registration No. If any :
9. PAN No. :
(Attach photocopy)
10. Name of the Directors/Partners/ Proprietor of the Firm/Company
11. Bank Account details for RTGS payment
 - a) Beneficiary Name :
 - b) Bank name & Branch Address :
 - c) Account Number :
 - d) IFSC :

(Signature with Seal)

FORMAT**PRICE BID SCHEDULE**

1. Tender No.:
2. Name of the service provider.....

S.No.	Item	Annual Rate (With 3-Year Contract)	GST%	Total Annual Rate With GST* (With 3-Year Contract)
1	500-Mbps LL 1:1**			
2	Installation/Configuration (One Time Charges)			
3	Total Amount			

Notes:

The cost is inclusive of 16-Public IP Addresses for Jamia Hamdard, Router & all accessories required to make the link functional and its integration with the UTM to be provided by JH.

*To be paid quarterly after completion of the quarter based on “accompanying SLA reports & their verification by JH

Signature of Bidder:

Name :

Address :

Contact No. :