

GOVERNMENT OF INDIA  
DEPARTMENT OF SPACE  
INDIAN INSTITUTE OF REMOTE SENSING  
IIRS  
DEHRADUN-248001 INDIA  
Ph No. 0135 - 2524317, 4318 Fax. 0135 - 2748041  
e-mail :pns@iirs.gov.in



भारत सरकार  
अन्तरिक्ष विभाग (अं.वि.)  
भारतीय सुदूर संवेदन संस्थान  
देहरादून -248001

INVITATION TO TENDER

M/s 00000 Our Ref. No. GI.GID 2017-000308-01  
Tender Due at 14:00 hrs IST on 26/04/2018

Dear Sirs,

Please submit your sealed quotation , in the Tender Form enclosed here along with the descriptive catalogues /pamphlets /literature ,superscribed with Our Ref.No. and Due Date for the supply of the following items as per the terms & conditions mentioned in Annexure(Form No. null )

Sl. No.	Description of items with Specifications	Unit	Quantity
1	100 Mbps high availability 1:1 Internet Lease Line subscription for three years and extendable upto to 2 years as per terms and conditions available in Annexures.	year	3

Delivery At IIRS, DEHRADUN

Mode of Despatch ON SITE

Duty Exemptions

Special Instructions TWO PART

Specific Terms

Instructions to Tenderers

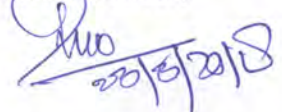
R

PURS. & STORES OFFICER  
For and on behalf of the President of India  
The Purchaser

**SPECIAL TERMS AND CONDITIONS FOR SUBMITTING TWO PART BID**

1. This is a two part tender viz., Techno-Commercial Bid (consisting of Technical Specifications, Commercial terms & condition etc.) and Price Bid. Hence, quotation should be submitted in separate sealed covers super-scribing "**Tender No. GIDI 2017000308-01, Due on 26/04/2018 at 14.00 Hrs (Techno-Commercial Bid)**" and "**Tender No. GIDI 2017000308-01, Due on 26/04/2018 at 14:00 Hrs (Price Bid)**"
2. Both the sealed tenders (Techno commercial & Price bid) should be kept in one big cover super scribing **Tender for Rental of internet and AMC** against Enquiry No **GIDI 2017000308-01, Due on 26/04/2018 at 14:00 Hrs** and put in the Tender Box available in Purchase Division, IIRS or send by post or Courier within the due date and time prescribed.
3. The Techno-Commercial Bid should clearly indicate the technical details, scope of supply, payment terms, delivery terms, delivery period, taxes and duties, warranty, guarantee, security deposit, performance bank guarantee, etc. under separate heads. Please note that the **price should NOT be indicated** in the Techno-Commercial Bid
4. Tender forms can be purchased from Purchase & Store Section IIRS, Dehradun on all working days on payment of ` 573/- in the form of DD drawn in favor of Pay & Accounts Officer, IIRS Dehradun payable at Dehradun or can be downloaded from [www.iirs.gov.in](http://www.iirs.gov.in). When tender forms are downloaded, DD for ` 573/- drawn in favor of Pay & Accounts Officer, IIRS payable at Dehradun shall be attached with Technical Bid.
5. Only Techno-Commercial bid will be opened on the date of tender opening. The price Bids of those tenderers whose Techno-Commercial Bids are found to be meeting our specifications/ requirements will be opened. The bidders are allowed to attend the tender opening on the date and time of opening.
6. The offer should be valid for a period of 90 days from the date of opening of Tender.
7. Please quote the percentage of GST applicable.
8. Late and Delayed Tenders will not be considered. Therefore, please ensure that your tender is posted well in time to reach us before the due date and time.
9. Fax/Email offers shall not be considered.
10. All the pages of your offer should be signed/initialed by competent authority and affixed with your company's Seal.
11. In order to avail of the benefits extended to by Government of India to the Micro and Small Sectors, please submit attested copy of the valid Entrepreneur Memorandum Part-II signed by the General Manager, District Industries Centre /Udyog Adhar/NSIC Registration Certificate along with your offer.
12. **EMD of Rs. 75,000/-** to be submitted along with the Technical Bid in the form of Crossed Demand Draft drawn on any Nationalized / scheduled bank in favor of Pay & Accounts Officer, IIRS, payable at Dehradun. Quotation received without EMD will not be considered. The EMD of unsuccessful bidder will be returned after finalization of order.

[Purchase &amp; Stores Officer]



22/03/2018

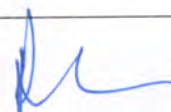
## 1. INSTRUCTIONS TO BIDDERS

1. The Tender is to be submitted under "TWO BID" system i.e. Technical & Commercial.
2. On the day of Tender opening only Technical bids (Techno-Commercial Bids) will be opened. Price/Financial bid will be opened on a fixed later date for the successful technical bidders. The date of opening of Price Bid will be intimated to the technically qualified bidders only.
3. No query or complain from bidder will be entertained after completion of bid opening in regard to bid opening or content of other's bid.
4. The Indian Institute of Remote Sensing, Dehradun reserves the right to accept or reject any tender or the whole tender process at any time without assigning any reason what so ever.
5. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction and Disclosure of price bid in any form in the technical bid may invoke summarily rejection with forfeiture of Bid Security/EMD. No additional documents will be accepted after submission of bid at any stage until unless it is asked by IIRS.
6. Conditional tender i.e. tender submitted incorporating bidder's own imposed condition(s) will be summarily rejected.
7. **Amendment to the tender enquiry/ tender schedule :** At any time prior to the last date for receipt (submission) of bids, Indian Institute of Remote Sensing, Dehradun may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document by issuing an amendment.
8. **Modification or Withdrawal of Bid:** No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of EMD.
9. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, the Institute may, at its discretion, ask the bidder for clarification of the bid. **No post-bid clarification on the initiative of the bidder will be entertained.**
10. **No commitment to accept lowest or any tender:** IIRS shall be under no obligation to accept the lowest or any other quotation received in response to this tender enquiry and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever.
11. **Institute's right to accept any offer and to reject any or all offers:** The Institute reserves the right to accept or reject any tender or reject all tenders at any time prior to award of contract, without thereby incurring any liability towards the affected Bidder(s) or any obligation to inform the affected Bidder(s) on the grounds for the Institute's action. Further, Director, IIRS, Dehradun reserves the right to place order for full quantity or part thereof, as considered necessary.
12. **Pre-bid conference:** If considered necessary by the Institute a pre-bid conference/meeting for clarifying issues and clearing doubts, if any about the tender requirement and other allied technical parameters will be done by the Institute on a date as decided by the Institute at the Indian Institute of Remote Sensing, Dehradun and such date will be before the last date of opening of technical bid. The bidder may depute authorized representatives (competent to take on the spot decisions) for such discussions/ negotiations whenever called for.



## 2. PRE-QUALIFICATION CRITERIA

S.No	Criteria	Supporting Documents Required
1.	Bidder shall be registered in India under Companies Act 1956 / Act 2013 as on tender floating date and should be in operation from last 10 years.	Certificate of Incorporation / Business Registration Certificate
2.	Bidder's Average Annual turnover during last 3 Financial years ending on 31.03.18 shall be at least of Rs. 10 Crores.	Copy of Audited reports BL sheet for last three FY should be submitted along with CA Certificate of Turnover.
3.	Bidder should be a profit making organization in last three consecutive FY and should have positive networth for last three financial years ending on 31.03.17. i.e. FY 2014 – 15 ,FY 2015-16 and FY 2016-17	Copy of Audited Reports Profit and loss statement with CA certificate for positive networth and profit making for last three consecutive FY ending 31.03.2017.
4.	Bidder must be a class-A ISP and NLD (National Long Distance) license holder from DoT, Government of India. License should be valid for the full contract period.	Copy of License from DoT
5.	Bidder should have executed at least 5 works for similar supplies (100 mbps or more) in last 5 yrs. with any reputed organization in India out of which 1 should be with PSU/Govt. Organisation. (For private parties TDS certificate need to be attached)	Copy of work order / work completion certificate of the Project shall be enclosed by bidder
6.	The firm should not have been blacklisted by Central Government or any State Government organization / department in India at the time of submission of the bid	Affidavit on Rs. 100 Stamp Paper duly notorised <b><u>(to be vetted by Purchase and Stores, IIRS)</u></b>
7.	The Bidder should: - a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not be declared defaulter by any financial institution, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) not have, and their directors and officers as well not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) not have a conflict of interest in the procurement in question as specified in the bidding document.	Affidavit on Rs. 100 Stamp Paper duly notorised <b><u>(to be vetted by Purchase and Stores, IIRS)</u></b>
8.	Bidder should have helpdesk 24 x 7 for registration of complaints and should have a contact number, email and online complaint registration system	Details of helpdesk and contact number with escalation matrix should be provided
9.	Bidder should have valid ISO certifications.	Copy of ISO Certificate
10.	The bidder/ firm must have valid statutory registration required to operate the business in India	Mandatory: PAN, GST, PF
11.	Bidder shall have local operational NOC in Dehradun (OEM or Partner) at Dehradun.	Valid Electricity bill, rent agreement and Valid documentary proof is required.
12.	The bidder shall provide a copy of satisfactory SLA execution from customer.	Satisfactory Execution SLA certificate from customer



### 3. TECHNICAL PARAMETERS COMPLIANCE

Sr No.	Technical Parameters Compliance	Compliance
1.	The bidder shall provide 100 Mbps high availability 1:1 Internet leased line subscription for three years	
2.	ISP should be able to provide clean and PURE SYMMERTIC bandwidth as required in the bid always with DDoS Protection (Proactive and real-time). Bidder should size their mitigation capacity accordingly to meet this requirement, IIRS won't pay any additional charge to selected bidder to meet this requirement during contract period.	
3.	Bidder must provide end to end managed services implying that providing, installation & configuration of all hardware like routers, patch cords, cables and software required for implementation of services shall be sole responsibility of the bidder, up to the Ethernet point provided to IIRS. Likewise, the operation and maintenance of the service shall also be on end-to-end basis.	
4.	Service Level Agreement (SLA) should commit at least 99.9% service availability including the last mile connectivity. In case the SLA for uptime is not met, a penalty with following provision will be charged on the bill: <b>1. Less than 1 hour in total of billing cycle : Nil</b> <b>2. 1 to 5 hrs in total of billing cycle : 0.5 % of bill amount</b> <b>3. 6 to 48 hrs in total of billing cycle: 2 % of bill amount</b> <b>4. More than 48 hrs in total of billing cycle: 10 % of the bill amount and IIRS may process Revocation of contract &amp; forfeiture of Security Deposit</b>	
5.	ISP will not define limit on outgoing traffic.	
6.	Link Bandwidth/ technology: Traffic should be routed to secondary International Gateway once the primary fails.	
7.	The bidder shall provide minimum 50 usable Public Class A/ B/C real static IP addresses (IPv4 & IPV6) to IIRS for exclusive use by IIRS. Bidder will provide DNS services (if so required by IIRS) including reverse lookup on its own or via third party. DNS services configuration including reverse look up for each static IP addresses, as and when required, will be included.	
8.	The bidder should provide secured web based portal to monitor the bandwidth utilization and performance of the internet link & IIRS can use this report along with its own report generated via its own valid mechanism to quantify the quality of service and impose penalty if it does not meets the SLA (99.9%).	
9.	The bidder should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose	
10.	The leased line connectivity at IIRS should be from minimum two separate such as Tata, Airtel, BSNL etc. (Proof need to be submitted) and 99.9%% availability of the connection and with Dual Connectivity Primarily on OFC & Secondary on RF with Auto Switching setup to be installed at IIRS.	
11.	The Bidder/ISP will be required to sign a Service Level Agreement (SLA) (as per Section 6)	



## 4. OTHER GENERAL TERMS AND CONDITIONS

1. IIRS can upgrade the bandwidth on pro-rata basis as and when required during the contract period.
2. The contract period would be initially for 3 years however department can extend the contract by placing repeat order for another 2 yrs at the same cost or further discounted price offered by the vendor.
3. The payment will be made on quarterly basis upon satisfactory performance report from the competent authority
4. The bidder would ensure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. Bidder will be responsible for making all the payments towards the local loop charges/rentals etc.

## 5. FINANCIAL BID PROFORMA

(BOQ) for 100 Mbps bandwidth (1:1) Internet Leased Line Connectivity

S.N.	Description	Charges (in Rs.) (inclusive taxes)
1.	Subscription of Internet Leased Line Connectivity of <b>100 Mbps bandwidth (1:1)</b> , uncompressed and unshared, 24x7 connection. <b>(Annual charges)</b>	Rs.
2.	Installation charges <b>(one time)</b> for OFC & RF Connectivity with Auto Failure switch.	

IIRS will not purchase any hardware/software/network item and the bidder will have to provide all the required hardware. Further, IIRS will not be responsible for any maintenance of the supplied hardware and any kind of damage during use, as these items will be under comprehensive maintenance of the bidder.

## 6. Service Level Agreement (SLA)

- a) 100Mbps bandwidth (1:1) Internet Lease Line connectivity at all the time.
- b) **Packet Losses:** Less than 1% (Average over 1000 ping) at any given point of time to any part of globe.
- c) **Average Round trip delay (Latency):** Less than 350 ms from WII to ISP's tier 1 peering point.
- d) **Network Availability:** Average network availability per calendar month across the IP network (Internet) should be  $\geq 99.50\%$
- e) Reports for performance, monitoring /usage to be submitted by the ISP on weekly or monthly basis or as per requirement of IIRS. These reports may be accessible through an online portal on a periodic basis for real time reporting.
- f) The response time for attending the faults will be four hours (maximum) after they are reported to the ISP. They will rectify the faults within 24 hours failing which it will arrange temporary replacements. The services shall be provided on 365x24x7 basis.

*In case of the above parameters going out of specifications, IIRS will have to be compensated adequately in respect of the extended time for the loss of hours in service. Also, if services are not found satisfactory, IIRS reserves the right to cancel the contract with one-month notice.*

(Signature of competent authority from Bidder side)

(Signature of competent authority from IIRS side)

