



INDIAN INSTITUTE OF MANAGEMENT BODH GAYA
Uruvela, Prabandh Vihar
Bodh Gaya – 824234, India

Tender No: IIMBG/2020-21/ILL/09

Date: 25 JUNE 2020

Notice Inviting Tender (NIT) For TENDER FOR PROVIDING 500 Mbps INTERNET LEASED LINE CONNECTION AT IIM BODH GAYA

Issued By
IIM Bodh Gaya (Bihar)
(e-Tender mode only)

Chief Administrative Officer (CAO)
IIM Bodh Gaya (Bihar)
Tender Inviting Authority (TIA)

Phone: 9334288853 Mail ID: chairpersonit@iimbg.ac.in

Tender document and other details can be obtained from <https://mhrd.euniwizarde.com>, <http://www.iimbg.ac.in> & CPP Portal website: www.eprocure.gov.in/epublish/app/epublish/app

Registration with M/s ITI Ltd: - Intending bidders are requested to register themselves with M/s ITI Ltd (if not registered earlier) through <https://mhrd.euniwizarde.com> for obtaining user-id, by paying a registration fee (As given in the e-portal), and online tender processing fee (As given in the e-portal), etc. Bidders are also required to obtain Class-III (Signing + Encryption) Digital Signature for participating in the e-tender.

E-Tender Processing Fee – Rs (As given in the e-portal) pay to “ITI LTD. Through e-payment gateway.

For participating in the e-Tendering process of IIM Bodh Gaya (Bihar), the contractor shall have to get them registered on the site <https://mhrd.euniwizarde.com> by making required payment through only online payment mode so that they will get user ID and Password. This will enable them to access the website, <https://mhrd.euniwizarde.com> with the help of Class-III (Signing + Encryption) Digital Signature by which they can participate in e-Tender of IIM Bodh Gaya.

For this intending bidder may contact following e-Wizard Helpdesk numbers.

1. E-Wizard Helpdesk Patna
1st floor, M-23, Road No. - 25,
Near SBI Sri Krishna Nagar, Patna-800001.
Phone No.: 0612-2520545 or 8448288982, 8448288984, 8448288985,
8448288986 MAIL ID – ewizardhelpdesk@gmail.com
2. E-Wizard Helpdesk
New Delhi -110001, Phone No. 011-49606060

**Notice Inviting Tender For Providing the 500 Mbps Internet Leased Line Connection
at IIM Bodh Gaya**

(e-Tender mode only)

Indian Institute of Management, Bodhgaya, Bihar (IIM Bodhgaya) invites bids from Telecom companies in two bid systems, as per details given below.

Brief Details of Tender:

<i>Item Description</i>	<i>EMD (Rs.)</i>
For Providing the 500 Mbps Internet Leased Line Connection at IIM Bodh Gaya	40,000/-

The tender document along with all forms are available on the Institute website: <http://www.iimbg.ac.in> and <https://mhrd.euniwizarde.com> at the e-publishing window of the Central Public Procurement portal (CPPP) <http://eprocure.gov.in/epublish/app> and bid is to be submitted through online mode only.

Critical Dates of Tender:

SN	Particulars	Date	Time
1	Date and Time of online Publication/Download of Tender	25/06/2020	9.00 am
2	Bid Submission close date & time	16/07/2020	6.00 pm
3	Opening of Technical Bids	17/07/2020	11.00 am
4	Opening of Financial Bids	After Technical Bid Evaluation	

1. ABOUT IIM BODHGAYA

Indian Institute of Management Bodh Gaya is an Institution of National Importance under the Indian Institutes of Management Act, 2017.

2. SCOPE OF WORK

Offers are invited under two bids system from "Authorized Class A ISPs" for 500 Mbps (1:1) Leased Line Internet connection on Fiber for a period of 1+2 year as per technical specifications stated below:

S.No	Product	Quantity
1	500 Mbps (1:1) Leased Line Internet connection on Fiber Optic Link	1
2	Public IP Address (IPv4) Public IP Address (IPv6)	32 8
3	*Duration	1+2 years
	*In case services during the work award year are found to be satisfactory, the IIM Bodh Gaya may decide to renew the contract for maximum period of another 02 years i.e. 1 initial +2-year additional years on the quoted terms (including payment terms) and conditions for first year.	

The requirements and the terms & conditions for the Internet Leased Line are given in the following sections in this tender document

- (i) Qualification Criteria
- (ii) Responsibilities under the contract
- (iii) Bid submission Process (Technical & Financial bids)
- (iv) Terms and Conditions of the contract

3. EARNEST MONEY DEPOSITS (EMD) DETAILS

The bidder shall submit Earnest Money Deposit (EMD) for an amount of **Rs.40,000/- (Rupees forty Thousand Only)** in the form of Demand Draft/Banker's Cheque from Nationalized/Scheduled bank in favor of **IIM Bodh Gaya, payable at Bodh Gaya** should be submitted as per **Annexure-IV (Should be kept in separate envelope)**.

EMD Exemption

The Institute may accept bids without EMD from those Service provider/ Agency/Contractor/companies who are registered with the MSME / National Small Industries Corporation (NSIC). Necessary Certificate indicating EMD Exemption should be enclosed.

4. QUALIFICATION CRITERIA: Mandatory (Bidders not meeting these criteria will not be considered)

4.1	Internet Leased Line should be from a Class A ISP (license from government of India) should only be commissioned (Attach a copy of license).
4.2	<p>a) The ISP should have a fully functional Customer Service Centre in Bihar, preferably in Patna or Gaya, which is operational 24*7*365 hours. (Attach Certificate/document of proof)</p> <p>b) The bidder should 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 payments towards the local loop charges/rentals charges etc.</p> <p>c) The institute reserves the right to carry out the capability assessment of the bidder and the decision of the institute shall be final in this regard.</p> <p>d) ISP must clearly state in technical bid that financial bid contains all components viz recurring, nonrecurring, bandwidth charges etc. as mentioned above.</p> <p>e) Quoting firms must put page numbers on every page of the bid. It is also required that page nos. of the documents attached should be mentioned against each item of the main bid.</p> <p>f) Every bid document should be signed and stamped by authorized signatory.</p> <p>g) PERIOD OF INTERNET CONNECTIVITY SERVICE CONTRACT: - The bidder should agree that in case the service during the work award year is found to be satisfactory, the institute may decide to renew the contract for a period of another 2 years ie. Initial 1 year + 2 years additional on the quoted terms (including payment terms and conditions for the first year).</p>
4.3	<p>The bidders should have an average turnover of Rs 60 lacs or above in the Internet ISP business during the audited financial years 2016-2017, 2017-2018, 2018-2019 and submit the following</p> <p>a) Certification from a chartered accountant (CA)/ firm of CAs certifying the turnover in financial years 2017-2018, 2018-2019, 2019-2020</p> <p>b) A copy of audited annual accounts for the above-mentioned years</p> <p>c) Copy of GST certificate</p> <p>d) Copy of PAN card</p>
4.4	Bidders should have their own international gateways (document proof)
4.5	The bidders should have NLD/ILD license issued by the government of India (document proof)
4.6	Bidders should have a valid TL9000/ ISO 9001 or ISO/IEC 27001 or higher certification in network operation center, operations and maintenance and expansion of fiber optics network etc.
4.7	No Sub-Contracting of the work by the ISP is permissible by IIM Bodh Gaya, However the prospective bidder may be allowed to sublet certain identified ancillary activities (as deemed appropriate, proper and exigency of the situation/circumstances) of the major works with the prior permission of the competent Authority of IIM BG

4.8	The Bidder should have executed similar project for bandwidth provisioning in government or private sector. The Bidder must have an experience of similar work across India for at least 02 years. This should be duly supported by at least 03 Purchase order/Work Order copies of the same or higher bandwidth.
4.9	The Bidder should give self-declaration certificate for acceptance of all terms and conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the Annexure-III .

Bidders not complying with above conditions or not providing complete information as described shall not be considered and hence they will be out rightly rejected without assigning any reasons, whatsoever.

4.10 Disqualification:

Proposal not submitted in accordance with the document.

- (i) During Validity of the proposal, or its extended period, it's any, the bidder increases his quoted prices.
- (ii) Proposal is received in incomplete form.
- (iii) Proposal is received after due date and time.
- (iv) Proposal is not accompanied by all requisite documents.
- (v) Information submitted in the tender proposal is found to be misrepresented, incorrect or false accidentally, unwillingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.

4.11 IIM Bodh Gaya's Right to Terminate the Process

IIM Bodh Gaya may terminate the tender process at any time and without assigning any reason. IIM Bodh Gaya makes no commitments, expressed or implied that the process will result in a business transaction with anyone.

This tender does not constitute an offer by IIM Bodh Gaya. The bidder's participation in this process may result in IIM Bodh Gaya selecting the bidder to engage in further discussion and negotiations onwards execution of a contract, if necessary. The commencement of such negotiation does not, however, signify a commitment by IIM Bodh Gaya to execute a contract or to negotiations. IIM Bodh Gaya may terminate negotiations at any time without assigning any reasons.

5. RESPONSIBILITIES UNDER THE CONTRACT:

The ISP would be responsible for the following:

- 5.1. To provide 500 Mbps Internet connectivity (Leased Line) at Indian Institute of Management, Uruvela, Prabandh Vihar Bodh Gaya – 824234, Gaya, Bihar, India on yearly rental basis.

- 5.2. Provide 32 Public IP addresses of IPv4 pool (32 bit) at present and 8 public IPv6 address if required in future.
- 5.3. Installation, commissioning, configuration of the link and hardware/software (Mux, Modems and Router etc. to make line fully functional at 500 Mbps.).
- 5.4. Maintenance support service (24 hours and 7 days a week) for bandwidth and equipment.
- 5.5. ISP or authorized person from ISP will be required to sign the Service Level Agreement.

Service Level Agreement (SLA)

- a. 500 Mbps Internet bandwidth at all the time with an availability SLA of minimum of 98.5%.
- b. Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of globe.
- c. Latency (Round Trip Delay between ISP Gateway Router and ISP upstream peering point): Less than 325 ms for USA, less than 250 ms for UK and less than 90 ms for Singapore and overall maximum latency for any other places in the world should be less than 325 ms.
- d. Network Availability: More than 98.5 % per month,
- e. Reports for performance, monitoring /usage to be submitted by, the ISP on weekly or monthly basis or as per requirement of the institute.
- f. The bidder will provide the facilities to measure the above parameters at the IT Division of the institute. The facility of measurement / monitoring and testing of above parameters or graphical display will be provided by the bidder.

Multi Router Traffic Grapher (MRTG) access through online portal:

Multi Router Traffic Grapher (MRTG) access through online portal must be provided by ISP for **leased line**. The following features should be available in **MRTG:-**

- 1) Bandwidth (Hourly, Daily, Weekly, Monthly categorization).
- 2) Availability (Hourly, Daily, Weekly, Monthly categorization).
- 3) Latency (Hourly, Daily, Weekly, Monthly categorization).
- 4) Summary of the above in one page.

In case of the above parameters going out of specifications, IIMBG will be compensated adequately in respect of the extended time for the loss of hours in service. Also, if services are not found satisfactory, IIMBG reserves the right to cancel the contract within two-months' time period.

- g. Any fault in the Internet connectivity will need to be resolved by the vendor as per the following schedule
- (i) On the failure of the fiber, link should be restored immediately
 - (ii) The actual uptime of the link should be calculated in respective month and will be measured against total uptime hours 98.50%. If the downtime exceeds the total uptime hours of 98.5%, the following service credits would be due to the company

(A) Actual uptime \geq 98.5%	no credit
(B) Actual uptime $<$ 98.5% and \geq 96%	2 day's equivalent service credit
(C) Actual uptime $<$ 96% and \geq 94%	7 day's equivalent service credit
(D) Actual uptime $<$ 94% and \geq 90%	15 day's equivalent service credit
(E) Actual uptime $<$ 90%	25 day's equivalent service credit

Actual uptime percentage = [(actual uptime hours)/(total uptime hours)]*100

Total uptime hours = no of days in month *24

Actual uptime hours = Total uptime hours – downtime hours in the month

The institute reserves the right:

- a. To reject any or all tender quotations without assigning any reason whatsoever and is not bound to accept the lowest (L1) rate.
- b. To change any clauses/items/condition on the tender quotation document.

6. BID SUBMISSION PROCESS (Technical & Financial bids)

Instruction to Bidder

- a) Two bids system will be followed i.e. Technical & Financial Bids should be submitted Online only
- b) Bidder should consider any corrigendum published on the tender document before submitting their bids.

Bid Submission

Submission of Tender document through online on <https://mhrd.euniwizarde.com>

The bidder must ensure that the submission of BID before or by due date.

a) Technical Bid (COVER-1)

Bidders should comply with the specification of the tendered item in all respect, no deviations are acceptable. The detailed format is attached at **Annexure-1**. The bidder is to complete the same along with supporting documents and submit accordingly.

b) Financial Bid (COVER-2)

Financial bid given with tender is to be submitted after filling all relevant information. The cost factors should be mentioned clearly as per format given at **Annexure-2** available with the tender failing which the offer is liable for rejection.

c) Bid Evaluation

The Tender Evaluation Committee of the Institute constituted for the purpose shall assess the ability of the agencies to render the requisite services based on the company profile, rating and on such other criteria as it may fix and the Financial Bids of only those firms qualifying the technical evaluation will be considered.

Opening and Evaluation of Bids: The institute reserves the right to seek clarifications or additional information/ documents from any bidder regarding its technical bid. Such clarification(s) or additional information/document(s) shall be provided within the time specified for the purpose. Any request and response thereto shall be in writing. If the bidder does not furnish the clarification(s) or additional information/document(s) within the prescribed date and time, the proposal shall be liable to be rejected.

In case of tie, who has the highest average turnover in last 3 financial years (2016-17 2017-18, 2018-19) will be awarded the contract.

Bid Validity Period

The bid will remain valid for 90 days from the date of opening as prescribed by IIM Bodhgaya. A bid valid for a shorter period shall be rejected, being non-responsive.

7. TERMS AND CONDITIONS OF THE CONTRACT

- (i) The financial bid should be valid for a period of not less than 90 days from the date of opening of bid. The leased line is to be delivered & installed within a period of 30 days from the date of issue of Purchase Order (PO) by the Company.
- (ii) Bids will be opened in the presence of bidder's representatives, who choose to attend on the specified date and time. Only one representative shall be allowed to attend.
- (iii) EMD must be sent either by post or by messenger. The responsibility of delivery of EMD lies entirely with the bidder. Postal Address is " Indian Institute of Management, Uruvela, Prabandh Vihar, Bodh Gaya – 824234, Gaya, Bihar, India.
- (iv) The institute does not bind itself to accept the lowest or any other offer and reserves the right to accept or reject any or all the offers either in full or in part without assigning any reason.
- (v) Payment for installation and commissioning will be made within one month from the date of satisfactory completion of job.
- (vi) Leased line rental Payment will be made on quarterly basis, only after the completion of each quarter and on submission of GST compliant invoice.
- (vii) Leased line rental Payment will be paid only if required SLA as stated above is met.
- (viii) If SLA is not met in two successive quarters, then the leased line service contract may be terminated by IIMBG and no further payments will be released.
- (ix) Delivery, installation and commissioning should be done within 30 days of confirmed order.

- (x) Standard LD clause for delay in supply/completion of job @ 2% per week subject to max 10% will be applicable.
- (xi) Receipt of material is subject to inspection.
- (xii) The prices are to be quoted as per the tender document and also to mention the amount as total package with Taxes.
- (xiii) All duties, taxes and other levies payable by the vendor shall be included in the total price.
- (xiv) Vendor should quote only for the specified requirements in the tender and for all the requirements in the tender. No change in the work from the tender documents will be permitted.

8. PERFORMANCE SECURITY DETAILS

- a. The successful tenderer will have to deposit the performance security in the form of DD at the rate of 5% of the contract value; valid for contract period plus three months at the earliest. No interest will be paid by IIM Bodhgaya on the deposit.
- b. Performance Security will be refunded to the contractor, after it duly performs and completes the contract period in all respect.
- c. Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.
- d. In case, the firm fails to provide the required services within specified period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- e. In case of non-receipt of Security Deposit within the stipulated time, EMD will be converted into Security Deposit and the balance amount will be recovered from the bill submitted for the payment.

9. EXPENSES TO BE BORNE BY BIDDER

All expenses in preparation and submission of bids and visits to the office or any place in connection with the preparation of the Bid shall be borne by the Bidder. IIM Bodhgaya in no case shall be responsible or liable for these costs regardless of the outcome of the bidding process.

10. PRICES, TAXES, DUTIES

The bidder should quote firm prices/ rates taking into account of all taxes. Duties, Levies, personal tax, corporate tax and all other expenditure required to be incurred by him/ her for providing required services etc, during the contract period as indicated under this contract and afterwards no variation on any account unless otherwise specifically mentioned will be allowed. The quoted prices for all the items should be only excluding service tax which shall be charged extra to the students at actual on the production of documentary evidence.

11. WORK AT RISK AND COST

The institute reserves the right to get the whole or part of the work executed by some other agency at the risk and cost of the contractor if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.

12. INSURANCE

The successful bidder (contractor) shall take third party insurance to cover any accident or accidents of nature, for an amount AS REQUIRED FOR this type of work against damage /loss/ injury to property or person or loss of life during the complete period of the contract. A copy of insurance policy will be handed over by the contractor to the concerned authority of the Institute before starting date of the work as specified in the work order/letter of intent. In case the contractor fails to take the insurance policy, the Institute would arrange for the same at the cost of the contractor, alternatively, the institute may stop payments of bills to the contractor till insurance is arranged by the contractor or terminates the contract at the risk and cost of the contractor.

13. INDEMNITY

The contractor shall indemnify and keep indemnified the institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen compensation Act, Sales Tax, Royalty, Excise duty, Octroi, GST, Works contract etc, and shall keep the institute indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law/regulations or Bylaws.

14. COMPLIANCE WITH THE INSTITUTE RULES AND REGULATIONS

The contractor shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline and Decency at and around the work site, Safety Precautions and Safety Regulations.

15. JURISDICTION

It is agreed and declared by and between the parties hereto that so far it concerns the jurisdiction of any court in enforcing any of the rights or remedies of the parties hereto against each other or one another, a court in the city of Gaya alone shall have jurisdiction to the exclusion of all other courts in any place in the Union of India so that none of the parties hereto shall be entitled to any proceedings whatsoever in respect of any matters touching or relating to or in connection with or arising under agreement and the terms and conditions thereof in any court except the court or courts having jurisdiction in the city of Gaya.

16. SAFETY AND SECURITY

Contractor shall abide by the safety code provisions as per safety code framed from time to time by the government.

17. FORCE MAJEURE

The contractor shall not be entitled to claim any compensation from IIM Bodhgaya for the loss suffered by him on account of delay by IIM Bodhgaya in the supply of useable water, electricity etc, where such delay is covered by difficulties relating to the supply of wagons, force majeure including non-allotment of such materials by controlling authorities, acts of god, acts of enemies of the state/country or any reasonable cause beyond the control of the Institute.

18. DISPUTE SETTLEMENT AND APPOINTMENT OF ARBITRATOR

All dispute or differences whatsoever arising between the parties out of or relating to the work and the resulting agreement or the breach thereof that cannot be settled by good faith and negotiations between the parties within 60 days of the commencement of negotiation shall be settled by referring the dispute to The Director, IIM Bodh Gaya, who may either herself decide the dispute as Arbitrator or appoint some other person as arbitrator to adjudicate the same, who shall be unconnected with IIM Bodh Gaya. The proceedings will be governed by the provisions of the Arbitration & Conflation Act 1996.

By consent of parties the jurisdiction of all other courts are exculpated and the court at Patna, Bihar alone shall have jurisdiction. The language of Arbitration shall be English. The venue of Arbitration proceedings shall be Patna as the case may be.

Place:

Name:

Date:

Address:

Contact No.:

E-mail:

Signature with Stamp of Bidder

TECHNICAL BID

Ref: - Tender No. IIMBG/2020-21/ILL/09

Dated: 25th June 2020

(Technical Bid shall be prepared and sealed in separate envelope.) Technical specification and requirements for 500 Mbps Internet connectivity leased line (1:1 uncompressed and unshared with last mile on fiber) for IIMBG for a period of (03) three years.

To provide 500 Mbps Internet leased line connectivity on uncompressed, unshared leased line (1:1) at Indian Institute of Management Bodh Gaya on rental basis. This includes installation, commissioning, testing & upkeep of the complete lease line link for three years period (1 years + 2 years as mentioned in section 4.2). The connectivity will be a dedicated Internet service, the hardware and software required for the establishment of fully functional leased line will be provided by the bidder, the minimum guaranteed bandwidth taken from the Bidder is 500 Mbps (1:1).

SN	Technical Specification for Internet Leased Line Connection	Compiled (Yes/No)	Deviation if any
1.	The bidder should be an ISP and should have Class A ISP license from Govt. of India (Attach a copy of license)		
2.	The Internet Connectivity leased line should have fully dedicated (1:1), unshared & High Quality 500 Mbps symmetric bandwidth without any compression factor through Optical Fiber cable (Test report to be attached).		
3.	The ISP/bidder should have Network Operation Centre (NOC)/Customer Service Center in Bihar for trouble shooting round the clock preferably in Gaya or Patna. The service provider should furnish details of Toll-free number reachable from Mobile phone for logging complaints. (Attach Certificate/document of proof)		
4.	The bidder should 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 payments towards the local loop charges/rentals charges etc. (document proof)		
5.	ISP must clearly state in technical bid that financial bid contains all components viz recurring, nonrecurring, bandwidth charges etc. as mentioned above. (Signed Document Annexure VI)		
6.	The bidders should have an average turnover of Rs 60 Lakh or above in the Internet ISP		

	<p>business during the audited financial years 2016-2017, 2017-2018, 2018-2019 and submit the following</p> <p>a) Certification from a chartered accountant (CA)/ firm of CAs certifying the turnover in financial years 2016-2017, 2017-2018, 2018-2019</p> <p>(Document Proof)</p>		
7.	<p>A copy of audited annual accounts for the financial years 2016-2017, 2017-2018, 2018-2019</p> <p>(Document Proof)</p>		
8.	<p>Copy of GST certificate</p>		
9.	<p>Copy of PAN card</p>		
10.	<p>Bank Details</p>		
11.	<p>Bidders should have their own international gateways (document proof)</p>		
12.	<p>The bidders should have NLD/ILD license issued by the government of India (document proof)</p>		
13.	<p>Bidders should have a valid TL9000/ ISO 9001 or ISO/IEC 27001 or higher certification in network operation center, operations and maintenance and expansion of fiber optics network etc. (Document Proof)</p>		
14.	<p>The Bidder should have executed similar project for bandwidth provisioning in government or private sector. The Bidder must have an experience of similar work across India for at least 02 years. This should be duly supported by at least 03 Purchase order/Work Order copies of the same or higher bandwidth. (Document Proof)</p>		
15.	<p>The bidder should provide Internet Router Port at ISP Gateway for required bandwidth and 32 Public IP addresses in IPv4 (32 bit) pool and 8 IPv6 public IP address if required in future (Annexure V)</p>		
16.	<p>The connectivity from the POPS of service providers to IIMBG, Bodh Gaya, premises shall be through Optical Fiber Media. (Annexure V)</p>		
17.	<p>All the equipment supplied by the bidder should be capable of handling higher band width in case up gradation in required in the future. (Annexure V)</p>		

18.	Any Software and Hardware required for establishing the purchased bandwidth will be provided by bidder to make leased line fully functional. (Annexure V)		
19.	All the POPs from where the ILL (Internet Lease Line) bandwidth is provided to IIMBG should have redundancy of equipment, links, power, backhaul connectivity etc. (Annexure V)		
20.	The ILL (Internet Lease Line) links should be available in full duplex mode which must be demonstrated to the IT department of IIMBG. (Annexure V)		
21.	Service provider must provide facility to IIMBG, to monitor the SLA (Service level Agreement) parameters (as per Section 6 of the document) and log the Trouble tickets online. IIMBG should also be able to obtain standard reports on the ILL links, Bandwidth Utilization (in Mbps, in frames/sec), Errors (frames/sec), Discarded (frames/sec), Bandwidth availability, Packet loss (in %), Latency of links etc. through any network monitoring tool/web browser provided by service provider. (Annexure V)		
22.	Copy of partnership Deed/Certification of registration of Company or any other document evidencing registration of the bidder (document proof)		
23.	Agreement to the Service Level Agreement (Annexure VI)		

Dated.....at.....this..... day..... 2020

Name:

(Signature with Seal)

Note: Indian Institute of Management reserves the right to accept or cancel tender/bids of any/ of the agencies at their absolute discretion without assigning any reason thereof. Applications received with incomplete information or alteration not authenticated with proper seal and signature will not be considered.

FINANCIAL BID FORMAT

Ref: - Tender No. IIMBG/2020-21/ILL/09

Dated: 25th June 2020

TENDER DOCUMENT FOR 500 Mbps Internet connectivity Leased Line (1:1 uncompressed and unshared) for Indian Institute of Management Bodh Gaya for a period of (1+2) three years

SN	No. of links/Speed	Yearly Cost	Two Year Cost	Three Year Cost
1	Bandwidth Charges: 500 Mbps Internet connectivity Leased Line (1:1) uncompressed and unshared) at Indian Institute of Management Bodh Gaya			
2	Applicable taxes on above SI No. 1			
3	One time installation Configuration charges (Hardware/Software)			
4	Applicable taxes on above SI No. 3			
5	Total for SI Nos (1+2+3+4)			
6	Any other charge (To be specified) or any)			
7	Gross Total for SI Nos (5+6)			
8	Gross Total in Words			

Note: In the financial bid format, the rate shall be quoted in Indian Rupees in figures and words. In case of discrepancy between the rate quoted in figures and words, the rate quoted in words will be taken as final and shall be binding on the agency. The bidder should quote for the entire tender as a package and the comparative statement will be made as per package only. The bidder should quote for the entire tender as per the given tender specifications including all taxes/duties & any other financial liabilities. Bidder who does not quote for all the specification, as per the given tender specification, is subject to disqualification.

Signature of the authorized representative of the bidder

Name:

Designation

Date

seal

ANNEXURE – III

To

**Indian Institute of Management Bodh Gaya
Uravela, Prabandh Vihar
Bodh Gaya- 824234, Bihar
India**

Sub: - Self Declaration Certificate

Ref: - Tender No. IIMBG/2020-21/ILL/09

Dated: 25th June 2020

(Notice Inviting Tender for Internet Leased Line for IIM Bodh Gaya).

Dear Sir,

With reference to the above, I am/ We are offering our competitive bids towards the Notice Inviting Tender for Provisioning of Internet Leased Line to Indian Institute of Management Bodh Gaya, I / We hereby reconfirm and declare that I / We have carefully read, understood and complying the above referred tender document including instructions, terms and conditions, specifications, schedule of quantities and all the contents stated therein.

I / We also confirm that the rates quoted by me/us are inclusive of all taxes, duties etc, applicable as on date and are for Indian Institute of Management Bodh Gaya, Uravela, Prabandh Vihar, Bodh Gaya- 824234, India.

Date:

Authorised Signatory

Name:

Place:

Designation:

Contact No.:

Email ID:

ANNEXURE – IV

To

**Indian Institute of Management Bodh Gaya
Uravela, Prabandh Vihar
Bodh Gaya- 824234, Bihar
India**

Sub: - EMD Details

Ref: - Tender No. IIMBG/2020-21/ILL/09

Dated: 25-June-2020

(Notice Inviting Tender for Internet Leased Line for IIM Bodh Gaya).

Dear Sir,

The following demand draft/banker's cheque in favor of IIM Bodh Gaya are enclosed towards EMD.

Detail of DD/ Banker Cheque	Amount	DD/Banker Cheque No.	DD/Banker Cheque Date	Bank Name
EMD	Rs. 40,000/-			

Thanking you

Yours faithfully,

(Authorised Signatory with Seal)

To

**Indian Institute of Management Bodh Gaya
Uravela, Prabandh Vihar
Bodh Gaya- 824234, Bihar
India**

Sub: - Agreement of Internet Leased Line Services

Ref: - Tender No. IIMBG/2020-21/ILL/09

Dated: 25th-June-2020

(Notice Inviting Tender for Internet Leased Line for IIM Bodh Gaya).

Dear Sir,

With reference to the tender, I am/ We are agreeing to the following terms and conditions regarding the provisioning of Internet Leased Line Services.

- I. The bidder should provide Internet Router Port at ISP Gateway for required bandwidth and 32 Public IP addresses in IPv4 (32 bit) pool and 8 IPv6 public IP address.
- II. The connectivity from the POPS of service providers to IIMBG, Bodh Gaya, premises shall be through Optical Fiber Media.
- III. All the equipment supplied by the bidder should be capable of handling higher bandwidth in case up gradation in required in the future.
- IV. Any Software and Hardware required for establishing the purchased bandwidth will be provided by bidder to make leased line fully functional.
- V. All the POPs from where the ILL (Internet Lease Line) bandwidth is provided to IIMBG should have redundancy of equipment, links, power, backhaul connectivity etc.
- VI. The ILL (Internet Lease Line) links should be available in full duplex mode which must be demonstrated to the IT department of IIMBG.
- VII. Service provider must provide facility to IIMBG, to monitor the SLA (Service level Agreement) parameters (as per Section 6 of the document) and log the Trouble tickets online. IIMBG should also be able to obtain standard reports on the ILL links, Bandwidth Utilization (in Mbps, in frames/sec), Errors (frames/sec), Discarded (frames/sec), Bandwidth availability, Packet loss (in %), Latency of links etc. through any network monitoring tool/web browser provided by service provider.

Date:

Authorised Signatory

Name:

Place:

Designation:

Contact No.:

Email ID:

To

**Indian Institute of Management Bodh Gaya
Uravela, Prabandh Vihar
Bodh Gaya- 824234, Bihar
India**

Sub: - Service Level Agreement

Ref: - Tender No. IIMBG/2020-21/ILL/09

Dated: 25th June 2020

(Notice Inviting Tender for Internet Leased Line for IIM Bodh Gaya).

Dear Sir,

With reference to the above, I am/ We are agreeing to the following service level agreement.

- a) 500 Mbps Internet bandwidth 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) Latency (Round Trip Delay between ISP Gateway Router and ISP upstream peering point): Less than 325 ms for USA, less than 250 ms for UK and less than 90 ms for Singapore and overall maximum latency for any other places in the world should be less than 325 ms.
- d) Network Availability: More than 98.5 % per month,
- e) Reports for performance, monitoring /usage to be submitted by, the ISP on weekly or monthly basis or as per requirement of the institute.
- f) In case of the above parameters going out of specifications, IIMBG will be compensated adequately in respect of the extended time for the loss of hours in service as given in Service Level Agreement (Section 5). Also, if services are not found satisfactory, IIMBG reserves the right to cancel the contract within two-months time period.
- g) Any fault in the Internet connectivity will need to be resolved by the vendor as per the following schedule
 - (i) On the failure of the fiber, link should be restored immediately
 - (ii) The actual uptime of the link should be calculated in respective month, and will be measured against total uptime hours 98.50%. If the downtime exceeds the total uptime hours of 98.5%, the following service credits would be due to the company

- (A) Actual uptime $\geq 98.5\%$ no credit
- (B) Actual uptime $< 98.5\%$ and $\geq 96\%$ 2 day's equivalent service credit
- (C) Actual uptime $< 96\%$ and $\geq 94\%$ 7 day's equivalent service credit
- (D) Actual uptime $< 94\%$ and $\geq 90\%$ 15 day's equivalent service credit
- (E) Actual uptime $< 90\%$ 25 day's equivalent service credit

Actual uptime percentage = [(actual uptime hours)/(total uptime hours)]*100

Total uptime hours = no of days in month *24

Actual uptime hours = Total uptime hours – downtime hours in the month

Date:

Authorised Signatory

Name:

Place:

Designation:

Contact No.:

Email ID: