



**ISLAMIC UNIVERSITY OF SCIENCE & TECHNOLOGY
AWANTIPORA, KASHMIR - 192122**

Directorate of Information Technology and Support Services (IT&SS)

EXPRESSION OF INTEREST (EOI)

Dated: 09-10-2018

Tender for providing STM-I (155.5 Mbps) dedicated, unshared, uncompressed ILL Leased line Internet connection on Fiber Optic link at Islamic university of Science and Technology, Awantipora

Tender Reference Number	IUST/DIT/18/22
Date of Issue of Tender	09-10-2018
Due Date/Last Date for Submission of Tender	19-10-2018 up to 2 pm at Directorate of IT&SS, IUST Awantipora
Date of opening of Technical Bid	<u>19-10-2018 at 3:30 pm</u>
Name & Address of Tenderer	Director IT&SS, IUST Awantipora
Earnest Money deposit	Rs. 30,000 by CDR in favour of Islamic University of Science & Technology (IUST) payable at Awantipora Pulwama
Address for communication	Director IT&SS, Islamic University of Science & Technology Awantipora Pulwama, 192122, J&K
Offer of validity	Tender should remain valid for 60 (sixty) days



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OBJECTIVE

Islamic University of Science and Technology invites sealed tender offers (technical bid & Commercial Bid) from class A ISP/Telecom Companies possessing a valid Category-A ISP Licence from DoT, Govt. of India, for providing the Internet Leased Line Services at IUST of the order of STM-1 (155.5 Mbps). Last mile to be provided by the service provider should be only on fiber at IUST campus. Necessary fiber equipment will be provided by the service provider at IUST campus without any additional cost. The internet service shall be regulated by an SLA with 99.5% availability, latency less than 100ms with 100% throughput. The EOI document shall be submitted in the office of Dean School of Engineering & Technology /Director-IT&SS by or before **19th of October 2018 up to 2 pm**. Delivery / Installation shall have to be completed by the service provider within **10 days** from the date of raising the PO. The university reserves the right to accept any or all quotations without assigning any reason thereof. Any attempt of negotiation on the part of tenderer to influence by any means will render the quotations liable for exclusion from consideration.

A. SCOPE OF THIS PROJECT

1. Supply, installation and maintenance of STM-I (155.5 Mbps) dedicated, unshared, uncompressed ILL Leased line Internet connection on Fiber Optic link at Islamic university of Science and Technology, Awantipora. (Annexure-A)
2. Permission from various authorities if any shall be the sole responsibility of the bidder.
3. Prices quoted shall be all -inclusive and represent complete installation at the site. The bidder shall be responsible for complete implementation and turnover for acceptance to the IUST.(Annexure-B)
4. The Bidder should be reputed company satisfying the bidders criteria of this RFP. (Annexure-C)

Schedule of Requirement

1. ISLAMIC UNIVERSITY OF SCIENCE AND TECHNOLOGY MAIN CAMPUS

SL.NO	Description of work
A	Supply, Installation and commissioning of INTERNET BANDWIDTH at IUST campus
A1	INTERNET BANDWIDTH STM1 (1:1) on optic fiber
A2	Along with required Hardware (For the above bandwidth)



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2. FUNCTIONAL REQUIREMENT

1. ISP should provide 99.5% uptime
2. Latency should be less than 100ms
3. Throughput 100%
4. ISP should provide scalability
5. ISP should provide 24X7 local customer support
6. ISP should provide connectivity up to the end point at the main campus server room , IUST
7. ISP should provide proper maintenance of bandwidth connectivity and also the equipment's.

TRAINING REQUIREMENTS:

Training shall consist of on-site group and individual training of all staff associated with the system.

A. ELIGIBILITY CRITERIA FOR TENDERS:

- The bidder must be a DOT ISP Category-A license holder. (provide document)
- The bidder company should be in existence for at least 05 years. (provide proof)
- The bidder should have carried out at least 2 similar projects in the last 10 years. (provide proof)
- Company should provide major client list (should be installed and maintained minimum 50 Mbps). (provide proof)
- Vender should have organization strength of at least 05 Local experts/specialists in this field. (list to be attached)
- The company or tenderer should have at least one permanent support center in Srinagar. (provide address of the location)
- Latest income tax clearance and sales tax clearance should be produced along with bid.



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Two Bid Systems Tender:

The tenderer is expected to examine all instructions, forms, terms, conditions in the tender document. Failure to furnish all information required by the tender document or submission of a tender offer not substantially responsive in every aspect to the tender documents shall be at the tenderer's risk and may result in rejection of its offer.

- i. The offer shall be in 3 (three) separate parts. One envelope containing technical offer in original along with EMD (Annexure-A), second envelope containing commercial bid (Annexure-B) and third envelope containing bid eligibility document-(Annexure-C). All these separate sealed envelopes containing the technical offers, commercial offer and bid eligibility documents separately should be enclosed together in a large envelope, sealed and superscripted with the tender reference number, name and address of the tenderer. Tender offer without separate envelopes and commercial offers will be rejected outright.
- ii. All pages in technical, commercial and bid eligibility document shall be numbered, stamped with the official company seal and duly signed by the authorized signatory.
- iii. The bidders shall use the formats prescribed by the university for submitting technical, commercial and bid eligibility document as per annexure A,B & C.
- iv. All the attachments should be in a sequence specific in tender offer, form and flagged.
- v. All inside envelopes should be separately sealed and stamped. The sealed envelopes should be super scripted with the following information:
 - a. Type of offer (Technical/ commercial/bid eligibility)
 - b. Tender reference number
 - c. Name and address of tenderer
 - d. Date and submission of tender offer:

I. Envelope-1 (Technical Offer):

The Technical bid should not contain any price information. The technical offer should include all items asked for in Annexure-A. The technical bid should be complete in all respects. The technical specification are the minimum requirements of the purchaser. The tender is at liberty to indicate higher specifications than the minimum level except the bandwidth.

EMD (Earnest Money Deposit):

The intending bidder should pay along with the bids an earnest money deposit of Rs. 30,000. The EMD should be paid by CDR in favor of "Islamic University of Science and Technology" payable at Awantipora. The EMD will not carry any interest. The EMD will be forfeited if : The bidder withdraws his tender before processing of the same. The bidder withdraws his tender after processing but before acceptance of "letter of appointment" issued by university. The selected bidder withdraws his tender before furnishing an unconditional and irrevocable performance bank guarantee. The bidder violates any of the provisions of the terms and conditions of this tender specification.

The EMD will be refunded to the successful bidder only after furnishing an unconditional and irrevocable PBG for 10% of the contract value.



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II. Envelope-II (Commercial Offer):

The commercial offer as per Annexure-B shall be submitted. The prices quoted in the commercial bid should be without any conditions. The price schedule must be filled in completely, without any error, erasures or alterations. Tenderer should quote only all-inclusive price inclusive of supply, installations, commissioning, forwarding insurance, insurance, training, warranty, taxes, duties etc. The commercial offer shall be on fixed price basis, inclusive of all taxes.

The envelope consisting of commercial offer should be marked as "Commercial Envelope". Price quoted will be firm for the entire period of contract. All prices to be quoted in Indian Rupees.

II. Envelope-III (Bid Eligibility document):

To be submitted as per format given in Annexure-C

Award Criteria:

Contract will be awarded to the tenderer whose commercial offer has been determined to be lowest evaluated offer, with the right IUST to negotiate still for a better price. Contract may be awarded even if only one bidder qualifies. However it will not be a binding on IUST to award the contract.

Right to alter items:

The purchaser reserves the right to delete the items from the schedule of requirements specified in the tender or alter the quantity.

Authorized signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the IUST, with regard to the obligations under the contract. The selected bidder shall submit this information at the time of signing the contract.

Payment Terms

Payments will be made by the University on quarterly basis against the consolidated bill raised only after the completion of each quarter subject to satisfactory performance as per committed SLA.

It will be the responsibility of the Service Provider to provide reports of Bandwidth usage and traffic to demonstrate that the SLA is being met.

Payment of taxes, GST and other applicable Government levies will be made according to the rules and regulations as existing on the date of the payment.



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In case, there is price reduction in service component during the contract period then the vendor(ISP) will pass on such benefits to IUST without claiming by the University.

LIQUIDATED DAMAGES

For any delay in Installation and Commissioning, the IUST will charge penalty of 0.5% of the order value/week or part thereof, subject to the cost not exceeding 10% of the total cost.

PERFORMANCE GUARANTEE

Performance Bank Guarantee (PBG) of 10 % of the contract value valid for contract period plus 3 months claim period shall be submitted within 7 days from acceptance of the purchase order. Contract will be awarded for 3 (Three) years / 36 (Thirty Six) Months on Annual Renewal Basis subject to Satisfactory Performance from the date of Commissioning of the Internet Services.

Warranty and annual maintenance contract(AMC)

The Internet with related equipment and communication links installed by the vendor shall have a comprehensive onsite warranty for the entire period of the Service Contract after the successful commissioning and acceptance.

The bidder shall ensure an uptime of 99.5% for the entire duration.

ISP will ensure maintaining services from the nearest service center which should be well equipped with service engineers and sufficient spares. The vendor will do preventive maintenance once a month for upkeep of the system.

Penalty Clause:

If the services remain down for any reason for more than 4 hours including Saturday and Sunday, then 0.5% of the proportionate contract value will be deducted as penalty and:

if services remain down from 24 hours to one week including Saturdays, Sundays, and holidays then 1% of the proportionate contract value will be deducted as penalty.

However, If the services remain down for more than a week then 2% of the proportionate contract value will be deducted as penalty for each such weeks up to two weeks after which the security deposit will be invoked and the IUST will have right to cancel the order and go for any other ISP.

Note : Contract Value will be the 'Recurring Charges for the Calendar Year' in which the Penalty is to be deducted.

TIMEFRAME

Project is to be completed within 10 days in all respects i.e. deliveries and all kind of installations, testing and commissioning. Liquidated Damages at the rates referred in this document shall be imposed in case of any delays due to any reason whatsoever.



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EXECUTION OF SLA /NDA

The vendor should execute:

- a. A Service Level Agreement (SLA), which would include all the services and terms and conditions of the services to be extended as detailed herein and as maybe prescribed by the IUST
- b. Non-disclosure Agreement (NDA). The vendor should execute the SLA and NDA within 10 days from the date of acceptance of Letter of Appointment.

OPERATIONAL TRAINING

A comprehensive Training Plan is to be submitted along with the Technical Proposal.

Bid price shall include training on the system for the IUST staff who will be the end users of the system.

The training will be as per the satisfaction of the client / end user.

Cancellation of Contract and Compensation (Exit Clause)

IUST reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the IUST on the following circumstances:

- i. The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
- ii. The bidder goes into liquidation voluntarily or otherwise.
- iii. The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory by the IUST.
- iv. The bidder delays execution of the contract, IUST reserves the right to get the balance contract executed by another party of its choice by giving 15 (Fifteen) days' notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the IUST may have to incur to carry out bidding process for the execution of the balance of the contract.
- v. IUST reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order.
- vi. The purchaser shall be entitled and it shall be lawful on his part to forfeit the amount of Performance Bank Guarantee in whole or in part in the event of any default, failure or neglect on part of the contractor in fulfillment or performance of the contract under reference in all respects satisfaction of the purchaser. The purchaser shall be entitled to deduct from the amount of Performance Bank Guarantee any loss or damage which the purchaser may suffer or be put by any reason of or due to any act or other default recoverable by the purchaser from the contract. The losses recoverable by the purchaser from the Performance Bank Guarantee shall include all losses incurred by the purchaser during the warranty period on account of failure of equipment or delay in attending the equipment by the contractor during the warranty period as per stipulations of the contract.

SUBCONTRACTING

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the IUST.

APPLICABLE LAW AND JURISDICTION OF COURT



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The Contract with the selected bidder shall be governed in accordance with the Laws of India and will be subject to the exclusive jurisdiction of Courts at Srinagar

NO LEGAL RELATIONSHIP

No binding legal relationship will exist between any of the Recipients/Respondents and IUST until execution of a contractual agreement.

DISQUALIFICATION

Any non-confirmation to above tender details can be treated disqualification. Any form of canvassing/lobbying/influence/query regarding short listing, status etc will be a disqualification.



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Annexure-A

Specifications for Technical Offer

Item No.	Item Name	Particulars	Quoted Specifications	Compliance	Deviation
01	Type of connectivity	1:1 Dedicated wired Internet Leased fiber Line Uncompressed and unshared. Last mile delivery on fiber.			
02	Capacity	Internet Leased Line STM-1: 155Mbps (one connection)			
03	Non shared on exclusive basis	1: 1 Uncompressed and unshared			
04	uptime	99.5%			
	B/w Guarantee	99 %			
05	Packet Loss	<1%			
06	Latency	Less than 100 millisecond from the respective IUST router to the first hop of the service Provider.			
07	Period (in years)	Three			
08	Static Public IP Addresses	Minimum IP (IPV-4)Address to be specified			
09	Place of Installation	Internet Leased Line STM-1: 155 Mbps at IUST Awantipora			
10	Hardware for Termination	Equipment/accessories to be specified with make model and specifications. (Attach a list)			
11	Warranty	Warranty for the contract period.			
12	DNS Services	The ISP should provide DNS services including reverse Lookups.			
13	Discount	Discount as applicable to be passed on to IUST			
14	EMD	Earnest Money Deposit of Rs. 30,000/- (Rupees Thirty thousand only) in the form of CDR, Payable to IUST			



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15	Performance Bank Guarantee (PBG)	Performance Guarantee: 10% of the contract value in the form of Bank Guaranty			
16	Protection Services	The solution must be able to detect and mitigate all types of Distributed Denial of Service Attacks (DDoS) attacks, other emerging network attacks. Please specify the methodology and architecture for the is purpose.			
17		There must be 24 hour x 7 days week x 365/366 days per year provision of service.			
18		There shall be a service level of a maximum 15 minutes response to any calls for DDoS Protection services with an expected protection time of not more than 60 minutes or less. Please specify.			



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Annexure-B

PRICE SCHEDULE (PS) (inclusive of all taxes)	
Price quoted in figures and words	
Tender Reference:	
Last date and time for submission of Tender :	
Director IT&SS, Islamic University of Science & Technology Awantipora Pulwama, 192122, J&K	
SUBJECT: Tender Document for Participation in the Tender Process for Supply, Installation and Maintenance of 1:1 Dedicated Unshared Internet Leased Bandwidth Requirements Over Fiber, At Islamic University of Science and Technology, Awantipora Pulwama. 192122, J&K, As Specified in the Schedules	
That we are sole owner/authorized agents/ of	
That we/the undersigned agency is equipped with adequate hardware/software and other facilities required for providing services and our establishment is open for inspection by the representatives of IUST.	
We do hereby undertake, that,	
In the event of acceptance of our bid, the Services shall be provided as stipulated in the work order and the tender terms and conditions to the Bid and that we shall perform the entire incidental services.	
The prices quoted are inclusive of all charges inclusive of traveling, hardware/software/manpower etc. for providing the desired services.	
We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to provide the services as per these terms and condition.	
We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.	
All the costs should be quoted in Indian Rupees and should be fixed on lump-sum basis. No escalation of cost will be allowed.	
I/We, hereby, undertake that we shall not ask for any other charges other than the charges specified above. We also confirm that we will make our own arrangements at our own cost for traveling, boarding, lodging, communication etc. for successful implementation	
Dated:	Signature:
Name of Agency:	
Company Seal	Full Address:



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Annexure-C

Bid Eligibility Document

This document should be filled up and put in a separate envelope (along with the necessary attachments) super scripted with the *tender reference number, name and address of the tenderer and bid eligibility document*

S.No	Particulars	Yes/No
01	The bidder must be a DOT ISP Category-A license holder. (provide document)	
02	The bidder company should be in existence for at least 05 years. (provide proof)	
03	The bidder should have carried out at least 2 similar projects in the last 10 years. (provide documentary proof)	
04	Company should provide major client list. (attach list)	
05	Vendor should have organization strength of at least 05 Local experts/specialists in this field. (list to be attached)	
06	The company or tenderer should have at least one permanent support center in Srinagar. (provide address of the location)	
07	GST Registration and PAN (provide documents)	

Official Contact:

**Directorate of IT & SS
Network Support Services**

Phone: 91 (01933) 247954 / 247955

Islamic University of Science and Technology

Awantipora -192121

E-mail: ayaz.moon@islamicuniversity.edu.in