

**OFFICE OF THE REGISTRAR: DIBRUGARH UNIVERSITY
DIBRUGARH: ASSAM
PIN: 786 004**



Online Bid Document

FOR

NAME OF THE WORK: 100 Mbps Internet Leased Line Connection.

TENDER No: DU/RG/B.01.13(A)/2020/3918



OFFICE OF THE REGISTRAR :: DIBRUGARH UNIVERSITY :: DIBRUGARH
No. DU/RG/B.01.13(A)/2020/3918 **Date: 07/07/2020**

e-Tender Notice

Online bids (e-tender) in two bid system are invited from Internet Service Providers for 100 Mbps 1:1 Uncompressed and Unshared Fibre Link with DDoS Detection and Mitigation Services to Dibrugarh University as per Technical Specifications and Terms & Conditions mentioned in the Annexures below. Bid is to be submitted online only through the E-procurement portal <https://assamtenders.gov.in/> up to the last date and time of submission of tender. No manual bids will be accepted. All bids (Technical and Financial) should be submitted in the E-procurement portal.

Important Dates:

Date of Online Publication of Tender	10/07/2020 at 10:00 AM
Pre-Bid Meeting via Google Meet link below https://meet.google.com/pjy-shkj-nwi	17/07/2020 11:00 AM to 12:30 P.M.
Bid Submission Start Date	10/07/2020 at 11:00 AM
Bid Submission Close Date	31/07/2020 at 05:00 PM
Opening of Technical Bids	03/08/2020 at 11:00 AM
EMD	Rs. 50,000.00 MSME & SINGLE POINT NSIC registered vendor are exempted from payment of EMD.

The tender should be digitally sign and upload in two parts *i.e.* **Part - I TECHNICAL BID** and **Part – II FINANCIAL BID**. The technical bid shall be opened on above mentioned date and time and the financial bid of only those bidders who qualify in technical bid shall be opened on the same date or at a later date which shall be intimated to the tenderer whose technical bid are found to be valid. Dibrugarh University reserves all the rights to reject any or all the tenders without assigning any reason thereof.

Sd/-
Registrar
Dibrugarh University

Copy to:

1. The P.S to the Hon'ble Vice-Chancellor, D.U. for kind appraisal.
2. The Joint Registrar (Admin), D.U. for information.
3. The Deputy Registrar (F&A), D.U. for information.
4. The Technical Officer-I, USIC, D.U. for information.
5. The Programmer with a request to upload the Notice on the D.U. website
6. Office File
7. The Advertise Manager, The Assam Tribune, Chiring Chapori, Dibrugarh-786001 with a request to publish the advertisement in one issue of the esteemed daily on or before 20/07/2020 and submit the bills in triplicate for payment.

Sd/-
Registrar
Dibrugarh University

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Annexure-I - GENERAL INFORMATION

The tender duly complete in all respects, along with the necessary documents should be uploaded electronically at <https://assamtenders.gov.in/> using valid Digital Signature Certificates. The Technical Bids, shall be opened on **03/08/2020 at 11:00 AM** at the Office of the Registrar, Dibrugarh University. The Financial bids of the Tenderers shall be opened on the same date or at a later date to be intimated to the tenderers whose Technical Bids are found to be valid. Right to reject any or all Tenders, without assigning any reason thereof is reserved by Dibrugarh University.

Terms and Conditions of Supply:

1. The bidder must be an Internet Service Provider (ISP) in India with a valid Class A License.
2. The bidder must be ISO Certified in relevance to the services provided by them.
3. The bidder should give a brief profile about their company and the facilities available with them. Their turnover and important firms/ Government Institutes/ P.S.U.s etc. to which they are supplying quoted items/services, should also be mentioned.
4. All bids must be supported by technical leaflet/literature and the specifications mentioned in the bid must be reflected/supported by such technical leaflet/literature.
5. The last date and time for the acceptance of the bids is **31/07/2020 up-to 5:00 PM**.
6. Bidders shall submit the following documents along with their quotations:
 - (a) Valid GST Registration No.
 - (b) Technical specifications and services offered by the Supplier.
 - (c) Technical compliance.
 - (d) Technical literature regarding the offered products/services including diagrams.
7. Bidders shall submit the tender in two parts. The first part (Technical Bid) shall contain Scanned copy of Documents supporting pre-qualification eligibility of the bidder, Technical Specifications offered and Scan copy of EMD Draft. The second part (Commercial Bid) shall contain the **Schedule**, in which the supplier shall register the rates of supply. The Technical Bid shall be opened first to ensure that suppliers have submitted all the requisite documents. If the Technical Bids are not in order or are deficient in some respect, the commercial bids in respect of such tenders shall not be opened. The date and time of opening the financial bids shall be announced one day after opening all the Technical bids.
8. In the Commercial Bid rates should be mentioned as per BoQ. A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the unprotected cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it

online, without changing the file name. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

9. Supplier should read carefully all the instructions and terms and conditions, etc before registering rates in prescribed schedule of the tender. Taxes and duties etc. should be shown separately.
10. The Technical Documents shall be opened, on **03/08/2020** or on the next working day if the offices of the University remain closed due to any reason
11. Technical specifications of the services and products required are given in **Annexure IV**.
12. The delivery and installation should be completed within 60 days or as specified from placing of the order. No extension shall be granted to the contractors/suppliers for the period of delivery, under any circumstances.
13. The goods, articles, materials supplied or services provided by the supplier shall be accepted after inspection by an officer authorized by the competent authority. No articles/materials which do not conform to the specifications laid down in the terms and conditions or damaged in transit shall be accepted.
14. The bills of the suppliers shall be paid by the University after all the materials / articles / equipment/ services have been received and installed, all civil work involved are completed satisfactorily, the equipments are configured, tested and commissioned, proper documentation of design layout and configuration are submitted, required training is provided and all other requirements mentioned in this document are satisfied.
15. Vendor must submit Compliance statement in tabular form comparing each specification of the quoted item with that given in the Tender Document **Annexure-II**.
16. This tender document is not transferable.
17. In the event of any breach of the terms and conditions of the supply, the University may terminate the contract placed with the supplier and forfeit the security deposit of the supplier.
18. Copy of product literature and catalogue, testing report, BEE rating, ISO etc., of all items must be submitted.
19. Tenderers are advised to study all technical and commercial aspects, instructions, forms, terms and specifications carefully in the tender document. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Tender document in every respect will be at the bidders' risk and may result in the rejection of the bid.
- 20. Payment: 100% on completion of Supply, Installation, Configuration, Testing, Commissioning and Documentation. No advance payment or payment against Performa invoice will be made.**

INSTRUCTIONS FOR ONLINE BID SUBMISSION

This tender document has been published on the Assam Public Procurement Portal (<https://www.assamtenders.gov.in>). The bidders are required to submit their bids electronically on the above Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Assam Public Procurement Portal. More information useful for submitting online bids on the Assam Public Procurement Portal may be obtained at: (<https://www.assamtenders.gov.in>)

1. REGISTRATION:

- i)** Bidders are required to enrol on the e-Procurement module of the Assam Public Procurement Portal (<https://www.assamtenders.gov.in>) by clicking on the link “Online Bidder Enrolment”. Enrolment on the Portal is free of charge.
- ii)** As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- iii)** Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the Assam Public Procurement Portal.
- iv)** Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc.), with their profile.
- v)** Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- vi)** Bidder then logs into the site through the secured log-in by entering their user ID/password and the password of the DSC/e-Token.

2. PREPARATION OF BIDS

- i)** Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii)** Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents-including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- iii)** Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLS/RAR formats. Bid documents may be scanned with 100dpi with black and white option.

SUBMISSION OF BIDS:

- i)** Bidder should login to the site well in advance for bid submission so that he / she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- ii)** The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- iii)** Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- iv)** The bidder shall seal the original Bank Draft / Pay order / Bank Guarantee for EMD and processing fee in an envelope. The Bidder shall mark its name and tender reference number on the back of the Bank Draft / Pay order before sealing the same. The address of the **Registrar, Dibrugarh University**, name and address of the bidder and the Tender Reference Number shall be marked on the envelope. The envelope shall also be marked with a Sentence “**NOT TO BE OPENED BEFORE THE DATE AND TIME OF BID OPENING**”. If the envelope is not marked as specified above, the **Dibrugarh University** will not assume any responsibility for its misplacement, pre-mature opening etc.

The bidder shall deposit the envelope either with the **Registrar, Dibrugarh University**, in case EMD fee is sent through Post, it must reach before date and time mentioned above.

Bidders, who are registered with NSIC, shall be considered for exemption from furnishing the EMD by the Competent Authority. In such cases, an attested copy of the VALID Registration Certificate from NSIC must be furnished.

- v)** A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the unprotected cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the file name. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

Note:

- (a)** Tenderers are advised to read carefully the Terms and Conditions of supply before recording the rates in this Schedule.
- (b)** No erasures or overwriting shall be allowed, unless they are authenticated under the full signature and the seal of the tenderer.

(c) The University reserves the right to:

- (i) Accept/reject any/all tenders without assigning any reason thereof.
- (ii) Revise the quantities at the time of placing the order without change in the rate quoted by the bidder.
- (iii) Add/modify/relax or waive any of the conditions stipulated in the tender document whenever deemed necessary

Signature of the Tenderer
Seal of the Firm

Annexure-II: Bill of Materials

SL No.	Items	Qty
1	Optical Fibre Connectivity to site and required active and passive infrastructure to establish connectivity.	1
2	Annual Recurring Charges for 100 Mbps Bandwidth.	1

Annexure-III: Scope of the Work

SL. No.	Parameters
1	Bidder has to provide 1:1 Uncompressed and Unshared Internet Leased Line Optical Fibre Connection terminating at the location 27.4486489 N, 94.8960616 E (Approx.) to Dibrugarh University. Handoff will be ethernet.
2	Bidder has to provide all active and passive components (OFC, Modems, Routers, etc) required to establish internet connectivity.
3	All active and passive components provided will be maintained by the bidder.
4	Dibrugarh University shall not be responsible for damage to the systems due to external circumstances such as earthquakes, floods, fires, riots, etc.
5	Any statutory requirement for installation and working of all equipment of the ordered Fiber Connectivity shall be responsibility of the bidder.
6	Permission from various authorities may be the sole responsibility of the bidder.
7	A bandwidth of 100 Mbps shall have to be provided. The equipments provided shall have the capability to support higher bandwidths up to 1 Gbps so that the bandwidth may be increased on request.
8	8 (Eight) Numbers of Static IPs (IPv4) shall be provided.
9	Bidder shall provide a single point of contact for 24x7 support for internet connectivity and shall deploy only trained service personnel to resolve the issues which may arise. Maximum time to repair (resolve & recover) a reported break down should be Four hours. Time for this purpose shall be measured as interval between the time of reporting the problem and the time when the problem is fully solved making the faulty components/functions fully operational.
10	Bidder shall have to guarantee continuous uninterrupted internet line availability along with all the equipment supplied by them and should achieve minimum 99% uptime across 24 X 7 calculated on monthly basis.

Annexure-IV: Technical Specification and ISP's Eligibility Criteria

1. The Link has to be 1:1, Uncompressed and Unshared.
2. A bandwidth of 100 Mbps has to be provided.
3. Recommended Internet Service Provider Security Services and Procedures as per RFC 3013 has to be provided and maintained.
4. DDoS Detection and Mitigation Services has to be provided.
5. ISP should have a valid Class A License.
6. ISP must have its own core network and NLD backbone.
7. ISP should have its own/direct access to International Gateway in India for providing internet bandwidth.
8. ISP should have direct peering with Tier-I carriers to minimize the number of hops and latency to international destinations.
9. ISP should have fully resilient network architecture on fibre medium for its domestic backbone in India.
10. ISP should have fully resilient network architecture on fibre medium for its international backbone, either owned or hired.
11. The bandwidth should be provided through a fibre network terminating at Dibrugarh University. Handoff will be Ethernet.
12. ISP shall have to guarantee continuous uninterrupted internet line availability along with all the equipment supplied by them and should achieve minimum 99% uptime across 24x7 calculated on monthly basis.
13. The ISP shall provide 8 nos. of static IPs (IPv4).
14. The maximum latency from the Dibrugarh University gateway router should be as follows:

Location	USA Region	Europe Region	Asia-Pacific Region	Domestic
Latency Guaranteed	< 320 ms	< 200 ms	< 140 ms	< 80 ms

15. ISP should provide managed services for monitoring (link up/down, packet drop, latency and other QoS parameters) and maintenance of the link. The University should be able to obtain standard reports on the ILL link's Bandwidth Utilization (in Mbps, in frames/sec), Errors (frames/sec), Discarded (frames/sec), Non-unicast (frames/sec), Bandwidth availability, Packet loss (%), Latency of links, etc. through any network monitoring tool or application provided by the ISP.
16. The link should be monitored on 24x7 basis by the ISP.
17. SNMP access to Dibrugarh University Gateway router should be provided for monitoring.
18. A dedicated service manager should be there, who will liaison with the NOC in case of link issues. This will include reporting, ticket generation and follow up action. These services will be provided by the ISP directly and not through any channel partner.
19. The ISP should have well equipped Operation and Maintenance (O&M) Centres staffed with experience personnel. The ISP shall maintain enough spares at the O&M centres to maintain the guaranteed uptime.