



IIM SIRMAUR
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INDIAN INSTITUTE OF MANAGEMENT SIRMAUR
(An Autonomous body under the aegis of the Ministry of Education, Govt. of India)

Tender No.: IIMS/PUR/Internet Service/13/2021-22, Dated 09.09.2021

Tender for Hiring 10-20 Mbps (per student) Internet Connectivity Leased Line (1:1 uncompressed and unshared) alongwith installation and Commissioning for IIM Sirmaur Two Rented Hostels at Devinagar and One Rented Hostel at New Kedarpur, Paonta Sahib, Himachal Pradesh

Stores and Purchase Office
Indian Institute of Management Sirmaur
Rampurghat Road, Paonta Sahib, H.P-173025
Email: purchaseoffice@iimsirmaur.ac.in
Website: www.iimsirmaur.ac.in



Signature of Bidder:.....
Date:.....

Tender No.: IIMS/PUR/Internet Service/13/2021-22 Dated 09.09.2021
Tender for Hiring 10-20 Mbps (per student) Internet Connectivity Leased Line
(1:1 uncompressed and unshared) alongwith installation and Commissioning
for IIM Sirmaur Two rented Hostels at Devinagar and One rented Hostel at
New Kedarpur Paonta Sahib, Himachal Pradesh

INTRODUCTION

The Indian Institute of Management Sirmaur (HP) is an Institute of National importance under the aegis of the Ministry of Education, Government of India to provide management education of high quality and to promote allied areas of knowledge and inter-disciplinary studies. The Institute invites sealed Tender Enquiries from Registered and reputed agencies /firms including partnership firms to provide Internet Connectivity Leased Line connection (At least 10-20 Mbps for each student with unlimited data) for IIM Sirmaur Two rented Hostels at Devinagar and One rented Hostel at New Kedarpur, Paonta Sahib, Distt. Sirmaur, H.P-173025 (there will be approximately 150 students in both Hostel at Devinagar and 200 students in one Hostel at New Kedarpur, Paonta Sahib) for a period of one year may be further extendable upto three years subject to the satisfactory performance.

The details indicating the assignment, the selection criteria, mode of submission of document are as given below. IIM Sirmaur reserves the right to accept/reject proposals or stop the process of approval at any stage, at its sole discretion without assigning any reason and shall bear no liability whatsoever consequent upon such decision. Mere submission of bid will not confer any right for carrying out the job.

Important Information : - (Date & Time schedule)

Sr. No.	Particulars	Date & Time
1.	Document can be downloaded from the official website	www.iimsirmaur.ac.in
2.	Tender document cost	Nil
3.	Date of publishing	09.09.2021
4.	Response to the queries received from bidders or any related Corrigendum to be uploaded in website	Any working day excluding Saturday or Sunday.
5.	Bid submission start date	10.09.2021
6.	Last Date and time of submission of Bid	13.10.2021 & 11:00 AM
7.	Bid opening date for Technical Proposals and Financial Proposal	13.10.2021 & 03:00 PM

Signature of Bidder:.....
Date:.....

R. Singh
09/09/2021

8.	Earnest Money Deposit	Rs. 10,000/- in the form of demand draft in favour of Indian Institute of Management Sirmaur payable at Paonta Sahib. MSME/NSIC organisation are exempted from EMD deposit.
9.	Performance Bank Guarantee	Successful firm(s)/Agency(ies) are required to deposit a performance bank guarantee @ 2% of total annual amount quoted by them.

Tender should be submitted in two parts, Part – I (Technical Bid) & Part – II (Financial Bid). Envelope of Part – I should be superscribed as **“Tender for Providing the Internet Leased Line Connectivity, Part – I Technical Bid”** and Envelope of Part – II should be superscribed as **“Tender for Providing the Internet Leased Line Connectivity, Part – II Financial Bid”**.

1. PART – I (Technical Bid) Eligibility Criteria:

- i) Bidder must be a Class-A, ISP / Unified license holder for DoT, Govt. of India (**Copy of DoT license is to be provided**).
- ii) The Bidder should have own access network for providing last mile (local loop).
- iii) NLD (National Long Distance) backbone shall be established over owned Fiber cable and should have more than 15xSTM-64 or 15x10 Gig capacity links based on DWDM technology (Self-declaration to be given).
- iv) Bidder shall have min. internet peering with NIXI (National Internet Exchange of India) at 3 places have nx2 Gbps connectivity.
- v) The last mile access links offered should be through un-contention media (Self declaration to be submitted).
- vi) The Telco should have a valid ISO 27001, ISO 20000 and TL 9000/ISO 9001 (**Copies of Valid certificates to be attached**).
- vii) ISP/Bidder should have minimum average turnover of INR 500 Cr. during last 3 financial years i.e. 2017-18, 2018-19, 2019-20 (**Copies of audited financial statements should be submitted**).
- viii) The bidder shall have an experience in providing Internet bandwidth on Fiber of at least 1Gbps to single large organization. (**Customer PO copy to be submitted**).
- ix) The bidder shall have Network management center with DR Facility in at least one location in India. (Self-certificate by authorized signatory of the company to be submitted giving details). The bidder shall not have been blacklisted by any Central or State Ministries / PSUs / Govt. Department. (**Self-declaration letter to be attached**).

R. Sharma
09/09/2021

Signature of Bidder:.....
Date:.....

x) Service Level Parameters (undertaking to be attached)

Connection Type	Internet Leased Line
Bandwidth	10-20 Mbps (with unlimited data per student), Internet bandwidth (including Supply, Testing, Installation & Commissioning). For approximately 150 Nos. Hostel Boarders at Devinagar Hostels (Approx. 04 Km away from IIM Sirmaur Temporary campus) and 200 Nos. Hostel Boarders at New Kedarpur, Paonta Sahib, H.P (Approx. 08 Km away from IIM Sirmaur Temporary campus).
Termination Type	Interface delivery shall be on Fast Ethernet/Gigabit Ethernet
Bandwidth type	10-20 Mbps (with unlimited data per student)
Last Mile	on OFC (Optical Fiber)
Live IPs to be Provided	Minimum 16 IPs (IPv4) addresses including Reverse Lookups configured at these IP's.

SLA report like latency, packet loss, utilization and uptime report will be provided by bidder:

Sr. No.	Service Level Parameter: SLA	Minimum Requirement
1.	Service Availability	99.5%-Wireline (Fiber) OFC
2.	Packet Loss	Should be less than 1%

Checklist for Technical Qualification of the Service Provider

Sr. No.	Particular	Compliance	Remarks If any
1.	Duly signed and stamped tender document.	Yes/No	
2.	Rs.10,000/- Demand Draft of Earnest Money Deposit.	Yes/No	
3.	MSME/NSIC certificate, if any.	Yes/No	
4.	Copy of DoT License/Certificate.	Yes/No	
5.	Copy of GST and PAN	Yes/No	
6.	Audited copy of financial statement turnover upto INR 500 Cr. of last three years (2017-18, 2018-19 and 2019-20).	Yes/No	
7.	Copy of three years' experience certificate/s with other Organizations / Institutions.	Yes/No	
8.	Copy of valid ISO 27001, ISO 20000 & TL 9000/9001 certificate.	Yes/No	
9.	Copy of self-declaration of non-blacklisted by any Govt. Ministries or Institution.	Yes/No	
10.	List of Customer Service Centre, which is fully functional on 24X7X365 days basis.	Yes/No	
11.	Copy of Class-A, ISP License holder for DoT, Govt. of India.	Yes/No	

Ram
09/10/2021

Signature of Bidder:.....

Date:.....

12.	Experience in providing Internet bandwidth on Fiber of atleast 1Gbps to single large organization. (Customer PO copy to be submitted).	Yes/No	
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Part – II (Financial Bid)

- I. Financial bids of those bidders who qualify the technical evaluation will be opened. The evaluation of Bids shall be done based on the Eligibility Criteria and Financial Lowest Cost Basis Selection (LCBS).
- II. It is mandatory to quote for providing the service at both Hostel locations at Devinagar, Paonta Sahib and one Hostel at New Kedarpur, Paonta Sahib, H.P.
- III. Two different vendors may be selected on the basis of Lowest Cost Basis Selection for respective Hostel location at Devinagar, Paonta Sahib and New Kedarpur, Paonta Sahib, H.P.
- V. Bidders are strictly instructed to fill the rates as per given format, another form shall not be entertained, or liable to rejected.

R. G. Singh
09/09/2021

Signature of Bidder:.....
Date:.....

Tender No.: IIMS/PUR/Internet Service/13/2021-22, Dated: 09.09.2021
Tender for Hiring 10-20 Mbps (per student) Internet Connectivity Leased Line (1:1 uncompressed and unshared) alongwith installation and Commissioning for IIM Sirmaur Two rented Hostels at Devinagar and One rented Hostel at New Kedarpur, Paonta Sahib, Himachal Pradesh

Format for Financial Bid

I. IIM Sirmaur Two Rented Hostels (Kartik and Vinayak) at Devinagar, Paonta Sahib, H.P.

Sr. No.	Particulars	Price in INR (Both figure and word)			
		Annual Rental		One time cost	
		10 Mbps	20 Mbps	10 Mbps	20 Mbps
1.	Annual rental of 10-20 Mbps (with unlimited data per student) Internet Connectivity Leased Line for IIM Sirmaur rented Hostels at Devinagar, Paonta Sahib for approximately 150 Nos. Hostel Boarders.			Nil	Nil
2.	One-time (all-inclusive) installation fee alongwith hardware charges.	i). Hostel-I (Vinayak)	Nil	Nil	
		ii). Hostel-II (Kartiak)	Nil	Nil	
3.	Total				
	Grand Total (1+2)				
	Grand Total (1+2) In words				
	Taxes	As applicable		As applicable	

I. IIM Sirmaur One Rented Hostel at New Kedarpur, Paonta Sahib, H.P.

Sr. No.	Particulars	Price in INR (Both figure and word)			
		Annual Rental		One time cost	
		10 Mbps	20 Mbps	10 Mbps	20 Mbps
1.	Annual rental of 10-20 Mbps (with unlimited data per student) Internet Connectivity Leased Line for IIM Sirmaur rented Hostel at New Kedarpur, Paonta Sahib for approximately 200 Nos. Hostel Boarders.			Nil	Nil
2.	One-time (all-inclusive) installation fee alongwith hardware charges.	Nil	Nil		
3.	Total				
	Grand Total (1+2)				
	Grand Total (1+2) In words				
	Taxes	As applicable		As applicable	



R. Anand
09/09/2021

Signature of Bidder:.....
Date:.....

Note:-

- a) IIM Sirmaur would pay the annual rental (inclusive of GST) in equal installments quarterly/half yearly/yearly basis.
- b) IIM Sirmaur would pay one-time cost only after successful installation & commissioning in the respective locations at Devinagar and New Kedarpur, Paonta Sahib, H.P-173025.
- c) IIM Sirmaur will not bear any other extra or recurring cost other than the annual rental in future.
- d) Rates for any additional /optional features to be mentioned clearly and separately.
- e) The rates quoted should be in Indian rupees only. Price must be quoted both in figures and in words. In case of any discrepancy in the two, price quoted in words will be taken as valid.
- f) **ANY INCREASE IN BANDWIDTH NEEDED WOULD BE ON PRO-RATA BASIS.** However, IIM Sirmaur shall place the order for required additional bandwidth as and when required by giving a written request to the Tenderer.
- g) No other charges would be payable by the Institute.
- h) Two different vendors may be selected on the basis of Lowest Cost Basis Selection for respective Hostels locations at Devinagar, Paonta Sahib and New Kedarpur, Paonta Sahib, H.P-173025.

2. Local Conditions:

It shall be the responsibility on each tenderer to fully inform / acquaint / familiarize itself with local conditions and factors, which may have any effect on the execution of services to be rendered under the contract. All tenderer(s) intending to bid shall visit and make themselves thoroughly acquainted with the local site conditions.

The Institute shall presume that the tenderer has understood and agreed that all the relevant factors have been kept in view while submitting the bid. No financial adjustment arising thereof shall be permitted by Institute, on the basis of any non-clarity of information about local conditions being pleaded by the tenderer. Further, the Institute will entertain no claim for financial adjustment being made by the contract awarded on this tender document

3. Validity:

Quoted rates must be valid for a period of 180 days from the stipulated last date of submission of bid. The overall offer for the assignment and tenderer(s) quoted price shall remain unchanged during the period of validity. The tenderer(s) should be ready to extend the validity, if required.


09/09/2021

4. Installation & Commissioning:

1. Project will be completed within 8 weeks from the date of issue of the Work order. All the aspects of safe delivery, installation & commissioning and uplink of the connectivity shall be the exclusive responsibility of the Service Provider.
If the Service Provider fails to uplink the connectivity by the specified date, then the penalty at the rate of 1% per week of the total order value subject to maximum of 10% of total order value will be deducted.
2. Service Provider will setup all type of requirement including 30 minutes UPS backup and 24X7X365 days support in Two rented Hostels at Devinagar, Paonta Sahib and One rented Hostel at New Kedarpur, Paonta Sahib, H.P for WiFi network that will include switches, racks, cabling access points, internet security & authentication gateway.
3. Service Provider 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 Service Provider, upto the Ethernet point provided by the Institute. Likewise, the operation and maintenance of the service shall also be end-to-end basis.
4. Point-to-Point connectivity from IIM Sirmaur campus, Rampurghat Road, Paonta Sahib, Distt. Sirmaur, H.P-173025 to both Hostel at Devinagar, Paonta Sahib and one Hostel at New Kedarpur, Paonta Sahib, H.P would be on existing OFC of IIM Sirmaur and Bidder will manage the connectivity with due maintenance.

5. Payment Terms & Conditions:

1. Payment will be made quarterly/half yearly/yearly at the end of each quarter/half year/year for the pro rata annual charges on submission of invoice.
2. **The payment will be made on actual number of students (users) basis who will avail the internet service.**

6. Contract Period:

The contract period for providing the Internet Leased Line connectivity to Institute would be initially for one year and may be further extended upon satisfactory Services provided by the Selected Bidder upto three years, at the sole discretion of IIM Sirmaur, based on the requirement of the Institute on yearly basis, else it will stand cancelled on expiry of contract


09/10/2021

Signature of Bidder:.....

Date:.....

or on written notice within 60 days.

In the event of the successful bidder, failing to execute the work order the next lowest bidder will be awarded the contract.

7. Price Schedule (Commercial Bid)

- a. Bandwidth Charges or Annual Port Charges for 10-20 Mbps (per student) 1:1 uncompressed and unshared Internet Leased Line including last mile on Fiber.
- b. One time installation fee (if any)

8. Submission of Bid

The bids shall be submitted under Two-Bid System i.e. Technical & Financial bids addressed to the IIM Sirmaur. Both the envelopes should be super scribed with Technical Bid and Financial Bid, Tender Title "*Tender for hiring 10-20 Mbps (per student) Internet Leased Line (1:1 uncompressed and unshared) for IIM Sirmaur "Two rented Hostels at Devinagar, Rampurghat Road, Paonta Sahib, Distt. Sirmaur, H.P-173025" and "One rented Hostel at New Kedarpur, Paonta Sahib, Distt. Sirmaur, H.P-173025"*". Both the envelopes should be kept in one bigger envelope duly sealed. The Technical bids will be opened first on the prescribed date and time in the presence of representatives of the vendors who wish to be present at time. The Financial Bids of the technically qualified firms will be opened after the evaluation of technical bids. The date and time for opening the Financial Bids will be intimated to the technically qualified firms accordingly. In case, the Tender Opening date is declared a holiday, the tender would be opened on the next working day at prescribed time.

9. Award of Contract:

After due evaluation of the financial bid(s), the Institute will award the contract to the technically qualified tenderer (hereinafter referred to as the "Service Provider") having lowest Grand Total in Financial Bid (kindly refer Part-II of Para-I & II on page 5 of this document)

10. Commencement of Contract:

The Service Provider shall commence the work from the date of receipt of acceptance of work order, which shall be accepted by the Service Provider not more than 10 days from the receipt of the work order or 15 days from the date of said order whichever is earlier.



Signature of Bidder:.....
Date:.....

11. Service Provider Obligations:

1. The Service Provider shall be responsible for providing the 10-20 Mbps (per student) leased line internet connectivity *for IIM Sirmaur "Two rented Hostels at Devinagar, Rampurghat Road, Paonta Sahib, Distt. Sirmaur, H.P-173025" and "One rented Hostel at New Kedarpur, Paonta Sahib, Distt. Sirmaur, H.P-173025"*, at all the time throughout the contract period.
2. The Service Provider shall be responsible for supply, installation, configuration and commissioning of hardware for IIM Sirmaur and uplink of connectivity.
3. Liaising (if required) with other firm(s) for obtaining point-to-point connectivity between ISP node and Institute, shall be the responsibility of the Service Provider (necessary hardware should be provided by ISP for point-to-point link activation if required).
4. The Service Provider would ensure that the local loop provisioning does not violate any regulations as laid by Government of India / TRAI in respect of such links / networks. Service Provider shall be responsible for making all the payments towards the local loop charges / rentals / WPC charges etc.
5. The Service Provider will do preventive maintenance once a quarter for upkeep of the systems running. The schedule will have to be adhered to strictly by them.
6. Should provide performance-monitoring system, which include real time bandwidth utilization report and site health report.
7. Bidder must be a Class-A, ISP / Unified license holder for DoT, Govt. of India **(Copy of DoT license is to be provided)**.
8. Bidder shall not subcontract or permit anyone else the defined SOW.
9. Bidder must provide DDoS (Distributed Denial of Service) protected and managed bandwidth.
10. Bidder should not have been blacklisted from any Central/State Govt. and PSU.

12. Service Level Guarantee:

- A. The Service Provider shall be provide 10-20 Mbps (per student) Internet leased line connectivity at all the time (24X7X365) for IIM Sirmaur "Two rented Hostels at Devinagar, Rampurghat Road, Paonta Sahib, Distt. Sirmaur, H.P-173025" for approximately 150 Hostel Boarders and "One rented Hostel at New Kedarpur, Paonta Sahib, Distt. Sirmaur, H.P-173025" for approximately 200 Hostel Boarders.


09/09/2021

Signature of Bidder:.....
Date:.....

- B. To provide Internet Router Port at ISP Gateway for required Bandwidth and minimum subnet of 16 Public IP addresses including Reverse Lookups configured at these IP's.
- C. **Packet Losses:** Less than 1 % (Average over 1000 ping) at any given point of time to any part of Country / ISP Internet gateway.
- D. **Latency:** Less than 100ms from The Institute to ISP's tier 1 peering point. Latency will be randomly checked on daily basis. In case of non-adherence latency limit, the link will be considered as down with effect from time of detection till the time is restored.
- E. **Network Availability (uptime):** More than 99.50 % per month.
- F. National Backbone should be available on the same ISP.
- G. Reports for performance, monitoring / usage like MRTG or equivalent to be submitted by the ISP on monthly basis or as per requirement of the Institute.
- H. Downtime Calculation: Downtime shall be calculated as $(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$. Deduction in payment will be made for downtime in the quarterly bills raised by the ISP.
- I. The response time for attending the faults will be 1 hour after they are reported to the ISP. The ISP will rectify the faults within 12 hours failing which; the vendor will arrange temporary replacements. The services shall be provided 24 X 7 X 365 days basis.
- J. Downtime penalty in % of quarterly payment:

Sr. No.	Downtime	Penalty in % on Quarterly bill
1.	≤ 1.5	00
2.	$1.5 < D \leq 2$	10
3.	$2 < D \leq 3$	20
4.	$3 < D \leq 4$	30
5.	$4 < D \leq 5$	50
6.	$5 < D \leq 10$	70
7.	$D > 10$	100

Downtime due to the following situations will not be considered for the purpose of penalty:

- Link down due to power failure / or any situation which are beyond the control of service provider.
- Due to schedule maintenance by the Service Provider, with prior approval of Institute.
- Mean Time to Repair (MTTR), Packet loss and Link fail over will be calculated from Network Management System (NMS) provided by the vendor installed at Institute side or through ISP portal.

R. Singh
09/09/2021

Signature of Bidder:.....

Date:.....

13. Force Majeure:

Any delay due to Force Majeure will not be attributable to the bidder. Force Majeure events shall mean one or more of the following acts or events: Acts of God or events beyond the reasonable control of the Affected Party which could not reasonably have been expected to occur, exceptionally adverse weather conditions, lightning, earthquake, cyclone, flood, pandemic, volcanic eruption or fire or landslide; Radioactive contamination or ionizing radiation; Strikes or boycotts (other than those involving the Supplier or its employees / representatives or attributable to any act or omission of any of them) interrupting supplies and services of the Project for a period exceeding a continuous period of 7 (seven) days; An act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, riot, insurrection, terrorist or military action, civil commotion or politically motivated sabotage which prevents rendering of supplies or specified services by the Supplier for a period exceeding a continuous period of 7 (seven) days.

14. Arbitration:

Either IIM Sirmaur and / or the Bidder to, IIM Sirmaur will refer any dispute arising under this document and the decision made by IIM Sirmaur will be treated as final and binding upon the IIM Sirmaur and the Bidder accordingly.

15. Jurisdiction:

The courts at Paonta Sahib, Himachal Pradesh alone will have the jurisdiction to try any matter, dispute or reference between parties arising out of this tender / contract. It is specifically agreed that no court outside and other than H.P. High Court shall have jurisdiction in the matter.

16. Formats for Technical & Financial Bids

The technical Bid should contain:

- a. Registered Name of the Organization.
- b. Permanent Account Number (PAN), GST Number.
- c. Copy of ISP License.
- d. Head Office address.
- e. Name, Address with Telephone number, email id and Fax numbers of the contact Person.
- f. All relevant document ascertaining the eligibility of the bidder against the eligibility


09/09/2021

Signature of Bidder:.....

Date:.....

criteria at Part-I of Para-1.

The Financial Bid should contain the prices for all items mentioned under Part-II of Para-1 of this bid document.

17. Response to the queries received, if any, from bidder or any related Corrigendum, extension of date(s) and others in respect of above tender shall be issued only on IIM Sirmaur website www.iimsirmaur.ac.in. No separate notification shall be issued in the press. Therefore, bidders are requested to regularly visit our website to keep themselves updated.

18. Clarification:

The prospective tenderer(s) requiring any clarification regarding the tender document are requested to contact "rizwan@iimsirmaur.ac.in & purchaseoffice@iimsirmaur.ac.in"

Place:

Date:

Signature of Authorized Person & Seal



A circular blue ink stamp from the Indian Institute of Management Sirmaur. The outer ring contains the text "INDIAN INSTITUTE OF MANAGEMENT SIRMAUR". The inner circle contains the text "STORE & PURCHASE OFFICER". Overlaid on the stamp is a handwritten signature in blue ink, which appears to be "R. G. Singh", and the date "09/09/2021" written below the signature.

Signature of Bidder:.....

Date:.....

DECLARATION REGARDING BLACKLISTING/DEBARRING FOR TAKING PART IN TENDER

I/We _____ hereby declare that the firm/agency namely M/s. _____ has not been blacklisted or debarred in the past by Union/State/Autonomous or any organization from taking part in tenders in India

In case above information found false I/We fully aware that the tender/contract will be rejected/cancelled by the concerned authority and EMD shall be forfeited.

Signature and Stamped of authorized signatory with seal

R. Ray
09/09/2021

Signature of Bidder:.....
Date:.....