

**Translational Health Science and Technology Institute, NCR-Biotech Science Cluster,  
3rd Mile Stone, Faridabad-Gurgaon Expressway, Faridabad – 121001**

**Phone: +91-129-2876444**

**Tender for 30Mbps (1:1) Internet Leased Line on RF for Translational Health Science  
an Technology Institute, Faridabad**

On behalf of Translational Health Science and Technology Institute (THSTI) and Regional Centre for Biotechnology (RCB) sealed tenders are invited by Executive Director, THSTI in 2 separate envelopes (Technical & Commercial bids) for the Internet Leased Line of fully dedicated, unshared & high quality 30 Mbps symmetric bandwidth without any compression factor (1:1) on RF. The bandwidth would be such that it can be upgraded upto 50 Mbps.

**Scope of Work:**

The scope of work in the proposed tender includes providing Internet Leased Line of fully dedicated, unshared & High Quality 30 Mbps symmetric bandwidth without any compression factor (1:1) International Internet Bandwidth on RF upto THSTI, Faridabad. The last mile solution should be with

- Least packet loss/latency < 400 ms from any part of the globe.
- Service Level Agreement (SLA) should commit at least 98.5% service availability, including the last mile connectivity. The network uptime will be computed on (based on Packet drop at user end) monthly basis. Uptime shall be calculated as  
$$\frac{\text{Total Time} - \text{Down Time}}{\text{Total Time}} \times 100$$
- Performance less than this is not acceptable and will cause penalty per month @ 5% of the yearly link cost, subject to maximum of 25% of the yearly link cost in a year.
- There should not be more than one hop on RF till THSTI, Faridabad. After one hop on RF there must be fiber backhaul.
- The response time for attending the faults will be four hours (maximum) after they are reported to the Internet Service Provider (ISP). The ISP will rectify the faults within 24 hours failing which the vendor will arrange temporary replacements. The services shall be provided 24\*7 basis.

The scope of the work includes supply, installation and commissioning of related hardware and software for setting up Internet connection at THSTI and RCB, Faridabad. The scope of work also includes configuration of all related hardware and software including any training to the operation team of THSTI, Faridabad, if required. The ISP shall accomplish any jobs, services that are not mentioned above but are required for completion of project, without any extra charges for completeness of the work under contract. Please note that the price quoted would include conveyance and any other incidental charges.

**General Terms & Conditions**

**Submission of Quotations:** The quotations should be submitted in the form of two bid system; each of which is to be submitted in separate envelopes. One envelope should contain "technical bid", i.e., technical specifications, terms and condition, terms of payment but not

price and other envelope should contain commercial bid. Both the envelopes should be kept in another envelope which should be marked with Quotation Enquiry No, reference number, and name of the service provider. Accepted technical bids will be considered further for placing Purchase Order.

**Price:** Prices should be inclusive of all taxes and duties for THSTI and RCB, Faridabad.

**Installation:** Vendor will be responsible for the installation of the system at the Institute's site. All the instruments, accessories, tools & tackles; including appropriate manpower as required will be the sole responsibility of the vendor at his cost.

**Service facility:** Supplier should mention about the possible service set up in THSTI and RCB, Faridabad and their capability to provide the services after installation.

**Service review reports & software:** The vendor shall provide web based interface capable of providing weekly, monthly & quarterly reports of the following at the server administrator level in THSTI, Faridabad:

- a. Bandwidth Utilization (in Mbps as well as in frames)
- b. Errors (frames/sec)
- c. Discards (frames/sec)
- d. Non- unicast (frame/sec)
- e. Bandwidth availability
- f. Packet loss (in %)
- g. Latency

**Earnest Money Deposit:** Each bid for this procurement must be accompanied by Earnest Money Deposit of Rs. 20000/- (Twenty Thousand only) in the form of Demand Draft of any Indian Nationalized Bank taken in the name of 'THSTI, Faridabad' payable at Faridabad should be valid for a minimum period of 60 days from due date of the quotation. Quotations received without Earnest Money Deposit shall be rejected. It should be a part of Technical Bid.

- Earnest Money shall be forfeited and bid is liable to be rejected, if the bidder withdraws or amends or impairs or derogates from the tender in any respect within the period of validity of the tender.
- The earnest money of unsuccessful bidder shall normally be returned within fifteen days after the finalization of order.
- The earnest money shall be liable to be forfeited upon non execution of order in time.
- No interest will be payable by 'THSTI, Faridabad' on the EMD returned to the unsuccessful bidder.

The Executive Director, THSTI, Faridabad reserves the right to accept an offer in full or in parts or reject summarily or partly without assigning any reasons thereof.

The bidder must fulfil the following requirements for technical eligibility:-

- Proof of the DOT / TRAI certificate must be submitted with the technical bid.
- Proprietary/partnership deed etc.
- The bidder would ensure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. Bidder will be responsible for making all the payments towards the local loop charges/rentals/WPC charges etc.

- The bidder must be a Company registered under Indian Company Act, 1956 or Government/ Government PSU.
- The bidder must have 'Class A' ISP license and minimum 5 years of experience in the field of ISP with 'Class A' License.
- The bidder must have minimum international capacity (from international gateway in India up to International Points of Presence) of at least STM16 & must be connected through at least two International gateway (trans-pacific & trans-atlantic) to provide redundancy and to protect against seismic induced disasters.
- The bidder must have at least ONE OWN CABLE HEAD/Landing Station.
- The bidder must have a minimum average turnover of Rs. 50 crores annually during the last three financial years consecutively for the telecom sector only. Attested & audited copies of the company's annual reports for the years 2011-12, 2012-13 and 2013-14 have to be attached along with the bid.
- The bidder must have their own optical fiber ring backbone in Faridabad for intercity data transport.
- Bidder should have fully resilient and self-healing network architecture, on fiber medium, from the international gateway in India up to the International Points of Presence.
- The bidder must have completed at least two similar works in the last 3 years. Definition of similar work should be clearly defined in their technical bid. Copies of work orders for the work successfully executed during last three years should be attached with the technical bid.
- Bidder should have an office within 25 km range from THSTI, Faridabad.
- Bidder should have a state of the art Network Management Center and Network Operation Center which operates on a 24\*7 basis. Bidder should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.
- Bidder should have well defined capabilities and procedures to track call resolution progress status and provide the updates to the customer. In addition, ISP should have well defined management and technical escalation procedures.
- The Bidder should have well-equipped O&M Centre, staffed with experience personnel for Operations & Maintenance.
- Stamped and signed copy of all the document pertaining to technical eligibility should be enclosed with the technical bid.
- Signed and stamped checklist attached at Annexure-C.

All documents Compliance of terms with any deviation should be clearly indicated with remarks in a separate "Deviation Sheet" in the technical bid.

Last Date for Submission of Tenders: May 6<sup>th</sup>, 2015 before 5:30 PM at the following address:

**Head Administration**  
**Translational Health Science and Technology Institute**  
**NCR Biotech Science Cluster,**  
**3rd Milestone, Faridabad – Gurgaon Expressway,**  
**PO box #04,**  
**Faridabad – 121001**

Installation should complete within 2 weeks (Maximum) from the issue date of work order, otherwise the bidder's EMD will be forfeited, the bidder will be blacklisted and will

never be considered in future.

#### **Terms & Conditions for Technical Bid:**

- The ISP is required to strictly follow the format enclosed as **Annexure - A** while submitting the technical bid and also note that no price should be mentioned in the technical bid.
- The ISP in the technical quote should explicitly state the features offered by them for the Internet links highlighting service level terms such as uptime, reliability, latency period, Number of IPs offered, throughput, RTD, packet drop, scalability etc.
- The ISP is also required to explicitly mention the equipments proposed to be supplied with the line from their end, the end terminal, and equipments required to be provided by us (THSTI, Faridabad).
- The ISP should also mention in the technical bid the optional items, which can be provided.
- The technical bid should be supported by a brief proposal document clearly stating the strengths & weaknesses of the ISP along with highlighting their presence, infrastructure etc.
- The ISP is also required to submit a copy of the Service Level Agreement (SLA) offered which clearly highlights the service level terms and conditions.
- The commercial bid needs to be duly signed and stamped by the authorized signatory of the company.
- In case, the technical bid is not found compliant, the technical bid will be summarily rejected and THSTI, Faridabad reserves the right to offer no explanation to the bidder.

#### **Terms & Conditions for Commercial Bid:**

- The commercial bid should be provided strictly in the format enclosed as Annexure- B.
- The bidder is required to quote all prices strictly in Indian Rupees only.
- The rates quoted should be applicable to educational institutions, and any cost advantage received in lieu thereof should be passed on to the Institute.
- Any revision in pricing due to change in Govt. Policy should be passed to the Institute.
- All taxes should be quoted category wise in the commercial bid. Please note that during commercial evaluation THSTI, Faridabad will consider the total price inclusive of taxes. Pricing should be mentioned on yearly basis.
- Prices for all optional items should be explicitly quoted.
- The bid should clearly give a break up price of Registration charges, Installation charges, Port Access charges, Local Loop Charges, Equipment cost, maintenance charges, Charges for additional IP addresses etc.
- The bidder should clearly mention the payment terms & conditions for provision, installation, and maintenance of the line.
- The commercial bid needs to be duly signed and stamped by the authorized signatory of the company.
- In case the commercial bid is not found compliant, the technical bid will be summarily rejected and THSTI, Faridabad reserves the right to offer no explanation to the bidder.

## **Terms & Conditions of P.O.**

- In the event of the order being placed to the ISP the provisioning, installation & commissioning and operationalization should be completed within 2 weeks from the date of the order otherwise the order stand cancelled and THSTI, Faridabad reserves the right to withhold all payments and deposits.
- If the qualified bidder will not deliver the required service in given time then the bidder will be blacklisted and will not be entertained in future.
- The ISP is required to offer uninterrupted service from the date of the purchase order.
- For uninterrupted service ISP should provide RF connection in Ring (Redundant) Network.
- Opto isolation should be provided in RF device. In case of lightening, effect of lightening should not damage Institute devices of THSTI and RCB, Faridabad.
- Uptime will be calculated on the basis of bandwidth delivery at our Ethernet drop.
- In case of additional requirements for bandwidth during the contract period, the same may be negotiated with the bidder to which PO has been placed.
- Service Level Agreement (SLA) will be signed based on the mutually agreeable terms and conditions.
- In case of any breach in the service level agreement terms, THSTI, Faridabad reserves the right to cancel the order and claim the extra amount if paid to the ISP. In case the ISP needs to terminate the agreement they are required to provide at least 60 day notice period to the Institute.
- The Institute will not consider any plea of upward revision of price during the one year contract period. However in case of any change in statutory taxes the same will be on the Institutes account.
- The ISP is also required to provide contact details (inclusive of address, telephone nos., email etc) of personnel from their end who will act as a single point of contact in case the Institute needs to contact the ISP for all issues pertaining to the operations and maintenance of the internet line.

**Head-Administration  
THSTI**

**Technical Bid Document for 30 Mbps (1:1) Internet Leased Line on RF**

<b>S. No.</b>	<b>Particulars</b>	<b>Details</b>
1.	Location where Service is to be provided (Last Mile)	Translational Health Science and Technology Institute NCR Biotech Science Cluster, 3rd Milestone, Faridabad – Gurgaon Expressway, PO box #04, Faridabad – 121001
2.	Speed of the circuit	Dedicated 30 Mbps (1:1) Internet Leased
3.	Minimum Contract period	One Year
4.	Wireline /Wireless (To be mentioned)	Wireless Through RF
5.	Service Features	Redundancy in %
		Packet Loss/Drop in %
		Latency in ms
		Throughput
		RTD in ms
		Uptime/Availability in %
		SLA provided (Yes/No)
		No of IP's Provided (Note : Minimum 30 IP's required)
6.	Equipment's provided by ISP for establishing connectivity owned by ISP (Make & model)	
7.	Any optional items/ services provided excluding the above mentioned items / services.	
8.	Time Required to operationalize the circuit	Within 2 weeks from the date of P.O.
9.	Single Point of Contact. Please provide the details	
10.	Period of notice required to terminate the contract from either end	60 days
11.	Brief Synopsis of ISP highlighting their presence, infrastructure etc.	
12.	Any other additional details.	



**Check List of the documents to be submitted for Technical Suitability.****(Please tick in the appropriate column)**

<b>S. No.</b>	<b>Item</b>	<b>Complied</b>	<b>Not Complied</b>
1	Copy of DOT/ TRAI certificate		
2	Local loop provisioning are not violating regulations as laid by Government of India/TRAI in respect of such links/networks. Bidder will be responsible for making all the payments towards the local loop charges/rentals/WPC charges etc supporting documents attached.		
3	Company registered under Indian Company Act, 1956 or Government / Government PSU relevant document attached		
4	'Class A' ISP license and minimum 5 years of experience in the field of ISP with 'Class A' License.		
5	Minimum international capacity (from international gateway in India up to International Points of Presence) of at least STM16 & connected through at least two International gateway (trans-pacific & trans-atlantic) to provide redundancy and to protect against seismic induced disasters.		
6	Having ONE OWN CABLE HEAD/Landing Station.		
7	Minimum average turnover of Rs. 50 crores annually during the last three financial years consecutively for the telecom sector only. Attested & audited copies of the company's annual reports for the years 2011-12, 2012-13 and 2013-14 have to be attached along with the bid.		
8	Own optical fiber ring backbone in Faridabad data transport.		
9	Having fully resilient and self-healing network architecture, on fiber medium, from the international gateway in India up to the International Points of Presence.		
10	Completed at least two similar works. Definition of similar work should be clearly defined in their technical bid. Copies of work orders for the work successfully executed during last three years should be attached with the technical bid.		
11	Having an office within 25 km range from THSTI, Faridabad.		
12	Having a state of the art Network Management Center and Network Operation Center which operates on a 24*7 basis. Bidder should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.		
13	Having well defined capabilities and procedures to track call resolution progress status and provide the updates to the customer. In addition, ISP should have well defined management and technical escalation procedures.		
14	Having well-equipped O & M centers staffed with experience personnel for Operations & Maintenance.		