

Government of India
Ministry of Electronics & Information Technology
Indian Computer Emergency Response Team (CERT -In)
Electronics Niketan, 6, CGO complex, Lodhi Road, New Delhi-110003

E-Tender Document *for* Procurement of Internet Services for CERT-In

Tender Reference Number	5(1)/2018-CERT-In
Date of Issue of Tender	13 Apr 2018
Date of Pre-Bid	23 Apr 2018 at 15:00 Hrs
Due Date/Last Date for Online Submission of Tender	08 May 2018 at 14:00 Hrs
Date of online opening of Technical Bid	09 May 2018 at 15:30 Hrs
Name & Address of Tenderer	Director General, Indian Computer Emergency Response Team (CERT-In), Ministry of Electronics & Information Technology, , Electronics Niketan, 6, CGO complex, Lodhi Road, New Delhi-110003

Indian Computer Emergency Response Team (CERT -In)
(Tender Reference No: 5(1)/2018-CERT-In)

E-Tender for providing Internet services CERT-In

INVITATION FOR TENDER OFFERS

Indian Computer Emergency Response Team (CERT-In), invites **online bids on two bid system** (Technical bid and Commercial bid) in the prescribed Tender Document from eligible reputed firms for Supply, Installation and maintenance of **50 Mbps** 1:1 Dedicated Unshared Internet connectivity requirements over Fiber, at Indian Computer Emergency Response Team (CERT-In), Electronics Niketan, 6 CGO complex, Lodhi Road, New Delhi-110003.

Bid collection and submission details:	
Tender reference Number	5(1)/2018-CERT-In
Date of Pre-Bid	23 Apr 2018 at 15:00 Hrs
Last date and time for receipt of online tender offers	08 May 2018 at 14:00 Hrs
Date of online opening of technical bid	09 May 2018 at 15:30 Hrs
Offer Validity Period	Tender should remain valid for 90 days
Earnest Money Deposit	Rs. 50,000/- (Rupees Fifty Thousand only) by Demand Draft / Bank Guarantee in favour of " Pay & Accounts Officer, Ministry of Electronics and Information Technology, New Delhi" payable at New Delhi-03. To be submitted at Indian Computer Emergency Response Team (CERT -In), Electronics Niketan, 6, CGO complex, Lodhi Road, New Delhi-110003 after submitting the tender on CPP Portal
Address for communication	Director General, Indian Computer Emergency Response Team (CERT-In), Ministry of Electronics & Information Technology, Electronics Niketan, 6, CGO complex, Lodhi Road, New Delhi-110003
Phone Numbers	011-24368546
e-Mail	admcert@cert-in.org.in

A. PROJECTSCOPE

Supply, Installation and maintenance of 1:1 Dedicated Unshared Internet connectivity Requirements over Fiber:

Sr.No	Description*	Specifications and Requirements
1	Internet Leased Line 50Mbps 1:1 dedicated wired Internet LeasedLine Uncompressed and Unshared. Last mile delivery on Fiber only.	Single Installation at CERT-In Data Centre, 6 CGO Complex Lodhi Road, New Delhi - 110003

INSTALLATION REQUIREMENTS

- i. Any statutory requirement for installation and working of all equipment of the ordered Fiber Connectivity shall be responsibility of the bidder.
- ii. Permission from various authorities may be the sole responsibility of the bidder.

MAINTENANCE AND SUPPORT

- i. The vendors 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.
- ii. Vendor and OEM support strategy should have a 24X7 support. Support from vendor (and OEM if applicable) should be on site whenever a faulty part is to be replaced, the replacement should be a new part with the matching OEM part number to the replaced part.
- iii. CERT-In shall not be responsible for damage to the systems due to external circumstances such as earthquakes, floods, fires, riots etc.
- iv. Even if the goods are shifted to any other location of CERT-In during the warranty period, the warranty should continue.

UPTIME GUARANTEE

Vendor shall have to guarantee continuous uninterrupted internet line availability along with all the equipment supplied by them and should achieve minimum 99.5 % uptime across 24 X 7 calculated on monthly basis.

SPARES

Vendor shall maintain sufficient Spares for maintaining required uptime guarantee.

B. INSTRUCTIONS TO TENDERERS

DEFINITIONS:

In this Contract, the following terms shall be interpreted as indicated below:

1. "Vendor or Contractor or Service Provider" shall mean the successful Bidder to whom the contract has been awarded and with whom the Tendering Authority signs the contract for rendering of goods and services.
2. "Bidder" means any firm having proper legal Agreement between the parties with the lead firm taking the full responsibility of managing the project as required in the tender. The word "Bidder" when used in the pre award period shall be synonymous with "Vendor" which shall be used after award of the contract.
3. "The Contract Price" means the price payable/receivable to the Successful Bidder under the Contract for the full and proper performance of its contractual obligations;
4. "The Goods" means all the material/ services, which the Vendor is required to supply to the Tendering Authority under the Contract;
5. "Services" means services ancillary to the supply of the Goods, such as transportation and insurance and any other incidental services and other obligations of the Vendor covered under the Contract;
6. "Day" means a working day.

LOCATION FOR SUPPLY OF GOODS AND SERVICES AND INSTALLATION

Installation and Commissioning of Internet Services including delivery of the required hardwares & softwares will be at the CERT-In Hqrs, 6 CGO Complex Lodhi Road, New Delhi.

SPECIFICATIONS

The Technical Specifications are the minimum requirements of the Purchaser. The Tenderer is at liberty to indicate higher specifications than the minimum level. The Purchaser reserves the right to place order at the higher specifications offered by the Tenderer.

COST OF TENDER DOCUMENT

Tender/RFP document may be down-loaded free of cost from the CERT-In **website:** <https://www.cert-in.org.in> and **CPPP site** <https://eprocure.gov.in/eprocure/app>

NON TRANSFERABLE TENDER

Neither the contract nor any rights granted under the contract may be sold, leased/sublet, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the CERT-In.

QUALIFICATION CRITERION

1. The bidder may be a Government Organization / PSU / PSE / partnership firm or a limited Company under Indian Laws having valid Class – A ISP License.
2. The bidder should have acquired valid NLD / UL (Unified License) / UASL (Unified Access Services License) ISP License from DOT and has established Fiber/wireless network across India.
3. The Bidder should have own access network for providing last mile (localloop).
4. The Bidder should have executed similar project for bandwidth provisioning in Government or Private sector.
5. Should be registered with TRAI for providing Internet Bandwidth Service in India.
6. The ISP should have Call Center and Telephonic Support. The same shall be extended to CERT-In for resolving minor issues and registration of faults / complaints.
7. Bidder should have Direct Access to International-Gateways with a valid Class-A ISP License.

OFFER VALIDITY PERIOD

Tender should remain valid for 90 days

COMPLETENESS OF TENDER OFFER

The Tenderer is expected to examine all instructions, forms, terms, conditions and specifications 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 respect to the tender documents will be at the Tenderer's risk and may result in rejection of its tender offer. The tender offer is liable to be rejected outright without any intimation to the Tenderer if complete information as called for in the tender document is not given therein, or if particulars asked for in the Forms / Performa in the tender are not fully furnished.

SIGNING OF TENDERS

The authorized signatory of the Tenderer shall possess Digital Signature Certificate (DSC) for submission of tender documents and MTF. The DSC holder/authorized signatory signing the tender shall state in what capacity he is/ they are, signing the tender, e.g., as sole proprietor of the firm, or as a Secretary/Manager/Director etc., of a Limited Company.

DOCUMENTS COMPRISING THE TENDER

The tender shall comprise of **Part–A Technical Bid alongwith EMD** and **Part-B Price/ Financial Bid** and all its **Annexures** and all **supporting documents** and **attachments**. The Bids complete in all respect including all attachments, annexures and supporting documents as prescribed in this Tender Document shall be uploaded by the authorized signatory as stipulated in the Tender. Hard copy of the tender documents has to be submitted separately at CERT-In before the closing date and time of the tender. The filled and signed attachments and supporting documents are to be scanned and uploaded at the space provided in the CPP portal.

EARNEST MONEY DEPOSIT

The Tenderer shall submit **Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees Fifty Thousand only)** by Demand Draft / Bank Guarantee in favour of "Pay and Accounts officer", Ministry of Electronics and Information Technology, New Delhi-03," payable at New Delhi to be deposited at CERT-In Hqrs before the date & time of end date of submission of bids. The Tender should upload scan copy of the same with the Technical Bid. Non submission of EMD will lead to rejection of the Tender.

SUBMISSION OF BIDS

Tenders to be submitted online in two parts, viz., **Part-A** Technical bid and **Part-B** Price/Financial bid.

Tenderer must submit their Bids well within the stipulated date & time and no opportunity shall be given to Tenderer to withdraw any offer at any stage after the submission of the Bids.

A Tenderer can submit only one proposal. If a Tenderer submits more than one proposal, all such proposals shall be rejected summarily.

The Tenderer shall not incorporate any condition in the Bids as conditional Bids/ Bids which are not submitted strictly in accordance with the Bid terms shall be rejected.

All supporting documents except tender document have to be scanned and uploaded in Technical Bid Part-A. Price/Financial Bid as per Part-B has to be scanned, encrypted and uploaded at the requisite places in the e-Procurement system. All the Annexures of the Tender document duly signed on each page by the Tendered should be scanned and uploaded in the e-Procurement Portal. The Price/Financial bid format (Part-B) is provided in a spread sheet file, which is to be downloaded and the rates offered should be entered in the allotted space and uploaded after filling the relevant columns (such as rates & particulars of the bidder). The Price Bid/BOQ template shall not be modified/ replaced by the Tenderer; else the Tender submitted is liable to be rejected.

While preparing the Technical and Price/Financial Bid, Tenderer is expected to provide correct and relevant information. If at any stage it is found that the information/ documents supplied by the Tenderer is incorrect/forged, CERT-In reserves the right to initiate appropriate legal proceedings including Termination of the contract & forfeiture of EMD deposit. The Technical Bid shall not include any information sought in the Price/Financial Bid.

Terms & Conditions

1. Leased Links are to be provided via fiber optic cable (end to end).
2. All costs other than the bandwidth cost such as Cost of leased link, cost of router, Link maintenance cost, local loop charges, installation charges, registration charges, service charges for running the DNS (if any), etc should be provided in the Performa at column(B) above.
3. Total cost i.e. A + B + C will be considered for calculating the L1 bidder.
4. The bidder should be able to provide the connectivity within 4 weeks from the date of placement of order.
5. The rates for providing bandwidth will be initially for a period of one year from the date of the links becoming operational and renewable for a further period of three years (Total Four years including renewals) on the same rates and terms & conditions subject to providing satisfactory services during previous years.
6. Router should provide encryption and tunneling capabilities and should have at least 2 Nos. Gigabit Ethernet ports.
7. Payments of bills / invoices will be made on quarterly basis, subject to satisfactory services provided by the vender.
8. Successful bidder shall submit performance security of 10% of the cost in the form of Demand Draft / pay order/ Bank Guarantee of any Indian Nationalized Bank.
9. The bidder should be qualified as a "Category A Internet service provider or equivalent certificate" by Department of Telecommunications, Government of India. Documentary proof is to be provided with the technical bid.
10. The bidder has to ensure IPv6 connectivity to commercial internet.
11. The provider should have running Internet connections (For 50 Mbps or more bandwidth) in at least 2 other locations. Copy of the purchase orders clearly showing details such as customer name, bandwidth, cost etc. for the same should be attached with the Bid (In technical Bid)
12. Minimum 64 IPv4 addresses i.e. /26 IPv4 addresses block and /64 IPv6 address block should be provided with the Internet links.
13. The routers provided with the link should be DOT/TEC approved. Make and model should be given in the technical bid.
14. **Warranty and service availability penalty clause:** The vendor is supposed to provide the minimum service availability of 99.5%. The uptime of the link will be computed on monthly basis. This uptime will be computed separately for each link. If downtime of any link exceeds uptime limit of 99.5%, penalty of amount equivalent to twice the amount for the unavailable period will be charged and deducted from the firms invoice.
15. The bidder has to submit an undertaking stating that he has fully read the terms and conditions and the same are acceptable to them.
16. Last date for submission of Tender is **08 May 2018** upto 2:00 PM and technical bid will be opened on **09 May 2018** at 3:30 PM in the presence of the bidder representatives.

Quotations should be provided in the following Performa.

Description of Bandwidth and Compression	No of links	Cost of Bandwidth (Port Charges) (A)	All Other Charges including router cost (B)	GST as applicable (In Rs.) (C)	Total (A + B + C) (In Rs.)
Bandwidth - 50 Mbps (1:1) (/26 IPv4 addresses and /64 IPv6 addresses) charges for one year	1				
		Total Cost (A+B+C) = _____ INR			
		Total Cost (A+B+C) (In words)= _____ INR			
		We have fully read the terms and conditions and the same are acceptable to us			