

**Government of India**  
**Ministry of Electronics & Information Technology**  
**Indian Computer Emergency Response Team (CERT -In)**  
**Electronics Niketan, 6, CGO complex, Lodhi Road, New Delhi-110 003**

**E-Tender Document *for* Internet Connectivity with DDoS  
Prevention/Mitigation feature at CERT-In**

<b>Tender Reference Number</b>	<b>5(9)/2017-CERT-In</b>
<b>Date of Issue of Tender</b>	9 Feb 2018
<b>Date of Pre-Bid</b>	19 Feb 2018 at 15:00 Hrs
<b>Due Date/Last Date for Online Submission of Tender</b>	8 Mar 2018 upto 14:00 Hrs
<b>Date of online opening of Technical Bid</b>	9 Mar 2018 at 15:30 Hrs
<b>Name &amp; Address of Tenderer</b>	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(9)/2017-CERT-In)

**e-Tender for providing Internet connectivity with DDoS Prevention/Mitigation feature at 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 with DDoS Detection & Mitigation Services (to protect against 1 GB of DDoS data/traffic), at Indian Computer Emergency Response Team (CERT -In), Electronics Niketan, 6, CGO complex, Lodhi Road, New Delhi-110003.

<b>Bid collection and submission details:</b>	
Tender reference Number	<b>5(9)/2017-CERT-In</b>
Date of Pre-Bid	19 Feb 2018 at 15:00 Hrs
Last date and time for receipt of online tender offers	8 Mar 2018 upto 14:00 Hrs
Date of online opening of technical bid	9 Mar 2018 at 15:30 Hrs
Offer Validity Period	Tender should remain valid for 90 days
Earnest Money Deposit	<b>Rs. 2,00,000/- (Rupees Two Lakh only)</b> 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 (With DDOS detection and Mitigation services):

<b>Sr.No</b>	<b>Description*</b>	<b>Specifications and Requirements</b>
1	Internet Leased Line <b>50Mbps</b> 1:1 dedicated wired Internet LeasedLine Uncompressed and Unshared (with DDoS Detection & Mitigation Services to protect against 1 GB of DDoS data/traffic). 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. Council 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 the 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. "Contract" means the agreement entered into between the Tendering Authority and the Vendor, as recorded in the document signed by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein;
3. "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.
4. "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;
5. "The Goods" means all the all the material/ services, which the Vendor is required to supply to the Tendering Authority under the Contract;
6. "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;
7. "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 Council.

## **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. The Bidder should have its own dedicated facility to provide DDOS Detection and Mitigation Services. Leasing / Subletting, Assigning or Outsourcing this service is not permitted.
6. Should be registered with TRAI for providing Internet Bandwidth Service in India.
7. 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.
8. 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** 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/packet provided in the CPP portal.

## **EARNEST MONEY DEPOSIT**

The Tenderer shall submit **Earnest Money Deposit (EMD) of Rs. 2,00,000/- (Rupees Two Lakh 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 two hours 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. All other tender documents except Price/Financial Bid shall be uploaded with Part –A Technical Bid.

## **Terms & Conditions**

1. Leased Link is to be provided via fiber optic cable (end to end).
2. DDOS mitigation/ DDOS prevention charges have to be mentioned at the Column (B) in Annexure (or in BOQ in case of online submission)
3. All costs other than the bandwidth cost such as Cost of leased link, Link maintenance cost, local loop charges, installation charges, registration charges DNS entry / operation charges etc should be provided in the Performa at column (C) above.
4. Total cost i.e. A+B+C+D will be considered for calculating the L1 bidder.
5. Quotations without DDOS Prevention / Mitigation feature will not be considered.
6. The bidder should be able to provide the connectivity within 4 weeks from the date of placement of order.
7. The agreement for providing bandwidth will be initially for a period of one year from the date of the link becoming operational.
8. The contract can be renewed 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.
9. Payments of bills / invoices will be made on quarterly basis, subject to satisfactory services provided by the vender.
10. Successful bidder shall submit performance security of 10% of the cost in the form of Demand Draft / Bank Guarantee of any Indian Nationalized Bank.
11. The provider should have running Internet connections along with DDOS Preventive service (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 32 IPv4 addresses i.e. /27 IPv4 address block and /64 IPv6 address block should be provided with the Internet link. The details of equipment which will be deployed for providing DDOS prevention/ Mitigation along with the operational approach paper has to be submitted along with the technical bid. The bidder has to provide the connectivity up to the point of termination on the switch. All costs such as the cost of Link, Link maintenance cost (if any) should be included in the cost.
13. **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.
14. The bidder has to submit an undertaking stating that he has fully read the terms and conditions and the same are acceptable to them.
15. Last date for submission of E-Tender is **8 Mar 2018 upto 14:00 Hrs** and technical bid will be opened at **9 Mar 2018 15:30 Hrs** in the presence of the bidder representatives.



**Quotations should be provided in the following Performa.**

<b>Bandwidth - 50 Mbps (1:1) (/27 IPv4 addresses and /64 IPv6 addresses) charges for one year (In Rs.) (A)</b>	<b>DDOS Mitigation / DDOS Prevention charges for one year (In Rs.) (B)</b>	<b>Other Charges (In Rs.) if any (C)</b>	<b>GST as applicable (In Rs.) (D)</b>	<b>Total (A + B + C+D) (In Rs.)</b>
	<p>Total Cost (A+B+C+D) = _____INR</p> <p>Total Cost (A+B+C+D) (In words)= _____ INR</p> <p><b>We have fully read the terms and conditions and the same are acceptable to us</b></p>			