



Ref. No. NSD/Estate/2019-20/473

15 May, 2019

Tender Cost: Rs. 1,000/-

TENDER NOTICE : 10 MBPS INTERNET CONNECTIVITY

To

Subject: Inviting quotations for providing 10 Mbps (1:1 uncompressed and unshared) Internet Connectivity via leased line at NSD Boys Hostel, address: 8, Hailey Road, New Delhi – 110001.

National School of Drama (NSD) invites sealed tenders from established, reputed and experienced firms/Service Provider/Govt Licensed Firms/agencies for installation of a new 10 Mbps (1:1 uncompressed and unshared) leased Line connection at NSD Boys Hostel, address: 8, Hailey Road, New Delhi – 110001. Details of the works and other Terms and Conditions relating to the award of Contract are given in the Annexure – I, II & III. The Tender notification can also be downloaded from the official website of NSD, www.nsd.gov.in.

Last date for receipt of Tender : 24/05/2019 at 1500 hrs.

Date of Opening of Technical Bid : 24/05/2019 at 1530 hrs.


(P. K. Mohanty)
Registrar

TERMS & CONDITIONS

1. The Internet Service Provider (ISP) should have a valid 'Category A' ISP License from Govt. of India (Attach a copy of license).
2. ISP must have license from Department of Telecommunication (DOT), Govt of India for set up and operate gateways (Attach certificate).
3. The ISP should have adequate bandwidth at the backend to provide the desired bandwidth. (supporting document must be enclosed) ISP must have sufficient experience and expertise for high speed internet connectivity (Attach list of at least 5 Clients for 10 Mbps and more).
4. The quotation should clearly indicate the different components of the total charges. Renewing (Annual) and non-renewing (one time) for 10 Mbps (1:1 uncompressed and unshared) bandwidth and equipments supplied.
5. NSD will make payments against the bill raised on monthly basis.
6. The ISP should have a fully functional Customer care Service Center at Delhi which is operational 24x7 days a week (attach certificate).
7. The bidder would ensure that the local loop provisioning does not violate regulations as laid by Govt. of India / TRAI in respect of such links / networks. Bidder will be responsible for making all the payments towards the local loop charges / rental charges etc.
8. The quotations should be submitted in two bid system i.e. Technical and Financial bid. Financial bid of those vendors will be considered who will qualify technically.
9. The vendor must mention clearly that hardware and software (Such as Antenna, server, operation system, modem / router / port / cable, suitable to withstand all weather conditions.) will be provided to make this Internet connectivity operational. NSD will not provide any additional charges for hardware and software.
10. The equipment supplied should be IPv6 ready for future up gradation.
11. The configuration of proxy setup of server should be completely inclusive.
12. Vendors not complying with above conditions or not providing complete information as derived shall not be considered.
13. NSD reserves the right to carry out the capability assessment of the bidder and decision of the NSD shall be final in this regard.

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14. DELIVERY PERIOD AND INSTALLATION:

All the aspects of safe delivery, installation, commissioning and uplink of the connectivity shall be the responsibility of the ISP. ISP shall immediately deliver and install the dedicated line. ISP shall deliver and install the complete setup within ten days from the date of issuing the order.

15. RESPONSIBILITIES UNDER THE CONTRACT:

- a) To provide 10 Mbps (1:1 uncompressed and unshared) Internet connectivity via Leased Line in NSD Boys Hostel at 8, Hailey Road, New Delhi – 110001. Internet router port at ISP gateway for required bandwidth and at least 1 Public IP address including reserve lookups configured at this IPs.
- b) Provision for local monitoring of Internet sites visited to avoid misappropriate use and software and hardware (if any) for above purpose.
- c) Installation, commissioning, configuring of the link and hardware (Antenna, server, MUX, modem and router, ports and cables etc.)
- d) Maintenance support service (24 x 365 days) for bandwidth and equipments.
- e) The bandwidth utilization details should be furnished separately for each public IP provided by the ISP on monthly basis.
- f) Procuring necessary permissions for any earth work needed is the responsibility of the ISP.
- g) Getting clearances for the last Mile connectivity is in the scope of the ISP.
- h) The termination should be on Ethernet and should be compatible with NSD perimeter and UTM devices.
- i) ISP will be responsible for their compatibility with firewall and central switch presently installed at NSD.
- j) The vendor will be responsible for the comprehensive maintenance and for which NSD will not make any extra payment.
- k) Vendor will do preventive maintenance once in every quarter for up keep of the System. The schedule will have to be adhered strictly.
- l) Vendor must agree to provide services in face of any connectivity complaints / internet speed or any other technical difficulties immediately without any extra cost during the warranty period.
- m) The service shall be provided 24x7 days in a week.

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- n) The ISP should maintain the Service Level Agreement (SLA) for more than 99.5% uptime through the self-healing fibre optic ring with 24x365 days for the required Internet service. Deduction in payment will be made for down time from the bill calculated on the basis of monthly charges payable.
- o) The required IBW service Uptime shall be calculated as:

$$(\text{Total Time-Down Time}) \times 100/\text{Total Time}$$

Uptime	Penalty calculated on the basis monthly charges payable
>=99% to <=99.5%	10%
>=95% to < 99%	20%
>=90to 95	30%
<=90%	40%

- p) The bidder will provide the facilities to measure the above parameters to the Warden of NSD Boys Hostel. The facility of measurement / monitoring of above parameters or graphical display will be provided by the bidder.

16. ISP WILL REQUIRE SIGNING SERVICE LEVEL AGREEMENT HAVING THE FOLLOWING:

- a) **The agency should provide 10 Mbps (1:1 uncompressed and unshared) with last Mile connectivity on its own network on (OFC local loop) in ring topology Internet Leased line.**
- b) **Bandwidth Availability:** 10 Mbps (1:1 uncompressed and unshared) Internet bandwidth (upload/download) at all time. Bandwidth availability of less than 10 Mbps (1:1 uncompressed and unshared) at any given point of time will be considered as downtime and accordingly, penalty for downtime will be deducted from the monthly bill (as the case may be) raised by the ISP.
- c) **Packet losses:** less than 1% (Avg. over looping) at any given point of time to any part of globe.
- d) **Latency:** Less than 100 microseconds from NSD, Boys Hostel to ISP's Peering Points.
- e) **Network availability:** More than 99.5% uptime per month.
- f) **Report for Bandwidth (upload/download) performance.** Monitoring/usage to be submitted by the ISP on monthly basis or as required by NSD.
- g) If the services are not found satisfactory, NSD reserves the right to cancel the contract by giving one month notice.

- h) NSD will not provide any additional charges for hardware (Antenna, Tower, Mux, router, NTU, modem, fiber cable) and software. The prices quoted shall be considered inclusive for hardware and software required for connectivity.
- i) The bidder will provide the facilities to measure the above parameters to the Warden of NSD Boys Hostel. The facility of measurement / monitoring of above parameters or graphical display will be provided by the bidder.

17. OTHER TERMS AND CONDITIONS:

- a) Bidder should submit valid documentary proof of Goods & Service Tax Number and details of Income Tax Registration (PAN).
- b) NSD reserves the right to verify / seek confirmation of all original documentary evidence submitted by vendors in support of above mentioned specification for eligibility criteria. In case any information furnished by the bidder is found to be false / incorrect at any stage, the bid shall be summarily rejected and no correspondence on the same shall be entertained.
- c) **Tender of lease line will be awarded for two year, which may be extended further subject to the satisfactory performance of the Firm/Agency.**
- d) **Bidder need to submit cost of tender i.e. Rs 1000/- through demand draft in favour of The Director, National School of Drama, Delhi along with the bid.**

18. SUBMISSION OF QUOTATIONS:

The quotations shall be submitted under Two – Bid system i.e. Technical & Financial bid in separate two sealed envelopes addressed to **“The Registrar, National School of Drama, Bahawalpur House, 1, Bhagwandas Road, New Delhi-110001”** so as to be deposited in the tender box kept at reception at NSD office on or before **24.05.2019 till 1500 hours** Both the envelopes should be super scribed with Technical and Financial Bid, tender name (10 MBPS internet connectivity). 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. The Financial Bid of the technically qualified firms will be opened after the evaluation of Technical Bids. The date and time of opening the financial bid 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 the prescribed time.

19. RECEIVING AND OPENING OF TENDERS:

Last date and time of submission of quotation is 24th May, 2019 at 3.00 PM.

- Date and time of opening of Technical Bid: 24th May, 2019 at 3.30 PM.**

- Date and time of opening of financial Bid:** The opening date of price bid shall be intimated through phone/email to the bidders' whose offers are found, technically qualified.
- Validity of quotation:** The quotation should be valid for a period of 120 days from the date of opening of the technical bids.
- Taxes:** The percentage of Tax must be quoted in clear terms separately. If the taxes are not mentioned separately, it will be presumed that the rates quoted are inclusive of taxes.
- Delivery:** Preferably immediate. In case there is any specific schedule of delivery on the part of Vendor, this should be clearly mentioned.

Date:

**Signature and Seal of the
Authorized Person of the Firm**



TECHNICAL BID

NSD invites sealed Tenders in the shape of two Bid Systems i.e. (Technical and Financial) from reputed Indian Firms / Agencies / Govt. Licensed firms for 10 Mbps (1:1 uncompressed and unshared) Internet Connectivity via Leased line at in NSD Boys' Hostel at 8, Hailey Road, New Delhi – 110001.

Description	Bid Security	Cost of Tender Document	Last date and time for submission of Tender	Date and time for opening of Technical Bid
10 Mbps (1:1 uncompressed and unshared) Internet Connectivity via Leased line at in NSD Boys' Hostel at 8, Hailey Road, New Delhi – 110001	Nil	Rs. 1,000/-	24 th May, 2019 03:00 P.M.	24 th May, 2019 03:30 P.M.

1. Name of the company:

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2. Name of the authorized person (who signs on the tender document)

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3. Address of the Company:

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4. E – Mail ID:

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5. Phone No Fax No
Mob No

TECHNICAL BID

S. No.	Particulars	Requirement
1	Photocopy of documents showing ISP 'Category A' License No. (With date) along with a copy of the License Agreement for the provision of Internet Service issued by Government of India to be enclosed and ISP must have license from Department of Telecommunication (DOT), Govt of India for set up and operate gateways (Attach certificate)	Proof Required
2	The bidder should be financially sound with a minimum average annual turnover of Rs. 5 crore during last 3 financial year. The proof of turn over should be submitted in the form of Audited Annual Reports.	Proof Required
3	Copy of GST registration certificate	Proof Required
4	Copy of PAN No.	Proof Required
5	Name of Govt. Organizations / PSUs / Autonomous bodies where such projects have already been implemented. Certificates from earlier clients for successful implementation of Leased Lines internet access.	Proof Required
6	Five references for providing internet connectivity (Internet Lease Line) of 10 Mbps or more during last 3 financial years to Govt. Organizations / PSUs / Autonomous bodies for at least 1 year, have to be provided	Proof Required
7	Address, contact Person, Phone, Tele Fax / E-mail of Offices with residential contact information during holidays	To be enclosed
8	Any other related document wish to submit	To be enclosed
9	Undertaking In the prescribed format on non-judicial stamp paper of Rs. 50/- duly attested	To be enclosed
10	The Internet Connectivity leased line should have fully dedicated (1:1), unshared & High Quality 10 Mbps symmetric bandwidth without any compression factor through Optical Fiber cable.	To be ensured
11	The ISP/bidder should have Network Operation Centre (NOC) for trouble shooting around the clock. The bidders should have Direct/toll free number to register complaints round the clock (24x7), Maintenance support service (24 hours and 7 days a week)	To be ensured
12	The connectivity from the POPs of service providers to NSD Boys hostel, New Delhi, premises shall be through Optical Fiber Media	To be ensured
13	All the equipments supplied by the bidder should be capable of handing higher band width in case up gradation in required in the later stage.	To be ensured

14	Any Software and Hardware required establishing the purchased bandwidth will be provided by bidder to make leased line fully functional	To be ensured
15	Service has to provide facility to NSD, to monitor the SLA (Service level Agreement) parameters, terms and conditions Annexure-I and log the Trouble tickets on line.	To be ensured
16	NSD will consider the successful provision of the link subject to : 1. Average latency should not be more than 250 ms up to ISPs 1st Tier 1 peering point. 2. Domestic Latency<80ms during peak traffic hours 3. Internal Latency<250 ms during peak traffic hours 4. Packet Loss<0.5% Facilities of testing above parameters will be provided by the Bidder/IPS	To be ensured
Note: The Tender documents should be duly completed indicating the rates, signed by the Authorized signatory and sealed.		

**Signature and Seal of the
Authorized Person of the Firm**



UNDERTAKING ON NON-JUDICIAL STAMP PAPER OF RS. 50/-

I/we hereby certify that all the information furnished above are true to my knowledge. I/we have no objection to NSD verifying any or all the information furnished in this document with the concerned authorities, if necessary.

I/we also certify that, I/we have understood all the terms and conditions indicated in the Tender Document and hereby accept the same completely. I/we also undertake that my/our Firm/company/organization has not been blacklisted by any Govt. Dept./PSU.

**Signature of the authorized signatory of the
Firm company/organization Official Seal/Stamp**

Date:

Place:

ANNEXURE-III

PRICE SCHEDULE FOR FINANCIAL BID

Tender document for 10 Mbps Internet connectivity Leased Line (1:1 uncompressed and unshared) for NSD Boys hostel, New Delhi for a period of (02) two years

S. No.	No. of links/Speed	Unit Rate per year	Yearly Cost	Two Year Cost
1	A) Bandwidth Charges: One no. 10 Mbps Internet connectivity Leased Line (1:1 uncompressed and unshared) at NSD Boys hostel, New Delhi			
2	Applicable taxes on above 1			
3	B) One time installation & Configuration charges			
4	Applicable taxes on above 3			
5	C) Annual rentals (Recurring charges)			
6	Applicable taxes on above 5			
7	Total (1+2+3+4+5+6)			
8	D) Any other charge (To be specified) (if any)			
9	Over All Total (7+8)			
10	Over All Total in Words			
	Note: 1. Order shall be placed on the party who quotes over all lowest rate (10). 2. In case of confusion of unit rate against total price, unit rate will prevail for evaluation. 3. In case of confusion in word and figures in quoted rate / total price of any item, rate / total price quoted in word will prevail. Similarly, in case of confusion in word and figures in overall price, price quoted in words will prevail. 4. NSD will pay rent and other charges on monthly basis.			

**Signature and Seal of the
Authorized Person of the Firm**

Date: