

**भारतीय प्रबंध संस्थान इंदौर**  
**INDIAN INSTITUTE OF MANAGEMENT INDORE**

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निविदा क्रमांक Tender No: IIMI/2016-17/38



दिनांक/ Date: Dec 22, 2016

**NOTICE INVITING TENDER FOR 400 MBPS (1:1) LEASED LINE INTERNET CONNECTION AT IIM INDORE CAMPUS**  
**(E-PROCUREMENT MODE ONLY)**

भारतीय प्रबंध संस्थान इंदौर (आईआईएम इंदौर) दो बोली प्रणालियों में निम्नलिखित मदों के लिए ऑनलाइन बोली (ई-टेंडर) आमंत्रित करता है

Indian Institute of Management Indore (IIM Indore) invites online bids (e-tender) in two bids systems from Category "A" Internet Service Provider (ISP) for the following services:

**निविदा का संक्षिप्त विवरण Brief Details of Tender:**

मद का विवरण Item Description	निविदा की अनुमानित कीमत Estimated Cost of Tender (Rs.)	अग्रिम जमा EMD (Rs.)	निविदा फीस सभी टैक्स मिलाकर Tender Fee (inclusive of all taxes) (Rs.)
Supply, Installation, Commissioning & Maintenance of Full Duplex 400 MBPS (1:1) Leased Line Internet Connection at IIM Indore Campus for one year	35,00,000/-	70,000/-	1000/-

निविदा दस्तावेज <http://eprocure.gov.in/eprocure/app> से डाउनलोड किया जा सकता है और केवल इसी पोर्टल के माध्यम से जमा किये जाने की अंतिम तिथि और समय तक प्रस्तुत किया जाना चाहिए।

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal <http://eprocure.gov.in/eprocure/app> and bid is to be submitted online only through the same portal up to the last date and time of submission of tender.

**निविदा की महत्वपूर्ण तिथियाँ Critical Dates of Tender:**

क्रमांक S. No.	विवरण Particulars	दिनांक Date	समय Time
01	निविदा के ऑनलाइन प्रकाशन / डाउनलोड की तिथि Date of Online Publication/Download of Tender	22-12-2016	1730 Hrs.
02	बोली प्रस्तुत करने की प्रारंभ तिथि Bid Submission Start Date	22-12-2016	1730 Hrs.
03	बोली प्रस्तुत करने की समाप्ति तिथि Bid Submission Close Date	09-01-2017	1100 Hrs.
04	मूल अग्रिम जमा राशि (ईएमडी) और निविदा शुल्क जमा करने की तिथि व बंद करने का समय Closing date & time for Submission of original EMD & Tender Fee	09-01-2017	1100 Hrs.
05	तकनीकी बोलियों का खोला जाना Opening of Technical Bids	10-01-2017	1100 Hrs.

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## 1. ABOUT IIM INDORE

Indian Institute of Management Indore (IIM Indore) is an Autonomous Institute under Ministry of Human Resource Development, Govt. of India.

## 2. TECHNICAL SPECIFICATION (Schedule of Requirement):

Supply, Installation, Commissioning & Maintenance of Full Duplex 400 MBPS (1:1) Leased Line Internet Connection at IIM Indore Campus. The technical specifications are as follows:

Sl.	Technical Specification
(a)	The connection has to be made available within 15 days (maximum) from the date of receipt of purchase order.
(b)	The ISP will have to provide all the required Terminal Equipment, UPS and any other required Accessories for the service, except Router.
(c)	Last Mile Connectivity on Optical Fiber Cable.
(d)	ISP should have Backup line and should provide 100% backup through alternate route (Self-healing fiber connectivity)
(e)	Throughput: 100% non-blocking [symmetric] Uncompressed
(f)	Acceptable Packet Loss/Drop: < 1 % (Till ISP Internet Gateway and with no dependencies on CPE router)
(g)	Leased line output interface should be on Ethernet/Fiber.
(h)	ISP should provide the 30 minutes UPS backup for their terminal equipment to provide stable leased line connection to IIM Indore.
(i)	The ISP should quote total charges that includes Equipment rental charges, Installation charges, Registration charges, Local Loop charges, Port charges, Service charges, Internet charges, other charges if any.
(j)	The ISP should provide sufficient pool of static IP addresses (IPv4/IPv6) for these services.
(k)	The ISP should provide a service support of 24 X 7 basis.
(l)	The ISP should monitor and maintain the leased line connectivity around the clock, which includes local circuit maintenance also.
(m)	The ISP should ensure that the average round trip time for data packets will not exceed 30ms (milliseconds) between the ISP routers and IIM Indore site or Edge Network, as measured over any continuous 15-minute period.
(n)	ISP should have state of the art network Management Center and Network Operation Center, which operates on a 24*7 basis. ISP should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose. ISP should provide all the administrative contact information for maintenance. The ISP should ensure that their Support team is contactable 24/7 by IIM Indore. ISP should provide Single point of contact for service requirements such as ordering, implementation, operations and billing related matters..
(o)	ISP should provide escalation matrix to resolve the problem.
(p)	The services shall be provided 24 hours & 7 days in a week. Expected uptime service availability should be 99.9% and downtime shall not be continuous more than 4 hours in a day, failing which penalty* will be imposed. (*Penalty = Charges of one hours X downtime time in hours X 4).
(q)	ISP should provide the link to monitor the leased line link utilization and should also provide Performance Reports: Real Time, Hourly, Daily, Weekly and Monthly basis.

(r)	The contract will be initially for a period of one year starting from the date of installation of leased line. Based on satisfactory performance, the contract may be extended maximum up to another two years on mutually agreed terms and conditions.
(s)	It is suggested that the Service providers should visit IIM Indore to understand the requirement before quoting, to avoid any disputes later.
(t)	The bidder should have an office within 30 Kms range from IIM Indore Campus.
(u)	Vendors must have their own outgoing and incoming gateway in Madhya Pradesh/ Indore and have an optical fiber backbone.
(v)	Institute is using 1 GBPS primary internet leased line from NIC. The objective of the 400 MBPS internet leased line (backup line) is to provide simultaneous connectivity along with the primary line and If primary link circuit fails then the connectivity of backup line should work to provide the Internet.

### 3. TENDER FEE & EARNEST MONEY DEPOSIT DETAILS

- a) **Tender Fee of Rs.1000/- (Rupees One Thousand only)** including tax, in the form of Demand Draft/Banker's Cheque from Nationalized/scheduled bank in favour of Indian Institute of Management Indore, payable at Indore should be submitted.
- b) **EMD of Rs.70,000/- (Rupees Seventy Thousand only)** in the form of Demand Draft/Banker's Cheque from Nationalized/scheduled bank in favour of Indian Institute of Management Indore, payable at Indore, should be submitted. The EMD should be valid for at least 90 days.
- c) The firms registered with DGS&D / National Small Industries Corporation (NSIC) for **all these items only**, are exempted from Tender fee/EMD. However, they have to enclose valid self-attested registration certificate(s) with their tender to this effect.
- d) EMD of all unsuccessful bidders will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Guarantee as per Sl. No. 15 (a).
- e) In case of successful tenderer, the EMD may be adjusted towards the Performance Security deposit on request.
- f) The amount of EMD is liable to be forfeited, if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.
- g) No interest will be paid on the EMD / Performance Security deposited / remitted.
- h) The details pertaining to Tender fee/EMD are to be filled as per Annexure-I.

## 4. OID, ELIGIBILITY CRITERIA & TECHNICAL CRITERIA

### 4.1 OID (Other Important Documents)

OID viz. Firm Incorporation Certificate, PAN details, TIN/CST/Service Tax etc. details are to be provided.

### 4.2 Eligibility Criteria

- a) The Bidder should give self-declaration certificate for acceptance of all terms & conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the Annexure-II.
- b) The firm should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India. A duly completed certificate to this effect is to be submitted as per Annexure-III.
- c) The company should attach list of Purchase Order / Work Order where the similar type of work executed during the 7 years from the date of publication of tender as detailed below
  - (I) Three similar works of 40% of the estimated cost **OR**
  - (II) Two similar works of 50% of the estimated cost **OR**
  - (III) One similar work 80% of the estimated cost

The details of the same along with supporting document are to be submitted as per the Annexure-IV.

- d) The Annual Turnover should be at least 30% of the estimated cost during each of the previous three financial years (2012-13 to 2014-15) or (2013-14 to 2015-16). Copies of duly signed profit & loss accounts / CA Certificate are to be submitted as per the Annexure-V.
- e) The bidder must be a Company registered under Indian Company Act, 1956 or Government/ Government PSU.
- f) The bidder should be registered in India with valid and operative Category-A ISP license with duly approved international gateway facility in India.
- g) Copy of Work/Purchase Orders of 02 or more installed and **operational** internet Leased Line of 100 MBPS (1:1) or more bandwidth in India. Including Performance certificate from these existing customers of 100 MBPS (1:1) or more Internet Leased Line with minimum service period of 1 year. The bidder should attach copies of the purchase orders / contracts and satisfactory report, which should indicate the deliverables and scope of work for the ISP.

### 4.3 Technical Criteria

Bidders should comply the specification of the tendered item in all respect, No deviations are acceptable. The detailed format is attached at Annexure-VI. The bidder is to complete the same in all respect and submit accordingly.

### 5. FINANCIAL BID DETAILS

Financial bid i.e. BOQ given with tender to be uploaded after filling all relevant information. The priced BOQ should be uploaded strictly as per the format available with the tender failing which the offer is liable for rejection. Kindly quote your offer on FOR IIM INDORE (inclusive of all taxes and charges).

**Vendor should quote prices in BOQ only, offers indicating rates anywhere else shall be liable for rejection.**

### 6. TIME SCHEDULE

	Particulars	Date	Time
01	Date of Online Publication/Download of Tender	22-12-2016	1730 Hrs.
02	Bid Submission Start Date	22-12-2016	1730 Hrs.
03	Bid Submission Close Date	09-01-2017	1100 Hrs.
04	Closing date & time for Submission of original EMD & Tender Fee	09-01-2017	1100 Hrs.
05	Opening of Technical Bids	10-01-2017	1100 Hrs.
06	Opening of Financial Bids	To be intimated later	

### 7. AVAILABILITY OF TENDER

The tender document can be downloaded from <http://eprocure.gov.in/eprocure/app> and be submitted only through the same website.

### 8. BID VALIDITY PERIOD

The bid will remain valid for 90 days from the date of opening as prescribed by IIM Indore. A bid valid for a shorter period shall be rejected, being non-responsive.

## 9. BID SUBMISSION

### 9.1 Instruction to Bidder

Bidders are required to enrol on the e-Procurement module of the **Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>)** by clicking on the link "**Online Bidder Enrolment**" on the CPP Portal. **The registration is completely free of charge.**

Possession of a valid Class II/III DSC in the form of smart card / e-token is a prerequisite for registration and participating in the bid submission activities. DSCs can be obtained from the authorised certifying agencies recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc).

Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

The Bidders are required to log in to the site through the secured log-in by entering their respective user ID / password and the password of the DSC.

The CPP portal also has user manuals with detailed guidelines on enrollment and participation in the online bidding process. The user manuals can be downloaded for reference.

Any queries related to process of online bid submission or queries related to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The **Toll Free** contact numbers for the helpdesk are 1800 3070 2232, 7878007972 and 7878007973.

### 9.2 Online Bid Submission Procedure

**OID:** The file should be saved in a PDF version and should comprise of the following items:

1. Packet-1: Duly Completed Scanned PDF of PAN Card.
2. Packet-2: Duly Completed Scanned PDF of Registration Certificate Details.
3. Packet-3: Duly Completed Scanned PDF of Service Tax.

**Cover-1:** The file should be saved in a PDF version and should comprise of the following items:

1. Packet-1: Duly Completed Scanned PDF copy of Annexure-I with copy of DD or Banker's Cheque for Tender Fee & EMD.
2. Packet-2: Duly Completed Scanned PDF copy of Annexure-II.
3. Packet-3: Duly Completed Scanned PDF copy of Annexure-III
4. Packet-4: Duly Completed Scanned PDF copy of Annexure-IV with supporting Documents.
5. Packet-5: Duly Completed Scanned PDF copy of Annexure-V with supporting Documents.
6. Packet-6: Duly Completed Scanned PDF copy of Annexure-VI
7. Packet-7: Duly Completed Scanned PDF copy of Annexure-VII
8. Packet-8: Duly Completed Scanned PDF copy of Company registration Certificate under Indian Company Act, 1956 or Government/ Government PSU
9. Packet-9: Duly Completed Scanned PDF copy of Category-A ISP license with duly approved international gateway facility in India
10. Packet-10: Duly Completed Scanned PDF copy of Work/Purchase Orders of 02 or more installed and operational internet Leased Line of 100 MBPS (1:1) as mentioned in para 4.2(g).

**Cover-2:** The BOQ should be downloaded from the website and should comprise of the following items.

1. Packet-1: Financial Bid as per Annexure-VIII in PDF version Filled with all relevant information.

### **9.3 Offline Submission of Tender Fee & EMD**

It is also required to submit Tender Fee & EMD along with duly completed Annexure-I in original in a sealed envelope superscripted "**Notice Inviting Tender for 400 MBPS (1:1) Leased Line Internet Connection at IIM Indore Campus**" at the following address on or before 09-01-2017 at 1100 hrs.

Stores & Purchase Department  
First Floor, Administrative Block  
Indian Institute of Management Indore  
Prabandh Shikhar, Rau-Pithampur Road  
Indore-453 556 (M.P), India  
Phone: 0731-2439631-34  
Email: [stores@iimidr.ac.in](mailto:stores@iimidr.ac.in)



## 10. BID OPENING

- a) Technical Bids will be opened on 10-01-2017 at 1100 Hrs.
- b) Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be announced later.
- c) Bids should be summarily rejected, if tender is submitted other than through online or original EMD & Tender Fee are not submitted within stipulated date / time.

## 11. BID EVALUATION

- a) The offer which meets the NIT requirements, technically (including eligibility criteria) and commercially, shall be eligible for further consideration. Before opening of the financial bids, offers of all techno-commercially acceptable tenderers shall be at par.
- b) Based on results of the Technical evaluation, IIM Indore evaluates the Commercial Bid of those Bidders who qualify in the Technical evaluation. The Commercial Bid with the lowest price will be the highest evaluated bid.

## 12. PAYMENT TERMS

- a) **No advance payment will be made in any case.**
- b) Service Provider shall raise invoices on Quarterly basis on completion of one quarter (3 months period). Payment will be made within 30 days on receipt of bills. No advance payment will be made.
- c) TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from Contractor's bills.

## 13. WARRANTY OF QUALITY AND QUANTITY

- a) The Vendor will be responsible for the comprehensive maintenance during the contract period after the acceptance of installation & testing of hardware for which IIM Indore will not make any extra payment.
- b) The vendor will do preventive maintenance once a quarter for upkeep of the Systems running. The schedule will have to be adhered to strictly by him.

- c) **“The services shall be provided 24 hours & 7 days in a week. Expected uptime service availability should be 99.9% and downtime shall not be continuous more than 4 hours in a day, failing which penalty\* will be imposed. (\*Penalty = Charges of one hours X downtime time in hours X 4).”**
- d) The insurance of the equipment utilized in this service will be borne by the service provider.

#### **14. LIQUIDATED DAMAGES**

In case of delay in supply, installation and commissioning by the stipulated date, IIM Indore reserves the right of imposing penalty @ 0.5% per week on the overall value of the supply order subject to maximum 10% of the total cost of supply order.

#### **15. PERFORMANCE SECURITY DETAILS**

- a) The successful tenderer will have to deposit the performance security in the form of DD/TDR/FDR/Bank Guarantee @ 10% of the total value of order valid for contract period plus three months at the earliest. No interest will be paid by IIM Indore on the deposit.
- b) Performance Security will be refunded to the supplier, after it duly performs and completes the contract/warranty period in all respect.
- c) Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.
- d) In case, the firm fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- e) In case of non-receipt of Security Deposit within the stipulated time, EMD will be converted into Security Deposit and the balance amount will be recovered from the bill submitted for the payment.

#### **16. CONTRCT PERIOD**

- a) The contract will be initially for a period of one year starting from the date of installation of leased line. Based on satisfactory performance, the contract may be extended maximum up to another two years on mutually agreed terms and conditions.

- b) IIM Indore can terminate the contract with one-month notice in case the services are not found satisfactory. In such a case, IIM Indore will pay on actual work basis for the duration for which the services were used during the period in question.

## **17. DELIVERY SCHEDULE**

The successful bidder should provide the connection within 15 days at IIM Indore Campus from the receipt of the purchase order.

## **18. TERMS AND CONDITIONS**

### **18.1 Termination for Insolvency**

The IIM Indore may at any time terminate the Contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the department.

The courts of Indore alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Indore Court shall have jurisdiction in the matter

### **18.2 Force Majeure**

- a) Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
- b) Force Majeure shall mean fire, flood, natural disaster or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.

### **18.3. Arbitration**

In the event of any dispute or difference arising under this supply, the Director, IIM Indore or his nominee is the arbitrator and the decision of the arbitration will be binding on both parties.

#### 18.4. Other Conditions

- a) In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money/Performance Security shall be forfeited.
- b) IIM Indore reserves the right to accept or reject any or all the tenders in part or in full, without assigning any reason thereof.
- c) IIM Indore reserves the right to relax / amend / withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- d) Conditional tenders shall not be considered.
- e) Tenderers are also advised to visit the IIM Indore Campus site, inspect and understand the work before submitting the bid.
- f) IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
- g) IIM Indore may issue corrigendum to tender documents before due date of Submission of bid. The tenderer is required to read the tender documents in conjunction with the corrigendum, if any, issued by IIM Indore. The tenderer is not supposed to incorporate the amendment in the body of the tender document.**

## ANNEXURE – I

To  
**Officer (Stores and Purchase)**  
Indian Institute of Management Indore  
Prabandh Shikhar,  
Rau – Pithampur Road  
Indore

### **Sub: - Tender Fee Details.**

Ref : - Tender No. IIMI/2016-17/38 dated 22-12-2016  
(Notice Inviting Tender for 400 MBPS Leased Line Internet Connection at IIM  
Indore Campus)

Dear Sir,

The following DD in favour of IIM Indore are enclosed herewith towards Tender Fee & EMD

<b>Detail of DD</b>	<b>Amount</b>	<b>DD No. &amp; Date</b>	<b>Bank Name</b>
Tender Fee (Including Tax)	Rs. 1000/-		
EMD	Rs. 70,000/-		

Thanking you

Yours faithfully,

(Authorized Signatory with Seal)

## ANNEXURE – II

To  
**Officer (Stores and Purchase)**  
Indian Institute of Management Indore  
Prabandh Shikhar,  
Rau – Pithampur Road  
Indore

### **Sub: - Self Declaration Certificate**

Ref : - Tender No. IIMI/2016-17/38 dated 22-12-2016  
(Notice Inviting Tender for 400 MBPS Leased Line Internet Connection at IIM  
Indore Campus)

Dear Sir,

With reference to the above, I am/ We are offering our competitive bids for *Notice Inviting Tender for 400 MBPS Leased Line Line Internet Connection at IIM Indore Campus*, I / We hereby reconfirm and declare that I / We have carefully read, understood & complying the above referred tender document including instructions, terms & conditions, specifications, schedule of quantities and all the contents stated therein.

I / We also confirm that the rates quoted by me / us are inclusive of all taxes, duties etc., applicable as on date and are FOR IIM Indore, and free delivery, unloading at IIM Indore.

**Date:**

**Authorized Signatory**

**Name:**

**Place:**

**Designation:**

**Contact No.:**

**Email ID:**

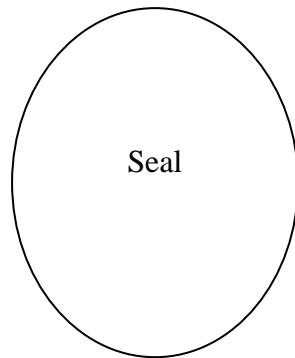
**ANNEXURE – III**

**CERTIFICATE  
(to be provided on letter head of the firm)**

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

**Date:**



**Place:**

**Authorized Signatory**

**Name:**

**Designation:**

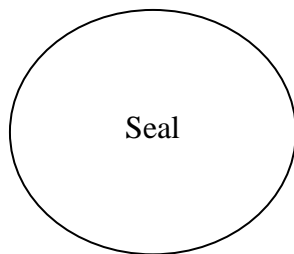
**Contact No.:**

**ANNEXURE – IV**

**Work Order Details:**

<b>S. No.</b>	<b>Evaluation Criteria</b>	<b>Name of the Client</b>	<b>Order No. &amp; Date</b>	<b>Amount</b>	<b>Remark</b>
	List of Purchase Order / Work Order where the similar type of Work executed by you during the 7 years from the date of publication of tender				
1	Three similar works of 40% of the estimated value  OR	1.			Supporting documents are to be attached along with the Annexure-IV
		2.			
		3.			
2	Two similar works of 50% of the estimated value  OR	1.			
		2.			
3	One similar work of 80% of the estimated value	1.			

Date:



Place:

Authorized Signatory

Name:

Designation:

Contact No.:

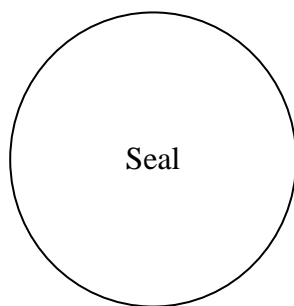


**ANNEXURE – V**

**Annual Turnover Details:**

<b>Evaluation Criteria</b>			<b>Remark</b>
<b>Bidder's Annual Turnover for last three financial years</b>	<b>Financial Year</b>	<b>Turnover in Rs.</b>	-
	<b>2015-16</b>		<b>Supporting Documents are to be attached along with the Annexure-V</b>
	<b>2014-15</b>		
	<b>2013-14</b>		
	<b>2012-13</b>		

Date:



Place:

Authorized Signatory:

Name:

Designation:

Contact No.:

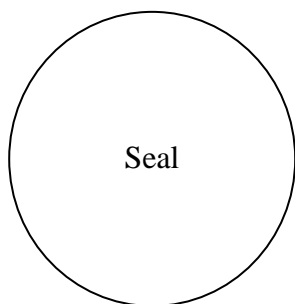
**ANNEXURE – VI**

**TECHNICAL BID**

Sl.	Supply, Installation, Commissioning & Maintenance of Full Duplex 400 MBPS (1:1) Leased Line Internet Connection at IIM Indore Campus as per the following technical specification	Compliance by the Vendor (Yes / No.)
(a)	The connection has to be made available within 15 days (maximum) from the date of receipt of purchase order.	
(b)	The ISP will have to provide all the required Terminal Equipment, UPS and any other required Accessories for the service, except Router.	
(c)	Last Mile Connectivity on Optical Fiber Cable.	
(d)	ISP should have Backup line and should provide 100% backup through alternate route (Self-healing fiber connectivity)	
(e)	Throughput: 100% non-blocking [symmetric] Uncompressed	
(f)	Acceptable Packet Loss/Drop: < 1 % (Till ISP Internet Gateway and with no dependencies on CPE router)	
(g)	Leased line output interface should be on Ethernet/Fiber.	
(h)	ISP should provide the 30 minutes UPS backup for their terminal equipment to provide stable leased line connection to IIM Indore.	
(i)	The ISP should quote total charges that includes Equipment rental charges, Installation charges, Registration charges, Local Loop charges, Port charges, Service charges, Internet charges, other charges if any.	
(j)	The ISP should provide sufficient pool of static IP addresses (IPv4/IPv6) for these services.	
(k)	The ISP should provide a service support of 24 X 7 basis.	
(l)	The ISP should monitor and maintain the leased line connectivity around the clock, which includes local circuit maintenance also.	
(m)	The ISP should ensure that the average round trip time for data packets will not exceed 30ms (milliseconds) between the ISP routers and IIM Indore site or Edge Network, as measured over any continuous 15-minute period.	
(n)	ISP should have state of the art network Management Center and Network Operation Center, which operates on a 24*7 basis. ISP should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose. ISP should provide all the administrative contact information for maintenance. The ISP should ensure that their Support team is contactable 24/7 by IIM Indore. ISP should provide Single point of contact for service requirements such as ordering, implementation, operations and billing related matters..	
(o)	ISP should provide escalation matrix to resolve the problem.	
(p)	The services shall be provided 24 hours & 7 days in a week. Expected uptime service availability should be 99.9% and downtime shall not be continuous more than 4 hours in a day, failing which penalty* will be imposed. (*Penalty = Charges of one hours X downtime time in hours X 4).	
(q)	ISP should provide the link to monitor the leased line link utilization and should also provide Performance Reports: Real Time, Hourly, Daily, Weekly and Monthly basis.	
(r)	The contract will be initially for a period of one year starting from the date of installation of leased line. Based on satisfactory performance, the contract may be extended maximum up to another two years on mutually agreed terms and conditions.	

(s)	It is suggested that the Service providers should visit IIM Indore to understand the requirement before quoting, to avoid any disputes later.	
(t)	The bidder should have an office within 30 Kms range from IIM Indore Campus.	
(u)	Vendors must have their own outgoing and incoming gateway in Madhya Pradesh/ Indore and have an optical fiber backbone.	
(v)	<p>Institute is using 1 GBPS primary internet leased line from NIC. The objective of the 400 MBPS internet leased line (backup line) is to provide simultaneous connectivity along with the primary line and If primary link circuit fails then the connectivity of backup line should work to provide the Internet.</p> <p><b>Please mention the name of the local circuit service provider:</b></p> <p>_____</p>	

Date:



Place:

Authorized Signatory:

Name:

Designation:

Contact No.:

**ANNEXURE –VII**

**Statutory Documents**

<b>Name of the Party</b>		
<b>Date of Incorporation / Establishment</b>		
<b>PAN Number</b>		
<b>Sales / Service Tax Registration Number</b>		
<b>Registered Office Address</b>		
<b>Authorized Signatory Details</b>	<b>Name</b>	
	<b>Designation</b>	
	<b>Email</b>	
	<b>Phone</b>	
<b>Details of Contact other than Authorized Signatory</b>	<b>Name</b>	
	<b>Designation</b>	
	<b>Email</b>	
	<b>Phone</b>	

**Signature and Seal of the Tenderer:**

**Name in Block Letter:**

**Designation:**

**Contact no.**

**Date:**

**Full Address:**

**ANNEXURE –VIII**

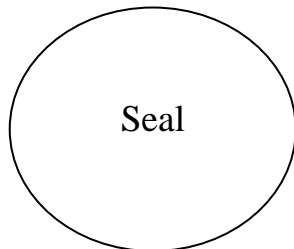
**FINANCIAL BID (BOQ)**

<b>Particulars</b>	<b>Total Amount for one year (Inclusive of all taxes and charges etc.)</b>
Supply, Installation, Commissioning & Maintenance of Full Duplex 400 MBPS (1:1) Leased Line Internet Connection at IIM Indore Campus for one year	

**Amount in Words** .....

**Date:**

**Place:**



**Authorized Signatory:**

**Name:**

**Designation:**

**Contact No.**