

भारतीय प्रबंध संस्थान इंदौर

INDIAN INSTITUTE OF MANAGEMENT INDORE

प्रबंध शिखर, राऊ-पीथमपुर रोड, इंदौर - 453 556

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निविदा क्रमांक/Tender No: IIMI/2018-19/24



दिनांक/ Date: October 29, 2018

Notice Inviting Tender for 30 MBPS (1:1) Leased Line Internet Connection at IIM Indore Mumbai Campus

(E-PROCUREMENT MODE ONLY)

भारतीय प्रबंध संस्थान इंदौर (आईआईएम इंदौर) दो बोली प्रणालियों में श्रेणी "ए" इंटरनेट सेवा प्रदाता (आईएसपी) से निम्नलिखित सेवा 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 30 MBPS (1:1) Leased Line Internet Connection at IIM Indore Mumbai Campus for one year | 7,00,000/- | 14,000/- | 500/- |

निविदा दस्तावेज <http://eprocure.gov.in/eprocure/app> से डाउनलोड किया जा सकता है और केवल इसी पोर्टल के माध्यम से ऑनलाइन 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 एवं समय Date & Time of Online Publication/Download of Tender | 29-10-2018 | 1730 Hrs. |
| 02 | बोली जमा करने की प्रारंभ तिथि एवं समय Bid Submission Start Date & Time | 29-10-2018 | 1730 Hrs. |
| 03 | बोली जमा करने की अंतिम तिथि एवं समय Bid Submission Close Date & Time | 13-11-2018 | 1500 Hrs. |
| 04 | अग्रिम जमा राशि और निविदा शुल्क जमा करने की अंतिम तिथि एवं समय Closing date & time for Submission of EMD & Tender Fee | 13-11-2018 | 1500 Hrs. |
| 05 | तकनीकी बोलियों का खोला जाना Opening of Technical Bids | 14-11-2018 | 1500 Hrs. |

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1. ABOUT IIM INDORE

Indian Institute of Management Indore is an institution of national importance under the Indian Institutes of Management Act, 2017. IIM Indore Mumbai Campus is located at Mahaavir Icon Building, CBD Belapur, Navi Mumbai.

2. TECHNICAL SPECIFICATION (Schedule of Requirement):

Supply, Installation, Commissioning & Maintenance of Full Duplex 30 MBPS (1:1) Leased Line Internet Connection at IIM Indore Mumbai Campus. The technical specifications are as follows:

Definition: - ISP – Internet Service Provider

| Sl. | Technical Specification |
|-----|--|
| (a) | Type of Service: Internet The Data Rate (Bandwidth) is 30 MBPS (1:1) |
| (b) | The connection has to be made available within 30 days (maximum) from the date of signing the agreement / LOI. |
| (c) | The ISP will have to provide all the required Terminal Equipment / Accessories for the service, except Router. |
| (d) | Leased line output interface should be on Ethernet and should have provision on fiber if required. ISP should provide the connection up to Server room of the Institute. Layout for laying of cable inside the campus up to server room will be as per guidelines of Institute. |
| (e) | ISP should provide the 30 minutes UPS backup for their terminal equipment to provide stable leased line connection to IIMI. |
| (f) | ISP should provide access to online bandwidth utilization report. |
| (g) | The ISP should provide a pool of 16 or more static public IP address for these services. |
| (h) | The ISP should monitor and maintain the leased line connectivity round the clock, which includes local circuit maintenance also. |
| (i) | The ISP should ensure that the average round trip time for data packets will not exceed 30ms (milliseconds) between the ISP routers and IIMI site or Edge Network, as measured over any continuous 15-minute period. |
| (j) | 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 IIMI. They must share their support phone numbers, email address with their escalation matrix. |
| (k) | The bidder must have single fully functional contact support centre with 24 X 7 supports within in Mumbai. |

3. TENDER FEE & EARNEST MONEY DEPOSIT DETAILS

- a) **Tender Fee of ₹500/- (Rupees Five Hundred only)** inclusive of all taxes should be submitted through NEFT or RTGS in favour of Indian Institute of Management Indore.
- b) **EMD of ₹14,000/- (Rupees Fourteen Thousand only)** should be submitted through NEFT or RTGS in favour of Indian Institute of Management Indore.

- c) Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organisation or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for **all these items only**, are exempted from Tender fee/EMD. However, they have to enclose valid self-attested registration certificate(s) alongwith the tender to this effect.
- d) **The bidders who seeks exemption from Tender fee/EMD as per clause no. 3(c) above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.**
- e) EMD of all unsuccessful bidders (if any) 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).
- f) In case of successful tenderer, the EMD (if any) may be adjusted towards the Performance Security deposit on request.
- g) The amount of EMD (if any) 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.
- h) No interest will be paid on the EMD (if any) / Performance Security deposited / remitted.
- i) The details pertaining to Tender fee/EMD (if any) are to be filled as per Annexure-I.

4. ELIGIBILITY CRITERIA

4.1 OID (Other Important Documents):

OID viz. Firm Incorporation Certificate, PAN details, GST details are to be provided.

4.2 Statutory Documents:

- 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-I.
- b) The firm should be 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. A duly completed certificate to this effect is to be submitted as per Annexure-II.

- c) The bidder should have one operational contract with any reputed educational institutions or corporates for similar type of services (Minimum 30 MBPS). Supporting documents w.r.t. satisfactory execution of work from clients are to be submitted as per the Annexure-III.
- d) The Annual Turnover should be at least 80% of the estimated cost during each of the previous three financial years (2014-15 to 2016-17) or (2015-16 to 2017-18). Copies of duly signed trading and profit & loss accounts / CA Certificate are to be submitted as per the Annexure-IV.
- e) The Bidder should be having valid ISP Class “A” Category License. (With date, license copy issued by Government of India/TRAI/DoT to be enclosed.)
- f) The bidder (ISP) should have its own International Gateway in India. DOT License / Certificate for the same to be enclosed.

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 as per Annexure-VII. The priced BOQ should be uploaded strictly as per the format available with the tender failing which the offer is liable for rejection.

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

6. TIME SCHEDULE

| क्रमांक S. No. | विवरण Particulars | दिनांक Date | समय Time |
|-------------------|--|----------------|-------------|
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| 05 | तकनीकी बोलियों का खोला जाना Opening of Technical Bids | 14-11-2018 | 1500 Hrs. |

7. AVAILABILITY OF TENDER

The tender document can be downloaded from <http://eprocure.gov.in/eprocure/app> and Institute website <https://www.iimidr.ac.in/tenders/> and be submitted only through <http://eprocure.gov.in/eprocure/app>.

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 Service Tax / GST.
3. [Packet-3](#): Duly Completed Scanned PDF of Registration Certificate.

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 transactions details 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 with supporting documents
4. [Packet-4](#): Duly Completed Scanned PDF copy of Annexure-IV with supporting documents
5. [Packet-5](#) Duly Completed Scanned PDF copy of certificate(s) as mentioned in para 4.2(e)
6. [Packet-6](#): Duly Completed Scanned PDF copy of certificate(s) as mentioned in para 4.2(f)
7. [Packet-7](#): Duly Completed Scanned PDF copy of Annexure-V.
8. [Packet-8](#): Duly Completed Scanned PDF copy of Annexure-VI.

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-VII 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 through NEFT or RTGS at the following account before 13-11-2018 at 1500 hrs.

Name of beneficiary: Indian Institute of Management Indore

Address: Rau-Pithampur Road, Indore-453556, M.P.

Account No.: 53018623445

Name of the Bank: State Bank of India

Branch Address: IIM Indore Campus

IFSC Code: SBIN0030525

10. BID OPENING

- a) Technical Bids will be opened on 14-11-2018 at 1500 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 each quarter (3 months period). Payment will be made within 30 days after deducting penalty amount (if any), 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 99.5%.**
- d) The insurance of the equipment utilized in this service will be borne by the service provider.

14. PENALTY CLAUSE

14.1 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 work order.

14.2 ILL Link and Uptime calculation:

Average uptime during a quarter should not be less than 99.5%. In case the vendor/ISP fails to maintain the said uptime; the vendor/ISP will be liable for penalty as mentioned below. Even if a peripheral or part of the equipment supplied by ISP is not working, the system will be considered as down.

'Uptime' refers to the availability of Internet leased line bandwidth. Uptime for the link shall be calculated based on the formula:

$$\text{Uptime (In percentage)} = \frac{100 \times [\{\text{Total Available time per Quarter}\} - \text{Downtime of a Link}]}{[\text{Total Available time per Quarter}]}$$

Note:

- i. Total Available time per Quarter = (24 hrs. * N days)
- ii. N = Number of calendar days in a Quarter
- iii. Downtime of a link = Downtime of the link in hours

| S.No. | Uptime % | Penalty in % on Quarterly charges |
|-------|---------------------|-----------------------------------|
| 1 | >= 99.5% | No Penalty |
| 2. | < 99.5% and >=98.5% | 3% |
| 3. | < 98.5% and >=97.5% | 5% |
| 4. | < 97.5% and >=96.5% | 10% |
| 5. | < 96.5% and >=95.5% | 20% |
| 6. | < 94.5% | 50% |

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 estimated value of the contract 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 successfully 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, after deducting penalty, if any.

17. DELIVERY SCHEDULE

The successful bidder should provide the connection within 30 days (Maximum) at IIM Indore Mumbai Campus from the receipt of the purchase order.

18. TERMS AND CONDITIONS

18.1 Termination for Insolvency:

- a) 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.
- b) 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 & Jurisdiction:

- a) That in case of any dispute between party of first part and the party of other part arising out of or in relation to the agreement, the dispute shall be referred to arbitration of a sole arbitrator to be appointed by the Director, IIM Indore. The award of the said arbitrator shall be binding on both parties.
- b) Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIM Indore shall block his/ her tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his tender liable to rejection.
- c) The courts at Indore, Madhya Pradesh shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

18.4. Other Conditions:

- a) The bidder has to upload the relevant & readable files only as indicated in the tender documents. In case of any irrelevant or non-readable files, the bid may be rejected.
- b) IIM Indore reserves the right to accept or reject any or all the tenders in part or in full or may cancel the tender, 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) IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
- e) 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.
- f) Conditional tenders will not be considered in any case.
- g) In case of doubt in material / service, the expenditure on testing of equipment / service will be borne by the tenderer.
- h) Tender fees will not be refunded if the bidder does not submit the online bid on CPP portal by due date and time
- i) **IIM Indore may issue amendment/corrigendum to tender documents before due date of submission of bid. Any amendment/corrigendum to the tender document if any, issued by IIM Indore will be posted on CPP Portal. For the bidders, submitting bids on downloaded tender document, it is 'bidders' responsibility to check for any amendment/corrigendum on the website of IIM Indore or check for the same CPP Portal before submitting their duly completed bids.**

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/2018-19/24 dated 29-10-2018
(Notice Inviting Tender for 30 MBPS Leased Line Internet Connection at IIM Indore
Mumbai Campus)

Sir,

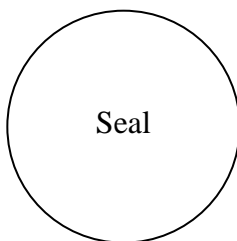
1. I /we hereby submit our tender for 30 MBPS Leased Line Internet Connection at IIM Indore Mumbai Campus for One Year along with other required documents.
2. I/ We enclosed herewith the following in favour of Indian Institute of Management Indore towards EMD & Tender Fee.

| Particular | Amount | Payment Details (UTR No.) | Payment Date | Supporting documents are to be attached along with the Annexure-I |
|-------------------------------|-----------|------------------------------|--------------|---|
| Tender Fee (Including Tax) | ₹500/- | | | |
| EMD | ₹14,000/- | | | |

3. I / We hereby reconfirm and declare that I / We have carefully read, understood & complying the above referred tender document including instructions, terms & conditions, scope of work, 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.
4. I /we have gone through all terms and conditions of the tender document before submitting the same.

Date:

Place:



Authorized Signatory

Name:

Designation:

Contact No.:

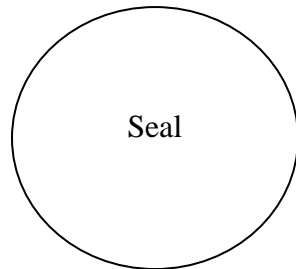
ANNEXURE – III

**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:

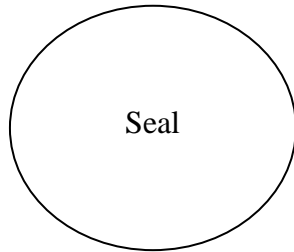
Contact No.:

ANNEXURE – III

Work Order Details:

| Evaluation Criteria | S. No. | Name of the Client | Order No. & Date | Amount | Remark |
|---|--------|--------------------|------------------|--------|--|
| The bidder should have one operational contract with any reputed educational institutions or corporates for similar type of services (Minimum 30 MBPS). | | | | | Supporting documents w.r.t. satisfactory execution of work from clients are to be submitted as per the Annexure-III. |
| | | | | | |
| | | | | | |
| | | | | | |

Date:



Place:

Authorized Signatory

Name:

Designation:

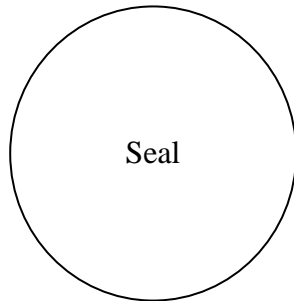
Contact No.:

ANNEXURE – IV

Annual Turnover Details:

| <i>Evaluation Criteria</i> | | <i>Remarks</i> |
|---|----------------|--|
| Bidder's Annual Turnover for last three financial years for the similar service | Financial Year | Turnover in Rs. |
| | 2017-18 | |
| | 2016-17 | |
| | 2015-16 | |
| | 2014-15 | |
| | | - |
| | | Supporting Documents are to be attached along with the Annexure-IV |

Date:



Place:

Authorized Signatory:

Name:

Designation:

Contact No.:

ANNEXURE –V

COMPANY PROFILE

| | | |
|---|--------------------|--|
| Name of the Party | | |
| Date of Incorporation / Establishment | | |
| PAN Number | | |
| Sales / Service Tax Registration Number | | |
| Office Address for Postal Communication | | |
| Authorized Signatory Details | Name | |
| | Designation | |
| | Email | |
| | Phone | |
| Details of Contact other than Authorized Signatory | Name | |
| | Designation | |
| | Email | |
| | Phone | |

Signature and Seal of the Tenderer:

Name in Block Letter:

Designation:

Contact no.

Date:

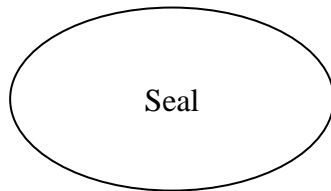
Full Address:

ANNEXURE – VI

TECHNICAL BID

| Sl. | Supply, Installation, Commissioning & Maintenance of Full Duplex 30 MBPS (1:1) Leased Line Internet Connection at IIM Indore Mumbai Campus as per the following technical specification | Compliance by the Vendor (Yes / No.) |
|-----|--|--------------------------------------|
| (a) | Type of Service: Internet The Data Rate (Bandwidth) is 30 MBPS (1:1) | |
| (b) | The connection has to be made available within 30 days (maximum) from the date of signing the agreement / LOI. | |
| (c) | The ISP will have to provide all the required Terminal Equipment / Accessories for the service, except Router. | |
| (d) | Leased line output interface should be on Ethernet and should have provision on fiber if required. ISP should provide the connection up to Server room of the Institute. Layout for laying of cable inside the campus up to server room will be as per guidelines of Institute. | |
| (e) | ISP should provide the 30 minutes UPS backup for their terminal equipment to provide stable leased line connection to IIMI. | |
| (f) | ISP should provide access to online bandwidth utilization report. | |
| (g) | The ISP should provide a pool of 16 or more static public IP address for these services. | |
| (h) | The ISP should monitor and maintain the leased line connectivity round the clock, which includes local circuit maintenance also. | |
| (i) | The ISP should ensure that the average round trip time for data packets will not exceed 30ms (milliseconds) between the ISP routers and IIMI site or Edge Network, as measured over any continuous 15-minute period. | |
| (j) | 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 IIMI. They must share their support phone numbers, email address with their escalation matrix. | |
| (k) | The bidder must have single fully functional contact support centre with 24 X 7 supports within in Mumbai. | |

Date:



Seal

Place:

Authorized Signatory:

Name:

Designation:

Contact No.:

ANNEXURE –VII

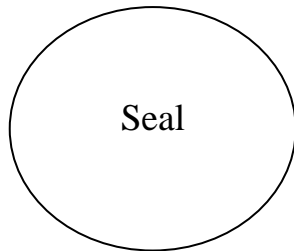
FINANCIAL BID (BOQ)

| Particulars (Detailed Scope of Work as per Technical Bid) | Amount |
|---|---------------|
| Supply, Installation, Commissioning & Maintenance of Full Duplex 30 MBPS (1:1) Leased Line Internet Connection at IIM Indore Mumbai Campus for one year | |
| Tax (If Any) _____% | |
| Total Amount for One Year (Inclusive of all taxes and charges etc.) | |

Total Amount in Words

Date:

Place:



Authorized Signatory:

Name:

Designation:

Contact No.