



Jammu & Kashmir Entrepreneurship Development Institute (J&KEDI)

(An organization of Government of Jammu & Kashmir)

Sempora, Pampore (Kashmir)-191101 (P.O: Pantha Chowk)/ Bari-Brahmana Jammu -181133/ Industrial Estate Leh, Ladakh-194101, Contact: Kashmir: 01933-224362/65/67: Jammu: 01923-222412/13

Website: www.jkedi.org

N.I.T. No. JKEDI/U&S/2019/301

Dated: 30-12-19

NOTICE INVITING TENDER

Sealed quotations affixed with Rs 6/- Revenue Stamp and accompanied with Earnest Money in the shape CDR of Rs 15,000/- Pledged to Director, J&KEDI, Sempora Pampore are invited from reputed Internet Service Providers having valid category "A" or Category "B" License for Installation and maintenance of Internet Services.

Interested parties may collect the detailed Tender Document from **30.12.2019** against the payment of Rs 1,000/- (non- refundable) which should be in the form of Demand Draft drawn in favour of Director, J&KEDI, Sempora Pampore, from our office at JKEDI Sempora Pampore/Industrial Estate Area, Baribrahmana, Jammu. The Tender Document can also be downloaded from the official website of JKEDI, www.jkedi.org. Tender documents, thus downloaded from the website shall be accompanied by a Demand Draft for Rs 1,000/- drawn in favour of Director, J&KEDI, at the time of submission.

Tenders complete in all respects super-scribing "**Installation and Maintenance of Internet Services**" on the top of the sealed envelope along with earnest money of **Rs. 15,000/- (Rupees Fifteen thousand only)** in shape of a CDR/FDR pledged to Director, JKEDI, Srinagar should reach to the office of the Director, at JKEDI Campus, Sempora, Pampore Kashmir/JKEDI Industrial Estate, Baribrahmana, Jammu by hand only by or before **14.01.2020** up to 3.00 p.m. The bids shall be opened on **15-01-2020** at 02:00 pm or any other convenient day in presence of the bidder's who wish to be present.

Sd/
Director

Scope of work

- (a) **Connectivity:** The bidder should be able to provide dedicated Internet leased line (1:1) uncompressed & unshared at JKEDI Office locations across the state.
- (b) **Bandwidth:**
 - a. 100 Mbps dedicated line with four different termination points at JKEDI, Sempora Pampore.
 - b. 50 Mbps dedicated line with four different termination points at JKEDI, Bari-Brahmana, Jammu.
 - c. 10 Mbps dedicated line at each district offices of JKEDI across the state
- (c) **UPTIME and Bandwidth GUARANTEE:** The bidder 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 daily basis.
- (d) **Public IP Pool:** The bidder should be able to provide a block of 10 Public IP's at JKEDI Sempora, Pampore and JKEDI, Bari-Brahmana, while as at other office locations a block of minimum 2 Public IPs should be provided to enable the Institute to use the same for different online solutions.
- (e) **Software Services:** The bidder should be able to provide a software solution that shall help to monitor
 - a. Bandwidth Utilization (for all IPs in use)
 - b. Up-time and Down-time at client side.
 - c. Packet loss
 - d. Ping time
 - e. Graphical representations of each site.
- (f) **Last Mile Connectivity:** The last mile connectivity for all the above mentioned sites should be fiber.
- (g) **License:** Valid Category "A" and "B" License holders.
- (h) **Backup Support:** The bidder must have capability to provide 100 percent backup through alternate route in case of cut/failure of primary submarine cable. Documentary proof must be enclosed in this regard.
- (i) **Customer Care Support:** The ISP should have a fully functional Customer Service across the state, which is operational 365 days (7 X 24 hours) with onsite support. (Attach Certificate).
- (j) **Necessary Equipment:** The bidder should provide all necessary equipment for connectivity, if any. All the equipments and communication links installed by the ISP shall have a comprehensive onsite warranty for the entire period of the Service Contract after the successful commissioning and acceptance.
- (k) **Acceptance Test:** The acceptance test will be carried out as per mutually agreed Acceptance Test Plan [ATP], which will be finalized after PO is issued. The link(s) will be

accepted only after acceptance testing is completed as per the agreed plan and is duly signed/certified by the JKEDI and the service provider.

(l) SERVICE LEVEL AGREEMENT:

The SLA describes the Service Levels applicable. Non-achievement of a Service Level may attract penalties, as set out in the SLA. The bidder shall sign SLA with JKEDI incorporating following parameters:

- a. 100 Mbps dedicated line with four different termination points at JKEDI, Sempora Pampore.
- b. 50 Mbps dedicated line with four different termination points at JKEDI, Bari-Brahmana, Jammu.
- c. 10 Mbps dedicated line at each district offices of JKEDI across the state
Working days: Seven days a week (Monday to Sunday)
Throughput: 100% non-blocking [symmetric]
- d. Latency: < 9ms d. Packet Loss/Drop: < 1.0% e. Helpdesk Support (with preferably trouble ticketing/toll free number): 24 X 7 X 365.
- e. Mean Time To Restore: 5 hours. To be calculated on monthly basis.
- f. Performance Reports: Real Time graphs, Hourly graphs, Daily graphs, Weekly graphs and Monthly graphs.
- g. Dedicated Account Management Team: Single Point of Contact (SPOC) for service requirements such as ordering, implementation, operations and billing.
- h. Termination of Contract: The Contract shall be terminated either after the successful completion of the time period specified in the document or anytime if the service provided by the vendor seems unsatisfactory.
- i. Penalty: if the service provided by the vendor is not up to the mark and the downtime is high than uptime, JKEDI reserves the right to impose penalty to the vendor by calculating the downtime.

(m) Connectivity Plan

A comprehensive Connectivity Layout plan must be submitted along with the Technical details. The Layout plan must graphically depict the end to end connectivity of Fiber cable from ISP to JKEDI.

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 JKEDI.

(n) Rates quoted

The Rates Quoted by the vendor must be as per MB, accordingly the increase and decrease in the bandwidth at specified location would be decided by the Management at JKEDI. The Management at JKEDI hold the right to increase and decrease the Bandwidth at any point of time. The vendor should be able to provide full support in terms of providing the specified Bandwidth.

1. Tender Basis:

- All Tender Documents must be completed in full.
- The rates approved under the contract shall be valid for a period of 12 months from the date of award of the contract; however the contract may be extended by mutual consent for a further period of one year at the same rates.
- No variation in rates shall be entertained during the contract period and failure to provide the services on the agreed rates shall result in penalty / forfeiture of Margin Money.
- The installation and commissioning has to be made within the 2 days from the date of receipt of order from the Institute.
- The rates quoted shall be F.O.R JKEDI Sempora, Pampore/ Industrial Area, Bari - brhamana, Jammu including all applicable Taxes.
- All bids shall be made in accordance with the Tender Documents including Annexure "A".
- All Applicants will receive identical documents. No applicant should add, omit, or change any item, term or condition on original papers.
- Each applicant may make one bid only.
- TDS as applicable shall be deducted from bills.
- The Bidder shall sign all the Tender documents including documents supplied by the Bidder.
- The Indenting officer reserves the right to reject any or all the tenders without assigning any reason thereof.
- JKEDI reserves the right to reject any or all the bids or accept them in part or reject the lowest bid without assigning any reason.
- The Bidder must be reputed firms/ suppliers having adequate experience in Providing Internet services. (Proof to be submitted).
- The bidder shall quote their latest Income Tax Clearance Certificate or copies of latest return filed/ challans indicating deposition of tax with the concerned department.
- The bidder shall also quote their PAN number, (permanent Income Tax Number), in the name of the tendering firm or proprietor.
- Rates should be quoted for the items inclusive of all taxes. Nothing over and above the quoted rates shall be payable.

2. Minimum Pre-qualification criteria:

- The bidder should be Sole proprietary concern or partnership firm and should have been in operation/ existence for more than 5 years.
- The tender document shall contain photocopies of PAN card, TIN certificate, Latest Tax clearance certificates, GST registration and Experience certificate.
- The supplier should have GST Registration Certificate.
- The bidder should have experience of installation and maintenance of internet services as mentioned in this tender to Private agencies of repute or Govt. departments, in last 03 years (proof of supply order and work completion certificate or payment received certificate to be submitted).

- The bidder shall quote their latest Income Tax Clearance Certificate or copies of latest return filed/ challans indicating deposition of tax with the concerned department.
- Rate must be quoted in Indian Rupees only net in figures & words with applicable rate of taxes, levies, cartage handling, loading, unloading and packing etc.
- A copy of this tender document duly signed and sealed in each by the tenderer in acceptance of terms and conditions.
- An undertaking on Judicial paper (Bond Paper) of Rs.20/-, to the effect that their firm is not black listed by any Govt. Department.
- EMD and Cost of Tender document as per requirement.
- Copy of the registration certificate of any of the following:-
 - GST Registration
 - Registration under Shops & Establishment Act
 - SSI Registration (if available)
 - DIC Registration

3. Payments:

Accumulated payment on order purchase basis; after submission of GST bill in duplicate and issuance of certificate to the effect that the items are satisfactory.

4. Bid Evaluation:

The Tender committee will check the tenders to ensure that they contain no amendment to the terms or any other (calculation) errors. To assist in the examination, evaluation and comparison of bids, the Tender Committee may, at its discretion, request clarification from Vendor.

5. Selection of Tender:

Selection of the successful applicant will be based on the ranking of the Sole Proprietary concern or Partnership firm according to financial and technical criteria, as well as any other criteria suggested by the Tender Committee. Based on this, the Tender Committee will then make its recommendations. JKEDI, is not obliged to accept the lowest bid.

6. Acceptance of Successful Tender:

Taking into consideration the recommendation of the Tender Committee, JKEDI will make the final choice of the awarded firm. The intimation of the same will be sent to the successful applicant. After submitted documentation from the selected firm has been verified, the firm will then be obliged to sign the preferred supplier agreement with JKEDI Pampore. Any amendment to the awarded tender will be documented as an "Annexure" to the contract and will be determined and agreed by both the parties

7. Repudiation of Agreement:

JKEDI reserves the right to terminate the said agreement in the following event(s):

- (i) If the supplier fails to provide adequate and timely supplies to the institution.
- (ii) If the supplier is involved in any grave professional misconduct.
- (iii) If the supplier is found guilty of any serious misrepresentation in supplying information, or
- (iv) Any activity overt or covert which amounts to breach of terms and conditions of the agreement.

BIDDER'S PROFILE

General:

1. Name of the Bidder/ firm _____

2. Name of the person submitting the Bid Mr. /Mrs./Ms.

3. Address of the Bidder/firm.....
.....

4. Address for correspondence:
.....
.....
.....

5. Tel no. with STD code (O)..... (Fax)..... (R).....

6. Mobile no.

7. Registration & incorporation particulars of the firm: *(Tick whichever is applicable)* i)

- Proprietorship
- ii) Partnership
- iii) Private Limited iv)
- Public Limited

Or

v) Individual.

(Please attach attested copies of documents of registration/ incorporation of your firm with the competent authority as required by business law if applicable).

8. Name of Bidder/Proprietor/Partners/Directors
.....
.....
.....
.....

9. Bidder's Bank Details:

- (i) Name of Bank: _____
- (ii) Branch: _____
- (iii) Account No. _____
- (iv) IFSC Code: _____

10. Bidder's PAN No. _____

11. Bidder's GST No. _____

I/We hereby declare that the information furnished above is true and correct.

Place:

Date:

Signature of Bidder/Authorized signatory.....

Name of the Bidder.....

Seal of the Bidder

Annexure A

Price bid for Installation and Maintenance of Internet Services (COVER "B")

S.no	Name of Tonner	Rate per MB per month Rs. (In Figures)	(In Words)
1	100 Mbps dedicated line with four different termination points at JKEDI, Sempora Pampore including installing & testing.		
2	50 Mbps dedicated line with four different termination points at JKEDI, Bari-Brahmana, Jammu. Including installing & testing.		
3	10 Mbps dedicated line at each district offices of JKEDI across the state including installing & testing.		

(Authorized
Signature)

Name of the Authorized person: _____

Name of the Company: _____ Address of the company: _____ Contact No. : _____

Email Id: _____

Seal of the
company:

Note:

- 1. Rates to be covered with transparent tape*
- 2. Financial bid need to be kept in separate envelope as Cover "B".*

Declaration of Eligibility

I, the undersigned (*Name and address of representative*)
Representative of

(*Name and address of company*)

Declare that the following conditions are applicable to us;

- We are registered.
- We are not bankrupt or in the process of going bankrupt.
- We have not been convicted for an offense concerning professional conduct.
- We have not been guilty of grave professional misconduct (proven by any means which the contracting authorities can justify).
- We have fulfilled obligations related to payment of taxes.
- We are not guilty of serious misinterpretation in supplying information.
- We are not in situation of conflict of interest (with prior relationship to project or family or business relationship to parties on tender committee).
- We were not declared as serious fault of implementation owing to a breach of their contractual obligations.
- We do not employ personnel below the legal working age.
- We provide basic social rights and fair working conditions to our employees.

WITNESSES

DECLARANT

(*Signature*)

(*Signature*)

(*Name, Address*)

(*Location, date*)

