



**INDIAN INSTITUTE OF SCIENCE EDUCATION AND  
RESEARCH THIRUVANANTHAPURAM (IISERTVM)  
(Govt. of India, Ministry of H.R.D)**

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THIRUVANANTHAPURAM 695016,  
KERALA, INDIA.

Date: 12<sup>th</sup> April 2016

**INVITATION TO TENDER**

**No: IISER/PUR/7642/PYS/IT/16**

**Due Date: 26<sup>th</sup> April 2016 [4PM]**

**Date of Opening: 27<sup>th</sup> April 2016 [3PM]**

Dear Sirs,

**SUB: Supply of Provision of 1:1 100Mbps leased line circuit.**

We invite Sealed Tenders for the following items:

Sl #:	Item/ Description
1.	<b>Provision of 1:1 100Mbps leased line circuit at IISER Thiruvananthapuram Vithura campus (Details as per annexure I)</b>

Please quote your lowest rate and shortest delivery period as per the following terms.

Your offer in sealed cover **SUPERSCRIBING TENDER NUMBER AND DUE DATE** shall reach us on or before the due date and time. Please follow "Instruction to Tenderers" attached.

**EMD** : **Rs. 34,000/- in the form of DD or B.G. to be submitted along with the quote. Quote received without EMD will be summarily rejected.**

**Payment** : Within 30 days after supply and installation and commission.  
**No advance payment will be made by IISERTVM.**

**Delivery** : To be delivered at our **Vithura Campus** (Free delivery).  
If import, mention Ex-works/FCA/CIP terms with clear breakup charges. Prices should include packing, forwarding, unloading at site and installation. Offers will not be accepted without including these charges.

**Taxes & Duties** : Indicate taxes and duties. We are exempted for customs duty under 51/96 notification and Excise duty under 10/97 notifications.

**Discount** : Indicate, if any.

**Delivery Schedule** : Required Immediately. Indicate your schedule

**Validity of quote** : 60 days

Thanking You,

Yours Faithfully

  
(K. Bhaskara Rao)  
Deputy Registrar  
Purchase & Stores

**P.S. CATALOGUE/LEAFLET FEATURING ALL TECHNICAL SPECS/INFORMATION OF THE PRODUCT QUOTED SHALL ACCOMPANY THE OFFER.**

**Scope of the work**

The ISP is required to provide 1:1 100Mbps Internet Leased Circuit at Vithura campus of IISER Thiruvananthapuram (customer) using underground fibre cable fully owned by the ISP. The ISP is responsible for obtaining required permissions from the local government agencies for the work involved. As the provided circuit will be the second 100Mbps connection to the campus, it should be configured to act as a redundant and load sharing connection along with the existing 100Mbps circuit provided by M/s BSNL. Since the customer would like to have true redundant secondary Internet circuit, the provider of the first circuit, M/s BSNL need not participate in this tender. The ISP fibre may be terminated at the In-gate of the customer as required by the customer. Subsequent fibre path to the end point will be provided by the customer.

**Deliverables**

- 1:1 100 Mbps Internet Leased Circuit up to the router provided by the customer
- Adherence to Service Level Agreement
- 24x7x365 helpdesk
- Central monitoring of the link and proactive fixing of issues using SNMP read of the customer router
- Online portal access to view real time traffic utilization and health of the circuit

**Technical Requirements**

The ISP should have own nationwide fibre network and dual International Internet gateways through trans-pacific and trans-atlantic. Fully owned underground fibre should only be used for providing the circuit at customer premises. The circuit must provide data services on IPv4 and IPv6, Video conferencing, multicasting and IP based voice service. Circuit upgrade to higher bandwidth on short notice should be possible. The router at the ISP side must support all major routing protocols including IPv4/IPv6 dual stack, MPLS, BGP and policy routing mechanisms. The ISP should be ready to provide routing for the WAN IP set owned by the customer. The online portal to view real time circuit utilization must also provide a table of percentage uptime and packet drops on a monthly basis.

**Service Level Agreement**

The ISP should agree to adhere to the following parameters throughout the contract period.

Operation of the network	24x7x365 basis
Minimum Uptime on monthly basis	99.50%
Maximum Latency	Domestic Locations – 70ms New York – 280ms Los Angeles – 300ms London – 220ms Hong Kong – 140ms Singapore – 110ms
Average time to repair link failure	Logical failure – 4 hours Physical failure – 12 hours
Packet loss	< 1%
Average maintenance outage per month	1 hour (prior notice is required)
Manned help desk	24x7x365 basis

In case of non-adherence of latency limits, the circuit will be considered as down. Bills for payment should be sent along with report on SLA parameters for that period. Every 0.1% downtime over and above SLA agreement and customer side issues, will invite 1% penalty in payment amount.



**Other conditions**

- The offer should include filled in compliance sheet as per the format given in Appendix A
- The price bid should be submitted as per the format given under Appendix B
- User satisfaction certificates from three leased line customers of the vendor must be submitted along with the offer
- The contract period is for three years
- ISP should provide complaint booking number with escalation chart
- Every complaint should be provided with a docket number and messaged to the customer contact person
- ISP should be willing to route Institute owned IP address at no extra cost

**Appendix A: Compliance sheet**

Requirement	Complied (Y/N)	Deviations/Remarks
ISP should have own nationwide fibre network and valid license to provide ISP services		
ISP should have Network operations centre with DR facility in different seismic zones		
ISP should submit user satisfaction certificates from three customers for whom Internet leased circuit of similar size is provided and in operation		
ISP will be able to provide the circuit using own underground fibre up to customer premises		
Routing can be provided for the WAN IP set owned by the customer		
ISP side router for the circuit will support all major routing protocols including MPLS, BGP and policy routing mechanisms		
Will be able to completely adhere to the provided SLA		
Agree for 1% penalty against 0.1% additional downtime over and above SLA agreement and customer side issues		

**Appendix B: Price bid format for 1:1 100Mbps leased circuit**

One time installation charges	Yearly bandwidth charges	Recurring charges	Tax	Total price per year

  
Deputy Registrar  
Purchase & Stores

**IISERTVM**  
**INSTRUCTIONS TO TENDERERS [INDIGENOUS].**

1. Tenders should be sent in sealed envelopes superscribing the relevant tender no. and the due date of opening. Only one tender should be sent in each envelope.
2. Late tender and Delayed Tenders will not be considered under any circumstances.
3. Sales Tax and /or other duties/levies where legally levies and intended to be claimed should be distinctly shown separately in the tender.
4. (a).Your quotation should be valid for a minimum period of 60 days from the date of opening of the Tender. Quotation with firm prices will be preferred.  
(b). Prices are required to be quoted according to the units indicated in the Invitation to Tender. When quotations are given in terms of units other than those specified in the tender form, relationship between the two sets of units must be furnished.
5. **(a) Preference will be given to those tenders offering supplies from ready stocks. The basis of delivery is at IISER site free of cost.**  
**(b) Our payment terms are within 30 days of receipt and acceptance of the item at our site.**
6. (a) All available technical literature, catalogues and other data in support of the specifications and details of the items should be furnished along with the offer.  
(b) Samples, if called for, should be submitted free of all charges by the tenderer and the IISER shall not be responsible for any loss or damage thereof due to any reason whatsoever. In the event of non-acceptance of tender, the tenderer will have to take back the samples at his own expense.  
(c) Approximate net and gross weight of the items offered shall be indicated in your offer. If dimensional details are available the same should also be indicated in your offer.  
(d) **Specifications:** Stores offered should strictly conform to our specifications. Deviations, if any should be clearly indicated by the tenderer in their quotation. The tenderer should also indicate the Make/Type number of the stores offered and provide catalogues, technical literature and samples, wherever necessary along with the quotations. Test Certificates wherever necessary should be forwarded along with supplies. Whenever specifically mentioned by us the tenderer could suggest changes to specifications with appropriate reasons for the same.
7. IISER shall be under no obligation to accept the lowest or any tender and reserves the right of acceptance of the whole or any part of the tender or portion of the quantity offered and the tenderers shall supply the same at the rates quoted.
8. Corrections, if any, in the Quotation must be attested. All amounts shall be indicated both in words as well as in figures. Where there is difference between amounts quoted in words and figures, amount quoted in words shall prevail. Quotation must have price for each line item and totaling of the price including taxes and duties should be clearly mentioned.
9. The tenderer should mention the name of his bankers, Sales Tax Registration, PAN number etc in the tender.
10. The authority of the person signing the tender, if called for, should be produced.
11. The purchaser reserve the right to accept or reject the lowest or any other offer in whole or in part without assigning any reason.
12. IISER being a Govt of India Educational and Research Institute, is exempted from payment of Excise Duty under Notification No. 10/97 and Customs Duty under Notification No. 51/96- Customs dated 23<sup>rd</sup> July 2009. Also, we can issue Form16 as per VAT Rules.
13. The stores supplied should be covered with minimum of 1 year warranty from the date of supply, installation and commissioning.
14. Earnest Money Deposit/ Bid Security should be submitted alongwith your quote as mentioned in Invitation for Tender. EMD should be in favour of Indian Institute of Science Education and Research Thiruvananthapuram valid for 90 days.
15. **Tender Opening:** All tenders will be opened at **Pratheeksha Building**. Authorized representatives [**with authorization letters**] of the bidders may attend the Tender Opening.

  
Deputy Registrar  
[Purchase & Stores]

**IISER-TVM**  
**INSTRUCTION TO TENDERERS [IMPORTS]:**

1. **PRICE:** The price quoted shall be firm. The terms of FOB/EXW/FCA/CIF/CIP etc shall be clearly mentioned.
2. **AGENT & AGENCY COMMISSION:** In case Tenderer is represented by any agent in India, their name and address shall be furnished. The amount of commission included in the price shall be clearly shown in the offer; which will be paid directly to the Indian Agents by purchaser in equivalent Indian Rupees. In case Indian agents existing and their agency commission is not shown in the Tender, reasons for the same shall be clearly mentioned in Tender. Details of Indian agent's statutory registration shall be stated. If Agency Commission is paid by Principals in foreign currency, the reasons for the same and exemption from Enforcement Directorate in India shall also be provided.
3. **LEAFLET/CATALOGUE:** Tenderer should furnish all necessary leaflet/catalogue etc., of the stores offered by him to enable the Purchaser to evaluate his offer correctly.
4. **MODE OF DESPATCH:** Tenderer shall indicate the mode of dispatch (*i.e.*, Sea/Air-freight/Parcel Post, etc.) depending upon the normal mode of dispatch adopted by him for the type of stores offered for consideration of the Purchaser.
5. **COUNTRY OF ORIGIN:** Tenderer shall indicate in his offer the country of origin of goods offered and the name and address of the manufacture.
6. **INSURANCE:** If insurance of the goods is felt necessary, the same shall be advised by the Tenderer in the offer.
7. **DELIVERY/SHIPMENT:** The time for and date of delivery quoted shall be reasonable/realistic and shall strictly be adhered to in case of placing order on the Tenderer.
8. **MODE AND TERMS OF PAYMENT:** Payment in full (excluding the amount of Agency Commission included in the price payable directly by the Purchaser to the Indian Agents in Indian Rupees) will be made immediately on presentation of the prescribed documents against SIGHT DRAFT or LETTER OF CREDIT or WIRE TRANSFER against shipping documents. **OURS BEING A GOVT OF INDIA EDUCATIONAL INSTITUTE WE ARE UNABLE TO MAKE ANY ADVANCE PAYMENT**
9. **WARRANTY:** Period of warranty and conditions shall be clearly mentioned in the Tender.
10. **GENERAL:** The Tenderer shall also be complied with the following:
  - a. Mention your Banker's name and address.
  - b. Show approximate net and gross weight and dimensions of packages/cases.
  - c. Furnish list of recommended spares for satisfactory operation for a minimum period of one year if the quote is for Plant & Machinery, Equipments etc.
  - d. Details of any technical service, if required for erection assembly, commissioning and demonstration.
  - e. Conform that the prices quoted are inclusive of all taxes, levies, duties arising in the tenderer's country.
  - f. The offer is valid for a minimum period of 90 days from the due date of opening of the tender.
  - g. Samples, if called for, will be sent free of all charges.
  - h. Late tenders and Delayed will not be considered.
  - i. Offers made by Indian Agents on behalf of their Principals, should be supported by the Proforma Invoice of their Principals.
  - j. The authority of person signing the tender, if called for, shall be produced.
  - k. The purchaser reserves the right to accept or reject the lowest or any other offer in whole or in part without assessing any reason.

  
**DEPUTY REGISTRAR**  
**PURCHASE & STORES**