

# Office of the Competition Commission of India

18-20 Hindustan Times House, K.G. Marg, New – Delhi - 110001

F.No- D-33011/1/2010-CCI (42)

Dated: 11/02/2015

## Limited Tender Enquiry

To

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Sub: - Inviting quotations for providing 10 Mbps (1:1 uncompressed and unshared) Internet Connectivity via leased line at Competition Commission of India (CCI), H.T. House, 18-20, K.G. Marg, New Delhi – 110001.

Competition Commission of India(CCI) 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 in their Office at HT House, 18-20 Kasturba Gandhi Marg, 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 CCI, [www.cci.gov.in](http://www.cci.gov.in)

**Last date for receipt of Tender: 09/03/2015 at 1500 hrs.**

**Date of Opening of Technical Bid: 09/03/2015 at 1530 hrs.**

(Surender Singh)  
Asstt. Director (CS)  
Tel. No.23473688

**(I) CRITERIA FOR ELIGIBILITY (Terms and 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 2 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. CCI will make payments against the bill raised on monthly/quarterly/annual basis as may be mutually agreed to.
6. Compliance of terms with any deviation should be clearly indicated in Remarks in separate deviation sheet.
7. The ISP should have a fully functional Customer care Service Center which is operational 24x7 days a week (attach certificate).
8. 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 changes / rental charges etc.
9. 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.
10. 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. CCI will not provide any additional charges for hardware and software.
11. The equipment supplied should be IPv6 ready for future up gradation.
12. The configuration of proxy setup of server should be completely inclusive.
13. Vendors not complying with above conditions or not providing complete information as derived shall not be considered.
14. CCI reserves the right to carry out the capability assessment of the bidder and decision of the CCI shall be final in this regard.

**(II) 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 one month from the date of issuing the order.

**(III) Warranty Period:**

1. The vendor will be responsible for the comprehensive maintenance during the warranty period of 3 years after acceptance of installation and testing of hardware for which CCI will not make any extra payment.
2. Vendor will do preventive maintenance once in every quarter for up keep of the System. The schedule will have to be adhered strictly.
3. 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.
4. The service shall be provided 24x7 days in a week.
5. 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.
6. 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%

**(IV) Responsibilities under the Contract:**

1. To provide 10 Mbps (1:1 uncompressed and unshared) Internet connectivity via Leased Line at CCI. Internet router port at ISP gateway for required bandwidth and at least 6 Public IP address including reserve lookups configured at this IPs.
2. **Provision for local monitoring of Internet sites visited to avoid misappropriate use and software and hardware (if any) for above purpose.**
3. Installation, commissioning, configuring of the link and hardware (Antenna, server, MUX, modem and router, ports and cables etc,)
4. **Maintenance support service (24 x 365 days) for bandwidth and equipments.**
5. **The bandwidth utilization details should be furnished separately for each public IP provided by the ISP on monthly basis.**
6. Procuring necessary permissions for any earth work needed is the responsibility of the ISP.
7. Getting clearances for the last Mile connectivity is in the scope of the ISP.
8. The termination should be on Ethernet and should be compatible with CCI perimeter and UTM devices.
9. ISP will be responsible for their compatibility with firewall and central switch presently installed at CCI.

**(V) ISP will require signing service level agreement having the following:**

1. **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.
2. **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 quarterly/half yearly/annual bill (as the case may be) raised by the ISP.
3. **Packet losses:** less than 1% (Avg over looping) at any given point of time to any part of globe.
4. **Latency:** Less than 100 microseconds from CCI to ISP's Peering Points.
5. **Network availability:** More than 99.5% uptime per month.
6. **Report for Bandwidth (upload/download) performance.** Monitoring/usage to be submitted by the ISP on monthly basis or as required by CCI.
7. If the services are not found satisfactory, CCI reserves the right to cancel the contract by giving one month notice.
8. CCI 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.

**(VI) Other terms and conditions:**

1. Bidder should submit valid documentary proof of VAT, Service Tax Registration Number and details of Income Tax Registration (PAN).
2. CCI 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.

**Submission of Quotations:**

The quotations shall be submitted under Two – Bid system i.e. Technical & Financial bid in separate two sealed envelopes addressed to “Sh. S.Natarajan, Dy. Director (CS), 3<sup>rd</sup> Floor, H.T. House, 18-20 K.G.Marg, New Delhi - 110001.” Both the envelopes should be super scribed with Technical and Financial Bid, tender number, due date and time, date and time of opening. 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.

**Receiving and opening of Tenders:**

- **Last date and time of submission of quotation is 09<sup>th</sup> March'2015 at 3.00 PM.**
- **Date and time of opening of Technical Bid: 09<sup>th</sup> March'2015 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**

**Annexure-II****TECHNICAL BID**

CCI 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 at CCI, H.T.House, 18-20 K.G.Marg, New-Delhi.

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 CCI, HT House, K.G Marg, New Delhi	Nil	Nil	09 <sup>TH</sup> March'2015 3.00 P.M	09 <sup>TH</sup> March'2015 3.30 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.....

**Eligibility Criteria for Selection:**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Requirement</b>
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.	Proof Required
2	Copy of up-to-date sales tax clearance certificate / VAT registration certificate indicating also the TIN number of the firm	Proof required
3	Copy of PAN No.	Proof required
4	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
5	Five references for providing internet connectivity (Internet Lease Line) of 2 Mbps or more to Govt. Organizations / PSUs / Autonomous bodies for at least 1 year , have to be provided	Proof required
6	Non-blacklisting declaration on non-judicial stamp paper of Rs. 50/- duly attested	Must enclose with Technical Bid
7	Address, contact Person, Phone, Tele Fax / E-mail of Offices with residential contact information during holidays	Enclose
8	Terms of Payment – Annually/Six monthly/Quarterly/monthly	
9	Any other related document wish to submit	
10	Undertaking In the prescribed format	Must be enclosed
<p>Note: The Tender documents should be duly completed indicating the rates, signed by the Authorized signatory and sealed.</p>		

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

**Undertaking**

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

I also certify that, I have understood all the terms and conditions indicated in the Tender Document and hereby accept the same completely. I 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

Sl. No.	Item Description	Basic price	Duties / Taxes as applicable	Total Charges
1	One time installation and configuration charges			
2	Annual Renting (Renewing charges)			
3	Any other charges ( To be specified)			

Signature and Seal of the  
Authorized Person of the Firm

Date:



