

Bid Document

Request For Proposal (RFP)
For

15Mbps Dedicated uncompressed symmetric Internet (1:1) Bandwidth through Leased Line
at

Gautam Buddha University

Yamuna Expressway, Greater Noida, Gautam Budh Nagar-201308 (UP)

Events	Date	Time
Last Date for Submission of Bids:	26/08/10	5:00 PM
Date of Opening of Technical Bid:	26/08/10	5:30 PM

Bid Document No.....

Date of Issue

Name & address of the Firm:

.....
.....
.....
.....
.....

Registrar, GBU

CONTENTS

SECTION - I

Invitation for the Bids

SECTION - II

Pre-Qualification Requirements of the Internet Service Provider

SECTION - III

Technical Specifications Requirements

SECTION - IV

Instructions to Bidders

SECTION - V

General Terms and Conditions of Contract

SECTION - VI

Annexure/Formats for Bid Submission

SECTION - I

INVITATION FOR THE BIDS

**15 Mbps Dedicated uncompressed symmetric Internet (1:1) Bandwidth through Leased Line
at**

**Gautam Buddha University(GBU), Yamuna Expressway, Greater Noida,
Gautam Budh Nagar-201308 (UP)**

1.1 Sealed bids in two parts, i.e., Technical Bid & Earnest Money Deposit (EMD), and Financial Bid valid for 45 days are invited for the **15 Mbps dedicated uncompressed symmetric Internet Bandwidth (1:1) Connectivity through Leased Line (redundant fully fibre optic)**. All the respective contents, i.e., Technical Bid, Financial Bid and Earnest Money Deposit should be submitted in three different envelopes duly sealed and clearly marking the type of content on the envelop, bidder's name & address on the top of the sealed envelopes.

1.2 The ISP should be Internet Service Provider (ISP) of category 'A'.

1.3 The bidder may inspect the site and have an idea about the nature of work involved in order to make estimates about the cost of work required to be done. The bidder may contact the following person:

Mr.Omvir Singh, GBU, Greater Noida
Mr. Sandeep Rana, GBU, Greater Noida

1.4 The bids complete in all respects addressed to the Registrar, GBU should reach at the following address latest by **5:00 p.m on 26th August 2010**.

**The Registrar,
Gautam Buddha University, Yamuna Expressway, Greater Noida,
Gautam Budh Nagar-201308 (UP)
Phones: +91-120-2344211; Fax: +91-120-2344215
Website: <http://www.GBU.ac.in>**

1.5 The bid must be accompanied by a valid EMD for Rs. **25000/-** in the form of DD in favour of Registrar, GBU Greater Noida issued by a Nationalized Bank, should accompany the original tender which will be opened. All Tenders which are received without earnest money will be rejected.

1.6 The Technical Bid will be opened in the Conference Hall of Registrar, GBU on scheduled date & time as mentioned in Cover Page in the presence of bidders who choose to be present and whose EM D is in order.

1.7 The bidder should commit to a detailed SLA, which clearly outlines Bandwidth as well as Latency, and Drop Rate commitments. The SLA must also list out the commitments on service for Faults. Faults, if any, shall be attended to on immediate basis but in no case any fault should prolong for more than 4 hours. The bidders should attach a document along with the bid stating all service terms and conditions of the connection.

Section - II

PRE QUALIFICATION REQUIREMENTS OF THE INTERNET SERVICE PROVIDER

Following are the specific pre-qualification requirements which should be satisfied by the ISP to be primarily considered for bidding for providing the **15 Mbps uncompressed symmetric (1:1) Internet Services** at Gautam Buddha University, Yamuna Expressway, Greater Noida, Gautam Budh Nagar-201308 (UP), at the terms & conditions, mentioned in the appropriate section in this document:

- 1.1 The ISP should have a Class A ISP license, which should be currently valid.
- 1.3 The ISP should have
 - a. Direct peering (connectivity) with Tier 1 carriers to minimize numbers of hops and latency thereof, to international destinations.
 - b. Local peering, within India, with at least one other ISP.
 - c. Aggregate international capacity (from international gateway in India up to international Point of Presence) of at least 100 Mbps
 - d. Licenses of wireless band to provide dual last mile from PoP.
- 1.4 The ISP should have fully resilient and self-healing network architecture, on fiber medium, for the domestic backbone up to the international gateway in India
- 1.5 In case ISP's national backbone uses the infrastructure of other licensed National Long Distance Operations (NLDO), the ISP must indicate the capacity available through these other provider networks, as well as indicate the existing SLA with all involved providers which should be complying and committing, atleast 99% service availability including the last mile connectivity, on a 24*7*365 basis.

The ISP should have fully resilient and self-healing network architecture.
- 1.6 Average latency should not be more than 300ms up to ISP's 1st Tier 1 peering point.
- 1.7 The ISP must have adequate support facility in NCR/Delhi to provide 24* 7* 365 customer support.
 - a. The ISP should have centralized trouble ticketing tool for call logging, monitoring and trouble shooting purpose.
 - b. The ISP should have single Toll Free number/Help Desk for all the call logging and status update.
 - c. The ISP should have well defined capabilities and procedures to track call resolution Progress status and provide the updates to the customer. In addition, ISP should have well defined management and technical escalation procedures.
 - d. The ISP must have ISO 27001 certification.
 - e. The ISP Should Put Mux or Switch at GBU premises for proactive monitoring .
 - f. The ISP Should Assigned one SAM (Service Assurance Manager) for GBU.

1.8 The ISP have to provide Software Tool/Method to measure/check the Internet Bandwidth provided by the bidder.

1.9 The ISP have to provide monthly MRTG Report of usage of Bandwidth and will ensure that getting 15 Mbps (1:1) Bandwidth .

1.10 The ISP must have to provide Dual last mile from customer nearest pop to University building . The primary connectivity must be on Fiber where secondary connectivity last mile on wireless link of 6 mbps.

If complying all of the above and qualifying to bid, the prospective **bidder shall provide appropriate documents stating compliance of the above**, put them in a separate envelope along with a compliance statement stating compliance to all the above requirements, super scribe it with

"Compliance of Pre-qualification requirements" and enclose it along with the **Technical bid.**

The ISP must have to provide pool of 24 IP address.

The ISP has to maintain the link and hardware.

All the necessary hardware such as router, modem, etc required to provide the connectivity will be provided by bidder . where Bidder have to provide Ethernet output to University.

Bidder has to provide primary connectivity on fiber in ring protection mode.

Bidders have to provide secondary last mile on wireless on licensed band.

The bidder must have to provide 99.5 % uptime.

The packet loss committed is < 1%.

Bandwidth Guarantee 99%.

Latency < 300 millisecond on from the respective University router to submarine cable teleport in USA/Europe/Asia Pacific during peak traffic hours. And < 50 millisecond from the respective University router to the first hop of the service Provider

The Mean Time to Restore (MTTR) would be 4 hours.

Any internet bandwidth would be provisioned within four week duration after receipt of purchase order .

Section -III

TECHNICAL SPECIFICATIONS AND REQUIREMENTS

INTRODUCTION

Gautam Buddha University, Yamuna Expressway, Greater Noida, Gautam Budh Nagar-201308

Existing bandwidth. - 10 Mbps through BSNL on Fibre

Scope of work

To cater the Internet bandwidth, GBU Intends to hire **15 Mbps dedicated uncompressed symmetric Internet Bandwidth (1:1)** Connectivity through Leased Line (redundant fully fibre optic) with assured bandwidth of 15 Mbps for its location i.e. Gautam Buddha University, Yamuna Expressway, Greater Noida, Gautam Budh Nagar-201308 (UP) on end-to-end basis per annum. GBU is indenting to utilize the required bandwidth to be made available uninterrupted for 24 X 7 X 365 basis on reliable media i.e. fibre optic for running various common network services such as hosting website, Internet access, web mail etc. The termination of the last mile connection is to be made in Gautam Buddha University, Yamuna Expressway, Greater Noida, Gautam Budh Nagar-201308 (UP) on Ethernet port of the router (to be provided by Bidder) should be connected to the last mile termination through proper interface and the other Ethernet port should be connected to the LAN at above location. The router should be configured for 15 Mbps Internet. If any earthwork is involved inside the premises it should be coordinated with GBU. The bidders have to provide Last mile redundancy on wireless on licensed band.

The GBU will provide power supply through UPS connected at Server rooms, Gautam Buddha University, Yamuna Expressway, Greater Noida, Gautam Budh Nagar-201308 (UP), and with backup power through DG set. Split and Window air conditioners are provided in the Server rooms to maintain cooling. The complete installation will be in the existing infrastructure.

The technical requirements with terms and conditions are given below:

1. Link Bandwidth

A 15 Mbps Internet Bandwidth with Committed access rate on 1:1 basis scalable upto 100 Mbps. Traffic should be routed to secondary International Gateway once the primary fails. The last mile primary link will be **on Fiber with self-healing architecture. Where backup on wireless licensed bandwidth of 6 Mbps.**

2. Last Mile connectivity

The data exchange between GBU Greater Noida and ISP premises shall be over a dedicated high-speed link. The terminal equipment, for providing connectivity between GBU and ISPs gateway, shall be ISPs responsibility. The terminal equipment shall be leased to GBU for the duration of the contract. Bidder must have to provide dual last mile from their Pop to customer Place. Where primary connectivity will be on fiber and secondary connectivity on wireless on licensed bandwidth.

The secondary connectivity must support 6 Mbps connectivity.

3. IP Addresses

The bidder shall provide 24 Real IP addresses for exclusive use by GBU.

4. The bidder shall do installation & configuration of modems, routers or any such associated Fiber-optic equipment to make the entire system working to provide sustained Internet bandwidth of not less than 20 Mbps to a maximum of 50 Mbps..
5. Service provider should guarantee for GBU backbone support for uptime of 99.5%.
6. Local Loop has to be through Fiber Cable, wherein optical fiber is extended right up to the customer premises
7. Network redundancy has to be built to protect the traffic from cable cuts.
8. Providing last mile connectivity to the GBU premises will be the responsibility of Service Provider. The Service Provider shall meet associated hardware such as modems/converters and so on. Last mile must have redundancy.
9. Complete detail of service provisioning including offered bandwidth, compression type, termination details etc. are to be clearly stated.
10. In case of any degradation of service at any point during agreement period, the penalty conditions are to be provided.
11. A Service Level Agreement has to be signed between GBU and Service Provider wherein the penalty clause as given below is to be accepted.
12. The payment mode for one time charges will be after completion & acceptance of test. Further, recurring payment will be made on expiry of quarter and presentation of bill after satisfactory services. In case of advance payment the service provider has to submit valid bank guarantee as per GBU rules.

SECTION - IV

INSTRUCTIONS TO BIDDERS

4.1 Preparation of Bids

The bids are to be submitted in two separate sealed envelopes

- a. Envelop 1 - EMD, Technical Bid and Compliance of Pre-qualification requirements (three separate envelopes)
- b. Envelop 2 - Financial Bid (one envelop)

The above two envelops should be properly marked, sealed and kept in one envelop.

4.1.1 Technical Bid:

The Technical bid prepared by the bidder shall be provided in the Response Format as shown in **Annexure-I**

4.1.2 Financial Bid:

- (i) The financial bid shall indicate the Unit prices (wherever applicable) and total bid prices of the services/goods it proposes to provide/supply under the contract.
- (ii) TDS applicable as per Income Tax Act, 1961 & rule made there under.
- (iii) Quoted prices should be firm and inclusive of VAT, ctroi, freight and forwarding charges, handling charges, loading and unloading charges, insurance charges, any other tax/charges applicable and installation, testing and commissioning charges for all services/products inclusive of all direct and indirect taxes.
- (iv) Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with an adjustable price, quotation will be treated as non-responsive and will be rejected.
- (v) All prices and other information like discount etc. having a bearing on the price shall be written both in figures and words in the prescribed offer form. If there is discrepancy between the price/information, the higher price/information will be treated as final.
- (vi) During the validity of this bid or during the extended period, if any, if the bidder provides services to any other Department/Organization in India at a price lower than the fixed price for the Purchases, the bidder shall automatically pass on the benefits to GBU.
- (vii) Rates should be valid for 90 days from the date of opening of technical Bids.

The Financial bid prepared by the bidder shall be provided in the Response Format as Shown in **Annexure-II**

4.2 Submission of Bids

4.2.1 Sealing and Marking of Bids

- (i) The bids are to be submitted in two separate sealed envelopes

- a. Envelop 1 - EMD, Technical Bid and Compliance of Pre-qualification requirements (three separate envelopes)

Envelop 2 - Financial Bid (one envelop)

- (ii) The outer envelope containing Technical Bid and Financial Bid shall be addressed to The GBU Gr Noida, mentioning bid no. and due date.
- (iii) The inner envelopes shall indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared late.

Deadline for Submission of Bids

- (i) Bids must be received by GBU at the address given in Section-I not later than the time and date specified on the cover page. In the event of the specified date for the submission of bids being declared a holiday for GBU, the bids will be received upto the appointed time on the next working day.
- (ii) The Registrar, GBU may, at his discretion extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the purchaser and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

Late Bids

- 4.2.3 Any bid received by GBU after the deadline for submission of bids prescribed by the GBU will be rejected and/or returned unopened to the bidder.

4.3 Bid Opening and Evaluation

4.3.1 Opening of Technical Bids by Purchaser

The Purchaser will open all technical bids if the EMD is submitted as per requirement in the presence of bidders' representatives, who choose to attend, at the time, on the date and at the place specified in Section-I. In the event of the specified date of the bid opening being declared a holiday for the Purchaser, the bids shall be opened at the appointed time and location on the next working day.

4.3.2 Clarification of Bids

- (i) During evaluation of the bids, the Purchaser may at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.
- (ii) No Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. Any effort by a Bidder to influence the Purchaser in its decisions on bid evaluation, bid comparison or contract award decisions may result in rejection of the Bidder's bid.

4.3.3 Evaluation of Technical Bid Asper Annexure-I

4.3.4 Opening of Financial Bids

- (i) The purchaser will open the financial bids of only those bidders, which have been found to be technically qualified to undertake the job, pursuant to Clause 4.3.3.

- (ii) The Financial Bids of the technically qualified bidders shall be opened in the presence of their representatives, who choose to be present, on a specified date and time and Venue.

4.3.5 Evaluation and Comparison of Financial Bid

- (i) The decision on the award of the leased line will be based on **lowest quote of Grand total (11+12) as per Annexure-II**
- (ii) The comparison shall be of all-inclusive price of goods, such price to include all costs as well as duties and taxes paid or payable.
- (iii) Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the supplier does not accept the correction of errors, its bid will be rejected. If there is a discrepancy between words and figures, whichever is the higher of the two shall be taken as bid price.
- (iii). Bidders are, however, permitted to state an alternative payment schedule and indicate the reduction in bid price they wish to offer for such alternative payment schedule. The Purchaser may consider the alternative payment schedule offered by the selected Bidder but it may not be binding on purchaser.
- (iv) The decision on the award of leased line will not only based on L1 ,but other factors i.e Services , technical solutions credibility etc ,however the preference should be given to L1.
- (v) In this regard sole decision of the committee will be final and binding.

SECTION - V

GENERAL TERMS AND CONDITIONS OF CONTRACT

Definitions and Interpretation

In this contract, the following terms shall be interpreted as indicated:

- (i) "The Contract" means the agreement entered into between the Purchaser and the Supplier as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- (ii) "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations;
- (iii) "The Services" means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other obligations of the Supplier covered under the Contract;
- (iv) "GBU project site" means Gautam Buddha University, Gr Noida Hiring of 15 mbps(1:1) dedicated, Internet Bandwidth,
- (v) "The Vendor" means the firm(s) providing 15 Mbps (1:1) dedicated Internet Bandwidth under this Contract;
- (vi) "The Site" means the Gautam Buddha University Campus.

Time Schedule

- (i) Potential suppliers should provide detailed activities time schedule, which represents the shortest practical time to complete all necessary tasks and meet the obligations of the requirements which should not exceed 45 days after the placement of order and subject to the approvals by GBU for laying of Fibre cable. All significant activities must be included, including those associated with the delivery, installation and commissioning of the Internet Bandwidth and quality certifications.
- (ii) The delay in meeting the activities schedule will call for a penalty @ 1% per week subject to maximum 10% of the contract value. GBU may terminate the contract if delay is beyond 4 Weeks.

Acceptance Certificate

- I. On successful completion of acceptability test for 15 days and after GBU is satisfied with the accuracy and completeness of the performance of the Internet Bandwidth, the acceptance certificate signed by the representative of GBU and representative of the Vendor will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the Internet Bandwidth.
- II. The firm should quote additional rate required for each functional process based on the efforts required for implementing the change/functional process.

Payment

- I. The 80% payment for One Time Charges of the contract value will be made by GBU within 30 days from the date of submission of bill after successful provisioning of Internet bandwidth and acceptance test at the site as per the requirement of GBU. The balance 20% of the same would be kept as a security for performance of services during the contract and would be released after satisfactory completion of the contract. The payment of recurring charges / bills will be made on quarterly basis subject to the satisfactory services.

- II. All payment shall be subject to deduction of any amount for which the Service provider is liable under agreement against this contract. Further all payment shall be made subject to deduction of TDS, if applicable as per the income Tax act 1961 and any other tax.

Earnest Money Deposit

- I. EMD of Rs 25000/- only) in the form of Demand Draft or Bank Guarantees per **Annexure -IV** in favor of Registrar, GBU, Greater Noida valid for a period upto 45 days beyond the bid validity period (i.e. valid for 135 days from the date of opening of tender) shall be submitted along with the Bid failing which the quotation will be rejected.
- II. In case the successful bidder withdraws his offer within the validity of quotation or before entering into the contract within the bid validity period, his EMD will be forfeited. The bidder will have no right to claim for refund of the EMD.
- III. In case the successful bidder does not honor his commitment within the validity of quotation and back out after placing the order with him, the EMD will be forfeited.
- IV. The EMD if submitted in the form of Demand Draft can be adjusted with the Performance Security if so desired by the successful bidder. If not so, the EMD will be returned to the successful bidder after receipt of Performance Security along with the order acceptance from him.
- V. No interest will be paid by GBU on the EMD amount.

Arbitration

Except where otherwise provided in the Contract, all questions and disputes relating to the meaning of the specifications, and instructions herein before mentioned and as to the quality of the materials, as to any question, claim, right, matter or thing whatsoever, in any way arising out of or relating to the Contract, Specification, estimates, instructions, orders or these conditions or otherwise concerning the works, or the execution of the same whether arising during the process of the work or after the completion or abandonment thereof shall be referred to the sole arbitration of a person nominated by the Registrar, Gautam Buddha university, Greater Noida, and if he is unable or unwilling to act to the sole arbitration of some other person appointed by him willing to act as such arbitrator. The submission shall be deemed to be Submission to Arbitration under the meaning of the Arbitration Act, 1940 or any satisfactory modification of reenactment thereof for the time being in force, conclusive and binding on all parties of the Contract.

The Contract shall be governed in accordance with the Indian Laws.

Award Criteria

- I. GBU will award the Contract to the successful Bidder whose bid have been determined to be substantially responsive and has been determined as the best evaluated bid provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.
- II. GBU has right to accept any Bid and to reject any of all Bids. GBU reserves the right to accept or reject any bid, in part or full, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the GBU' action.
- III. The initial period of the contract shall be for one year which may be extended subsequently on annual basis, by mutual acceptance, up to five years by GBU, on the basis of annual review of the past performance of service provider during the year.

Notification of award

- I. Prior to the expiration of the period of bid validity GBU will place a firm order to the vendor or notify the successful Bidder in writing by fax to be confirmed in writing by speed post or hand delivery that his bid has been accepted.
- II. The notification of Award will constitute the formation of the contract

Corrupt or Fraudulent Practices

(i) Bidders & Vendors shall observe the highest standard of ethics during the procurement and execution of the contract.

(ii) GBU will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

(iii) GBU will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.

Force Majeure clause

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 15 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate this contract, nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the contract.

Miscellaneous

- I. It will be imperative on each bidder to fully acquaint itself of all the local conditions and factors which would have effect on the performance of the work and its cost.
- II. Alterations if any in the tender should be attested properly by the vendor, failing which the tender is liable to be rejected.
- III. Prices quoted must be firm and final and shall remain constant throughout the period of the contract subject to the guidelines of TRAI and shall not be subject to any upward modifications whatsoever. **In the event of decrease in rates, the same benefit is to be passed on to the purchaser from the date of revision of rates.** The rates quoted should not be higher than the rates quoted for any other Government Organization. Prices should be inclusive of all taxes, duties, octoroi, license fees, etc. leviable of the services being offered. All prices and discounts etc must be clearly shown in figures and words. The charges quoted should be inclusive of transportation charge, logistics charges and all other expenses related with the visits of the Vendor's personnel in connection with the performance of the contractual obligations by the vendor.

- IV. The Vendor shall be entirely responsible for all taxes, duties, octroi, license fees, etc., incurred for performance of the services. If there is any reduction in taxes/duties etc. due to any reason whatever, after Notification of Award, the same shall be passed on to GBU.
- V. The selected Vendor shall perform the services and carry out its obligations under the Contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training/consulting standards recognized by national/international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The Vendor shall always act, in respect of any matter relating to this Contract, as faithful advisors to GBU and shall, at all times, support and safeguard GBU' legitimate interests.
- VI. GBU reserves the right to inspect the performance of the vendor prior to commencement or in between the work progress. The inspection may cover all areas related to the assigned contract order, especially methodology, manpower, infrastructure etc. GBU reserves the right to cancel the contract order assigned to the vendor at any time which includes the time after the completion of assigned work without assigning any reason for the same. In case the contract order is canceled then the costs incurred will be born by the vendor and under no circumstances the vendor shall be eligible for any payment or damages from GBU.
- VII. The initial period of the contract shall be for one year which may be extended subsequently on annual basis, by mutual acceptance, up to five years by GBU, on the basis of annual review of the past performance of service provider during the year. However, GBU may at any time terminate the Contract by giving written notice to the selected Vendor, without compensation to the selected Vendor, if the selected Vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to GBU.
- VIII. GBU may, by written notice sent to the selected Vendor, terminate the purchase order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination shall specify that termination is for GBU' convenience, the extent to which performance of work under the purchase order and /or the Contract is terminated, and the date upon which such termination becomes effective. GBU reserves the right to:
 - a. have any portion completed at the purchase order and/or the Contract terms and prices; and/or
 - b. cancel the remainder and pay to the selected Vendor an agreed amount for partially completed Services.

SECTION - VI

Annexure-I

Format of Technical Bid

15 Mbps uncompressed symmetric (1:1) Internet Services at Gautam Buddha University, Greater Noida (redundant fully fibre optic)

Name of the Purchaser:	Gautam Buddha University, Yamuna Expressway, Greater Noida, Gautam Budh Nagar-201308 (UP)
Name and address of the Service Provider:	

GBU' Requirements	Technical Compliance
Whether the ISP has a Class A ISP license, which is currently valid? Submit Documentary proof.	
Whether the ISP have	
a. Direct peering (connectivity) with Tier 1 carriers to minimize numbers of hops and latency thereof, to international destinations. b. Local peering, within India, with at least one other ISP. c. Aggregate international capacity (from international gateway in India up to international Point of Presence) of at least 100 M bps.	
Whether the ISP have fully resilient and self-healing network architecture, on fiber medium, for the domestic backbone up to the international gateway in India?	
In case ISP's national backbone uses the infrastructure of other licensed National Long Distance Operations (NLDO), the ISP must indicate the capacity available through these other provider networks, as well as indicate the existing SLA with all involved providers which should be complying and committing, atleast 99% service availability including the last mile connectivity, on a 24*7*365 basis.	

Whether the ISP have fully resilient and self-healing network architecture, on fiber medium, from the international gateway in India, up to the international Points of Presence?	
Average latency should not be more than 300ms up to ISP's 1 st Tier 1 peering point.	
Whether the ISP have adequate support facility in NCR/Delhi to provide 24* 7* 365 customer support and:	
<ul style="list-style-type: none"> a. centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose. b. single Toll Free number for all the call logging and status update. c. defined capabilities and procedures to track call resolution progress status and provide the updates to the customer. In addition, ISP should have well defined management and technical escalation procedures. 	
The ISP should provide, GBU with a Software Tool/Method to measure the Internet Bandwidth provided by the bidder.	
The ISP have to provide monthly MRTG Report of usage of Bandwidth and will ensure that GBU is getting 15 Mbps (1:1) Bandwidth	
Whether the bidder shall perform installation & configuration of modems, routers or any such associated Fiber-optic equipment to make the entire system working to provide sustained Internet bandwidth of not less than 15 Mbps.	
Will you provide a single window service for last mile (redundant fully fibre optic) connectivity and bandwidth?	
Will you provide 24 Nos. of Real IP addresses ?	
Will you provide DNS services including reverse lookup?	
Will you provide service for 99.5% uptime with 24/7 Service?	

Will Local Loop be through Fibre Cable, wherein optical fibre is extended right up to the customer premises?	
Will Network redundancy be built to protect the traffic from cable cuts? (If yes, give details)	
Will you take the responsibility for providing last mile connectivity to the GBU premises?	
Will you supply associated hardware such as modems /converters and so on?	
Is complete detail of service provisioning including offered bandwidth, compression type, and termination details provided?	
ISP have licensee for providing wireless LINK.	
<p>Have you provided Company Profile with following details</p> <ul style="list-style-type: none"> • Organization Structure • Date of commencement of ISP service and category • Service level Agreement(SLA) • IP spectrum assigned • No. Of experienced professionals at NCR • Customer support strength at NCR • Network layout diagram National/International connectivity • Service Call escalation procedure with contact details (24/7) • List of Clientele • Purchase Order copies of similar works undertaken excluding commercial details / Price for the past 3 years 	

Place:

Date:

Signature of authorized person with seal

Format of Financial Bid

15 Mbps uncompressed symmetric (1:1) Internet Services at GBU, Gr Noida (redundant fully fibre optic)

S.No.	Particulars	Charges (in Rs.)
One Time Charges:		
1.	RegistrationCharges	
2.	LocalLoopRegistrationCharges	
3.	InstallationCharges	
4.	Configuration of Router	
5.	AnyOtherOneTimeCharges(Pl.specify)	
Annual Recurring Charges:		
6.	AnnualInternetLeasedLinePortCharges	
7.	AnnualLastMileCharges	
8.	ServiceTax as applicable	
9.	AnyotherRecurringCharges(Pl.Specify)	
11.	One Time Charges (1+2+3+4+5+6)	
12.	Annual Recurring Charges (7+8+9+10)	
Grand Total: (11+12)		

Please note:

The ISP will be responsible for providing all hardware (CPE for termination of the circuit) and configuration of routers and other devices.

The decision on the award of the leased line will be based on Grand Total (11+12) of the lowest quote.

Place:

Date:

Signature of authorized person with seal

ANNEXURE -III

PERFORMANCE SECURITY FORM

Signature and Seal of guarantors

.....
.....
.....

Date20.....

Address :.....

.....
.....

All correspondence with reference to this guarantee shall be made at the following address:

(Name & address)

ANNEXURE -IV

BID SECURITY FORM (EMD)

.....
(Signature of the Bank)

¹ Name of Bidder