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**ਪੰਜਾਬ ਖੁਨਿਆਰੀ ਢਾਰਾ ਵਿਕਾਸ ਬੋਰਡ**  
**Punjab Infrastructure Development Board**

**TENDER DOCUMENT**

**For Providing of Leased Line Internet Connectivity 2 mbps**  
**In the office of Punjab Infrastructure Development Board (PIDB)**  
SCO -33,34,35, Sector 34-A, Chandigarh.

## TENDER DOCUMENTS

PIDB office requires 2 mbps lease line connectivity (1:1) for an initial period of (02) Two years period. You are accordingly requested to kindly send your offer for providing the lease line connectivity.

### **Schedule for Invitation to Tender:**

- a) Name of the department by which tenders are called  
**Punjab Infrastructure Development Board (PIDB)**
- b) Addressee and Address at which Tenders are to be submitted:  
  
**The General Manager,  
Punjab Infrastructure Development Board,  
SCO No. 33-34-35, Sector 34A, Chandigarh.**
- c) Latest time and date for receipt of Tender:  
**Upto 1:00 pm on August, 05, 2011.**
- d) **Place, Time and Date of opening of tender:**  
Punjab Infrastructure Development Board, SCO -33,34,35, Sector 34A,  
Chandigarh  
**at 4:00 pm on August 05, 2011.**

## TERMS AND CONDITIONS OF THE BID

### **1. Qualifying Conditions for Eligible Bidder: -**

- Vendor/Bidder should be registered with DOT.
- Vendor/Bidder should be a Class A/B/C license holder.
- Photocopy of document showing ISP License No. (with date) and A/ B / C category ISP along with a copy of the License Agreement for the provision of Internet Service issued by Government of India to be enclosed.
- Name of the Department/ Institution where such projects have already been implemented. Certificates from earlier clients for successful implementation of Leased lines internet access.
- Address, Contact Person, Phone, Tele Fax/ E-mail of Offices in Chandigarh and around with residential contact information during holidays.
- Two references for providing Internet connectivity (Internet Lease Line) of 2Mbps or more to Govt./PSUs for at least 1 year, have to be provided.
- The list of existing Govt./enterprise customers of Internet Bandwidth (2 Mbps or more) should be provided.
- Vendor/bidder should have fully functional 24x7x365 Customer Service Centre in tricity (Chandigarh-Panchkula-Mohali)
- The quotes should clearly indicate the different components of the total charges-recurring (annual) and non-recurring (one time) for bandwidth and equipment supplied along with mode of payment i.e. whether quarterly / half-yearly / annual or one time (if any).

page number on every page of the bid. It is also required documents attached should be mentioned against each item. Every bid document should be signed and stamped by authorized signatory.

- This Tender document is not transferable.

#### **PERIOD OF INTERNET CONNECTIVITY SERVICE CONTRACT:-**

The Internet Connectivity contract shall be initially for a period of (02) Two years.

#### **2. DELIVERY PERIOD & INSTALLATION:**

- Bidder should quote the minimum and maximum period he will take to install/operate the link at PIDB. The supply shall actually be deemed to have been completed on the actual date of installation.
- The bidder will be responsible for undertaking any civil/electrical work etc., involved from commissioning to the completion of the project, at his cost.

#### **3. WARRANTY PERIODS:**

- The Vendor will be responsible for the comprehensive maintenance for the entire warranty period of two years. Warrantee period will start after the acceptance of installation & testing of complete connectivity.
- 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.
- 99% Uptime shall be calculated as  $(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$ . Deduction in payment will be made for downtime in the quarterly bills raised by the ISP.
- The response time for attending the faults will be four hours (maximum) after they are reported to the Vendor. The Vendor will rectify the faults within 24 hours failing which; the vendor will arrange temporary replacements.
- The services shall be provided 24 hours & 7 days in a week.

#### **4. RESPONSIBILITIES UNDER THE CONTRACT:**

The ISP would be responsible for the following:

- To provide 2 Mbps Internet connectivity (Leased Line) at PIDB. Internet Router Port at ISP Gateway for required Bandwidth and minimum 8 IP addresses including Reverse Lookups configured at these IP's.
- Installation, commissioning, configuring of the link and hardware (Modems and Router etc).
- Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment.

**ISP will be required to sign Service Level Agreement having the following:**

- 2 Mbps Internet bandwidth at all the time.

1 % (Average over 1000 ping)

- Network Availability: More than 99.0 % per month.
- Reports for performance, monitoring /usage to be submitted by the ISP on weekly or monthly basis or as per requirement of PIDB.

*In case of the above parameters going out of specifications, PIDB will be compensated adequately in respect of the extended time for the loss of hours in service.*

*Also, if services are not found satisfactory, PIDB reserves the right to cancel the contract with -month notice.*

## 5. PRICE SCHEDULE

### A) Band Width charges/or Annual Port Charges

- The Internet connectivity leased line should have fully dedicated (1:1), unshared & High Quality 2 Mbps symmetric bandwidth without any compression factor through Optical Fibre.
- In case connectivity from Fibre cable is failed, the same connectivity speed will have to be provided through wireless line by the service provider, without any extra charge.

### B) Local Loop charges

- i.) One time installation & Configuration charges
- ii.) Annual rentals (Recurring charges)
- iii.) Any other charges (To be specified)

### C) Hardware charges

PIDB will not purchase any hardware and firm will have to provide all the required hardware like ROUTER, MODEM etc.

PIDB will not be responsible for any kind of damage these items being complete maintenance warranty of the firm

## 6. SCHEDULE OF PAYMENT:

Mode of payment will be subject to the following conditions on various tasks as under:

### Bandwidth Charges:

Bandwidth charges are payable quarterly in advance. For this the ISP will raise the bills at-least 15 days in advance before the start of the next quarter.

## 7. OTHER TERMS & CONDITIONS:

- a) Bidder should submit valid documentary proof of VAT/ Service Tax Registration Number as applicable and the details of income tax registration (PAN).
- b) PIDB reserves the right to verify/seek confirmation of all original documentary evidence submitted by vendors in support of above mentioned specification for eligibility criterion. 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.

The offers to be sent in a Sealed cover duly addressed to **General Manager, PIDB, SCO 33-34-35, Sec 34-A, Chandigarh**. The offer document should keep in one bigger envelope duly sealed. The bids will be opened on the prescribed date and time in the presence of representatives of the vendors who wish to be present at time.

- d) Cost of Tender Documents is Rs.500/- (Rs. Five hundred only) by cash or through demand draft drawn in favour of **Punjab Infrastructure Development Board, Chandigarh**. The Tender document can also be downloaded from the PIDB web site i.e. [www.pidb.org](http://www.pidb.org) and in such case the amount of Rs.500/- shall be payable in cash in PIDB's office at the time of submitting the duly filled up Tender Document.
- e) Date & Time for sale of Tender Documents from 29-7-11 to 4-8-11 from 10.00 AM to 5.00 PM on any working days except Gusted Holiday, Saturday and Sunday.
- f) Last date & Time for receipt of tenders is **05.08.2011** upto 1.00 PM
- g) Bids will be opened on **05.08.2011** at 4.00 PM in the presence of bidders, if any present at the time.

In case, the Tender Opening date is declared a holiday, the tender would be opened on the next working day at prescribed time.

- i) **Validity of Quotation:** - The quotation must be valid for minimum 90 days from the date of opening of quotations. PIDB reserves the right to request the firms for the extension of the validity of the quotations. The vendor will be at liberty to accept or reject the request.
- j) **Taxes:** The percentage of Tax All the taxes, duties, levies, 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.
- k) **Delivery:** Preferably immediate. In case there is any specific schedule of delivery on the part of vendor, which should be clearly mentioned.

**TENDER RECEIVED AFTER STIPULATED DATE & TIME SHALL NOT BE CONSIDERED.**

**General Manager, PIDB**

Acceptance of Term and Conditions mentioned above. (Company Seal and Signature of Authorised person)

**OPEN TENDER NOTICE**

The General Manager, PIDB, Chandigarh invites sealed tenders in the shape of Bid from reputed Indian Firms/service provider/Agencies/Govt. Licensed firms for 2 Mbps Internet Connectivity Leased Line (1:1 uncompressed & unshared) for PIDB, Chandigarh for two years: -

Sr. no.	Description	Basic Price (Rs.)	Taxes etc. (Rs.) (give details)	Total (Rs.)
1.	<b>Band Width Charges</b> 2 Mbps internet connectivity (1:1, uncompressed/ pure on clear Channel for Two year)			
2	One time Installation /Configuration Charges			
3	Cost of Hardware, if any			
4	Any other charges (To be specified like;) (a) _____ (b) _____ (c) _____			

(Company Seal &  
Signature of Authorised person)