



DOORDARSHAN KENDRA, GUWAHATI – 781024

No.: DDK/GHY/ES/E-TENDER/ILL

Date: 25.01.2022

Notice Inviting e-Tender

E-tenders are invited online through <https://prasarbharati.eproc.in> under two bid systems for providing 100 Mbps Internet lease line (ILL) from the reputed ISP provider **for a period of one year**, as per the technical specification given below:-

Technical Specification for 100 Mbps Internet Leased Line(ILL)

SNo		Specification
1	ISP	ISP should be a Reputed one and hold Valid License for Providing the Service.
2	Internet Bandwidth in Mbps	100 Mbps of Internet Leased Line Service (1:1).
3	Download/Upload Bandwidth And Connectivity	Unlimited upload and download. Internet bandwidth should be with committed access rate on 1:1 Basis. Traffic should be routed to secondary international gateway if the primary gateway fails. Last mile Primary and Secondary Link will be on Fiber Optic with self healing Architecture.
4	Leased Fiber Optic Line	Leased Fiber Optic Line/pair should be exclusive to our Site and should not be shared with any one from Point of Presence (POP) which is owned by the ISP.
5	Redundancy	100% Redundant internet Leased Line (ILL) should be available from different source location using Ring architecture, so that uptime availability shall be of 99.5% to be ensured. From the POP there should be redundancy of equipment, link, power back haul connectivity etc.
6	Terminal Equipments/Hardware	All the Terminal equipments/Hardware like Modems/ Converter etc. should be provided by ISP at our Site such that it is compatible with 1Gbps LAN.
7	Static IP	ISP should provide minimum 8 Static IP's.
8	Schematics/Manuals	The bidder should submit Technical Literature explaining implementation diagram with the Technical Bid.
9	Satisfactory Acceptance Test	The methodology of the test will be at the direction of DDK, Guwahati and same will be shared with the Bidder/ISP. Following Test may be Adopted : 1. Average Latency <250 ms up to ISP's 1 st Tier1 Peering Point 2. Domestic Latency <80 ms during Peak Traffic 3. International Latency <250 ms during Peak Traffic 4. Packet Loss <0.5%
10	Fault Monitoring	ISP must provide proactive monitoring services for ILL till Router for fault resolution.
11	Customer Support	In case of failure ,customer support has to be provided by 24x 7 in a hierarchy i.e. customer support escalation matrix for Internet service should be provided by the bidder

Estimated Cost : Rs 4,00,000/- (Rs Four Lakhs Only)

The tenders will be received **online up to 14.30 Hrs. on 18/02/2022**, and Technical bid will be opened at **15.00 Hrs.** on the same day.

Yours faithfully

C. V. Joy

Assistant Engineer (Stores)

for Dy. Director General (E)

Web Site: <https://prasarbharati.eproc.in>

ANNEXURE-I

INSTRUCTIONS TO BIDDERS

1. The scope of work or stores to be tendered are available in the complete bid documents which can be viewed/downloaded from e-tender portal - <https://prasarbharati.eproc.in>
 2. Both Technical Bid and Financial Bid will be submitted concurrently duly digitally signed in the website <https://prasarbharati.eproc.in>
 3. No claim shall be entertained on account of disruptions of internet service being used by bidders. Bidders are advised to upload their bids well in advance to avoid last minute technical snags.
 4. All Corrigendum/Amendment/Corrections, if any, will be published on the website <https://prasarbharati.eproc.in>
 5. All documents/papers uploaded submitted by the bidder must be legible.
 6. It is mandatory for all the applicants to have Class-III Digital Signature Certificate (in the name of person who will sign the bid document) from any of the licensed certifying Agency.
 7. To participate in the e-tendering submission, it is mandatory for the applicants to get registered their firm/joint venture with the e-tendering portal <https://prasarbharati.eproc.in> to have user ID & Password which has to be obtained by submitting a non-refundable annual registration charges of Rs. 450/- plus 18% GST through online mode (net banking/debit card/credit card). Validity of Registration is 1 year from M/s C1 India Ltd.
 8. To participate in bidding, bidders have to pay Tender Processing Fee of Rs.475/= +plus GST 18% (Non-refundable) per Tender per Bid through online mode (net banking/debit card/credit card).
 9. Bid document contains certain conditions for Manual submission of tender and are now redundant. Document shall be deemed to have been modified to that extent.
 10. Page Number shall be given on each and every paper/documents serially uploaded in the technical bid.
 11. Bidders shall ensure to quote rate of each item. If any cell is left blank and no rate is quoted by the bidders, the rate of such item shall be treated as "0" (Zero).
 12. Bidders should indicate at the time of quoting against this tender their full postal/ fax / E-mail addresses.
 13. Bidders shall clearly indicate their legal constitution and the person signing the tender shall state his capacity and source of his ability to bind the bidder. The Power of Attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the bidder, shall be annexed to the tender. This organization may reject outright any tender unsupported by the adequate proof of the signatory's authority.
 14. It is highly recommended that the bidders should not to wait till the last date of bid submission to avoid complications like internet connectivity issue, network problems, system crash down, power failure, browser compatibility issue, system compatibility issue, improper digital signature certificate problem etc. In view of this context, neither Prasar Bharati nor C1 India Pvt. Ltd will be responsible for such eventualities
- **For helpdesk, please contact e-Tendering Cell and Help Desk Support Monday to Friday Ph: 0124-4302033/36/37, prasarbharatisupport@c1india.com.**

LIST OF DOCUMENTS (to be scanned and uploaded with tender)_

15. TECHNICAL BID – The following documents needs to be uploaded.

- a. Copy of SGST/CGST/IGST Registration Certificate/GSTIN Number and HSN code for supply items.

- b. Technical compliance statement as per Annexure-A.
- c. PAN number
- d. Past Performance in the prescribed proforma along with the user certificate in respect of SITC quoted of the same capacity and higher.
- e. Full details of after sales service capability with the locations of service centers in Guwahati / across the country be indicated.
- f. IT returns for the years 2018-19, 2019-20, 2020-21.
- g. Digitally signed copy of Tender document.
- h. Technical Literature explaining implementation diagram

16. COMMERCIAL BID

The commercial bid in the prescribed format [ANNEXURE – C] shall be uploaded **on line only**.

17. Submission OF TENDER

- a. The tender will be on the basis of "Two Bid System" and offers are to be submitted through e-tender.
- b. Both Technical bid and commercial bid will be submitted concurrently online duly digitally signed.
- c. Your offer shall be submitted online up to **14:30 hrs. on 18.02.2022**, the date of closing of the tender. The Technical Bid of the tenders will be opened at 15.00 hours on the same day. Date of opening of commercial bid will be intimated to the technically qualified tenderer in the later stage.

18. Eligibility:

Bids should be from the reputed Internet Service provider / actual manufacturers.

19. Performance Security Deposit:

- a. The contractor shall furnish the performance security deposit within 2 weeks of placement of order at the rate of 3% of the total contract value at the time of signing the contract. The Security deposit shall be furnished in favour of "DDO, DDK, Guwahati-24, in any one of the forms DD/ FDR/ Bank guarantee Payable at GUWAHATI from a Commercial Bank valid up to the end of service period as per contract.
- b. Performance Security deposit shall be refunded to the Service provider /supplier/contractor after completion of all contractual obligations of the supplier, including warranty/guarantee obligations.

20. Evaluation of Technical bids:

The Technical evaluation would be based on:-

- (i) Assessment of technical capability of tenderer to provide Internet Service/ associated terminal equipments at DDK, Guwahati.
- (ii) Past record of timely and good quality of Internet service provided /supply of tendered items by tenderer in preceding three years.
- (iii) Past performance report of similar service /Internet service provided / similar works earlier carried out for this Organization will be taken into consideration while evaluating the technical bid.

21. PRICE:

- a. The price quoted must be net per unit and the applicable Tax Components must be quoted separately. The prices quoted shall remain fixed during the entire period of service/supply/contract and shall not be subject to variation on any account. A bid submitted with an adjustable price quotation is likely to be treated as non responsive and rejected.

22.Payment of SGST/CGST/IGST (on ultimate products):

- a. Payment of SGST/CGST/IGST (on ultimate products), as applicable on the closing date of tender will be to the supplier's / contractor's account. Any statutory variation (both plus and minus) in the rate of SGST/CGST/IGST after closing date of tender/ revised price bid but before the expiry of the contractual delivery / completion period will be to the account of the office.
- b. The bidder(s) will indicate, in their bid, the amount with exact rate of SGST/CGST/IGST on ultimate finished product, as applicable at tendering stage, separately in the bid. In case the above information subsequently proves wrong, incorrect or misleading (a) this Organisation will have no liability to reimburse the excess in the difference in rates of the item under which the duty/tax assessed finally (b) this Organisation will have the right to recover the difference in case the rate of duty / tax finally assessed is on the lower side.
- c. Any increase in SGST/CGST/IGST during extended period of the contract / supply order will be to supplier's / contractor's account where such extension in delivery of the materials/completion of the project was on the request of supplier / contractor. However, any decrease in SGST/CGST/IGST during extended period of the contract / supply order, will be to the account of this Organisation.
- d. In case of SITC of / SETC tenders, pro-rata breakup details of cost of all the identifiable store items of supply / work and ITC / ETC charges with HSN/SAC code shall be given along with a price bid.
- e. The taxes like SGST/CGST/IGST/GST service tax etc. as applicable on the goods / services shall be quoted separately in the price bids.

23.Payment Terms:

The service providing agency is free to charge quarterly OR half yearly OR annual payment after successful completion of relevant period as opted by the agency.

24.Validity :

The offer submitted should be valid for 120 days from the date of opening of the commercial bid. The date of commercial bid opening will be informed in due course.

25.Preference for Product/Services of Public Enterprises:

The Organisation reserves the right to allow to the public enterprises, purchase preference facilities as admissible under the existing policy of the Government of India and not to accept the lowest rate quoted by the tenderer.

26.Consideration of offer in full or in part:

This Organization may reject / accept or prefer any tender without having to assign any reason whatsoever. This Organization also reserves to itself the right to accept any tender in part or split the order between two or more bidders. Further, the undersigned reserves himself the right to increase or decrease up to 50% of the quantity of goods and services specified in the schedule of the requirement without any change in the unit price of the order quantities or other term conditions at the time of award of contract.

27.GUARANTEE:

The ISP shall ensure 99.5% of uptime availability of ILL service being offered. If the supplier/contractor fails to take proper corrective action to repair/replace the defects satisfactorily within **an hour** period, this organization shall be free to take such corrective action as may be deemed necessary at contractor's risk and cost after giving notice to the Supplier/Contractor. In case defects are of such nature that equipment shall have to be taken to suppliers/Contractor's works for rectification etc. Supplier/Contractor shall take the equipment at his cost after giving necessary undertaking or security as may be required by the Organisation. The service provider has to arrange for a spare equipment till the defective is serviced and brought back to circuit. This Organisation shall, if so required by the supplier/contractor, dispatch the equipment by quickest mode on "Freight-to pay" basis to the supplier's/contractor's works. After repairs suppliers/contractors shall deliver the equipment at site on freight pre-paid basis. All risks in transit to and fro shall be borne by the supplier/contractor.

28.DELIVERY PERIOD:

The successful bidder shall have to provide ILL at DDK, Guwahati within 7 days of placement of purchase/Work order.

29.FAILURE AND TERMINATION CLAUSE:

- a. Time and date of delivery shall be essence of the contract. If the Contractor/Supplier fails to deliver the stores / execute SITC / SETC, or any installment thereof within the period fixed for such delivery in the Schedule or at any

time repudiates the contract before the expiry of such Periods, the purchaser may without prejudice to any other right or remedy, available to him to recover demurrages for breach of the contract.

b. Recover from the Supplier/Contractor: a sum of Rs.500/- per hour of down time of ILL up to maximum of Rs.5000/- per day. The firm has to submit escalation matrix with contact details etc., while submitting the tender documents.

c. Purchase or authorize the purchase elsewhere on the account and at the risk of the contractor/supplier, of the stores not so delivered / SITC / SETC not carried out or other of a similar description (where stores exactly complying with the particulars are not in the opinion of the purchaser, which shall be final, readily procurable) by serving prior notice to the contractor/supplier without cancelling the contract in respect of the installment not yet due for delivery or,

d. Cancel the contract or a portion thereof by serving prior notice to the Contractor/Supplier and if so desired purchase or authorize the purchase of the stores not so delivered / SITC / SETC not carried out, or others of a similar description (where stores not delivered / SITC / SETC not carried out, exactly complying with particulars are not in the opinion of the purchaser, which shall be final readily procurable) at the risk and cost of the Contractor/Supplier. If the Contractor/Supplier had defaulted in the performance of the original contract, the purchaser shall have the right to ignore his tender for risk purchase even though the lowest, where the contract is terminated at the risk and cost of the firm under the provisions of this clause, it shall be in the discretion of the purchaser to exercise his discretion to collect or not, the Security deposit from the firm on whom the contract is placed, at the risk and expense of the defaulted firm.

e. Where action is taken under sub-clause (b) or sub-clause (c) above, the contractor shall be liable for any loss which the purchaser may sustain on that account, provided the purchase or if there is an agreement, to purchase, such agreement is made in case of failure to deliver the Stores/Services, within 6 months from the date of such failure and in case of repudiation of contract the Contractor/Supplier shall not be entitled to any gain on such the entire discretion of the purchaser to serve a notice of such purchase on the Contractor/Supplier.

f. It may further be noted that clause (b) above provides for recovery of liquidated demurrages on the cost of contract price of delayed supplies (whole unit) at the rate of 0.5% per week up to maximum limit of 10% of the contract value for such delay or part thereof. Liquidated demurrages for delay in supplies thus accrued will be recovered by the paying authority on instruction as specified in the supply order, from the bill for payment of the cost of materials / works submitted by the supplier / contractor in accordance with terms of supply order on instruction from Purchaser regarding liquidated demurrages amount.

g. Notwithstanding anything stated above, equipment and materials will be deemed to have been delivered / SITC / SETC will be deemed to have been carried out only when all its components, parts are also delivered. If certain components of stores are not delivered in time / SITC / SETC not carried out in time, the stores / SITC / SETC will be considered as delayed until such time all the missing parts are also delivered. Where action is taken under sub-clause (b) or sub-clause (c) above, the contractor shall be liable for any loss which the purchaser may sustain on that account, provided the purchase or if there is an agreement, to purchase, such agreement is made in case of failure to deliver the Stores/Services, within 6 months from the date of such failure and in case of repudiation of contract the Contractor/Supplier shall not be entitled to any gain on such the entire discretion of the purchaser to serve a notice of such purchase on the Contractor/Supplier.

30. Arbitration :

a. It is a further term of this contract that no person other than the person appointed by the Deputy Director General (E), Doordarshan, Guwahati as aforesaid shall act as arbitrator and that, if for any reason that is not possible, the matter is not to be referred to the arbitration at all. The arbitrator(s) may from time to time, with the written consent of all the parties to the contract enlarge the time for making and Publishing the award. It is a term of the contract that the party invoking arbitration shall specify the disputes to be referred to arbitration under the clause.

b. It is also term of the contract that the contractor shall not stop the work under this contract and work shall continue as expected to continue whether the arbitration proceedings have commenced or not.

c. The arbitrator shall give reasoned award in respect of each dispute or difference referred to him. The award as aforesaid shall be final and binding on all the parties to the contract in accordance with the law.

d. The Venue of the arbitration shall be at Chennai.

31.FORCE MAJEURE

a. 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 shall be prevented or delayed by reason of any war, hostility acts of public enemy, civil commotions sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lock-outs or acts of God (here-in-after referred to as events), provided notice of the happening of any such eventuality is given by the either party to the other within 21 days from the date of occurrence there-of. Neither party shall by reasons 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 non – performance 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 Doordarshan as to whether the deliveries have been so resumed or not shall be final and conclusive,

b. Provided further that if the performance in whole or in part or any application under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days either party may opt to terminate the contract, provide also that if the contract is terminated under this clause, the purchaser shall have liberty to take over from the contractor at a price fixed by Doordarshan, all unused, undamaged and acceptable materials, bought-out components and stores in course of manufacture in the possession of the contractor at the time of such termination of such portion there-of as the purchaser may deem it fit except of such materials, bought out equipments and stores as the contractor may with the concurrence of the purchaser elect to retain.

32. TECHNICAL COMPLIANCE REPORT

a. The Technical compliance report as per Annexure-A should be duly filled in along with deviation, if any, to be uploaded along with the Technical bid.

Compliance statement (Annexure –A)

SNo		Specification	Compliance (Yes)/(No)	Remarks
1	ISP	ISP should be a Reputed one and hold Valid License for Providing the service.		
2	Internet Bandwidth in Mbps	100 Mbps of Internet Leased Line Service.		
3	Download/Upload Bandwidth And Connectivity	Unlimited upload and download. Internet bandwidth should be with committed access rate on 1:1 Basis. Traffic should be routed to secondary international gateway if the primary gateway fails. Last mile Primary and Secondary Link will be on Fiber Optic with self healing Architecture.		
4	Leased Fiber Optic Line	Leased Fiber Optic Line/pair should be exclusive to our Site and should not be shared with any one from Point of Presence (POP) which is owned by the ISP.		
5	Redundancy	100% Redundant internet Leased Line (ILL) should be available from different source location using Ring architecture, so that uptime availability of 99.5% ensured. From the POP there should be redundancy of equipment, link, power back haul connectivity etc.		
6	Terminal Equipments/Hardware	All the Terminal equipments/Hardware like Modems/ Converter etc. should be provided by ISP at our Site such that it is compatible with 1Gbps LAN.		
7	Static IP	ISP should provide minimum 8 Static IP's.		
8	Schematics/Manuals	The bidder should submit Technical Literature explaining implementation diagram with the Technical Bid.		

9	Satisfactory Acceptance Test	Successful provision on the link, subject to Satisfactory Acceptance Test. The methodology of the test will be at the direction DDK Chennai and same will be shared with the Bidder/ISP. Following Test may be Adopted : 5. Average Latency <250 ms up to IUSP's 1 st Tier1 Peering Point 6. Domestic Latency <80 ms during Peak Traffic 7. International Latency <250 ms during Peak Traffic 8. Packet Loss <0.5%		
10	Fault Monitoring	ISP must provide proactive monitoring services for ILL till Router for fault resolution.		
11	Customer Support	In case of failure customer support has to be provided by 24X 7 in a hierarchy i.e. some customer support escalation matrix for Internet service should be provided by the bidder		

Signature of the Bidder /Tenderer Name
Seal of the Company

31. Bidders Past Performance Proforma

Sl. No.	Name & Address of client	Period From..... To.....	Description of Internet Service provided /stores / works in details	Service provided successfully	Remarks

Note: Certificate from clients to be enclosed along with this proforma.

ANNEXURE-C

PRASAR BHARATI DOORDARSHAN KENDRA GUWAHATI										
PRICE BID										
TENDER NO.				No. DDK/GHY/ES/E- Tender/ ILL dated 25 /01/ 2022.						
DESCRIPTION OF WORK				Providing 100 Mbps Internet Leased Line(ILL) at DDK, GUWAHATI						
NAME OF THE BIDDER										
TENDERER'S QUOTATION NO.										
S.No.	Description of items/Works	Qty	Unit	HSN Code	PRICE					Total Amount including taxes in Rs.
					Unit in Rs.(Amount per Annum)	Rate	SGST%	CGST%	IGST%	
1	Providing 100 Mbps Internet line (ILL) service for one year as per the technical specifications , terms and conditions.	One job (Service to be provided for One year)	One job							
GRAND TOTAL										
GRAND TOTAL IN WORDS										