



**Indira Gandhi Delhi Technical
University for Women
Kashmere Gate, Delhi**

TENDER DOCUMENT

NOTICE INVITING TENDER

**FOR “500 MBPS (1:1) LEASED LINE INTERNET
CONNECTION ON FIBRE OPTIC LINK AT IGDTUW,
KASHMERE GATE, DELHI**

Registrar

INDIRA GANDHI DELHI TECHNICAL UNIVERSITY FOR WOMEN

(Established by Govt. of NCT of Delhi under Act 9 of 2012)

Kashmere Gate, Delhi-110006

e-mail: registrar@igdtuw.ac.in; www.igdtuw.ac.in

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NOTICE FOR INVITING TENDER FOR ALLOTMENT OF 500 MBPS (1:1) LEASED LINE INTERNET CONNECTION ON FIBRE OPTIC LINK AT IGDTUW, KASHMERE GATE, DELHI

1. IGDTUW, invites sealed tender from manufacturer/dealer/distributor/agencies under two-bid system for Supply, Installation and Maintenance of 500 Mbps (1:1) Dedicated Unshared Internet Leased Bandwidth requirements over fibre optic at IGDTUW Delhi for a period of **03 years (Three Years)**. The manufacturer/dealer/distributor/agencies can participate in the bid under two-bid system (Part I - Technical Bid and Part II – Financial Bid). The estimated cost of the tender is 36 Lakhs.

2. Last date for submission/receipt of tender(s) is 21.03.2022 at 5:00 PM and will be opened by the Tender committee in the presence of tenderers or their authorized representatives who wish to be present on 22.03.2022 at 11:00 AM in the Office of Additional Registrar (GA)/Incharge ITS, IGDTUW. In case, any holiday on the day of opening, the tenders will be opened on the next working day at the same time but the tender box will be sealed on same day and time, as scheduled above. The tenders received after the above said scheduled date and time will not be considered. Only the bids uploaded through e-procurement portal of Delhi Govt. NCT of Delhi at <http://govtprocurement.delhi.gov.in> will be considered for their evaluation.

3. Bid Schedule

Date of start and downloading tender	28.02.2022 at 4:30 PM
Pre-Bid Meeting	07.03.2022 at 3:00 PM in Conference Room, IGDTUW
Earnest Money Deposit (EMD)	Bid Declaration Document must be submitted by agency in favour of Registrar IGDTUW
Last date and submission of tender	21.03.2022 at 5:00 PM
Date and Time of Opening Bid	22.03.2022 at 11:00 AM
Designation of the Authorized Officer and Address of Communication	Registrar, IGDTUW, Kashmere Gate, Delhi-110 006

Guidelines/Procedure to be followed in introduction of „e“-procurement Solution:

1. **Payment of Cost of Tender Document.** The collection of cost of Tender documents is dispensed away with, as there is no physical supply of tender documents and also to have absolute anonymity of bidder participating in e-procurement solution. The bidders can view/download the tender documents from the <https://govtprocurement.delhi.gov.in>
2. **Submission of Bids.** The bidders who are desirous of participating in e-procurement shall submit their price bids in the standard formats prescribed in the Tender documents, displayed at: <https://govtprocurement.delhi.gov.in> . The bidder should upload the scanned copies of all the relevant certificates, documents etc. in the <https://govtprocurement.delhi.gov.in> in support of their price bids. The bidder shall sign on all the pages of tender document, statements and certificates uploaded by him, owning responsibility for their correctness/authenticity.
3. **Payment of Bid Security (Earnest Money Deposit).** Bid Declaration Document must be submitted by agency in favour of Registrar IGDTUW.
4. **Price Bid Opening.** The Price Bids will be opened online by the concerned officer/officers at the specified date & time and the result will be displayed on the: <https://govtprocurement.delhi.gov.in> which can be seen by all the bidders who participated in the tenders.
5. **Processing of Tenders.** The concerned officer/officers will evaluate and process the tenders as done in the conventional tenders and will communicate the decision to the bidder online.
6. **Payment of Performance Guarantee:** The successful tenderers shall furnish a bank guarantee/FDR for an amount equal to 3% of the tender value for a period of sixty days beyond 03 years from a Nationalized/Commercial bank to ensure the satisfactory service performance. The performance guarantee is to be submitted at the time of award of work. In case the performance of the work is not found satisfactory, the amount of bank guarantee will be forfeited & credited in university account.
7. **Participation of Bidders at the time of opening of bids:** Bidders have two options to participate in tendering process at the time of opening of Bids:
 - i) Bidders can come at the place of opening of bids.
 - ii) Bidders can visualize the process online.
8. **Participation Financial Rules for e-procurement:** The e-procurement system would be applicable for purchase of goods, outsourcing of services and execution of work as prescribed in GFRs.

INSTRUCTIONS TO TENDERERS

DEFINITIONS: In this Contract, the following terms shall be interpreted as indicated below:

- 1) "Vendor or Contractor or Service Provider" shall mean the successful bidder to whom the contract has been awarded and with whom the Tendering Authority signs the contract for rendering of goods and services.
- 2) "Contract" means the agreement entered into between the Tendering Authority and the Vendor, as recorded in the document signed by the parties, including all the attachments and appendices there to, and all documents incorporated by reference there in;
- 3) "Bidder" means any firm having proper legal Agreement between the parties with the lead firm taking the full responsibility of managing the project as required in the tender. The word "Bidder" when used in the pre award period shall be synonymous with Vendor" which shall be used after award of the contract.
- 4) "The Contract Price" means the price payable/receivable to the Successful Bidder under the Contract for the full and proper performance of its contractual obligations;
- 5) "The Goods" means all the all the material/ services, which the Vendor is required to supply to the Tendering Authority under the Contract;
- 6) "Services" means services ancillary to the supply of the Goods, such as transportation and insurance and any other incidental services and other obligations of the Vendor covered under the Contract;
- 7) "Day" means a working day.
- 8) "Tendering Authority" means Registrar, IGDTUW.

QUALIFICATION CRITERION

- 1) The Bidder / ISP should have acquired valid ISP License from DOT or have valid Unified License (UL) from DOT and has established Fiber/wireless network across India and operational from last 3 years.
- 2) The Bidder / ISP or their ISP should be a Class A ISP license holder from Government of India.
- 3) Average Annual turnover of the bidder for the last 3 financial Years should be minimum Rs. 2 Crore
- 4) The Bidder shall have valid TL9000 or ISO 9001:2008 or ISO/IEC 27001:2005 certificate.
- 5) The Bidder should have own access network for providing last mile (local loop).
- 6) The Bidder should certify that they have support mechanism in NCT region.
- 7) The Bidder should have executed similar project for bandwidth provisioning in Government or Private sector.
- 8) The Service provider should have following technical strengths. (Self-declaration to be provided)
- 9) Service Provider should have its own PoP's across India on own Fiber.
- 10) The Service Provider should have own high capacity backbone bandwidth at the core.
- 11) Service provider should have its own Fiber based backbone network of 60,000 plus KM
- 12) The bidder shall not have been suspended/ blacklisted from any government entity.
- 13) The bidder should have direct peering with various national/International content / service providers.
- 14) The bidder should have executed (during last 5 years) at least one project for implementation of internet bandwidth of capacity 500 Mbps or more or two projects of 100 Mbps or more. Details of Such Projects to be provided.

TERMS AND CONDITIONS

FOR INTERNET LEASE LINE 500 MBPS(1:1) DEDICATED UNSHARED INTERNET LEASED BANDWIDTH REQUIREMENTS OVER FIBRE OPTIC TENDER

1. The vendor shall sign a formal Agreement on a non-judicial stamp paper worth Rs 100/- (Rupees one hundred only) (at his cost) within seven days from award of the work.
2. The tenderers should go through the complete tender document including all terms and conditions by the IGDTUW before tendering.
3. The bidder is advised to mention serial number of all the pages of NIT as per Index/list of documents, enclosures annexure and complete list of documents accordingly before uploading the same.
4. In case, the vendor fails to comply with the terms & conditions or commit breach of any of the terms and conditions, the IGDTUW will notify the Vendor about the said arrears of breach, as the case may be and in the event of the Vendor failing or omitting to remedy the breach or payment of the arrears within 30 days of the notice served in writing to the Vendor, the University can terminate license and thereafter the IGDTUW shall have the absolute right to enter upon the premises and take possession of the premises and can blacklist the firm.

5. PRELIMINARY SCRUTINY

- Prior to the detailed evaluation, the IGDTUW will determine the substantial responsiveness of each offer to the tender document. For purpose to these clauses, a substantially responsive bid is one which confirms to all the terms and conditions of the Tender Document without material deviations. The IGDTUW's determination of an offer's responsiveness is to be based on the contents of the Tender Offer itself without recourse to extrinsic evidence.
- The IGDTUW will scrutinize the offer to determine whether the offer is complete, whether required technical documentation have been furnished, whether the documents have been properly signed, and whether the offer is in order.
- A tender offer determined as not substantially responsive will be rejected by the Competent Authority IGDTUW and the financial bid for such Tenderer will not be opened.
- The IGDTUW may waive any minor infirmity or irregularity in a Tender offer, which does not constitute a material deviation. This shall be binding on all Tenderers and the Competent Authority, IGDTUW reserves the right of such waivers.

6. CLARIFICATION OF OFFER

To assist in the scrutiny, evaluation and comparison of offer, the IGDTUW may, at its discretion, ask some or all Tenderers for technical clarification of their offer. The request for such clarification and the response shall be in writing. To speed up the response process, the Competent Authority, IGDTUW, at its discretion, may ask for any technical clarification to be submitted by means of facsimile by the Tenderer. In such cases, original copy of the document describing the technical clarification must be sent to us by means of courier /in person.

7. SHORT LISTING OF TENDERERS

The IGDTUW will short list technically qualifying Tenderers and Financial offers/ Price Bid only these Tenderers will be opened.

8. COMPLETION OF COMPLIANCE OF TENDER CONDITIONS AND STIPULATIONS AND PRICE COMPARISON

- The IGDTUW will evaluate the financial offers of Tenderers previously short- listed and determined to be substantially responsive.
- After opening of the financial offers of the short-listed Tenderers, if there is a discrepancy between words and figures, the amount indicated in words will prevail.

9. AWARD CRITERIA

- Contract will be awarded to the Tenderer whose financial offer has been determined to be lowest evaluated offer with the right of IGDTUW to negotiate still for a better price. Contract may be awarded even if only one bidder qualifies technical/financial offer. However, IGDTUW reserves the right to take appropriate decisions in such case and shall not be binding on the IGDTUW to award the contract

10. CORRUPT AND FRAUDENT PRACTICES

IGDTUW will reject a proposal for award if it determines that Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

11. PAYMENT TERMS

- Payments will be made by the competent authority on Quarterly basis against the consolidated Bill raised to the Competent Authority after that quarter end. The generated bill should clearly mention the billing period.
- It is the responsibility of the supplier to provide performance reports and graphs of Bandwidth usage and traffic to demonstrate that the SLA is being met. The Performance will be monitored every month and penalty will be applied according to SLA terms.
- Payment of taxes and other applicable Government levies will be made according to the rules and regulations as existing on the date of the payment.
- In case there is price reduction in service components during the contract period then the vendor (ISP) will pass on all such benefits to IGDTUW.

12. LIQUIDATED DAMAGES

For any delay in Installation and Commissioning, the IGDTUW will charge penalty of 0.5% of the order value/week or part thereof, subject to the cost not exceeding 05% of the total cost. In exceptional circumstances, a cure period is allowed for maximum 2 weeks subject to prior approval of Competent Authority of IGDTUW.

13. WARRANTY AND ANNUAL MAINTENANCE CONTRACT (AMC)

- The Internet with related equipment's and communication links installed by the vendor shall have a comprehensive onsite warranty for the entire period of the Service Contract after the successful commissioning and acceptance.
- The bidder shall ensure an uptime of 99.5% for the entire duration.
- ISP will ensure maintaining services from the nearest service centre which should be well equipped with service engineers and sufficient spares. The vendor will do preventive maintenance once a month for upkeep of the system.

14. TIME FRAME

Project is to be completed within 60 days in all respects from the date of release of work order i.e. deliveries and all kind of installations, testing and commissioning. Liquidated Damages at the rates referred in this document shall be imposed in case of any delays due to any reason whatsoever.

15. EXECUTION OF AGREEMENT

The vendor should execute the agreement within 10 days from the date of acceptance of award letter.

16. LAYOUT PLAN

- A comprehensive Fiber Layout plan have to be submitted along with the Technical Proposal.
- The Layout plan must show the end to end connectivity of Fiber cable from ISP to IGDTUW, Kashmere Gate, Delhi.

17. Termination Clause

The university reserve the right to terminate the contract at any time after giving 45 days notice period without assigning any reason. The firm will not be entitled to claim any compensation against such termination

SCOPE OF WORK

A. **PROJECT SCOPE:** Supply, Installation and maintenance of 1:1 Dedicated Unshared Internet Leased Bandwidth Requirements:

Sr. No	Description	Location
1.	Internet Lease Line 500 Mbps at IGDTUW Delhi, 1:1 dedicated wired Internet leased Line Uncompressed and Unshared. Last mile delivery on Fiber. (Over Ring Topology)	IGDTUW, Kashmere Gate, Delhi

*Preference will be given for Fiber last mile

1. Installation requirements

- (a) The installation of the Connectivity shall be carried out in IGDTUW, Delhi.
- (b) Any statutory requirement for installation and working of all equipment of the ordered Fiber for Connectivity shall be responsibility of the bidder.
- (c) Permission from state government/central government shall be the sole responsibility of the bidder.

2. Specification of Equipment and Services

The technical specifications of the equipment specified in Annexure: A are the minimum requirements of the IGDTUW. The vendors are at liberty to indicate higher specifications than the minimum levels EXCEPT THE BANDWIDTH. The IGDTUW reserves the right to place orders at the higher specifications offered by the vendors.

3. Maintenance and Support

- a. The vendors shall furnish the details of their local centers to support and shall deploy only trained service personnel to resolve the issues which may arise. Maximum time to repair (resolve & recover) a reported break down should be Four hours. Time for this purpose shall be measured as interval between the time of reporting the problem and the time when the problem is fully solved making the faulty components/functions fully operational.
- b. Vendor and OEM support strategy should have a 24 X 7 support. Support from vendor (and OEM if applicable) should be on site whenever a faulty part is to be replaced, the replacement should be a new part with the matching OEM part number to the replaced part.
- c. IGDTUW shall not be responsible for damage to the systems due to external circumstances such as earthquakes, floods, fires, riots etc.
- d. Vendor shall ensure a visit to IGDTUW, of a person of designation of Area Manager on monthly basis. During the implementation stage, vendor shall depute engineers for attending to the complaints related to the hardware and software/firmware components.

- e. Uptime Guarantee Vendor shall have to guarantee continuous uninterrupted internet line availability along with all the equipment supplied by them and should achieve minimum 99 % uptime across 24 X 7 calculated on monthly basis.

B. LOCATION FOR SUPPLY OF GOODS AND SERVICES AND INSTALLATION

S.No	Description	Location
1.	Internet Lease Line 500 Mbps at IGDTUW Kashmere Delhi), 1:1 dedicated wired Internetleased Line Uncompressed and Unshared. Last mile delivery on Fiber. (Over Ring Topology)	IGDTUW, Kashmere Gate, Delhi

C. SPECIFICATIONS

The technical specifications are the minimum requirements of the IGDTUW. The Tenderer is at liberty to indicate higher specifications than the minimum level except demanded Bandwidth. The IGDTUW reserves the right to place order at the higher specifications offered by the Tenderer.

- D. **NON TRANSFERABLE TENDER** :- Neither the contract nor any rights granted under the contract may be sold, leased/sublet, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of IGDTUW.

The detailed Scope of Work involves:

1. Provide dedicated 500 Mbps(Delhi) (1:1) Dedicated wired Internet Leased Line Uncompressed and unshared. Last Mile delivery on Fiber over ring topology
2. The lease line from category "A" ISP (license from Govt. of India) should only be commissioned.
3. To ensure PoP level redundancy Ring Topology to be used for connectivity.
4. Provide a block of 16 Public IP"s (IPV-4) to enable IGDTUW to use the same for web servers, mailing solution etc.
5. Bidder should provide tool for monitoring the bandwidth / network performance without additional cost.
6. Bidder should provide required Router for Public IP
7. The bidder should furnish Internet Bandwidth Utilization/performance reports on a quarterly and send it to register IGDTUW email address. However, the bidder should also provide interface to IGDTUW for

monitoring utilization / performance reports on real time, hourly, daily and weekly basis.

8. The bidder should provide all necessary equipment for connectivity, if any.
9. The vendor has to provide onsite support, when required.
10. The Actual Uptime on Fiber Link to be calculated in respective month and will be measured against total uptime hours 99.5%. If the downtime exceeds the total uptime hours following penalty in % will be applicable:

S.No	Downtime	Penalty in % on monthly bill
1.	> = 99.5%	0
2.	> 99 to < 99.50	2
3.	> 98 to < 99	5
4.	> 97 to < 98	10
5.	> 95 to < 97	15
6.	> 90 to < 95	25
7.	< 90%	30

Calculation of Actual Uptime % = (Actual Uptime Hours / Total Uptime hours) X 100

Definition: Total Uptime hours = No of days in month X 24

Actual Uptime Hours = Total Uptime hours - Downtime in hours in a month

Example:

In the Month of May total days is 31 and total down time in the same month in hours was 7 hours. In such case the Actual Uptime can be calculated as follows:

Total Uptime hours = 31 X 24 = 744

Actual Uptime Hours = 744 - 7 = 737

Actual Uptime % = (737/744) X 100 = 99 %

E. Service Level Agreement

This SLA describes the Service Levels applicable. Non-achievement of a Service Level may attract penalties, as set out in this SLA. The bidder shall sign SLA with IGDTUW incorporating following parameters:

- a. Working days: Seven days a week (Monday to Sunday)
- b. Throughput: 100% non-blocking [symmetric]
- c. Latency: < 5ms
- d. Packet Loss/Drop: < 1.0%
- e. Helpdesk Support (with preferably toll free number): 24 X 7 X 365
- f. Mean Time To Restore: 4 hours. To be calculated on monthly basis
- g. Performance Reports: Real Time, Hourly, Daily, Weekly and Monthly
- h. Dedicated Account Management Team: Single point of contact for service requirements such as ordering, implementation, operations and billing.

F. Acceptance Test Plan (ATP)

The acceptance test will be carried out as per mutually agreed Acceptance Test Plan [ATP], which will be finalized after Work Order is issued. The link(s) will be accepted only after acceptance testing is completed as per the agreed plan and is duly signed/certified by the IGDTUW and the service provider. In exceptional circumstances, a period for maximum 14 days is allowed for inspection and testing and subject to prior approval of Competent Authority of IGDTUW.

Specifications for Technical Offer

Item No.	Item Name	Particulars	Quoted Specifications	Compliance	Deviation
1.	Type of connectivity	Internet Lease Line 500 Mbps at IGDTUW Campus (Kashmere Gate, Delhi-06), 1:1 dedicated wired Internet leased Line Uncompressed and Unshared. Last mile delivery on Fiber. (Over Ring Topology)			
2.	Capacity	Internet Leased Line: 500 Mbps at GDTUW, Delhi			
3.	Non shared on exclusive basis	1:1 Uncompressed and unshared			
4.	uptime	99%			
5.	Bandwidth guarantee	100%			
6.	Packet Loss	< 1%			
7.	Latency	Less than 5 milli second from the respective IGDTUW router to the first hop of the service Provider.			
8.	Period	Three years			
9.	Public IP Pool	16 IP (IPV-4) Address for each line			

Part I: Requirements to be fulfilled

Sr. No	Features	Specifications/Descriptions	Quoted Specifications	Compliance	Deviation
1.	Last Mile	Last mile connection from the PoP of the service provider to IGDTUW should be high available and of Fiber. (Over Ring Topology)			
2.	Dedicated Symmetric Internet Bandwidth	Dedicated Symmetric Internet bandwidth by peering with local POP of bidder to IGDTUW Campus. The bidder must guarantee availability of 1:1 bandwidth on their backbone at IGDTUW from their peering PoP up gateway router.			
3.	Delivery	Duration for commissioning of the link after placement of the PO: Within 60 days.			
4.	Implementation of Software at client side.(Cost of software should be included in the package)	a. Bandwidth Utilization b. Up time c. Packet loss d. Ping time			
5.	Hardware for Termination	a. Mux/Modem/Router hardware required to be provided by ISP. b. Supplied hardware should be included in the services and it will be the property of the ISP only. c. Maintenance of Hardware supplied by ISP will be the responsibility of ISP only.			
6.	Diagram and Charts	a. Networking diagram Between client, ISP and Gateway.			

		b. Bar chart indicating the proposed schedule of completion			
7.	Services	Internet Router port at ISP Gateway for required bandwidth			
8.	Configuration	Configure the Hardware (Modem / Router etc.) and software cost of this should be included in the pack.			
9.	Installation	Installation and commissioning of the link with appropriate wiring. Cost of this should be included in the package.			
10.	Warranty	Warranty for the contract period.			
11.	DNS Services	The ISP should provide DNS services including reverse Lookups.			
12.	Layout Plan	A comprehensive Fiber Layout plan have to be submitted along with the Technical Proposal. The Layout plan must show the end to end connectivity of Fiber cable from ISP to IGDTUW Campus, Kashmere Gate, Delhi desired locations using map.			
13.	Security of Fiber and System	ISP Should ensure the security of fiber and system provided for lease line.			

ANNEXURE – B

TECHNICAL BID

CHECK LIST OF THE DOCUMENTS TO BE ATTACHED WITH TECHNICAL BID

Please check whether the attested copies of the following documents have been attached or not.

S.No.	Description
1.	Name of the Agency
	Address of firm/Agency and Telephone No
	Name, Designation, Address and Telephone no. of authorized person of the firm/agency to deal with
	PAN No. of Income Tax Deptt.
2.	GST Registration No. issued by the Competent Authority along with return of last financial year.
3.	Performance statement along with necessary Documents for last three years
4.	Self-Declaration for unblemished record
5.	All Undertakings and Annexures
6.	Copies of Certificate of incorporation of the firm (e.g. Registrations Partnership Firm, Proprietary concern Company etc. & copy of the Factory Registration Certificate, if applicable
7.	Income tax return for last three financial years.
8.	Terms & conditions of the tender (duly signed)
9.	Proposed this: Proof in support of minimum 3 clients (present and / or past) who are Govt. Department with total order volume of Rs. 1 CR for last 3 years out of which two assignment should have successfully executed with order value of minimum Rs.50 lakhs or more. From single Public Sector Client. Work-orders along with completion Certificates / Client's Testimonial given by concerned organizations or whom work is done should be submitted
10.	Technical Proposal
11.	Hardware resources proposed for deployment
12.	Problem Escalation Mechanism with name, designation and contact details at each level up to the level of CEO.
13.	Certificate regarding not black listed by Govt. Departments.

*Separate copies for each document mentioned above is to be submitted.

Declaration: -

This is to certify that I/We before signing this tender have read and fully understand all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Signature of the tenders: - _____

Name: - _____

Designation: - _____

Address: - _____

Phone No: - (O) _____

(R) _____

ANNEXURE-C**PRICE SCHEDULE**

Component wise Rates Price Quoted (in Rs.)		
		For IGDTUW
S.NO	Item	Price per Year (Validity 3 Years) (500 Mbps1:1 Dedicated Internet leased Line)
1.	Fixed Charges (One Time Charges) (Installation, Commissioning, Testing)	Rs. In Words:
2.	Maintenance cost including monthly charges of lease line for three years	Rs. In Words:
3.	Taxes GST- (PI Specify)	Rs. In Words:
4.	Total	Rs. In Words:
		For 1 yrs: Rs. IN WORDS: Rs.
		Grand Total

Name &Signature of the Contractor
Seal

That we are sole owner/authorized agents/ of
..... ----- -----
That we/the undersigned agency is equipped with adequate hardware/software and other facilities required for providing services and our establishment is open for inspection by the representatives of IGDTUW
We hereby offer to provide Services at the prices and rates mentioned in the financial bid (as per financial template).
We do hereby undertake, that,
In the event of acceptance of our bid, the Services shall be provided as stipulated in the work order and the tender terms and conditions to the Bid and that we shall perform the entire incidental services.
The prices quoted are inclusive of all charges inclusive of traveling, hardware/ software/ manpower etc. for providing the desired services.
We agree to abide by our offer a period of 120 days from the date fixed for opening of the tenders and what we shall remain bound by a communication within that time.
We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to provide the services as per these terms and condition.
We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Note:
1. The financial bid scrutiny for evaluation of the bid will be based on the GRAND TOTAL of all schedules.
2. The order shall be placed for 36 months. However, the performance shall be reviewed at the end of every 12 months and shall be continued for next 12 months on the satisfactory performance and adherence to the SLA. Competent Authority, IGDTUW reserves the right to terminate/discontinue the services at any point of time, if the agreed SLA is not met
3. In case of extension in the supply of service, the differential cost will be paid to the ISP for the extended contract period.
4. All the costs should be quoted in Indian Rupees and should be fixed on lump-sum basis, no escalation of cost will be allowed under any circumstances.
5. IGDTUW shall not pay separately any specific statutory taxes / service charges to any authority.
6. No hidden charges will be allowed, if any.

7. Bills should be raised in the name and will be paid by the Competent Authority, as specified in the tender.
I/We, hereby, undertake that we shall not ask for any other charges other than the charges specified above. We also confirm that we will make our own arrangements at our own cost for traveling, boarding, lodging, communication etc. for successful Implementation
Dated: Signature:
Name of Agency:
Company Seal Full Address:

1. Rates should be quoted on monthly basis inclusive of all taxes/levies. Nothing extra will be considered.
2. Rates should be mentioned both in words and figures.
3. Financial Bid will be considered only if Technical Bid is accepted by the Competent Authority.

UNDERTAKING

We understand that you are not bound to accept the lowest or any offer you may receive.
We agree to the terms and conditions mentioned in the Tender Document.
Dated this _____ day of _____ Signature:
(In the Capacity of :)
Duly authorized to sign the tender offer for and on behalf of
Encl.: - Original Technical Bid
1. Bid Security Declaration
2. Tender offer form duly filled in.
3. Bidders Authorization Certificate.
4. Self-Declaration for unblemished record
5. Details of Bidder
6. Performance statement along with necessary Documents
7. Earnest Money Deposit (if any)
8. GST
9. Tender Document duly signed.
10. Copies of Certificate of incorporation of the firm (e.g. Registrations Partnership Firm, Proprietary concern Company etc.
11. Copy of the Factory Registration Certificate, if applicable
12. Copy of the PAN Card

<p>13. Proposed this: Proof in support of minimum 3 clients (present and / or past) who are Govt. Department with total order volume of Rs. 1 CR for last 3 years out of which two assignment should have successfully executed with order value of minimum Rs.50 lakhs or more. From single Public Sector Client. Work-orders along with completion Certificates / Client's Testimonial given by concerned organizations or whom work is done should be submitted</p>
<p>14. Technical Proposal</p>
<p>15. Hardware resources proposed for deployment.</p>
<p>16. Problem Escalation Mechanism with name, designation and contact details at each level up to the level of CEO.</p>
<p>17. Copies of its audited financial statements for past three financial years. (</p>
<p>(B) Sealed Financial Bid</p>
<p>1. Price Schedule, duly stamped and signed</p>

ANNEXURE- E

PERFORMANCE SECURITY FORM (PSF)

To:
(Name of Indenter)
WHEREAS _____(Name of Bidder) hereinafter called "the Bidder" has undertaken Contract No. _____ dated, _____ 20__ to render services hereinafter called "the Contract".
AND WHEREAS we have agreed to give the Bidder a guarantee:
THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of _____(Amount of the guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the contract and without cavil or argument, any sum or sums within the limit of _____ as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein.
This guarantee is valid until the _____ day of _____ 20__
Signature and Seal of Guarantors
Date
Address:

ANNEXURE – F

FORM OF AGREEMENT

THIS AGREEMENT is made on the _____ day _____ (Month) _____ (Year) Between the IGDTUW through the _____ (Name and address of the Department) hereinafter called “the Department” which expression shall, unless excluded by or repugnant to the context, be deemed to include its successor in office and assigns of the one part AND _____ (Name and address of the contractor) through Shri _____, the authorized representative (hereinafter called “the contractor”) (which expression shall, unless excluded by or repugnant to the context, be deemed to include its/their heirs, successors, executors, administrator, representative and assigns) of the other part. Under which the contractor shall provide uniformed and trained personnel and will use its best endeavour”s to provide Internet Lease Line 500 Mbps(1:1) Dedicated Unshared Internet Leased Bandwidth requirements over fibre optic services to IGDTUW, Delhi.

NOW THIS AGREEMENT WITNESSETH as follows: -

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz: -
 - (a) Letter of acceptance of award of contract;
 - (b) Terms and Conditions;
 - (c) Notice Inviting Tender;
 - (d) Bill of Quantities;
 - (e) Scope of work;
 - (f) Addendums, if any;
 - (h) Any other documents forming part of the contract.
3. In consideration of the payments to be made by the Department to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the employer to execute and the Internet Lease Line 500 Mbps(1:1) Dedicated Unshared Internet Leased Bandwidth requirements over fibre optic services w.e.f. _____ as per the provisions of this Agreement and the tender documents.
4. The Department hereby covenants to pay the contractor in consideration of the execution and completion of the works/services as per the provisions of this Agreement and the tender documents, the contract price of Rs. _____ (Rupees _____ in words).
5. Being the sum stated in the letter of acceptance subject to such additions thereto or deductions there from as may be made under the provisions of the contract at the times in manner prescribed by the contract.
6. No advance payment will be done
7. Payment will be done on quarterly basis based on good performance of parameters as mentioned in tender
8. Payment for a particular quarter period will be done after that quarter is over and processing for the same may take upto 60 days from the quarter period completion date.

IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written.

For and on behalf of the Contractor

For and on behalf of IGDTUW

Signature of the authorized official officer

Signature of the authorized

Name of the official
Stamp/Seal of the Contractor

Name of the Officer
Stamp/Seal of the
Employer

By the said
_____ Name
Name

By the said

on behalf of the Contractor in the
in the
presence of:

on behalf of the Employer
the presence of:

Witness _____
Name _____
Address _____

Witness _____
Name _____
Address _____

Telephone No: _____

Telephone No: _____

INSTRUCTIONS

1. All columns shall be filled legibly.
2. Clear and precise information shall be given against each column in the space provided.
3. If any column is left blank or not properly replied to or the application is not accompanied by the pay order/demand draft of the requisite value, the application is liable to be rejected summarily.
4. The License granted is liable to be cancelled forthwith, if it is found that the applicant had given wrong or false information in the application for the issue of authorization.

ANNEXURE – G

**FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN PLACE OF EMD
(On Bidders Letterhead)**

I / We, the authorized signatory of M/s
participating in the subject tender no. / bid for the item/job of
..... , do hereby declare:

1. That I/we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.
2. That in the event we withdraw/modify our bid during the period of validity Or I/we fail to execute formal contract agreement within the given timeline OR I/we fail to submit a Performance Security within the given timeline Or I/we commit any breach of Tender Conditions / Contract which attracts penal action of forfeiture of EMD and I/we will be suspended from being eligible for bidding/award of all future contract(s)/Work(s) of Indira Gandhi Delhi Technical University for Women for one year from the date of committing such breach.

Signature and Seal of Authorized Signatory of the bidder

Name of Authorized Signatory

Company Name