



COUNCIL OF SCIENTIFIC & INDUSTRIAL RESEARCH
ANUSANDHAN BHAWAN, 2 RAFI MARG, NEW DELHI-110001

OPEN TENDER NOTICE

The Joint Secretary (Admn.), CSIR invites tender in closed/sealed covers with wax/cello tape/company seal under two bid systems (Technical bid & Financial bid) from the reputed organizations for the supply of the following service:-

Sr. No.	Tender No.	Brief Detail of Service	Estimated Cost
1	8-8(11)/2009-gen.	Provision of Internet – Leased Line for CSIR Science Center & CSIR Hqrs	Rs.33,75,000/-

Tender Document with complete terms & conditions, technical specifications etc. can be downloaded from CSIR website <http://www.csir.res.in> free of cost. Last date of receipt of complete tender(s) is January 19, 2015 at 02.00 P.M. (IST). There should be a Pre-bid meeting on date January 05, 2015 in CSIR Hqrs Anusandhan Bhawan, Rafi Marg, New Delhi-110001 from 3.00 PM (IST) onwards. Interested tenderer may send their queries for clarifications / comments if any by January 10, 2015 on mail vinod@csir.res.in or dolly@csir.res.in. The date of opening of technical bid(s) is January 19, 2015 at 03.30 P.M. (IST) onwards in the presence of tenderer who wish to be present.

Further corrigendum/amendments, if any, will be posted in CSIR website: <http://csir.res.in>.

Sr. Deputy Secretary (Central Office)



**COUNCIL OF SCIENTIFIC & INDUSTRIAL RESEARCH
ANUSANDHAN BHAWAN, 2 RAFI MARG, NEW DELHI-110001**

TENDER DOCUMENT

Tender for Hiring of Internet – leased line for CSIR Science Center and CSIR Hqrs.

Date of Issue of Tender Document	:	26-12-2014
Last date & time for Submission of Tender Document	:	19-01-2015 (2.00PM)
Pre Bid Meeting	:	05-01-2015 (3.00 PM) at CSIR Hqrs. Anusandhan Bhawan, Rafi Marg, New Delhi-110001
Date & Time for Opening of Tender	:	19-01-2015 (3.30PM)
Technical Bids	:	19-01-2015 (3.30PM)
Financial Bids of eligible tenderers	:	to be intimated later to those tenderers who qualified the technical bid

Technical Requirement and Specifications for Hiring of Internet – leased line for CSIR Science Centre and CSIRHQ

CSIR an autonomous body under Ministry of Science & Technology, having its headquarter at Anusandhan Bhawan, 2 Rafi Marg, New Delhi, wishes to invite quotations from reputed agencies for Hiring of Internet – leased line for CSIR Science Center and CSIR Hqrs. The terms and conditions for the above work are as follows:-

Scope of work

CSIR Hq Intends to hire 155 mbps dedicated uncompressed symmetric Internet Bandwidth (1:1) Connectivity through Leased Line (redundant fully fibre optic) with assured bandwidth of 155 mbps world wide for its location i.e. Council of Scientific & Industrial Research Anusandhan Bhawan, 2, Rafi Marg New-Delhi - 110001 on end-to-end basis and 16 mbps for CSIR Vigyan Kendra, Lodi Garden , Gate-2, K.K. Birla Lane, New Delhi.

This office has network nodes of about 700 at CSIR Hq & about 50 nodes at Vigyan Kendra. Internet services like E-Mail, Internet Browsing (Downloading and Uploading), web hosting, electronic exchange of documents and drawings, video conferencing & Internet faxes, etc. The termination of the last mile connection is to be made in Server Room of the above said locations i.e. at the CSIR Hq and at Vigyan Kendra.

155 mbps & 16 mbps dedicated uncompressed symmetric Internet Bandwidth (1:1) connectivity through optic fiber Leased Line at given location:

S.No.	Bandwidth at Location (Mbps)	Range
1.	CSIR Hq, Anusandhan Bhawan, 2, Rafi Marg	155 mbps
2.	CSIR Vigyan Kendra , Lodi Garden , Gate-2, K.K. Birla Lane, New Delhi	16 mbps

1.1 Requirements and Specifications

The following technical requirement shall be complied with.

1. Link Bandwidth.

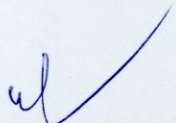
A 155 Mbps Internet Bandwidth with Committed access rate on 1:1 basis till ISP International Gateway for CSIR Hq, Anusandhan Bhawan, 2, Rafi Marg and 16 mbps Internet Bandwidth with Committed access rate on 1:1 for CSIR Vigyan Kendra , Lodi Garden , Gate-2, K.K. Birla Lane, New Delhi . Traffic should be routed to secondary International Gateway once the primary fails. The last mile link will be on Fiber with self-healing architecture to maximize the availability of the link and minimize the failure.

2. Last Mile connectivity

The data exchange between CSIR Hq, Anusandhan Bhawan, 2, Rafi Marg, New Delhi, CSIR Vigyan Kendra, Lodi Garden, Gate-2, K.K. Birla Lane, New Delhi and ISP premises shall be over a dedicated high-speed link.

3. IP Addresses: The bidder shall provide 32 Class C, real IP addresses for exclusive use by CSIR HQ and 16 Class C, real IP addresses for use by CSIR Vigyan Kendra.

4. The bidder shall undertake 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 155 mbps at CSIR Hq & 16 mbps at Vigyan Kendra respectively .



5. Service provider should guarantee for CSIR Hq backbone support for uptime of 99.5%.

SLA Matrix for Standard Internet Access(1:1)			
Node Type	Network Uptime(over a month)	Round Trip delay between Customer edge router at supplier node and Supplier Upstream edge router in USA	Packet Drop
Tier – 2	≥ 99.5%	≤350ms	≤1.0%

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 CSIR Hq premises will be the responsibility of Service Provider. The Service Provider shall meet associated hardware to connect respective routers of each CSIR locations.
9. Complete detail of service provisioning including offered bandwidth, compression type, termination details etc. are to be clearly stated.
10. Penalty for late delivery : @0.5% of annual link charges of the delayed link per week ,subject to a maximum of 5% of annual link charges of the delayed link.
11. In case of any degradation of service noticed at any point during the agreement period, the penalty conditions are as under :
12. **Penalty:** In the event Supplier fails to make a particular Service available to Customer on or before the committed date, the penalty would be invoked as under:

Cumulative Network Unavailability in a month beyond the guaranteed Network Availability(Hrs)	Penalty charges
0-14	0%
14-19	3.33%
19-38	6.66%
>38	9.99%

13. **Review of Rates:** CSIR may opt for negotiation of rates after two years in case of downward trend in bandwidth charges.
14. **Terms of Payment:** Annual recurring Payment will be made on quarterly basis in arrears based on fulfillment of SLA parameters after adjustment of penalty (if any) due to non-compliance of SLA or due to late delivery of link. The charges shall accrue on pro-rata basis in the following manner:
- The service Provider shall commission Internet Links at both Locations in the first go.
 - The start date for the payment charges for all links will be taken as per actual acceptance date for links at both the locations. There will be only one acceptance form for all the equipments (if any) installed at that location.

- c. The accrual of charges for any subsequent orders of links will start from the date of acceptance of those individual links.
- d. The payment period (quarter) will be measured from the date of acceptance by CSIR.
- e. Calendar quarter will be taken as quarter for payable charges.
- f. Payment will be made in Indian Rupees Only.
- g. The payment of charges will be made only after the successful completion and acceptance of the Links.
- h. Payment of quarterly charges (Lump sum charges towards bandwidth & equipment) shall be payable after completion of each quarter and after certification/verification of SLA reports by both locations.
- i. For any SLA non-compliance, deductions will be made from quarterly payments.

15. **Insurance:** The equipment supplied by the service provider under the contract shall be fully insured by the service Provider against any loss, theft, fire, damage due to any reason, etc. during transportation, storage, delivery, installation and operation for the entire period of the contract.

For any theft or damage to any of the supplied items, where the vendor is filing a claim with the insurance agency, the vendor shall replace the item on its own within 15 working days of the reporting of the incident, after which SLA and Risk Purchase clause of the contract will become applicable.

Uptime: An uptime of 99.5% for the Internet links has to be maintained, failing which penalty will be levied.

Terms & Conditions

16. **Contract Period:-** Initially period of contract is One Year and may be extended for second year after satisfactory performance in the first year with the approval of the Competent Authority.

17. TENDER EVALUATION:

Competent Authority will evaluate all the proposals to determine whether these are complete in all respects as specified in the tender document. Evaluation of the proposals shall be done in two stages as:-

(a) Stage – I (Technical Evaluation):

(i) Institute shall evaluate the technical bid(s) to determine whether these are qualify the essential eligibility criteria, whether the tenderer has submitted the EMD & tender fee, whether any computational errors have been made, whether all the documents have been properly signed & stamped, whether all the documents as mentioned / or required to submitted with technical bid are submitted and whether bids are completed and generally in order.

(ii) After evaluation of technical bid(s), a list of the qualifying tenderer(s) shall be made. Short-listed tenderer(s) shall be informed of the date, time and place of opening of financial bid(s) and they may attend or depute their authorized representative/s to attend the opening of financial bid(s) on the scheduled date & time. The representative(s) should have a letter of authority to attend the price bid(s) opening event.

(b) Stage – II (Financial Evaluation):

(i) The financial bid(s) shall be evaluated on the basis of the total cost quoted by the tenderer.

17. Earnest Money Deposit:- The tenderer shall be required to submit the Earnest Money Deposit (EMD) for an amount of Rs.165000/- (Rupees One Lakh Sixty Five Thousand only) by way of demand drafts/banker's cheque drawn in favor of JS(Admn.), CSIR. The said earnest money will not bear any interest and will be refundable only after finalization of the contract awarding process.

EMD shall be forfeited if:

- a) The bid is revoked during its validity period.
- b) The bidder indulges himself in any undesirable practice or malpractice at any time, which would include the instance of a bidder after submission of tender and during the tender validity period resilient from his offer or modifies the terms and conditions thereof.
- c) The prices are increased unilaterally during validity of offer by the bidder,
- d) The successful bidder does not convey his written acceptance within a maximum period of 15 days of the order placed on him by CSIR Hqrs.
- e) The bidder withdraws or modifies his tender without consultation & approval of CSIR Hqrs, within 120 days from the date of opening or within the extended period of validity for any reason whatsoever.
- f) The successful bidder fails to start the work within the reasonable period or fails to show reasonable progress in execution of the work / contract.

18. FINANCIAL BID:

- a) Financial bid should be in the format enclosed with tender as Annexure "B" in separate sealed cover. Failure to provide price bid in a sealed separate cover will result in invalidation of the offer.
- b) The bid should be clearly filled or typed and signed in ink legibly giving full address of the tenderer. The tenderer should quote the price in figures as well as in words the amount tendered by him. Alteration if any, unless legibly attested by the tenderer with his full signature, shall invalidate the tender. The Tender should be duly signed by the authorized persons. In case there is any difference in the amount between figures and words, the amount indicated in words will be treated as the valid offer.
- c) Service Tax or any other taxes and Education Cess will be paid extra as applicable.
- d) Income tax will be deducted at source.

19. Performance Security Deposit:- A Performance Security Deposit of Rs.165000/- (Rupees One Lakh Sixty Five Thousand only) by way of demand drafts only drawn in favor of JS(Admn.), CSIR will be deposited by the successful bidder within 15 days of intimation of award of contract.

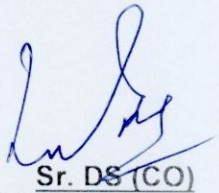
20. FORCE MAJEURE:

- 1) The Service Provider shall not be liable for forfeiture of its earnest money / performance security deposit, liquidated damages, or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- 2) For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Service Provider that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

21. ARBITRATION CLAUSE

1. In the event of any question, dispute/difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to the sole arbitration to DG, CSIR or his nominee.
2. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work, or neglecting his work, or being unable to act for any reason whatsoever, the Director General, CSIR shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the terms of the agreement and the person so appointed shall be entitled to proceed with the reference from the stage at which it was left by the predecessor.
3. The expression Director General, CSIR shall mean and include an acting/officiating Director General.
4. The Arbitrator may give interim award(s) and/ or directions, as may be required.
5. Subject to the aforesaid provisions, the Indian Arbitration & Conciliation Act 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.

JS(Admn.) reserves the right to reject any or all tenders, wholly or partly or close the tender at any stage prior to the award of contract without assigning any reason whatsoever.



Sr. DS (CO)

**COUNCIL OF SCIENTIFIC & INDUSTRIAL
RESEARCH, Anusandhan Bhavan, Rafi Marg,
New Delhi - 110001**

PROFORMA FOR TECHNICAL BID

S. No.	Information	
1.	Name of the Agency	
2.	The ISP should have a valid 'Category A' ISP license from Govt. of India(attach a copy of licence)	
3.	Nature of the concern: (i.e. Sole Proprietor or Partnership firm or a Company or a Government Department or a Public Sector Organization)	
4.	Full Address of Regd. Office (i) Telephone No. (ii) Fax No. (iii) e-mail address	
5.	Full address of Operating/Branch Office in Delhi. (i) Telephone No. (ii) Fax No. (iii) e-mail address	
6.	Banker of Agency with full address (Attach Bankers certificate of account maintenance for the last of two years) Telephone Number of Banker	
7.	Registration No. of the agency/firm	
8.	PAN No.	
9.	Service Tax Registration No.	
10.	Service Tax paid during financial years 2011-12, 2012-13 & 2013-14	
11.	Financial turnover and I.T. Returns of the Agency for financial years 2011-12, 2012-13 & 2013-14	
12.	Details of major contracts handled in last two years	
13.	Certificate of satisfactory performance from at least two organization to whom the service was provided	
14.	Certificate – Not blacklisted etc.	
15.	The firm / agency must have a fully functional Customer Service Center(s) in this region, which is fully operational 24 X 365 days. List of Customer Service Center(s) must be enclosed with technical bid.	

Signature of authorized person

Date:

Name:

Place:

Seal:



Annexure – B
Format for Financial Bid

S. No.	Particular	Price in INR
A.	One time charges	
1.	One time installation and commissioning charges of leased line at CSIR Hqrs.	
2.	One time installation and commissioning charges of leased line at Vigyan Kendra	
3.	Taxes (As applicable)	
Sub Total		
B.	Annually (One) Recurring Charges	
1.	155 Mbps leased line charges (1:1 uncompressed unshared)	
2.	16 Mbps leased line charges (1:1 uncompressed unshared)	
3.	Taxes (As applicable)	
Sub Total		
Grand Total (A+B)		
(Rupees		

Note:-

- a) Indicate Not Applicable (NA), if any section (in this format) which is not applicable.
- b) Rates for any additional /optional features to be mentioned clearly and separately.
- c) The rates quoted are FOR at destination and should be in Indian rupees only. Price must to be quoted both in figures and in words. In case of a discrepancy in the two, price quoted in words will be taken as valid.
- d) Any drop in the charges / tariff of leased line or Internet port access during the contract period shall be passed on to Institute.
- e) ANY INCREASE IN BANDWIDTH NEEDED WOULD BE ON PRO-RATA BASIS. However, CSIR shall place the order for required additional bandwidth as and when required by giving a written request to the Tenderer.
- f) We have gone through the terms & conditions stipulated in the Tender Document and confirm to abide by the same.
- g) No other charges would be payable by the Institute.

Place:

Date:

Signature of Authorized Person & Seal