Tender Document

For

Internet Leased Bandwidth
Central Silk Board, Bangalore

1. **INVITATION FOR TENDER OFFERS**

Central Silk Board, hereinafter referred to as the CSB, invites online tender offers (Technical bid and Commercial bid) from eligible reputed firms for Supply, Installation and maintenance of 1:1 Dedicated Unshared Internet Leased Bandwidth requirements over Fiber at CSB Complex, BTM Layout, Bangalore – 560068.

<table>
<thead>
<tr>
<th>Bid collection and submission details:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tender reference Number</td>
</tr>
<tr>
<td>Date of Publishing on CPP Portal</td>
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<tr>
<td>Document Download Start Date</td>
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<td>Seek clarification Start Date</td>
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<tr>
<td>Bid Submission Start Date</td>
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<td>Document Download End Date</td>
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<td>Seek Clarification End Date</td>
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<tr>
<td>Last Date &amp; Time for Uploading of Online Tender</td>
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<tr>
<td>Date &amp; Time for Opening of Technical Bids</td>
</tr>
<tr>
<td>Offer Validity Period</td>
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<tr>
<td>Earnest Money Deposit</td>
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<tr>
<td>Address for communication</td>
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<tr>
<td>e-Mail</td>
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2. **ABOUT CSB:**

Central Silk Board (CSB), a statutory body under the administrative control of the Ministry of Textiles, Government of India. CSB is substantiating the efforts for bringing the sustainability of sericulture occupation through different means of technology transfer supported by R&D, Training, Extension and financial assistance.

3. **IT INITIATIVES UNDERTAKEN BY THE CSB:**

The Central Silk Board has been using the Information Technology to improve the functioning of the board as well as assisting scientists in their research activities for the past 28 years. Central Silk Board has taken many initiatives to make stakeholders reap advantages of Information Technology in getting timely and accurate information, providing access to various data and reports through sets of databases maintained at Central Office, CSB.
4. CURRENT INFRASTRUCTURE

CSB has its Computer Centre located at 5th Floor, CSB Complex, BTM Layout, Bangalore. CSB has in-house servers and hosting CSB website and implementing e-Governance projects. CSB has 100Mbps NKN connectivity and 10Mbps dedicated leased line.

5. PROJECT SCOPE

Supply, Installation and maintenance of 1:1 10 Mbps Dedicated Unshared Internet Leased Bandwidth Requirements over Optic Fiber only (no other technology is accepted):

<table>
<thead>
<tr>
<th>Sr.No</th>
<th>Description*</th>
<th>Specifications and requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Internet Lease Line <strong>10Mbps</strong> 1:1 dedicated wired Internet Leased Line Uncompressed and unshared. Last mile delivery on Fiber.</td>
<td>Installation at CSB Complex, BTM Layout, Bangalore – 560 068. The leased lines from the ISP’s MUXs to be terminated at CSB’s layer 3 switch at Computer Centre using CAT6 (or higher) UTP cable.</td>
</tr>
<tr>
<td>2.</td>
<td>Provide a block of 16 Public IPs (IPV-4) and 64 Public IPs (IPV-6).</td>
<td>To enable CSB to use the same for web servers, mailing solution etc.</td>
</tr>
<tr>
<td>3.</td>
<td>MRTG access through online portal</td>
<td>Multi Router Traffic Grapher (MRTG) access through online portal must be provided by ISP</td>
</tr>
<tr>
<td>4.</td>
<td>Performance monitoring mechanism</td>
<td>The bidder should furnish Internet Bandwidth Utilization/performance reports on a monthly basis. However the bidder should also provide interface to CSB for monitoring utilization/performance reports on real time, hourly, daily and weekly basis.</td>
</tr>
<tr>
<td>5.</td>
<td>Period of contract</td>
<td>24 months initially and extendable by another 24 months if performance is satisfactory on mutually agreeable terms.</td>
</tr>
</tbody>
</table>

6. Installation requirements

1. Any statutory requirement for installation and working of all equipment of the ordered Fiber Connectivity shall be responsibility of the bidder.
2. Permission from various authorities may be the sole responsibility of the bidder.
7. **Maintenance and Support**

1. 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.

2. CSB shall not be responsible for damage to the systems due to external circumstances such as earthquakes, floods, fires, riots etc.

3. 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.

8. **Uptime Guarantee**

Vendor shall have to guarantee continuous uninterrupted internet line availability along with all the equipment supplied by them and should achieve minimum 99.5 % uptime across 24 X 7 calculated on monthly basis.

9. **INSTRUCTIONS TO BIDDERS**

**DEFINITIONS:**

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

1. Bidder or 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 thereto, and all documents incorporated by reference therein;  

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 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 The Member Secretary, CSB, Bangalore.

9. CSB means Central Silk Board.

10. SPECIFICATIONS

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

11. COST OF TENDER DOCUMENT

Tender document may be down loaded from the website at free of cost.

12. 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 the CSB.

13. QUALIFICATION CRITERION

1. The bidder may be a Government Organization / PSU / PSE / partnership firm or a limited Company under Indian Laws. Sub contract / sub letting is prohibited.

2. The bidder should have acquired valid NLD and ISP License from DOT and has established Fiber/wireless network across India and operational from last 3 years.

3. Average Annual turnover of the bidder for the last 2 financial Years i.e. 2017-18, 2018-19 should be minimum Rs. 5 Crores.

4. The Bidder should have executed similar project for bandwidth provisioning in Government or Private sector

5. Should be in Core ISP business providing DDOS detection and mitigation services at least for a period of last three years.

6. Should be registered with TRAI for providing Internet Bandwidth Service in India
7. No generic call center or telephonic support is accepted. No Franchisee support is acceptable to the CSB either.

8. The bid of the bidder, who does not comply with one or more of the conditions of the eligibility criteria and / or fails to submit the required documents as required or mentioned in tender document is liable to be summarily rejected.

9. The bidder should not have been debarred / black listed in any other Central Government / State Government / Autonomous departments, PSU’s during the last three completed financial years and an undertaking to this effect to be enclosed.

14. COMPLETENESS OF TENDER OFFER

The Tenderer is expected to examine all instructions, forms, terms, conditions and specifications in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender offer not substantially responsive in every respect to the tender documents will be at the Tenderer’s risk and may result in rejection of its tender offer. The tender offer is liable to be rejected outright without any intimation to the Tenderer if complete information as called for in the tender document is not given therein, or if particulars asked for in the Forms / Performa in the tender are not fully furnished.

15. TWO BID SYSTEMS TENDER

1. The offer shall be separate parts. First Technical offer in original, second Commercial offer to be submitted only online at e-procurement portal.

2. All pages in technical and commercial bid shall be numbered, stamped with the official company seal and duly signed by the authorized signatory

3. The bidders should use the formats prescribed by the CSB for submitting both technical and commercial bids.

4. All the attachments should be in a sequence specified in the checklist form (Annexure- C) and flagged.

5. Tender should remain valid for 90 days

16. TECHNICAL OFFER

1. The technical bid should not contain any price information.

2. The Technical offer should include all items asked for in Annexure-A.

3. The Technical bid should be complete in all respects with all the columns filled in including “Accepted / Deviations.

4. The Technical offer should be complete to indicate that all products and services asked for are quoted and should give all required information including technical brochure, manuals, technical specifications, data sheet of the quoted
products in an organized and neat manner. No documents, brochures, leaflets, etc. should be submitted in loose form.

5. The technical specifications are the minimum requirements of the purchaser. The Tenderer is at liberty to indicate higher specifications than the minimum level EXCEPT THE BANDWIDTH. The purchaser reserves the right to place order at the higher specifications offered by the Tenderer.

6. Filling up of the Technical Detail Form using terms such as ok, acceptable, noted, as given in brochure / manual is not acceptable. The Purchaser may treat offers not adhering to these guidelines as unacceptable.

7. Any additional accessories, services for Hardware and Software which can be supplied should be included separately indicating their need/use. Those additional accessories, services which are essential for basic functional use of the equipment in the overall system should be marked as essential and others as optional.

17. **EARNEST MONEY DEPOSIT (EMD)**

An Earnest Money Deposit (EMD) of Rs.5,000/- (Rupees Five Thousand Only) shall be submitted in the form of Demand Draft from a commercial bank payable at Bangalore to “The Member Secretary”, Central Silk Board, CSB Complex, BTM Layout, Bangalore. DD should reach this office before opening of technical bid. However, firms producing copy of exemption certificate are exempted from submission of EMD. Bids without Earnest Money Deposit and in a form other than prescribed above will be summarily rejected. The EMD of the unsuccessful bidders will be returned to them without any interest after finalization of the tender.

18. **The EMD submitted by the bidder will be forfeited if:**

1. The bidder withdraws his tender before processing of the same.

2. The bidder withdraws his tender after processing but before acceptance of Letter of appointment issued by CSB.

3. The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.

4. The bidder violates any of the provisions of the terms and conditions of this tender specification.

19. **The EMD will be refunded to:**

Successful bidder has to submit performance security in the form of Bank Guarantee for an amount equivalent to 5% of the annual contract value, it should remain valid beyond 60 days of the contract period. EMD will be returned without any interest after receipt of Performance Security from the firm. No interest on EMD would be paid by CSB under any circumstances.
20. COMMERCIAL OFFER

1. BoQ excel file available in CPP Portal should be filled and uploaded.

2. It should give all relevant price information and should not contradict the Technical Offer in any manner.

3. The prices quoted in the commercial bid should be without any conditions.

4. The price schedule must be filled in completely, without any error, erasures or alterations.

5. The commercial offer shall be on a fixed price basis, inclusive of all taxes, no price variation should be asked for relating to any variations.

6. Prices quoted will be firm for the entire period of Contract. All prices to be quoted in Indian Rupees, and must clearly state all applicable taxes which must be included in quoted price.

7. Tenderer should indicate separately the cost of additional accessories, services of essential and optional nature.

21. EVALUATION PROCESS

The Tender Evaluation Committee (TEC) will evaluate and compare the bids determined to be substantially responsive. (A substantially responsive bid is one which conforms to all the requirements, terms, conditions and specifications of the tender without any material deviations. Deviations from or objections or reservations to critical provisions such as EMD.

22. BASIS OF SELECTION

Scrutiny of the technical bids will be based on the performance and experience as above and list of recent major clients for whom similar works have been executed. Financial Bids of only those bidders will be opened whose Technical Bids are accepted. Final selection will be based on the lowest rates quoted (Grand Total) in the Financial Bid.

23. AWARD CRITERIA

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

24. COMPLETION OF COMPLIANCE OF TENDER CONDITIONS AND STIPULATIONS AND PRICE COMPARISION
1. The Purchaser will evaluate the commercial offers of Tenderers previously short-listed and determined to be substantially responsive.

2. After opening of the commercial offers of the short-listed Tenderers, if there is a discrepancy between words and figures, the amount indicated in words will prevail.

25. NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER

1. CSB shall be under no obligation to accept the lowest or any other offer, including those received late or incomplete offers, without assigning any reason whatsoever.

2. CSB reserves the right to make any changes in the terms and conditions of the tender.

3. CSB will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

4. CSB may proceed with ordering the contract even if it gets only one qualified bidder.

26. CORRUPT AND FRAUDENT PRACTICES

The Purchaser 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.

27. CONFIDENTIALITY AND INTEGRITY CLAUSE:

The ISP and/or sub contractors and their personnel shall not either during the contract period or after expiration of this contract, disclose any proprietary or confidential information regarding the services, contract or the client’s business or operations without written consent from CSB.

28. SIGNING OF CONTRACT AGREEMENT

Within fifteen days of receipt of Purchase order, the successful Tenderer shall sign and date the contract and return it to the Purchaser.

29. TERMS AND CONDITIONS OF CONTRACT

A. PAYMENT TERMS

1. Payments will be made by the competent authority on quarterly basis against the Bill raised to the Competent Authority only after the completion of each quarter subject to satisfactory performance.

2. 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.
3. In case there is price reduction in service components during the contract period then the vendor (ISP) will pass on all such benefits to CSB.

**B. PERFORMANCE GUARANTEE**

1. Performance Bank Guarantee (PBG) of 5% of the contract value valid for contract period plus 60 days claim period shall be submitted within 15 days from acceptance of the purchase order.

2. The contract period shall be of 24 months from the date of acceptance of the purchase order and extendable by another 24 months on mutually agreeable terms.

**30. WARRANTY AND ANNUAL MAINTENANCE CONTRACT (AMC)**

1. The Internet with related equipment 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.

2. The bidder shall ensure an uptime of 99.5% for the entire duration.

3. ISP will ensure maintaining services from the nearest service center 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.

**31. ARBITRATION AND JURISDICTION OF COURT**

The Contract with the selected bidder shall be governed in accordance with the Laws of India and will be subject to the exclusive jurisdiction of Courts at Bangalore (with the exclusion of all other Courts). CSB and the Service Provider will address the dispute / difference for a mutual resolution and failing which, the matter shall be referred for arbitration to a sole Arbitrator to be appointed by CSB. Expenditure incurred towards costs of arbitration will be decided by the Arbitrator. The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of the arbitration shall be at Bangalore. The decision of the Arbitrator shall be final and binding on both the parties.

**32. Contact Details:**

Sri Dhanraj K, Deputy Director (Comp),
Central Silk Board,
CSB Complex, BTM Layout,
Bangalore - 560068
email : cs.csb@nic.in
Phone : 080-26681512
33. ANNEXURES TO THE TENDERS:

The tender comprises of following schedules / Annexure:

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<thead>
<tr>
<th>Annexure</th>
<th>Description</th>
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<tbody>
<tr>
<td>Annexure-A</td>
<td>Specifications For Technical Offer</td>
</tr>
<tr>
<td>Annexure-B</td>
<td>Self-Declaration (Notarized Affidavit)</td>
</tr>
<tr>
<td>Annexure-C</td>
<td>Checklist</td>
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</tbody>
</table>
### Annexure-A

**Specifications for Technical Offer**

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Item Name</th>
<th>Particulars</th>
<th>Quoted Specifications</th>
<th>Compliance</th>
<th>Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Type of connectivity &amp; Capacity</td>
<td>10 Mbps, 1:1 Dedicated wired Internet Leased fiber Line Uncompressed and unshared. Last mile delivery on fiber.</td>
<td></td>
<td></td>
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<tr>
<td>2.</td>
<td>Non shared on exclusive basis</td>
<td>1:1 Uncompressed and unshared</td>
<td></td>
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<tr>
<td>3.</td>
<td>uptime</td>
<td>99.5%</td>
<td></td>
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<tr>
<td>4.</td>
<td>B/w guarantee</td>
<td>99 %</td>
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<td>5.</td>
<td>Packet Loss</td>
<td>&lt;1%</td>
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<td>6.</td>
<td>Period</td>
<td>Two years + Two years</td>
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<td>7.</td>
<td>Public IP Pool</td>
<td>Minimum 16 IP (IPV-4), &amp; 64 IP (IPV-6) Addresses</td>
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<td>8.</td>
<td>MRTG access</td>
<td>Multi Router Traffic Grapher (MRTG) access through online portal must be provided by ISP</td>
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**ANNEXURE-B**

**SELF-DECLARATION**

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<th>Ref...............</th>
<th>Date: -</th>
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To,

**The Member Secretary,**  
CSB, BTM Layout  
Bangalore – 560 068.

In response to the tender No. CSB-16(16)Internet/2009-CS Dated 16-06-2020 as a owner/partner / Director of
I / We hereby declare that our Firm is having unblemished past record and was not declared ineligible for corrupt and fraudulent practices either indefinitely or for a particular period of time.

I/ We M/s (Name of the Company) are not blacklisted in any Department of Government of India or any State Government.

I/We further undertake that our partner M/s (Name of Vendor) having office are also not blacklisted in any Department of Government of India or any State Government.

I/We hereby declare that there are no pending cases against M/s (Name & Address of Bidder) with Department of Government of India or any State Government or any other court of law.

I/We hereby declare that Bidder’s company or Director/Owner of the company have not been declared by any Court or Competent Authorities insolvent or involved in any fraudulent mean (Economical & Criminal) as on the date of Notification of Tender.

<table>
<thead>
<tr>
<th>Name of the Bidder: -</th>
<th>Signature: -</th>
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<tbody>
<tr>
<td>Seal of the Organization: -</td>
<td></td>
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</table>
# Annexure-C Checklist

<table>
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<tr>
<th>Sr No</th>
<th>Description</th>
<th>Yes/No/NA</th>
<th>Page Number</th>
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<tr>
<td>1.</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Annexure-B Self-Declaration (Notarized Affidavit)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>ISP license ISP license issued by the authority</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Annexure-C Checklist</td>
<td></td>
<td></td>
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</tbody>
</table>

Vendors are request to arrange support documents as per checklist.

Place:  
Date:  
(Authorized Signatory)  
Name and Address of the Firm/Bidder