
TENDER FOR 50 MBPS INTERNET CONNECTIVITY LEASED LINE (1:1 UNCOMPRESSED AND UNSHARED) CONNECTION FOR WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LTD. (WBIDC), "PROTITI", 23, ABANINDRANATH TAGORE SARANI, (CAMAC STREET), KOLKATA-700017

PAGE INTRODUCTION

West Bengal Industrial Development Corporation Ltd. (WBIDC), a Government of West Bengal Undertaking, invites bids from competent agencies to provide 50 MBPS Internet Connectivity Leased Line (1:1 Uncompressed and Unshared) connection at the registered office of WBIDC in "Protiti", 23, Abanindranath Tagore Sarani, (Camac Street), Kolkata- 700017.

Details indicating the assignment, the selection criteria, mode of submission of document are as given below. The WBIDC reserves the right to accept/reject proposals or stop the process of approval at any stage, at its sole discretion without assigning any reason and shall bear no liability whatsoever consequent upon such decision. Mere submission of bid will not confer any right for carrying out the job.

Important Information : - (Date & Time schedule)

Sl. No.	Particulars	Date & Time
1.	Date of publishing	26.02.2020
2.	Date of submission of Queries regarding the Tender through mail	26.02.2020 (10:00AM) to 03.03.2020 (3:00 PM)
3.	Response to the queries received from bidders or any related Corrigendum to be uploaded in WBIDC website	On or before 05.03.2020
4.	Bid submission start date	06.03.2020 10 AM to 5 PM
5.	Last Date and time of submission of Bid	13.03.2020 till 2.00 PM
6.	Bid opening date for Technical Proposals	13.03.2020 3.00 PM
7.	Date for opening of Financial Proposal	The date and time for opening the Financial Bids will be intimated to the technically qualified firms accordingly.

Tender should be submitted in two parts, Part - I (Technical Bid) & Part - II (Financial Bid). Envelope of Part - I should be superscribed as "Tender for Providing the Internet Leased Line Connectivity, Part - I Technical Bid" and

Envelope of Part - II should be superscribed as "Tender for Providing the Internet Leased Line Connectivity, Part - II Financial Bid".

1. PART - I (TECHNICAL BID)

Eligibility Criteria:

- i) Bidder must be a class-A ISP / Unified license holder for DoT, Govt. of India **(Copy of DoT license is to be provided)**.
- ii) The Bidder should have own access network for providing last mile (local loop).
- iii) NLD backbone shall be established over owned Fiber cable and should have more than 15xSTM-64 or 15x10 Gig capacity links based on DWDM technology. (Self declaration to be given).
- iv) The bidder must have lease capacity on leading Cable System in both Trans-Atlantic and tans-Pacific routes (Bidder to submit Self Declaration/ Undertaking for the above).
- v) Bidder shall have min. internet peering with NIXI at 3 places have nx2 Gbps connectivity.
- vi) The last mile access links offered should be thru un-contention media. (Self declaration to be submitted).
- vii) The Telco should have a valid ISO 27001, ISO 20000 and TL 9000/ISO 9001 **(Copies of Valid certificates to be attached)**.
- viii) ISP/Bidder should have minimum average turnover of INR 500 Cr. during last 3 financial years i.e. 2016-17, 2017-18, 2018-19 **(Copies of audited financial statements should be submitted)**.
- ix) The bidder shall have an experience in providing Internet bandwidth on Fiber of at least 1Gbps to single large organization. **(Customer PO copy to be submitted)**.
- x) The bidder shall have Network management center with DR Facility in at least one location in India. (Self certificate by authorized signatory of the company to be submitted giving details).

- xi) The bidder shall NOT have been black-listed by any Central or State Ministries / PSUs / Govt. Department. (**Self-declaration letter to be attached**).
- xii) Service Level Parameters (undertaking to be attached)

Connection Type	Internet Leased Line
Bandwidth	50 Mbps (1:1) Leased Line Internet bandwidth (including Supply, Testing, Installation & Commissioning).
Termination Type	Interface delivery shall be on Fast Ethernet/Gigabit Ethernet
Bandwidth type	1:1, uncompressed and unshared
Last Mile	on OFC (Optical Fiber)
Live IPs to be provided	Minimum 16 IPs (IPv4) addresses including Reverse Lookups configured at these IP's.

SLA report like latency, packet loss, utilization and uptime report will be provided by bidder.

Sl No.	Service Level Parameter: SLA	Minimum Requirement
1	Service Availability	99.5%-Wireline
2	Packet Loss	should be less than 1%

Maximum Ping response:

Domestic Locations	<=80ms *Mumbai, Chennai, Gurgaon, Kolkata, Pune, Ahmedabad, Hyderabad, Bangalore, Bhopal, Varanasi, Jaipur, Bhubaneswar, Nagpur.
USA (East Coast)	<= 270 ms
USA (West Coast)	<= 300 ms
UK	<= 190 ms
Hong Kong	<=120 ms
Singapore	<=100 ms

Part - II (Financial Bid).

Financial bids of those bidders who qualify the technical evaluation will be opened. The evaluation of Bids shall be done based on the Eligibility Criteria and Financial Lowest Cost Basis Selection (LCBS).

Format for Financial Bid

Sl. No.	Particulars	Price in INR	
		Annual Rental	One time Cost
1	Annual rental of 50 MBPS Internet Connectivity Leased Line (1:1 Uncompressed and Unshared) inclusive of all taxes.		Nil
2	One time (all inclusive) installation fee along with hardware charges.	Nil	
	Total		
	Grand Total (1+2)		
	Grand Total (1+2) In words		

Note:-

- a) WBIDC would pay the annual rental (inclusive of GST) in equal quarterly installment.
- b) WBIDC would pay one-time cost only after successful installation.
- c) WBIDC will not bear any other extra cost or recurring other than the annual rental in future.
- d) Rates for any additional /optional features to be mentioned clearly and separately.
- e) The rates quoted 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.
- f) ANY INCREASE IN BANDWIDTH NEEDED WOULD BE ON PRO-RATA BASIS. However, Corporation shall place the order for required additional bandwidth as and when required by giving a written request to the Tenderer.
- g) No other charges would be payable by the Corporation.

2. Local Conditions:

It shall be the responsibility on each tenderer to fully inform / acquaint / familiarize itself with local conditions and factors, which may have any effect on the execution of services to be rendered under the contract. All tenderer(s) intending to bid shall visit and make themselves thoroughly acquainted with the local site conditions.

The Corporation shall presume that the tenderer has understood and agreed that all the relevant factors have been kept in view while submitting the bid. No financial adjustment arising thereof shall be permitted by Corporation, on the basis of any non-clarity of information about local conditions being pleaded by the tenderer. Further, no claim for financial adjustment being made by the contract awarded on these tender document will be entertained by the Corporation

3. Validity:

Quoted rates must be valid for a period of 180 days from the stipulated last date of submission of bid. The overall offer for the assignment and tenderer(s) quoted price shall remain unchanged during the period of validity. The tenderer(s) should be ready to extend the validity, if required.

4. Installation & Commissioning:

Project will be completed within 3 weeks from the date of issue of the Work order. All the aspects of safe delivery, installation, commissioning and uplink of the connectivity shall be the exclusive responsibility of the Service Provider.

If the Service Provider fails to uplink the connectivity by the specified date, then the penalty at the rate of 1% per week of the total order value subject to maximum of 10% of total order value will be deducted.

5. Payment Terms & Conditions:

Payment will be made quarterly at the end of each quarter for the pro rata annual charges on submission of invoice.

6. Contract Period:

The contract period for providing the Internet Leased Line connectivity to Corporation would be initially for 1 (one) year and may be further extended upon satisfactory Services provided by the Selected Bidder, at the sole discretion of WBIDC, based on the requirement of the Corporation on yearly basis, else it will stand cancelled on expiry of contract or on written notice within 30 days.

In the event of the successful bidder failing to execute the work order the next lowest bidder will be awarded the contract.

7. Price Schedule (Commercial Bid)

- a. Bandwidth Charges or Annual Port Charges for 50 Mbps 1:1 uncompressed and unshared Internet Leased Line including last mile on Fiber.
- b. One time installation fee (if any)

8. Submission of BID

The bids shall be submitted under Two-Bid System i.e. Technical & Financial bids addressed to the WBIDC. Both the envelopes should be super scribed with Technical Bid and Financial Bid, Tender Title "*Tender for 50 Mbps Internet Leased Line (1:1 uncompressed and unshared) for WBIDC Office at "Protiti", 23, Abanindranath Tagore Sarani, (Camac Street), Kolkata- 700017*". Both the envelopes should be kept in one bigger envelope duly sealed. The Technical bids will be opened first on the prescribed date and time in the presence of representatives of the vendors who wish to be present at time. The Financial Bids of the technically qualified firms will be opened after the evaluation of technical bids. The date and time for opening the Financial Bids will be intimated to the technically qualified firms accordingly. In case, the Tender Opening date is declared a holiday, the tender would be opened on the next working day at prescribed time.

9. Award of Contract:

After due evaluation of the financial bid(s), the Corporation will award the contract to the technically qualified tenderer (hereinafter referred to as the "Service Provider") having lowest Grand total in Financial Bid (kindly refer Part II of para 1 on page 5 of this document)

10. Commencement of Contract:

The Service Provider shall commence the work from the date of receipt of acceptance of work order which shall be accepted by the Service Provider not

more than 10 days from the receipt of the work order or 15 days from the date of said order whichever is earlier.

11. Service Provider Obligations:

1. The Service Provider shall responsible for providing the 50 Mbps leased line internet connectivity at *WBIDC Office at "Protiti", 23, Abanindranath Tagore Sarani, (Camac Street), Kolkata- 700017"*, at all the time throughout the contract period.
2. The Service Provider shall be responsible for supply, installation, configuring and commissioning of hardware at WBIDC office and uplink of connectivity.
3. Liaising (if required) with other firm(s) for obtaining point to point connectivity between ISP node and Corporation, shall be the responsibility of the Service Provider (necessary hardware should be provided by ISP for point to point link activation if required).
4. The Service Provider would insure that the local loop provisioning does not violate any regulations as laid by Government of India / TRAI in respect of such links / networks. Service Provider shall be responsible for making all the payments towards the local loop charges / rentals / WPC charges etc.
5. The Service Provider will do preventive maintenance once a quarter for upkeep of the systems running. The schedule will have to be adhered to strictly by him.
6. Should provide performance monitoring system which include real time bandwidth utilization report and site health report.
7. Bidder must be a class-A ISP / Unified license holder for DoT, Govt. of India (Copy of DoT license is to be provided).

12. Service Level Guarantee:

- A. The Service Provider shall provide the 50 Mbps (1:1) Internet leased line connectivity at all the time (24X7X365) at *WBIDC Office at "Protiti", 23, Abanindranath Tagore Sarani, (Camac Street), Kolkata- 700017.*

- B.** To provide Internet Router Port at ISP Gateway for required Bandwidth and minimum subnet of 16 Public IP addresses including Reverse Lookups configured at these IP's.
- C.** Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of Country / ISP Internet gateway.
- D.** Latency: Less than 100ms from The Corporation to ISP's tier 1 peering point. Latency will be randomly checked on daily basis. In case of non-adherence latency limit, the link will be considered as down with effect from time of detection till the time is restored.
- E.** Network Availability (uptime): More than 99.50 % per month.
- F.** National Backbone should be available on the same ISP.
- G.** Reports for performance, monitoring / usage like MRTG or equivalent to be submitted by the ISP on monthly basis or as per requirement of the Corporation..
- H.** Downtime Calculation: Downtime shall be calculated as (Total Time - Down Time) X 100 / Total Time. Deduction in payment will be made for downtime in the quarterly bills raised by the ISP.
- I.** The response time for attending the faults will be 1 hour after they are reported to the ISP. The ISP will rectify the faults within 12 hours failing which; the vendor will arrange temporary replacements. The services shall be provided 24 X 7 days in a week.
- J.** Downtime penalty in % of quarterly payment:

S. No.	Downtime	Penalty in % on Quarterly bill
1.	≤ 1.5	0
2.	$1.5 < D \leq 2$	10
3.	$2 < D \leq 3$	20
4.	$3 < D \leq 4$	30
5.	$4 < D \leq 5$	50
6.	$5 < D \leq 10$	70
7.	$D > 10$	100

Downtime due to the following situations will not be considered for the purpose of penalty:

- a) Link down due to power failure / or any situation which are beyond the control of service provider.
 - b) Due to schedule maintenance by the Service Provider, with prior approval of Corporation.
- K.** Mean Time to Repair (MTTR), Packet loss and Link failover will be calculated from Network Management System (NMS) provided by the vendor installed at Corporation side or through ISP portal.

13. Force Majeure:

Any delay due to Force Majeure will not be attributable to the bidder. Force Majeure events shall mean one or more of the following acts or events: Acts of God or events beyond the reasonable control of the Affected Party which could not reasonably have been expected to occur, exceptionally adverse weather conditions, lightning, earthquake, cyclone, flood, volcanic eruption or fire or landslide; Radioactive contamination or ionizing radiation; Strikes or boycotts (other than those involving the Supplier or its employees / representatives or attributable to any act or omission of any of them) interrupting supplies and services of the Project for a period exceeding a continuous period of 7 (seven) days; An act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, riot, insurrection, terrorist or military action, civil commotion or politically motivated sabotage which prevents rendering of supplies or specified services by the Supplier for a period exceeding a continuous period of 7 (seven) days.

14. Arbitration:

Any dispute arising under this document will be referred either by WBIDC and/ or the Bidder to MD, WBIDC and the decision made by MD, WBIDC will be treated as final and binding upon the WBIDC and the Bidder accordingly.

15. Jurisdiction:

The courts at Kolkata alone will have the jurisdiction to try any matter, dispute or reference between parties arising out of this tender / contract. It is

specifically agreed that no court outside and other than Calcutta High Court shall have jurisdiction in the matter.

16. Formats for Technical & Financial Bids

The technical Bid should contain :

- a. Registered Name of the Organization.
- b. Permanent Account Number (PAN), GST Number.
- c. Copy of ISP License.
- d. Head Office address.
- e. Name, Address with Telephone number, email id and Fax numbers of the contact Person.
- f. All relevant document ascertaining the eligibility of the bidder against the eligibility criteria at Part-I of Para 1

The Financial Bid should contain the prices for all items mentioned under Part-II of Para 1 of this bid document.

17. Response to the queries received, if any, from bidder or any related Corrigendum, extension of date(s) and others in respect of above tender shall be issued only on WBIDC website www.wbidc.com. No separate notification shall be issued in the press. Therefore, bidders are requested to regularly visit our website to keep themselves updated.

18. Clarification:

The prospective tenderer(s) requiring any clarification regarding the tender document are requested to contact "wbidc@wbidc.com"

SITE DETAILS

Company Name and address	WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LTD. (WBIDC), "PROTITI", 23, ABANINDRANATH TAGORE SARANI, (CAMAC STREET), KOLKATA- 700017
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Place:

Date:

Signature of Authorized Person & Seal