



INDIAN INSTITUTE OF MANAGEMENT SAMBALPUR
Sambalpur University Campus, Jyoti Vihar,
Burla, Sambalpur, Odisha-768019
Email: procurement@iimsambalpur.ac.in
Tel. No.: +91-7064410810

Tender No: IIMSBP/2017-18/RP/03

April 5, 2018

IIM Sambalpur
**NOTICE INVITING TENDER FOR 100 MBPS (1:1) LEASED LINE INTERNET CONNECTION
AT IIM SAMBALPUR CAMPUS FOR ONE YEAR**
(E-PROCUREMENT MODE ONLY)

Indian Institute of Management Sambalpur (IIM Sambalpur) invites online bids (e-tender) in two bids systems from Category "A" Internet Service Provider (ISP) for the following services:

Brief Details of Tender:

Item Description	Estimated Cost of Tender (Rs.)	EMD (Rs.)	Tender Fee to IIM Sambalpur(Rs.)
Supply, Installation, Commissioning Maintenance of Full Duplex 100 MBPS (1:1) Leased Line Internet Connection at IIM Sambalpur Campus for one year	15,000,00	30,000/-	Nil

The Tender Document can be downloaded from Keonics: <http://www.tenderwizard.com/etenders>, institute website: <http://www.iimsambalpur.ac.in> and Central Public Procurement (CPP) Portal <http://eprocure.gov.in/epublish/app> and bid is to be submitted online only through the KEONIC to the last date and time of submission of tender.

Critical Dates of Tender:

S. No.	Particulars	Date	Time
01	Date of Online Publication [Download of Tender]	05-04-2018	1730 Hrs.
02	Bid Submission Start Date	14-04-2018	1700 Hrs.
03	Bid Submission Close Date	26-04-2018	1500 Hrs.
04	Closing date time for Submission of original EMD	26-04-2018	1500 Hrs.
05	Opening of Technical Bids	30-04-2018	1500 Hrs

ABOUT IIM SAMBALPUR

The Government of India approved the proposal to set up six new Indian Institutes of Management (IIMs) across the country in its Budget 2014-15 presented in the Parliament of India on June 24, 2015.

IIM Sambalpur was registered as a Society under Societies Registration Act, XXI of 1860 on August 19, 2015. The campus of IIM Sambalpur will be Jyoti Vihar, Burla,

Sambalpur from March 2018 onwards. IIM Sambalpur has been allotted a piece of land measuring over 200 acres in Basantpur, for the permanent campus by the Government of Odisha.

1. TECHNICAL SPECIFICATION (Schedule of Requirement):

Supply, Installation, Commissioning & Maintenance of Full Duplex 100 MBPS (1:1) Leased Line Internet Connection at IIM Sambalpur Campus, Sambalpur University, for one year. The technical specifications are as follows:

Sl.	Technical Specification
(a)	The connection has to be made available within 30 days (maximum) from the date of issue of contract.
(b)	The ISP will have to provide all the required Terminal Equipment, UPS and any other required accessories for the service.
(c)	Last Mile Connectivity on Optical Fiber Cable.
(d)	ISP should have backup line and should provide 100% backup through alternate router (Self-healing fiber connectivity).
(e)	Throughput: 100% non-blocking [symmetric] uncompressed.
(f)	Acceptable Packet Loss/Drop: < 1% (Till ISP Internet Gateway and with no dependencies on CPE router)
(g)	Leased line output interface should be on Ethernet, which will be terminated on Cyber roam firewall.
(h)	ISP should provide the 30 minutes UPS backup for their terminal equipment to provide stable leased line connection to IIM Sambalpur.

(i)	The ISP should quote total charges that includes equipment rental charges, installation charges, Registration charges, Local loop charges, port charges, service charges, internet charges, other charges if any.
(j)	The ISP should provide a pool of 16 static public IP address for these services.
(k)	The ISP should provide a service support of 24 X 7 basis.
(l)	The ISP should monitor and maintain the leased line connectivity round the clock, which includes local circuit maintenance also.
(m)	The ISP should ensure that the average round trip time for data packets will not exceed 30ms (milliseconds) between the ISP routers and Sambalpur or Edge Network, as measured over any continuous 15-minute period.
(n)	ISP should have state of the art network Management Center and Network Operation Center, which operates on a 24*7 basis. ISP should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose. ISP should provide all the administrative contact information for maintenance. The ISP should ensure that their Support team is contactable 24/7 by IIM Sambalpur. ISP should provide single point of contact for service requirements such as ordering, implementation, operations and billing related matters.
(o)	In case of downtime shall not be more than 4 hours, failing which penalty* will be imposed. (*Penalty in Rs. Charges of one hour X downtime time in hours X 2)
(p)	ISP should provide the link to monitor the leased line link utilization and should also provide Performance Reports: Real Time, Hourly, Daily, Weekly and Monthly basis.
(q)	The contract shall be for one year starting from the date of installation of leased line, which may be further extended, subject to the services being found satisfactory by IIM Sambalpur.
(r)	The bidder must have single fully functional contact support center with 24 X 7 supports within 50 Kms of IIM Sambalpur.
(s)	Vendors must have their own outgoing and incoming gateway in Sambalpur / Bhubaneswar and have an optical fiber backbone and should have minimum two numbers of same or higher bandwidth Internet leased line customers in Odisha.

3. EARNEST MONEY DEPOSIT DETAILS

EMD of Rs. 30,000/- in the form of Demand Draft/Banker's Cheque from Nationalized/scheduled bank in favor of Indian Institute of Management Sambalpur, payable at Sambalpur should be submitted. The EMD should be valid for at least 180 days. The EMD will be non – bearing interest.

- a) The firms registered with DGS&D / National Small Industries Corporation (NSIC) for all these items only, are exempted from EMD. However, they have to enclose valid self-attested registration certificate(s) with their tender to this effect.
- b) EMD of all unsuccessful bidders will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Guarantee as per Sl. No. 15 (a). You are required to provide the bank details for return of the EMD (Annexure -I).
- c) In case of successful tenderer, the EMD may be adjusted towards the Performance Security deposit on request.

- d) The amount of EMD is liable to be forfeited, if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.
- e) No interest will be paid on the EMD / Performance Security deposited / remitted.
- f) The details pertaining to EMD are to be filled as per Annexure-I.

4. OID, ELIGIBILITY CRITERIA & TECHNICAL CRITERIA

4.1 OID (Other Important Documents)

OID viz. Firm Incorporation Certificate, PAN details, GST etc. details are to be provided.

4.2 Eligibility Criteria

- a) The Bidder should give Self declaration certificate for acceptance of all terms & conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the Annexure-II.
- b) The firm should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India. A duly completed certificate to this effect is to be submitted as per Annexure-III.
- c) The company should attach list of Purchase Order / Work Order where the similar type of work executed (Minimum 100 MBPS) during the last 7 years as detailed below
 - (I) Three similar works of 40% of the estimated cost OR
 - (II) Two similar works of 50% of the estimated cost OR
 - (III) One similar work 80% of the estimated cost

The details of the same along with supporting document are to be submitted as per the Annexure-IV.

- d) Annual Turnover should be at least 30% of the estimated cost during each of the previous three financial years (2014-15 to 2016-17). Copies of duly signed profit & loss accounts are to be submitted as per the Annexure-V.
- e) The bidder must be a Company registered under Indian Company Act, 1956 or Government/ Government PSU.
- f) The bidder should be registered in India with valid and operative Category-A ISP license with duly approved international gateway facility in India.
- g) Copy of Work/Purchase Orders of 03 or more installed and operational internet Leased Line of 100 MBPS (1:1) or more bandwidth. Including Performance certificate from 3 existing users of 100 MBPS (1:1) or more Internet Leased Line with minimum service period of 1 year. The bidder should attach copies of the purchase orders / contracts and completion certificate / satisfactory report, which should indicate the deliverables and scope of work for the ISP.

4.3 Technical Criteria

Bidders should comply the specification of the tendered item in all respect, No deviations are acceptable. The detailed format is attached at Annexure-VI. The bidder is to complete the same in all respect and submit accordingly.

5. FINANCIAL BID DETAILS

Financial bid i.e. BOQ given with tender to be uploaded after filling all relevant information. The priced BOQ should be uploaded strictly as per the format available with the tender failing which the offer is liable for rejection (renaming or changing format of BOQ sheet (file) will not be accepted by system). Kindly quote your offer on FOR IIM Sambalpur (inclusive of all taxes and charges).

Vendor should quote prices in BOQ only, offers indicating rates anywhere else shall be liable for rejection.

6. TIME SCHEDULE

S. No.	Particulars	Date	Time
01	Date of Online Publication [Download of Tender]	05-04-2018	1730 Hrs.
02	Bid Submission Start Date	14-04-2018	1700 Hrs.
03	Bid Submission Close Date	26-04-2018	1500 Hrs.
04	Closing date time for Submission of original EMD	26-04-2018	1500 Hrs.
05	Opening of Technical Bids	30-04-2018	1500 Hrs

7. AVAILABILITY OF TENDER

The Tender Document can be downloaded from Keonics: <http://www.tenderwizard.com/etenders>, institute website: <http://www.iimsambalpur.ac.in> and Central Public Procurement (CPP) Portal <http://eprocure.gov.in/epublish/app> and bid is to be submitted online only through the KEONICS to the last date and time of submission of tender.

8. BID VALIDITY PERIOD

The bid will remain valid for 90 days from the date of opening as prescribed by IIMSambalpur. A bid valid for a shorter period shall be rejected, being non-responsive.

9. BID SUBMISSION

9.1 Instruction to Bidder

9.1.1. Vendors must have Class 2/3 Digital Signature Certificate to participate in the tender (To obtain DSC, please contact KEONICS help desk)

Phone: 080-40482000 and Email id: radhika.m@antaressystems.com

Note: If Vendors already having Digital Signature Certificate then no need to buy the digital signature again.

9.1.2. Bidders should register themselves in the website: www.tenderwizard.com/etenders

9.1.3. To activate the user ID and password, kindly pay the Registration fee of Rs.2,000 plus 18% GST by paying online payment through credit card/Debit card /Net banking in the website.

9.1.4. Apart from Registration fee, E-tender Processing Fee of Rs. 2,500 plus 18% GST is also required to be payable to KEONICS through e-payment mode using Credit/Debit/ Net Banking

9.1.5. E- Tender HELPDESK: To get in touch with one of the customer service representatives, please refer the help desk numbers provided on the homepage or call the following number:

Bangalore: Sridevi - 080 -49352000; e-mail: sridevi.m@etenderwizard.com

Mohan Kumar - 09686196765; e-mail: mohan@etenderwizard.com. Communication address: KEONICS Help Desk No. 24, 3rd stage, 4th Block, Basaveshwaranagar, Bangalore – 560079; Fax : 080 40482114

9.2 Online Bid Submission Procedure

OID: The file should be saved in a PDF version and should comprise of the following items:

1. Packet-1: Duly Completed Scanned PDF of PAN Card.
2. Packet-2 Duly Completed Scanned PDF of Registration Certificate Details.
3. Packet-3 Duly Completed Scanned PDF of GST Certificate.
4. Packet-4 Duly Completed Scanned PDF of Bidder Address Details.

Cover-I: The file should be saved in a PDF version and should comprise of the following items:

1. Packet-1: Duly Completed Scanned PDF copy of Annexure-I with copy of DD or Banker's Cheque for EMD.
2. Packet-2: Duly Completed Scanned PDF copy of Annexure-II.
3. Packet-3 : Duly Completed Scanned PDF copy of Annexure-III
4. Packet-4 Duly Completed Scanned PDF copy of Annexure-IV with supporting Documents.
5. Packet-5 Duly Completed Scanned PDF copy of Annexure-V with supporting Documents.
6. Packet-6: Duly Completed Scanned PDF copy of Annexure-VI
7. Packet-T. Duly Completed Scanned PDF copy of Company Registration Certificate under Indian Company Act, 1956 or Government/ Government PSU
8. Packet-8: Duly Completed Scanned PDF copy of Category-A ISP license with duly approved international gateway facility in India
9. Packet-9: Duly Completed Scanned PDF copy of Work/Purchase Orders of 03 or more installed and operational internet Leased Line of 100 MBPS (1:1) as mentioned in para 4.2(g).

Cover-2: The BOQ should be downloaded from the website and should comprise of the following items.

1. Packet-I: Financial Bid in XLS version Filled with all relevant information.

9.3 Offline Submission of EMD

It is also required to submit EMD along with duly completed Annexure-I in original in a sealed envelope superscripted "Notice Inviting Tender for 100 MBPS (1:1) Leased Line Internet Connection at IIM Sambalpur Campus for one year" at the following address on or before 30-04-2018.

Indian Institute of Management Sambalpur
IIM Campus, Jyoti Vihar, Burla, Sambalpur University,
Sambalpur, Odisha-768019

10. BID OPENING

- a) Technical Bids will be opened on 30-04-2018
- b) Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be announced later.
- c) Bids should be summarily rejected, if tender is submitted other than through online or original EMD are not submitted within stipulated date / time.

11. BID EVALUATION

- a) The offer which meets the IIM requirements, technically (including eligibility criteria) and commercially, shall be eligible for further consideration. Before opening of the financial bids, offers of all techno-commercially acceptable tenderers shall be at par.
- b) Based on results of the Technical evaluation, IIMSambalpur evaluates the Commercial Bid of those Bidders who qualify in the Technical evaluation. The Commercial Bid with the lowest price will be the highest evaluated bid.

12. PAYMENT TERMS

- a) No advance payment will be made in any case.
- b) Service Provider shall raise invoices on Quarterly basis on completion of one quarter (3 months period). Payment will be made within 30 days on receipt of bills. No advance payment will be made.
- c) TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from Contractor's bills.

13. WARRANTY OF QUALITY AND QUANTITY

- a) The Vendor will be responsible for the comprehensive maintenance during the warranty period of one year after the acceptance of installation & testing of hardware for which IIMSambalpur will not make any extra payment.
- b) The vendor will do preventive maintenance once a quarter for upkeep of the Systems running. The schedule will have to be adhered to strictly by him.
- c) "The services shall be provided 24 hours & 7 days in a week. Expected uptime service availability should be 99.9% and downtime shall not be more than 4 hours, failing which penalty* will be imposed. (*Penalty — Charges of one hours X downtime time in hours X 2)."
- d) The insurance of the equipment utilized in this service will be borne by the service provider.

14. LIQUIDATED DAMAGES

In case of delay in supply, installation and commissioning by the stipulated date, IIMSambalpur reserves the right of imposing penalty @ 0.5 % per week on the overall value of the supply order subject to maximum 10 % of the total cost of supply order.

15. PERFORMANCE SECURITY DETAILS

- a) The successful tenderer will have to deposit the performance security in the form of /D.D./FDR/Bank Guarantee @ 10% of the total value of order within 10 days from the date of issue of the award letter. No interest will be paid by IIMSambalpur on the deposit.
- b) Performance Security will be refunded to the supplier, after it duly performs and completes the contract/warranty period in all respect.
- c) Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.

- d) In case, the firm fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.

16. CONTRACT PERIOD

- a) The contract will be initially for a period of one year. Based on satisfactory performance, the contract may be extended maximum up to another two years on mutually agreed terms and conditions.
- b) IIM Sambalpur can terminate the contract with one-month notice in case the services are not found satisfactory. In such a case, IIMSambalpur will pay on actual work basis for the duration for which the services were used during the period in question.

17. DELIVERY SCHEDULE

The successful bidder should provide the connection within 30 days at IIM Sambalpur (Address: IIM Sambalpur, IIM Campus, Jyoti Vihar, Burla, Sambalpur, Odisha-768019) from the receipt of the purchase order.

18. TERMS AND CONDITIONS

18.1 Termination for Insolvency

The IIM Sambalpur may at any time terminate the Contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the department.

The courts of Sambalpur alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Sambalpur Court shall have jurisdiction in the matter

18.2 Force Majeure

- a) Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
- b) Force Majeure shall mean fire, flood, natural disaster or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.

18.3. Arbitration

In the event of any dispute or difference arising under this supply, the Director, IIM Sambalpur or his nominee is the arbitrator and the decision of the arbitration will be binding on both parties.

18.4. Other Conditions

- a) In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money/Performance Security shall be forfeited.
- b) IIM Sambalpur reserves the right to accept or reject any or all the tenders in part or in full, without assigning any reason thereof.
- c) IIMSambalpur reserves the right to relax / amend / withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- d) Conditional tenders shall not be considered.
- e) Tenderers are also advised to visit the IIM Sambalpur campus site, inspect and understand the work before submitting the bid.
- f) IIM Sambalpur reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
- g) IIM Sambalpur may issue corrigendum to tender documents before due date of Submission of bid. The tenderer is required to read the tender documents in conjunction with the corrigendum, if any, issued by IIM Sambalpur. The tenderer is not supposed to incorporate the amendment in the body of the tender document.

Annexure -I

To
Administrative Office
Indian Institute of Management Sambalpur,
IIM Campus, Jyoti Vihar, Burla, Sambalpur,
Odisha-768019

Sub: - EMD Details.

Ref - Tender No. IIMSBP/2017-18/RP/03 dated: 05/04/2018

(Notice Inviting Tender for 100 MBPS Leased Line Internet Connection at
IIM Sambalpur Campus for one year)

Dear Sir,

The following DD in favor of IIM Sambalpur are enclosed herewith towards EMD

Detail of DD	Amount	DD No. & Date	Bank Name
EMD	Rs. 30,000/-		

Thanking you

Yours faithfully,
(Authorized Signatory with Seal)

MANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS TRANSFER

Date:

To
The Accounts Officer,
Indian Institute of Management, Sambalpur
Sambalpur, Odisha

Sub: Authorization for release of payment / dues from Indian Institute of Management, Sambalpur through Electronic Fund Transfer/RTGS Transfer.

1. Name of the Company/ Firm/ Organization:
2. Address of the Company/ Firm/ Organization:

City: Pin Code:

E-Mail ID: Mob No:

Permanent Account Number:

3. Particulars of Bank

Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No			
(9 Digit number appearing on the MICR Bank of the Cheque supplied by the Bank, Please attach a Xerox copy of a cheque of your bank for ensuring accuracy of the bank name , branch name and code number)			
IFS Code:(11 digit alpha numeric code)			
Account Type	Savings	Current	Cash Credit
Account Number:			

DECLARATION

I hereby declare that the particulars given above are correct and complete. If any transaction delayed and not effected for reasons of incomplete or incorrect information I shall not hold officer, Indian Institute of Management Sambalpur responsible. I also undertake to advise any change in the particulars of my account to facilitate updating of records for purpose of credit of amount through NEFT/RTGS Transfer.

Place:

Date:

Signature & Seal of the Authorized Signatory of the Party

Certified that particulars furnished above are correct as per our records

Stamp:

Date: _____

Signature of the Authorized Person

N.B: Please fill in the information in CAPITAL LETTERS, computer typed; please TICK wherever it is applicable

To
Administrative Office
Indian Institute of Management Sambalpur,
IIM Campus, Jyoti Vihar, Burla, Sambalpur,
Odisha-768019

Sub: - Self Declaration Certificate

Ref: - Tender No. IIMSBP/2017-18/RP/03 dated: 05/04/2018

(Notice Inviting Tender for 100 MBPS Leased Line Internet Connection at
IIM Sambalpur Campus for one year)

Dear Sir,

With reference to the above, I am/ We are offering our competitive bids for Notice Inviting Tender for 100 MBPS Leased Line Internet Connection at IIM Sambalpur Campus for one year, I / We hereby reconfirm and declare that I / We have carefully read, understood & complying the above referred tender document including instructions, terms & conditions, specifications, schedule of quantities and all the contents stated therein.

I / We also confirm that the rates quoted by me / us are inclusive of all taxes, duties etc., applicable as on date and are FOR IIM Sambalpur, and free delivery, unloading at IIM Sambalpur.

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.:

CERTIFICATE

(to be provided on letter head of the firm)

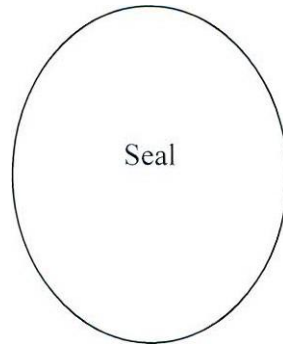
I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Authorized Signatory Name:

Place:



Designation:

Contact No.

Annexure -IV

Work Order Details:

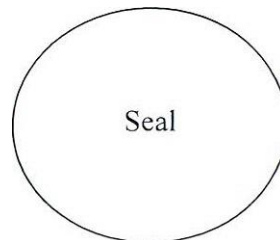
S. No.	Evaluation Criteria	Name of the Client with Order No. & date	Date of Satisfactory Completion Certificate Issued by the Client	Remark
	List of Purchase Order I Work Order where the similar type of Work executed by you during the last 7 ears			Supporting Documents are to be attached along with the Annexure-IV
	Three similar works of 40% of the estimated value OR			
2	Two similar works of 50% of the estimated value OR			
3	One similar work of 80% of the estimated value			

Date:

Authorized Signatory Name.

Designation:

Contact No.:



Annexure -V

Annual Turnover Details:

Evaluation Criteria			Remark
Bidder's Annual Turnover for last three financial years	Financial Year	Turnover in Rs.	
	2016-17		Supporting Documents are to be attached along with the Annexure-V
	2015-16		
	2014-15		

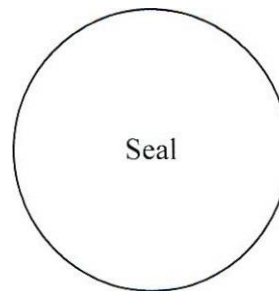
Date:

Authorized Signatory Name:

Designation:

Place:

Contact No.:



Annexure -VI

TECHNICAL BID

Sl.	Supply, Installation, Commissioning & Maintenance of Full Duplex 100 MBPS (1:1) Leased Line Internet Connection at IIM Sambalpur Campus for one year as per the following technical specification	Compliance by the Vendor (Yes / No.)
(a)	The connection has to be made available within 30 days (maximum) from the date of issue of contract.	
(b)	The ISP will have to provide all the required Terminal Equipment, UPS and any other required accessories for the service.	
(c)	Last Mile Connectivity on Optical Fiber Cable.	
(d)	ISP should have backup line and should provide 100% backup through alternate router (Self- healing fiber connectivity).	
	Throughput: 100% non-blocking [symmetric] uncompressed.	
	Acceptable Packet Loss/Drop: <1% (Till ISP Internet Gateway and with no dependencies on CPE router)	
(g)	Leased line output interface should be on Ethernet, which will be terminated on Cyberroam firewall.	
(h)	ISP should provide the 30 minutes UPS backup for their terminal equipment to provide stable leased line connection to IIM Sambalpur.	
(i)	The ISP should quote total charges that includes equipment rental charges, installation charges, Registration charges, Local loop charges, port charges, service charges, internet charges, other charges if any.	
(j)	The ISP should provide a pool of 16 static public IP address for these services.	
(k)	The ISP should provide a service support of 24 X 7 basis.	
(l)	The ISP should monitor and maintain the leased line connectivity round the clock, which includes local circuit maintenance also.	
(m)	The ISP should ensure that the average round trip time for data packets will not exceed 30ms (milliseconds) between the ISP routers and Sambalpur or Edge Network, as measured over any continuous 15-minute period.	

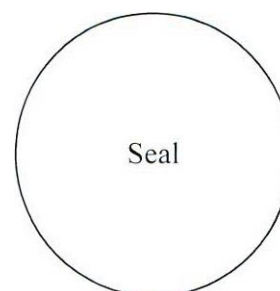
(n)	ISP should have state of the art network Management Center and Network Operation Center, which operates on a 24*7 basis. ISP should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose. ISP should provide all the administrative contact information for maintenance. The ISP should ensure that their Support team is contactable 24/7 by IIM Sambalpur. ISP should provide single point of contact for service requirements such as ordering, implementation, operations and billing related matters.	
(o)	In case of downtime shall not be more than 4 hours, failing which penalty* will be imposed. (*Penalty in Rs. Charges of one hour X downtime time in hours X 2)	
(p)	ISP should provide the link to monitor the leased line link utilization and should also provide Performance Reports: Real Time, Hourly, Daily, Weekly and Monthly basis.	
(q)	The contract shall be for one year starting from the date of	
	installation of leased line, which may be further extended, subject to the services being found satisfactory by IIM Sambalpur.	
(r)	The bidder must have single fully functional contact support center with 24 X 7 supports within 30 Kms of IIM Sambalpur.	
(s)	Vendors must have their own outgoing and incoming gateway in Sambalpur / Bhubaneswar and have an optical fiber backbone and should have minimum two numbers of same or higher bandwidth Internet leased line customers in Odisha.	

Authorized Signatory:

Name:

Designation:

Contact No.



Price Schedule

Name of Work: NOTICE INVITING TENDER FOR 100 MBPS (1:1) LEASED LINE INTERNET CONNECTION AT IIM SAMBALPUR CAMPUS FOR ONE YEAR

Tender No: IIMSBP/2017-18/RP/03 Dated: 05-04-2018

Bidder Name :				
<u>PRICE SCHEDULE</u> (This template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)				
Serial No.	Item Description	Rate in figures (inclusive of all taxes & charges). To be entered by the bidder. (Rs)	Total Amount With all Taxes & Charges (Rs)	Total Amount In Words
1	Supply, Installation, Commissioning & Maintenance of Full Duplex 100 MBPS (1:1) Leased Line Internet Connection at IIM Sambalpur Campus for one year			

Authorized Signatory:

Name:

Designation:

Contact No.

