

Bid Enquiry Document

For

Supply and Installation of Internet Lease Line Connectivity

At

IT Center,
Devi Ahilya Vishwavidyalaya, Indore

Devi Ahilya Vishwavidyalaya
Takshashila Campus, Khandwa Road, Indore
<https://www.dauniv.ac.in>
(Ref. No. DAVV/ITC/LL/2025/1)

On Line Bidding Notice

Online bids are invited under two bid system (Technical and Financial) from reputed experienced and financially sound ISPs (Internet Service Providers) for the Supply and Installation of Internet Lease Line Connectivity at IT Center, Central Library Building, Takshashila Campus, Devi Ahilya Vishwavidyalaya, Khandwa Road, Indore. The bid document may be downloaded on payment of fees at <https://www.mptenders.gov.in> (main portal)

| S.No. | Particulars | Description |
|-------|---|--|
| 1 | Name of Department | Devi Ahilya Vishwavidyalaya Nalanda Campus, RNT Marg Indore(M.P.) – 452001 |
| 2 | Name of Item | Supply and Installation of Internet Lease Line Connectivity at IT Center, Devi Ahilya Vishwavidyalaya, Indore . |
| 3 | Uploading/Publication of Bid document | 11/01/2025 by 10:00 hrs. |
| 4 | Downloading of Bid Document through website https://www.mptenders.gov.in | 11/01/2025 by 10:30 hrs. |
| 5 | Pre-Bid Meeting date | 17/01/2025 by 15:00 hrs. |
| 6 | Last date of bid submission | 01/02/2025 by 04:00 hrs. |
| 7 | Technical bid opening date | 03/02/2025 by 10:30 hrs. |
| 8 | Financial Bid Opening date | A date will be notified on the University website https:// www.dauniv.ac.in |
| 9 | Earnest Money Deposit (EMD) | Rs. 35,000.00/- to be paid online through the e-procurement portal in favour of Registrar, Devi Ahilya Vishwavidyalaya, Indore. The bidder is required to upload the scanned copy of e- transaction details. |
| 10 | Bid Document Fee | INR Rs. 2000/- (Rupees Two Thousand only) (non refundable) + GST to be paid online through the e-procurement portal in favour of Registrar, Devi Ahilya Vishwavidyalaya, Indore. The bidder is required to upload the scanned copy of e-transaction details. |

The online Technical Bid will be opened by the committee constituted for this purpose in the presence of the bidders or authorized representatives interested to be present on the prescribed date. The financial bids of technically qualified bidders will only be opened after technical evaluation by the technical committee. The bidders should bring ID proof and representatives should bring the authorization letter from their authorized signatory for attending the process of tender opening.

NOTE: Amendment etc. in Tender will not be published in News Paper; it will be uploaded at DAVV's web site www.dauniv.ac.in

**Registrar,
DAVV**

**To:
The Registrar
DAVV, Indore.**

Dear Sir,

We, the undersigned, have examined the Tender Document, hereby offer to provide Internet lease line service in accordance with the same. We are hereby submitting our proposal, which includes this Pre-Qualification Information, Technical proposal and Commercial proposal. We have enclosed the receipt of the Earnest Money Deposit online submission, as mentioned in the tender document.

All the rates quoted in our proposal are in accordance with the terms specified in the tender documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the last date of submission of tenders.

We do hereby confirm that our prices include all taxes including GST or other tax. We have studied the clauses relating to Indian Taxes and hereby declare that if any Tax, Surcharge on Tax, and any other Corporate Tax is altered under the law, we shall pay the same.

We declare that all the services shall be performed strictly in accordance with the technical specifications and other tender conditions except the deviations as mentioned in the technical deviation proforma. We further declare that the rates stated in our proposal are in accordance with your terms and conditions in the tender document, except for the deviations as mentioned in the table.

Our proposal is binding upon us and subject to the modifications resulting from the Contract negotiations. Until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us. We understand that you are not bound to accept any/all Proposal(s) you receive.

Yours sincerely,

Signature with seal
Name and Designation of Authorized Signatory
Date & Place

I. ELIGIBILITY CRITERIA FOR BIDDER

Currently, IT Center is having primary Internet Leased Line Connectivity of 1-GBPs provided by National Knowledge Network (NKN) under NMEICT Scheme and BSNL is the media provider (ISP) for this connectivity at IT Centre, Takshashila Campus DAVV, Indore. The bid is invited for selecting an Alternate Internet Service Provider (ISP) for Redundancy and Backup purpose:

- a) The bidder should be a company registered under the Companies Act, 1956 and should have been in a similar business for more than 5 years. The following documents should be submitted in support.
 Copy of certificate of incorporation,
 Copy of memorandum & articles of association
- b) **Company Turnover:** Minimum Rupees 35 Lac per annum for the last three years (2023-24, 2022-23, 2021-22)and submit the following:
 - a. Certification from a chartered accountant (CA) / firm of CAs certifying turnover in the financial years 2023-24, 2022-23, 2021-22.
 - b. A copy of the audited annual accounts for these years.
- c) The Bidder must have a valid Class A / Class B ISP License and NLD/ILD license from the Department of Telecommunications, Govt. of India. A document in support of this must be enclosed.
- d) The company should be ISO 9001:2008 or higher Certified. (Attach proof).
- e) The bidder should have executed (during the last 5 years) at least one project for implementation of lease line Internet bandwidth of capacity 500Mbps or two projects of 200Mbps, or three projects of 100Mbps, Detail of such projects to be provided. Client-al list (top five customers) in the following format to be submitted giving proof of experience.

| Sl.No | Name of the Client and address | Description of Actual Services Provided | Annual Contract Value | Duration (from- to) |
|-------|--------------------------------|---|-----------------------|---------------------|
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Also attach supporting documents: The order copy/ work completion certificate

- f) The bidder must have an office in Indore. (Attach address proof).

II. Scope of Work:

- a) To provide 200Mbps/300Mbps/500Mbps uncompressed and unshared 1:1 dedicated Internet Leased Line with Last mile connectivity on Fiber along with DDOS Detection & Mitigation Services. Bandwidth upgradable on a notice of 72 hours, without up-gradation of last mile. The up gradation could be requested in steps of 100 Mbps. Therefore, also mention the rate for incremental bandwidth (i.e. per 100mbps). However, this rate is for information and will not be included in the financial bid comparison. The contracted rate for incremental bandwidth should be valid for the entire period of the contract.
- b) The Internet (Bandwidth) links will be commissioned at IT Centre, Central Library Building, Takshashila Campus, Khandwa Road, DAVV, Indore – 452001.
- c) Provide a block of 32 Public IPs (IPV-4) to enable DAVV to use the same for web servers, mailing solutions, etc.
- d) The bidder should furnish Internet Bandwidth Utilization/performance reports on a monthly basis.
- e) DDOS Mitigation Capacity should be thrice the subscribed bandwidth.
- f) The bidder should have multiple connectivity from other ISPs at their end in order to avoid the break of services.
- g) Bidder should ensure that the local loop provisioning does not violate regulations as laid by the Government of India/TRAI in respect of such links/networks.
- h) The proposed link is to be terminated at the UTM/Router. The UTM/Router will be provided by the university.
- i) The Bidder must be able to provide IPV6 addresses whenever desired by the University.
- j) The bidder must provide the network redundancy. The primary last mile must be fiber and the secondary last mile media should be fiber/ RF.
- k) Bidder must provide end-to-end managed services.

III. 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 successful bidder shall sign an SLA with DAVV incorporating the following parameters:

- Working days: Seven days a week (Monday to Sunday)
- Throughput: 100% non-blocking (symmetric)
- Latency: <250ms
- Packet Loss/Drop: <1.0%
- Helpdesk Support (with preferable trouble ticketing/toll-free number): 24x7x365
- Mean Time to restore: 4 hours. To be calculated on a monthly basis.
- Performance Reports: Real Time, Hourly, Daily, Weekly and Monthly
- Dedicated Account Management Team: Single point of contact for service requirements

such as ordering, implementation, operations, and billing.

- Seamless Internet connectivity without any intermittent Internet connectivity problem.

IV) Penalty Provisions: Any fault in the Internet connectivity will need to be resolved by the vendor as per the following schedule:

Non-Performance Penalty: In case of any problem reported, the same has to be attended & resolved as per Service level Agreement (SLA) mentioned above. In case of violations of SLAs, the penalty applied shall be as per below:

For every hour of delay in addressing the problem a non-performance penalty of 0.5% of the total contract value shall be applied and deducted.

The actual up-time on the fiber link is to be calculated in respective months and will be measured against total up-time hours 98.5%. If the downtime exceeds the total up-time hours following service credits will be due to the company:

- Actual uptime $\geq 98.50\%$ - No Credit
- Actual uptime $< 98.50\%$ and $\geq 96\%$ - 2 days' equivalent service credit
- Actual uptime $< 96\%$ and $\geq 94\%$ - 7 days' equivalent service credit
- Actual uptime $< 94\%$ and $\geq 90\%$ - 15 days' equivalent service credit
- Actual uptime $< 90\%$ - 25 days' equivalent service credit

Calculation of Actual Uptime % = $(\text{Actual Uptime Hours} / \text{Total Uptime hours}) \times 100$

Total uptime hours = no of days in month $\times 24$

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

Example:

In the month of May total days was 31 and the total downtime in the same month in hours was 7 hours. In such case the actual uptime can be calculated as follows:

Total Uptime hours = $31 \times 24 = 744$

Actual Uptime Hours = $744 - 7 = 737$

Actual Uptime % = $(737/744) \times 100 = 99\%$

V) General Terms and Conditions:

1. The bidder cannot transfer the awarded contract into a subcontract.
2. The individual signing the document and other documents on behalf of the bidder should submit proof in support of his /her authority.
3. DAVV may modify the Scope of work in the best interest of the University if the necessity arises. Any change or modification in the scope of work or the content will be notified on the University website www.dauniv.ac.in
4. The successful bidder shall provide the services as mentioned in the scope of work and carry out its other obligations under the agreement with due diligence, efficiency, and economy. It shall apply appropriate advanced technology and safe and effective methods during the execution of this contract.
5. The bidder should have Toll Free number for fault registering within India and should provide support on 365 x 24 x 7 basis. A self-certified document in support of this must

- be enclosed
6. The track record of the bidder should be clean and should not have any involvement in illegal activities or financial misappropriation /frauds or should not be blacklisted by any organization etc. The bidder should submit the declaration in the specified format only.
 7. Earnest Money Deposit (EMD) in favour of Registrar, Self-Finance, DAVV, Indore (to be submitted in online mode). Without EMD, the tender shall be considered Invalid and summarily will be rejected.
 8. The EMD shall stand forfeited if the successful bidder, who's bid is accepted, fails or refuses to furnish the security deposit amount within a fortnight from the date of acceptance of his offer, fails or refuses to execute the contract. No interest would be payable for any period on EMD. The amount of EMD will be refunded only after finalization of tenders for unsuccessful bidders. The EMD in case of a successful bidder may be adjusted against the security deposit. It will be refunded only after the receipt of the Prescribed Security Deposit.
 9. Security deposit as 5% of order value at the time of signing the service contract by a successful bidder will have to be deposited. A security deposit can be submitted as a bank guarantee/ F.D.R./banker's cheque /demand draft from a nationalized scheduled bank. This Performance Bank Guarantee will be for an amount equivalent to 5% of One-year Contract value which is renewable each year based on the Annual year Contract value.
 10. Contract period: The contract shall be awarded for a period of one year from the date of execution of the contract and may be yearly extended for maximum of 2 years subject to the satisfactory performance during service period. The service extension will be on the same terms, conditions and rates.
 11. We do not intend to call bidders for financial negotiations. Bidders should, therefore, quote their lowest possible rates.
 12. Financial bid will be opened only for technically successful Bidders, who will be shortlisted on the basis of technical committee report.
 13. The authorized person of the contracting firm/ contractor must put his signature on all the pages of the tender documents invariably in having accepted all the terms and conditions in respect of this tender work.
 14. It may be noted that tenders not accompanied by any of the mentioned documents will be liable for rejection.
 15. DAVV reserves the right to reject any or all offers without assigning any reason thereof.
 16. Bids received after the due date will be summarily rejected.
 17. The bidders are required to submit the required details strictly in the specified format, failing which; their bid is likely to be rejected.
 18. Disputes Resolution: All questions, disputes, and/or differences arising under or in connection with this agreement or in any way touching or relating to or concerning the construction, meaning, or effect or the terms herein, shall be referred to the sole arbitration of Registrar, DAVV, Indore. The award of the arbitrator so appointed shall be final and binding. All disputes shall be under the jurisdiction of the courts of District Indore only.
 19. **Settlement of Accounts:** Tax deduction at source will be done as per the Govt. rules. The amount equivalent to any damages/loss etc. caused to DAVV Indore (penalties and other deductions etc.) will be recovered by the University.

20. DAVV, Indore shall have the right to withhold/deduct any reasonable sums from the amounts payable to the successful bidder under this contract if the bidder commits a breach of any of the terms and conditions or fails to perform to the satisfaction of DAVV with regard to Internet lease line connectivity. DAVV has the right to terminate this agreement as per the conditions given below:
 - a) The agreement shall be terminated without notice of gross violation of services or on account of unsatisfactory services by one month's notice at the option of DAVV.
 - b) On termination of the contract by DAVV for any reason whatsoever, DAVV shall be entitled to engage the services of any other agency, or contractor to meet the requirements without prejudice to its rights including a claim for damages against the contractor.
 - c) The amount of the performance security deposit shall stand forfeited.
21. The quoted rate should be valid at least for six months.
22. Bidder should provide the tool to monitor the bandwidth/ network performance.
23. The bidder must quote the price of all data rates separately as per the format given in the financial bid. DAVV may place an order for one or more data rates.
24. The total cost of the lease line service comprises the sum of the one-time installation charges and the annual charges for the internet lease line of 200 Mbps, 300 Mbps, or 500 Mbps. Each option's pricing will be considered separately. The Financial bid comparison will be done base on the total cost of the lease line services.
25. The recurring charges for additional bandwidth in increments of 100Mbps as mentioned in financial bid, is purely for information purpose. These charges will not be considered in financial bid comparison.

Format for declaration:

DECLARATION

- i. I..... do hereby declare that our firm is not blacklisted, and no inquiry/cases are pending against us by the Govt. of India/any State Board/University, since the inception of the firm/company. I further undertake that if the above declaration is deemed wrong/incorrect or misleading, our bid will be canceled/terminated.
- ii. I/We solemnly declare that I/we have attached all the documents mentioned above. I/We also understand that non-compliance of any document(s) required with this is liable to bid rejection and we will lose our claim to participate in the bid inquiry automatically.
- iii. I/We further declare that the details given in the submitted bid are correct to the best of my/our knowledge and agree to abide by all bid/order terms and conditions mentioned in the bid document.

Signature with a seal:
Name and Designation of Authorized Signatory
Date & Place:

Online Technical Bid**I. General Information**

| Sno. | Particulars | Details |
|-------------|---|----------------|
| 1 | Name and Address of the Bidder | |
| 2 | Year of establishment | |
| 3 | Contacts | |
| | Office Telephones | |
| | Mobile No. | |
| | e-mail address | |
| 4 | Category of Bidder (whether company, partnership firm or proprietary concern) | |
| 5 | Name of the Chief Executive and Telephone No | |
| 6 | GST Registration Nos. | |
| 7 | Income Tax PAN No | |
| 8 | EPF No. (enclose certificate) | |

Signature with seal:

Name and Designation of Authorized Signatory

Date & Place:

II. Technical Specifications

| Item No. | Item Name | Particulars | Compliance (Yes/No) | If Deviation, mention below |
|----------|--|---|---------------------|-----------------------------|
| 1 | Type of connectivity | 1:1 Dedicated Internet Leased Service Uncompressed and unshared. Last mile delivery on fiber. | | |
| 2 | Internet Lease Line Capacity | 300 Mbps | | |
| | | 200 Mbps | | |
| | | 500 Mbps | | |
| 3 | Uptime | 99% | | |
| 4 | Bandwidth guarantee | 99 % | | |
| 5 | Packet Loss | <1% | | |
| 6 | Latency-1 | 250 milliseconds from the DAVV router to submarine cable teleport in USA/Europe/Asia Pacific during peak traffic hours. | | |
| 7 | Latency -2 | Less than 50 milliseconds from the respective DAVV router to the first hop of the service Provider. | | |
| 8 | Public IP Pool | Minimum 32 IP (IPV-4) Address | | |
| 9 | Dedicated Symmetric Internet Bandwidth | Dedicated Symmetric Internet bandwidth by peering with the local POP of the bidder to the DAVV. The bidder must guarantee the availability of 1:1 bandwidth on their backbone at IT Centre DAVV Building from their peering POP gateway router. | | |
| 10 | Availability of Incremental Bandwidth | With notice of 72 hours. | | |
| 11 | Implementation of Software on the client side. | a. Bandwidth Utilization b. Uptime c. Packet loss d. Ping time | | |

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|----|--------------------|---|--|--|
| 12 | Diagram and Charts | Networking diagram between client, ISP and Gateway (Supporting documents must be attached) | | |
| 13 | DNS Services | The ISP should provide DNS services including reverse Lookups. | | |
| 14 | DDOS Protection | The solution must be able to detect and mitigate all types of Distributed Denial of Service Attacks (DDOS), and other emerging network attacks. Please specify the methodology and architecture for the purpose. (supporting documents must be attached) | | |
| | | The solution must be able to protect all internet protocols used including http, https, dns, smtp, ftp, ipsec, etc. | | |
| | | In-depth reporting and online user portal including usage, attacks, and protection must be available to customer IT Personnel. Please provide sample reporting. | | |
| | | Regular testing of service and base lining shall be undertaken in conjunction with the Customer at least annually to validate the operation of DDOS mitigation services. | | |
| | | Statistical anomaly-based attack detection – Bidder’s solution should use past traffic patterns to differentiate between legitimate and malicious traffic. Legitimate users should not get affected during attack mitigation. bidder SHALL explain clearly the false positive and false negative rates and how false positive/negative can be avoided in the proposed solution. | | |
| | | Bidder’s solution should automatically learn and adapt to changes in the customer’s | | |

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|----|-----------------------|---|--|--|
| | | traffic profile. The solution should identify attacks based on recent customer traffic profiles and not based on static customer profiles. | | |
| | | Bidder's solution should have the ability to block IP's from known or suspected geographical locations. | | |
| | | The proposed solution shall have the capability to generate ALERT and log of DDOS attack that has been detected for future reference. Bidder shall also notify Customer in a timely manner when DDOS attack against Customer network has been detected in their system. | | |
| | | The bidder shall ensure that the proposed solution is fully redundant, diversified and there should be no single point of failure. In case of any failure, the infrastructure shall fail over to alternative PATH or redundant parts resume automatically. | | |
| 15 | Place of Installation | Internet Leased Line: 200/300/500 Mbps at IT Centre ,Central Library Building, Takshashila Campus , Khandwa Road, Indore 452001 | | |
| 16 | Last Mile | Last mile connection from the POP of the service provider to the IT Centre DAVV should be highly available and of Fiber. | | |