INDIAN INSTITUTE OF MANAGEMENT LUCKNOW

Prabandh Nagar, IIM Road
Lucknow 226013

CORRIGENDUM-I

Dated: 27/06/2019

Reference to E-tender NIT No. – IIML/PURCHASE/ILL_MPLS/12/2019-20 dated 04/06/2019 for
1. 200 Mbps (1:1) internet bandwidth for IIM LUCKNOW Campus
2. 100 Mbps MPLS connectivity between IIM LUCKNOW Campus and IIM LUCKNOW, Noida Campus"

• Extension for last date of tender submission:

Last date of Submission of tender	05th July, 2019 on or before 02:00 PM
Date of opening of Tender	The Tender documents shall be opened on the 10th July, 2019 at 03:00 PM in the presence of authorized representative of the bidders, if any

• In tender document, under heading "Minimum Eligibility Criteria" point no. 3 i.e. "ISP Should have experience in providing satisfactory service for at least 3 internet links of 500 Mbps or higher bandwidth each for a period of **at least** two years."
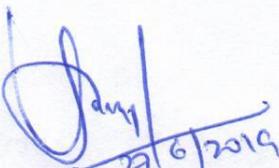
Please read and correct as under:

ISP Should have experience in providing satisfactory service for at least 3 internet links of 500 Mbps or higher bandwidth each for a period of **past** 2 years.

• In tender document, "**100 Mbps MPLS connectivity between IIM LUCKNOW Campus and IIM LUCKNOW Noida Campus**"

Please read and correct as under
100 Mbps MPLS / P2P connectivity between IIM Lucknow & IIM Noida Campus.

Rest terms & conditions of the tender document shall be remains unchanged.

Administrative Officer
Purchase & Stores

भारतीय प्रबंध संस्थान, लखनऊ

INDIAN INSTITUTE OF MANAGEMENT, LUCKNOW

Prabandh Nagar, IIM Road, Lucknow – 226013

Website: www.iiml.ac.in

E-TENDER NOTICE (NOTICE INVITING TENDER)

(NIT No. IIML/PURCHASE/ILL_MPLS/12/2019-20 dated 04/06/2019)

NIT No. – IIML/PURCHASE/ILL_MPLS/12/2019-20 dated 04/06/2019 Online E-tenders are invited in Two-Bid System (i.e. Technical Bid & Financial/ Price Bid) for work mentioned below in E-mode from Contractors (Indian Nationals/ Firms only) and free view NIT is available on Govt. E-Procurement portal i.e. https://eprocure.gov.in. Interested agencies are requested to sign-in (new user sign-in only with DSC) online to obtain user-ID and password using Digital Signature. The tender documents comprise of Technical bid and Financial bid. It is requested to download the Tender on acceptance of terms & conditions. The technical bid and price bid duly filled should be uploaded on E-Portal of Govt. E-Procurement site i.e. https://eprocure.gov.in using Digital Signature before the last date & time of submission as mentioned in the tender notice. The credentials as listed below shall be uploaded online.

Bid Information Sheet

Document Description	Tender Document for 1. 200 Mbps(1:1) internet bandwidth for IIM LUCKNOW Campus 2. 100 Mbps MPLS connectivity between IIM LUCKNOW Campus and IIM LUCKNOW, Noida Campus" Contract period:- Initially for a period of one year which may be extended further two more years on mutual terms and satisfactory performance and approval of the Competent Authority.
Tender Date	04/06/2019
Last date & Time of Submission of Response to Tender Document	25/06/2019 upto 02:00 PM
Bid Opening (Venue, Date & Time)	Purchase & Store, IIM Lucknow, Prabandh Nagar, IIM Road, Lucknow - 226013, 28/06/2019 at 03:00 PM.
Validity of Tender	90 (Ninety) days from the date of opening of tender.
Bid Security/EMD	Rs. 75,000/- (Rupees Seventy Five Thousand Only) in the form of Demand Draft in favor of Indian Institute of Management, Lucknow. Payble at Lucknow. A deposition of EMD through any other form will not be accepted. The scanned copy of EMD has to be uploaded online along with the bid. The original instrument of EMD should reach to the address mentioned below latest by 25/06/2019 upto 02:00 PM.
Name, Designation, Address and other details (For Submission of Response to Tender Document)	Officer on Special Duty, Indian Institute of Management Prabandh Nagar, IIM Road Lucknow -226013 Phone : 0522 - 6696949

भारतीय प्रबंध संस्थान, लखनऊ
INDIAN INSTITUTE OF MANAGEMENT, LUCKNOW
Prabandh Nagar, IIM Road, Lucknow – 226013
Website: www.iiml.ac.in

Tender Document for

1. **200 Mbps(1:1) internet bandwidth for IIM LUCKNOW**
2. **100 Mbps MPLS connectivity between IIM LUCKNOW Campus and IIM LUCKNOW Noida Campus**

Contract Period: Initially for a period of one year which may be extended further two more years on mutual terms and satisfactory performance and approval of the Competent Authority.

SCOPE OF SERVICES:

- The proposed internet links will be installed at the Computer Centre, IIM Lucknow. The services involve supply, installation, commissioning and management* of the link for one year. (*Refer point 13 for further details on management).
- Estimated duration of Commencement of services: **Maximum 4 weeks from the date of placing order.**

BID INFORMATION AND INSTRUCTIONS TO BIDDERS :-

- All interested service providers are requested to submit tenders through e-portal only i.e. www.eprocure.gov.in.
- Tender document is available on the website http://eprocure.gov.in. and information also available on Institute's website i.e. www.iiml.ac.in. The interested bidders may download the tender document containing the terms and conditions.
- The Parties / agencies shall go through the technical specification provided in tender document before quoting the rates. The rate should be mentioned in figures as well as in words inclusive of all charges, taxes and levies
- The bidders shall upload their bids, a scanned copy of EMD on www.eprocure.gov.in along with the documents as per tender document and Bid contract norms. The bids shall be opened on the mentioned date in the Bid Information Sheet. The technical Bids shall be scrutinized/verified by IIML in terms of the tender, the PRICE BIDS will be opened of only technically qualified bidders. The date and time for opening of Price Bids will be uploaded on eprocure.gov.in. (Bidders are advised to visit site regularly till opening of Financial Bid.)

- Within 21days of receipt of the Notification of Award from IIML, the Successful Bidder should sign a contract with IIML and shall furnish **Performance Bank Guarantee Security** initially to IIM Lucknow for an amount of **10%** of the total Contract Price **valid up to 13** months. Prior to the extension a Bank Guarantee of 10% of the contract value to be submitted for each year.
- Performance security shall be forfeited by IIML in the event of Successful Bidder's failure to complete its obligations under the Contract or breach of contract conditions.
- EMD deposit of **Rs.75,000/-** (Rupees Seventy Five Thousand only) in the form of Demand Draft in favor of Indian Institute of Management, Lucknow payable at Lucknow. The EMD should be submitted in hard copy before the due date of the e-tender opening. Failing which the e-tender shall not be accepted. BID security money shall be forfeited by IIML in the event of Successful Bidder's failure to accept the Award of contract**.**
- Technical bids shall be opened in the presence of authorized representatives of bidders who wish to be present.

MINIMUM ELIGIBILITY CRITERIA

1. Bids submitted only on www.eprocure.gov.in will be accepted. Bids submitted by any other mode will not be entertained for opening and consideration.
2. ISP Should have a VALID Class A license (Proof to be submitted)
3. ISP Should have experience in providing satisfactory service for at least 3 internet links of 500 Mbps or higher bandwidth each for a period of at least two years. Certificate to this effect from the customer organization signed by an officer not below the rank of General Manager/ Head of the user section or equivalent must be provided in original.
4. ISP Should have its own MPLS core network and NLD backbone.
5. ISP Should have valid GST Registration number.
6. ISP Should have own/direct access to international Gateway in India for providing Internet bandwidth.
7. ISP Should have direct peering with Tier 1 carriers to minimize the number of hops and latency to international destinations. Details of Tier-1 carriers with which peering is done are to be provided. It should have local peering, with in India, with at least one other ISP and it should have an aggregate international capacity of at least 10 Gbps at the time of commissioning. An undertaking to this effect is required to be submitted.
8. ISP Should have fully resilient and self healing network architecture on fiber medium for the domestic backbone in India. The complete fiber and transmission systems from Computer Centre, IIM Lucknow, to International Gateway should be of the bidder's own at the time of commissioning. An undertaking to this effect is required to be submitted.
9. ISP Should have fully resilient and self healing network architecture on fiber medium for its international backbone, either owned or hired. In case ISP's international backbone uses the infrastructure of other licensed ILDOs, the ISP must indicate the capacity available through these other providers' network.
10. Complete network architecture diagram depicting the 200 Mbps connectivity between IIM Lucknow (both primary and backup paths) and International gateway should be provided. The ISP should also provided its international network diagram.

11. The contract period will be for one year. During the contract period, IIM Lucknow can terminate the service by giving 4 weeks advance notice. In that case, payment will be made only for the period during which service is provided-on a pro-rata basis

DOCUMENTS TO BE SUBMITTED IN SUPPORT OF ELIGIBILITY:

- Qualifying Technical Specifications Form
- ISP Should have a VALID Class A license attach a Photocopy of License No.
- ISP Should have valid GST Registration number attach a Photocopy of GST No
- ISP Should have own/direct access to international Gateway in India for providing Internet bandwidth. (A attach a Photocopy of Certificate as a proof)
- Certificate from the Customer Organization as mentioned in Point No. 2, 6, 7, 8, 9 and 11 as indicated for Minimum eligibility criteria.
- Copy of this tender document duly signed and stamped.
- ISP should submit a commitment letter along with the tender for providing full onsite support at **IIM LUCKNOW Campus and IIM LUCKNOW Noida Campus**
- Proof of adequate facilities and manpower (technical staff) to ensure the necessary support to at **IIM LUCKNOW Campus and IIM LUCKNOW Noida Campus** during the contract period.
- Registration Number of the bidder firm along with the GST No. and the PAN number allotted by the concerned authorities.
- Details regarding the provision of support during warranty period.

OTHER TERMS AND CONDITIONS

The bidder must ensure:
A) Pricing:
- Quote price for both links (ILL and MPLS) and also the total amount as per the tender document.
- Taxes (any), if applicable needs to specify clearly.
B) Supply :
- The link to be commissioned at IIM Lucknow, Campus (Off Sitapur Road, Prabandh Nagar, Lucknow – 226 013) and MPLS link between IIM Lucknow Campus and IIM Lucknow Noida Campus, B-1, Sector-62, Institutional Area, Noida-201307.
C) Payment Terms:
- After successful installation and commissioning of the link and at the end of each Quarter.

RESPONSIBILITIES UNDER THE CONTRACT:

The ISP would be responsible for the following:
- Internet Router Port at ISP Gateway for required Bandwidth and 128 Public IP addresses of ipv4/ ipv6 pool.
- The bandwidth should be provided through a fiber link on SDH/MEN ring terminating in Computer Centre, IIM Lucknow and should be made available on Gigabit Ethernet/Optical
- The Primary path and the backup path for internet link between IIM Lucknow and International gateway each should be a single pipe of 200 Mbps
- The maximum latency from IIM Lucknow gateway router should be as under:

Location	USA Region	Europe Region	Asia Pacific Region
Latency Guarantee (X)	<350ms	<250ms	<120ms

The Bidder is required to monitor the latency report at least once every quarter or whenever asked for.

- The ISP should provide Managed services for monitoring (link up/down, packet drop, latency and other QS parameters) and maintenance of the link. The link (including the last mile) should be monitored on 24x7 basis by the provider. SNMP access to the IIML Gateway Router will be provided for monitoring. A dedicated service manager should be there who will liaison with the NOC in case the link goes down. This will include reporting, ticket generation and follow-up action. These services will be provided by the ISP directly and not through channel partner.

- SLA should commit at least 99.5% service availability, including the last mile connectivity. The following penalties will be imposed in case of violation of SLA:

Service Parameter	Service Level	Penalties
Link availability (Packet drop will be treated as link unavailability)	>=99.5%	Nil
	Between 98.5 and 99.5	Amount equivalent to 2 days
	Between 97.5 and 98.5	Amount equivalent to 4 days
	Between 96.5 and 97.5	Amount equivalent to 7 days
	Between 95.5 and 96.5	Amount equivalent to 10 days
	<95.5	Amount equivalent to 30 days
Latency	X	Nil
	X+5%	Amount equivalent to 2 days
	X+10%	Amount equivalent to 4 days
	X+15%	Amount equivalent to 7 days
	X+20%	Amount equivalent to 10 days
	>X+20%	Amount equivalent to 30 days

- The service provider should have well-equipped operations & Maintenance (O&M) centres staffed with experienced personnel. The service provider shall maintain sufficient spares at the O&M (Operations and Maintenance) centres to comply with committed MTTR (mean time to repair) of less than four hours.
- Installation, commissioning, configuring of the link and hardware/software (Mux, Modems and Router etc. to make line fully functional).
- Annual Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment.
- ISP or authorised person from ISP will be required to sign Service Level Agreement.

- Either party may terminate the contract after giving three month notice in advance.

DISQUALIFICATION

The proposal is liable to be disqualified in the following cases:

1) Bids submitted only on www.eprocure.gov.in will be accepted. Bids submitted by any other mode will not be entertained for consideration.
2) Late/delayed tender due to any reason, whatsoever, will not be accepted beyond the notified time and date under any circumstances.
3) Proposal not submitted in accordance with this document
4) During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
5) Proposal is received in incomplete form.
6) Proposal is received after due date and time.
7) Proposal is not accompanied by all requisite documents.
8) Information submitted in the tender proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.

TERMINATION OF THE TENDER (IF REQUIRED)

a) IIM Lucknow may terminate the Tender process at any time and without assigning any reason. IIM Lucknow makes no commitments, express or implied, that is process will result in a business transaction with anyone.
b) This Tender does not constitute an offer by IIM Lucknow. The bidder's participation in this process may result in IIM Lucknow selecting the bidder to engage in further discussions and negotiations toward execution of a contract if necessary. The commencement of such negotiations does not, however, signify a commitment by IIM Lucknow to execute a contract or to continue negotiations. IIM Lucknow may terminate negotiations at any time without assigning any reason.

DISPUTE SETTLEMENT & APPOINTMENT OF ARBITRATOR:

"All disputes or differences whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of the Tender and the resulting agreement or the breach thereof that cannot be settled by good faith and negotiations between the parties within 60 days of the commencement of negotiations shall be settled by referring the dispute to the Director, IIM Lucknow who may either himself decide the dispute as Arbitrator or appoint some other person as Arbitrator to adjudicate the same, who shall be unconnected with IIM". The proceedings will be governed by the provisions of the Arbitration & Conciliation Act 1996.
By consent of parties the jurisdiction of all other courts are excluded and the courts at Lucknow alone shall have jurisdiction. The language of the Arbitration shall be English.
The venue of Arbitration proceedings shall be Lucknow as the case may be.

(NIT No. IIML/PURCHASE/ILL_MPLS/12/2019-20 dated 04/06/2019)

S. No.	Description	Details to be furnished by the bidder (Attach self-attested Documentary evidence)	Document attached at page no
1.	**Name of the Firm/Agency with registered address**		
2.	**Name of Contract Person** **Email and Mobile No. of the Firm/Agency**		
3.	**PAN & GST details of the Firm/Agency**		
4.	**Details of EMD**		

I/We hereby declare that all the information and statements made in this bid are true and correct. I/We hereby accept that any misinterpretation or false information/documentation contained in this tender document by our firm may lead to our disqualification.

I/We are accepting all the terms and conditions of mentioned in this tender document. Our bid is binding upon us.

Date: **Sign of Tenderer with office stamp**

भारतीय प्रबंध संस्थान, लखनऊ

Indian Institute of Management Lucknow
Prabandh Nagar, IIM Road, Lucknow – 226013 (UP)
Website: www.iiml.ac.in

TECHNICAL BID

(NIT No. – IIML/PURCHASE/ILL_MPLS/12/2019-20 dated 04/06/2019)

Sl. No.	Qualifying Technical Specification	Document Attached Please write Yes or No	Page No. in Document if applicable
1	ISP Should have a VALID Class A license License No. ………………………………. (A photocopy as a proof to be attached).		
2	ISP Should have experience in providing satisfactory service for at least 3 internet links of 500 Mbps or higher bandwidth each for a period of at least two years. Certificate to this effect from the customer organization signed by an officer not below the rank of General Manager/ Head of the user section or equivalent must be provided (Attach a photocopy as a proof).		
3	ISP Should have its own MPLS core network and NLD backbone.		
4	ISP Should have valid GST Registration number. (GSTIN: …………………………) (Attach a photocopy as a proof)		
5	ISP Should have own/direct access to international Gateway in India for providing Internet bandwidth. (Attach a photocopy as a proof).		
6	ISP Should have direct peering with Tier 1 carriers to minimize the number of hops and latency to international destinations. Details of Tier-1 carriers with which peering is done are to be provided. It should have local peering, with in India, with at least one other ISP and it should have an aggregate international capacity of at least 10 Gbps at the time of commissioning. (Attach a photocopy as a proof).		

7	ISP Should have fully resilient and self healing network architecture on fiber medium for the domestic backbone in India. The complete fiber and transmission systems from Computer Centre, IIM Lucknow, to International Gateway should be of the bidder's own at the time of commissioning. <u>An undertaking to this effect is required to attached.</u>		
8	ISP Should have fully resilient and self healing network architecture on fiber medium for its international backbone, either owned or hired. In case ISP's international backbone uses the infrastructure of other licensed ILDOs, the ISP must indicate the capacity available through these other providers' network as well as provide the existing Services Level Agreement (SLA) with all involved providers. (Attach a photocopy as a proof).		
9	The bandwidth should be provided through a fiber link on SDH/MEN ring terminating in Computer Centre, IIM Lucknow and should be made available on Gigabit Ethernet /Optical. Submit a valid undertaking.		
10	The Primary path and the backup path for internet link between IIM Lucknow and International gateway each should be a single pipe of 200 Mbps.		
11	Complete network architecture diagram depicting the 200 Mbps connectivity between IIM Lucknow (both primary and backup paths) and International gateway should be provided. <u>The ISP should also provided its international network diagram.</u>		
12	The Bidder is required to monitor the latency report at least once every quarter or whenever asked for the maximum latency from IIM Lucknow gateway router should be as under: <table><tr><td>Location</td><td>USA Region</td><td>Europe Region</td><td>Asia Pacific Region</td></tr><tr><td>Latency Guarantee (X)</td><td><350ms</td><td><250ms</td><td><120ms</td></tr></table>		
13	The ISP should provide Managed services for monitoring (link up/down, packet drop, latency and other QS parameters) and maintenance of the link. The link (including the last mile) should be monitored on 24X7 basis by the provider. SNMP access to the IIML Gateway Router will be provided for monitoring. A dedicated service manager should be there who will liaison with the NOC in case the link goes down. This will include reporting, ticket generation and follow-up action. These services will be provided by the ISP directly and not through channel partner.		

14	SLA should commit at least 99.5% service availability, including the last mile connectivity. The following penalties will be imposed in case of violation of SLA:			

Service Parameter	Service Level	Penalties
Link availability (Packet drop will be treated as link unavailability)	>=99.5%	Nil
	Between 98.5 and 99.5	Amount equivalent to 2 days
	Between 97.5 and 98.5	Amount equivalent to 4 days
	Between 96.5 and 97.5	Amount equivalent to 7 days
	Between 95.5 and 96.5	Amount equivalent to 10 days
	<95.5	Amount equivalent to 30 days
Latency	X	Nil
	X+5%	Amount equivalent to 2 days
	X+10%	Amount equivalent to 4 days
	X+15%	Amount equivalent to 7 days
	X+20%	Amount equivalent to 10 days
	>X+20%	Amount equivalent to 30 days

| 15 | The service provider should have well-equipped operations & Maintenance (O&M) centers staffed with experienced personnel. The service provider shall maintain sufficient spares at the O&M (Operations and Maintenance) centres to comply with committed MTTR (mean time to repair) of less than four hours. | | | |

I/We hereby declare that all the information and statements made in this bid are true and correct. I/We hereby accept that any misinterpretation or false information/documentation contained in this tender document by our firm may lead to our disqualification.

I/We are accepting all the terms and conditions of mentioned in this tender document. Our bid is binding upon us.

Date: **Sign of Tenderer with office stamp**

भारतीय प्रबंध संस्थान, लखनऊ
Indian Institute of Management Lucknow
Prabandh Nagar, IIM Road, Lucknow – 226013 (UP)
Website: www.iiml.ac.in

FINANCIAL BID

(NIT No. – IIML/PURCHASE/ILL_MPLS/12/2019-20 dated 04/06/2019)

Sl. No	Item Description	Amount (in Rs.)	Applicable Taxes in %	Total Amount (Rs.)
1	200 Mbps(1:1) internet bandwidth for IIM Lucknow Campus (Off Sitapur Road, Prabandh Nagar, Lucknow – UP- PIN -226 013			
2	100 ps MPLS connectivity between IIM Lucknow, Campus (Off Sitapur Road, Prabandh Nagar, Lucknow (UP) and IIM Lucknow, Noida Campus, B-1, Sector-62, Institutional Area, Noida-201307.			
3	Other cost if any (Please specify Item wise descriptions			
4	TOTAL AMOUNT (in Rs.)			
5	Amounts (in words)			

I/We hereby declare that all the information and statements made in this bid are true and correct. I/We hereby accept that any misinterpretation or false information/documentation contained in this tender document by our firm may lead to our disqualification.

I/We are accepting all the terms and conditions of mentioned in this tender document. Our bid is binding upon us.

Date: Sign of Tenderer with office stamp