



## PANDIT DEENDAYAL PETROLEUM UNIVERSITY

PDPU/TENDER/Internet Bandwidth 001

Date: 12-11-2011

### **NOTICE INVITING TENDERS FOR STAND-BY INTERNET BANDWIDTH**

Gujarat Energy Research & Management Institute (GERMI), the center of excellence in Energy domain has been set up to develop human resources to cater to the petroleum and allied energy sectors, improve knowledge base of policy makers and technologists and provide a competitive edge to leaders to compete in global arena. It has been promoted with the initiative of a Gujarat government undertaking, which is a leader in the energy sector.

GERMI is registered as society and a trust under the Societies Registration Act 1860 and the Bombay Public Trust Act, 1950. GERMI will establish specialized technology & management institutes focusing on the Oil & Gas sector and would subsequently increase its focus in the domains within the energy sector in the future.

GERMI has started “PANDIT DEENDAYAL PETROLEUM UNIVERSITY at Gandhinagar. PANDIT DEENDAYAL PETROLEUM UNIVERSITY (PDPU) invites Proposals from recognized suppliers of Internet Bandwidth.

#### **Introduction**

Pandit Deendayal Petroleum University has been utilizing 150Mbps Internet Bandwidth which has been provided by BSNL.

The proposals are hereby called for from the Internet Bandwidth Providers having Capability, and resources to provide the Internet Bandwidth as per the requirement of PDPU. Bandwidth provider is required to maintain the service delivery uptime of 99 %, for which they have to sign Service Level Agreement (SLA) with PDPU.

Pandit Deendayal Petroleum University invites offers through E-tendering route for Supply of Internet Bandwidth for PDPU.

#### **2.0 Scope of Work**

PDPU wants to procure 4 to 6 Mbps of Internet bandwidth for their Campus at Gandhinagar. The Internet Bandwidth is required to be terminated at PDPU campus

#### **Technical Specifications:**

- (i) The bandwidth must be through undersea cable or through Satellite.
- (ii) Latency on Atlantic or Pacific routes should not exceed 350 mSec.
- (iii) The Internet bandwidth required is 1:1 Raw with 100% throughput.
- (iv) Up time guarantee must be 99 % failing which a penalty will be applicable.
- (v) Provider must have minimum two sources of bandwidth input at his NOC either from undersea cable or Satellite.



**Delivery of bandwidth:**

- (i) Bandwidth must be delivered at PDPU campus at Provider's cost.
- (ii) Provider must deliver this bandwidth on Fast Ethernet (100 MB) port which will be taken as input on PDPU Router/Firewall. This is to ensure no physical Changes are to be done in future upgradations.
- (iii) Provider must deliver this bandwidth on a fibre optic cable network to PDPU or Wireless Point to Point connectivity from providers NOC to PDPU campus

**Project Management:**

(i) Bidder shall act as single Bidder to organize and manage the entire project – including design, supply, and installation and commissioning of all required hardware, software, networking, accessory items and local wiring for electrical power supply etc. The Bidder shall be in a position to test, demonstrate and certify the basic requirements in accordance with the contract.

(ii) The Bidder will be responsible to undertake and complete the works related to supply installation and commissioning services within the duration prescribed by PDPU.

(iii) The Bidder will be responsible to provide the Internet Bandwidth at the locations at the agreed price. The works are to be completed on turnkey basis. The Bidder shall be responsible for implementation of the work as defined.

(iv) The Bidder shall give presentation about his proposal to the committee nominated by the PDPU

**Validity:**

Validity of this contract is for a period of 1 year. No upward revision will be permitted in rates of Internet bandwidth in this one year.

**Eligibility Criteria**

The bids are hereby called for from the Bidders who fulfill following technical & financially eligibility criteria in providing 4 to 6 Mbps (1:1 Raw) of Internet bandwidth. For the existing bandwidth provider to PDPU, the source should be different from the existing one.

**Technical**

(i) The Bidder must have sufficient experience and expertise in providing Internet Bandwidth. The Bidder must be in the ISP business for more than 5 years and the Bidder must have supplied at least **200 Mbps** internet

Details must be provided along with the bid.



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(ii) The Bidder has to be a licensed ISP by Dept of Telecommunications. Bidder is required to enclose valid ISP license with the bid.

(iii) The Bidder must be able to provide backup facility.

(iv) The Bidder must have a customer support facility.

(v) The Bidder's ISP Network uptime should be at least 99, and Packet loss should be less than 1%. The Bidder should have local presence and service support infrastructure in the state to provide required services.

(vi) Consortium is not allowed.

### **Financial**

(i). The average annual financial turnover of the Bidder should be more than Rs. 1 Crore during the last three years.

(ii). The Bidder (Single) should be financially sound. The Bidder must submit Audited Balance Sheets and Profit and Loss Account of Annual report for the last three financial years preceding the last date of submission of the proposals.

(iii). The Bidder shall furnish Services Tax, Sales Tax Registration Certificate and EPF Code number, TIN, etc.

**The Bidder must provide valid documents in support to their Technical and Financial capabilities / strength, as mentioned above. Without proper supporting documents, proposal is liable to rejection.**

The bid should consist of:

(i) Structure and organizational set-up of the Bidder

- Name & Address of the registered office with registration particulars.
- Whether organization is ISO 9001:2000 certified, if so, furnish the Certificate.
- Telephone Nos., Fax Nos., Email etc.
- Registration particulars under Labour Laws Contract Act and Sales Tax Act etc.
- The applicant (Single) shall furnish Service Tax, Sales Tax Registration Certificate and EPF Code number.
- Whether manufacturer/supplier/implementers.
- Enclose organizational chart/set up of the organization.
- Total Number of employees.
- Numbers of years in business.
- Confirmation of registration under Companies Act.
- Enclose the Technical concept of design of the equipments for proposed solution and details of each component along with literature. A total approach paper should be submitted.



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- (ii) Compliance Statement of all points mentioned in this document.
- (iii) Certificate from the applicant stating that all information and data submitted are true and correct.
- (iv) Proposal should be duly signed on each page.
- (v) Any other information, you wish to mention.

### **Evaluation Methodology**

The pre-qualification of the applicants shall be carried out on a composite basis of their technical and financial capabilities. The following factors will be considered in evaluating the pre-qualification applications.

PDPU reserves the right to withdraw from the process or any part thereof, to accept reject any or all offers at any stage of the process and/or modify the process or any part thereof or to vary any terms at any time without giving reasons. No Financial obligation will accrue to PDPU.

### **Bid Opening**

(i) Priced Bid: Priced Bids will be opened only if the bids are technically qualified and fulfil the Eligibility Criteria. All other Priced bids will be returned unopened. PDPU may at its discretion discuss with Bidder(s) available at this stage to clarify contents of Priced Bid.

(ii) Choice of Firm: Final Choice of Firm to execute this project shall be made on the basis of conformity to technical and operational requirements, time schedule of execution and appropriateness of priced bid from the point of view of cost competitiveness.

### **Award of Contract**

(i) Award Criteria: The Criteria for selection will be the lowest cost to PDPU for the technically qualified bids. The grand total of Schedule Requirements on will be the criteria for the selection of the lowest bid. PDPU may negotiate the prices with Bidder, under each item / head offered by Bidder.

(ii) PDPU's right to vary requirements at time of award: PDPU reserves the right at the time of award to increase or decrease quantity for the requirements originally specified in the document without any change in Bid rate or other terms and conditions.

(iii) In case, if lowest bidder does not accept the award of contract or found to be involved in corrupt and/or fraudulent practices, the next lowest bidder will be awarded the contract. In such scenario, the lowest bidder has to born the difference between lowest prices and next lowest prices.

### **Name of the Work**



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Providing 4 to 6 Mbps Internet Bandwidth (Dedicated & Unshared) at PDPU node and maintenance and management of Internet Bandwidth for 24\*7\*365 days during the contract period.

### **Scope of the Work**

- a) Study of current PDPU's infrastructure
- b) Technical design of the network components for the termination of Internet Bandwidth
- c) The Service Provider shall provide 4 to 6 Mbps Internet Bandwidth (Dedicated & Unshared) at PDPU. The Service Provider shall be responsible for local loop, modem and any other hardware / software involved for making the services available at PDPU.

### **Help Desk / Service Support on (24 Hours \* 7 Days \* 12 Months basis)**

- a) The Service Provider should extend the call center support services for 24 \* 7 (24 hours by 7 days a week) and 365 days a year.
- b) The Service Provider will co-ordinate with other respective agencies working for PDPU to resolve the inter-operability issues.
- c) The Service Provider would manage and maintain necessary call records for administrative purposes.

### **SERVICE TERMS**

#### **General Terms**

- a) The contract shall remain in force till the expiry of contract period for one year. PDPU reserves the right to extend the period of validity for one year period on mutually agreed terms and condition for the extended period. The services under this contract shall have to render at the agreed remuneration. No extra remuneration shall be payable in case of delay of work by the Service Provider.
- b) The payment shall be made on the basis of availability of Internet Bandwidth to PDPU. Bills shall be raised in the name of Pandit Deendayal Petroleum University, Gandhinagar for certification and recommendation and for making the payment.
- c) During the validity of the contract period, the Service Provider shall render their services timely as per requirement. In case of genuine reason, if Service Provider is not in position to provide the Internet Bandwidth as per SLA, the same shall be intimated well in advance to PDPU. In case of such delay and in absence of services, if the work is carried out through other agency, then the same shall be at the same cost of the Service Provider.
- d) In case of breach of any terms and condition the contract, the Service Provider shall be given a notice to rectify it. However, if they fail to rectify it within 72 hours, then they will be liable to pay compensation to PDPU at the rate decided by PDPU and same shall be sufficient cause for termination of contract.



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- e) The Service Provider shall take required insurance for all of their representatives / engineers working on the site at their own cost. PDPU will not be responsible for any loss or damage to any of the representative of the third party during the said contract.
- f) In case of natural calamities or some other Force Majeure any damage occurred to the properties and premises of the Service Provider, for that PDPU would not be responsible.
- g) In case of any dispute, decision of PDPU shall be final and binding to the agency.
- h) The Service Provider shall maintain 99.00% service up-time, i.e. availability of the Internet bandwidth. The down time of any reasons other than force majeure circumstances/condition. This agreement will be considered as service down time calculation for Internet bandwidth.
- i) The Service Provider shall pay 10% of the cost of service charges, in the form of bank guarantee issued by Nationalized bank having branch at Gandhinagar at the time of agreement
- j) The Service Provider is responsible to provide operational support to maintain the uptime of the services related to Internet Bandwidth.
- k) The Service Provider is responsible to ensure uptime of the services as required by PDPU. Hence, the uptime for all the equipments / application software's / components used for the Internet Bandwidth is the sole responsibility of the Service Provider.
- l) The Service Provider shall treat all matters connected with the contract strictly confidential and shall undertake not to disclose, in any way, information, documents, technical data, experience and know how, without prior written permission from PDPU.
- m) Any damage caused to the property of PDPU while executing the job shall be solely Service Provider's responsibility. In case any damage to the property is caused, the same will be recovered from the Service Provider and no any extra cost shall be paid for such reasons.
- n) The Service Provider will have to Monitor the Outgoing traffic, Internet Bandwidth utilization on daily basis, vis-à-vis thresholds and overflow. The Service Provider will have to generate Daily usage log report for the same.
- o) The Service Provider will have to carry out Installation / upgrades of System Software, Operating system and patches as and when required. The Service Provider will also have to perform quarterly system performance tuning – changing the system configuration parameters. The Service Provider should always take PDPU in confidence by following the *configuration management procedure* before making any major changes into the existing setup & infrastructure.
- p) In case of any major changes, at the setup and at configuration level, the necessary document update in the form of Upgrade should be submitted by the Service Provider to PDPU from time-to-time.



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- q) The Service Provider will have to manage and maintain necessary 'Logs' for administrative purposes. And will have to analyze the same to prepare call statistics report. The performance statistics is required to be prepared on weekly basis which would be the base for deciding the uptime of the required service.
- r) Security Measures to be defined, established, implemented and managed in consultation with PDPU as per the requirements.

### **Approvals / Clearances**

- a) Necessary approvals/ clearances of concerned authorities, for establishing the proposed project are to be obtained by the Service Provider as per the scope of work.
- b) Necessary approvals / clearances from concerned authorities, as required, for fire protection, government duties / taxes / Octroi, are to be obtained by the Service Provider.
- c) Necessary approvals / clearances, from concerned authorities (like City Nagar Nigam, Public Works Department (PWD), Department of Irrigation, State Electricity Board etc. for "Right of way"), as required, are to be obtained by the Service Provider for laying their own cables to meet system requirements.

### **Taxes and Duties**

Vender is liable to pay for all taxes / Levies / Cess / VAT / duties etc

**Books and Records** Service Provider shall maintain adequate books and records in connection with Contract and shall make them available for inspection and audit by PDPU during the terms of Contract until expiry of the performance guarantee.

**Third Party Agency** PDPU will appoint a Third Party Agency, which would monitor the performance of the Internet Bandwidth. The Third Party Agency will also conduct the Partial and Final Acceptance Test as per the technical requirement of the Agreement and will issue the Certificate of Completion. Third Party Agency will verify the services as mentioned in SLA. The Service Provider will co-operate with such Third Party Agency.

### **Supports from External Agency**

In case, if Service Provider wish to have support from any external agency, it's very necessary to inform PDPU in written prior to allow them to work on PDPU infrastructure. The information should contain all respective information about the company from whom support has been extended, the person/group of people and the segment in which services has been taken. On completion of the task, another report should be submitted by mentioning action taken by this person/group of people from external agency, with duration. The Service Provider is solely responsible for the action taken by such agency on their behalf. No Data/ Information should be sent out of the premise without obtaining prior written confirmation from the PDPU.



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### **PENALTY**

The Service Provider shall be responsible for maintaining the desired performance and availability of the system/services. Operational penalty will be imposed for each 'Hour' delay or part there of delay, until actual availability of agreed Internet Bandwidth. If the Service Provider fails to provide services as specified above, the following penalty will be imposed.

If Annual Service uptime is Exclusions / conditions for which Downtime will not be considered as Downtime:

1) 99.00% or better

(i) Up Time

99% uptime

During calendar days from 09:00 AM to 06:00 PM, **Rs.1,000/-** per Hour on downtime beyond agreed quarterly down time. During 06:00 PM to 09:00 AM, **Rs. 500/-** per Hour on downtime beyond agreed quarterly down time.

### **PAYMENT TERMS**

The cost is inclusive of Annual Maintenance Charges but does not include service taxes and educational cess etc. The Service Provider shall be paid the annual rental charges on quarterly basis.

At the end of each quarter, the service provider will submit the invoices to PDPU with necessary certificates and verification of the services extended. The same shall be verified and certified by Third Party Agency, and submitted to PDPU.

- **The bidder is requested to quote the prices for 4, 5 and 6 Mbps separately as Annexure-A on bidder's Company's Letterhead.**

***Last date of submission of tender to PDPU is 30.11.2011***

***All submissions to be made at below mentioned address:***

**Director (Academic),**

**PDPU campus, SPT building, Second Floor, Gandhinagar-382009 Phone: 23275010,**

**E-mail: Tarun.shah@pdpu.ac.in**