

GOVERNMENT OF MANIPUR
DIRECTORATE FOR WELFARE OF OBCs & SCs
1st Floor, South Block, Secured Office Complex,
A.T. Line, Imphal

NOTICE INVITING TENDER

Imphal, the 18th February, 2021

(Tender in sealed envelope for Subscription of one Internet leased line connectivity of 20 Mbps symmetric bandwidth without any compression factor (Full Duplex, dedicated (1:1), unlimited, unshared and uncompressed)

No. A/106/2018-OBC&SC(Web): In pursuance of the Government letter No. MISEC-2/2/2021-OBC and SC-OBC&SC dated 16th February, 2021, open tender for providing Internet leased line connectivity are called from among the registered Internet Service Provider of the State.

2. Sealed and super-scribed quotations in the prescribed format with Tender Name and Addressed to the Undersigned should be submitted by 15.03.2021, 03:00 P.M. and it will be opened on 16.03.2021 at 11:30 A.M. in the presence of the bidder(s) or their authorized representative(s), who will be present at the scheduled date and time.

3. Tender Notice, document, service required, other terms and conditions may be viewed or downloaded from www.manipur.gov.in / www.manipurobcsc.gov.in . Modification/ Amendment/ Corrigendum, if any, shall not be advertised in the newspapers but shall be uploaded in the above website(s).



(Ng. Bhogendra Meitei)
Director (Welfare of OBCs & SCs),
Government of Manipur

Copy to (for kind information):

1. The A.P.S. to the Secretary (OBCs & SCs), Govt. of Manipur.
2. The Web-Master (DIT), Govt. of Manipur with a request to upload the Tender Notice to State Government's Website.
3. The IT Professional (MA/OBCs & SCs), Manipur to upload the Tender Notice on the Official Website.
4. The News Editor, Imphal Free Press to publish the Tender Notice for 1 (one) day only. Bills, thereof, be submitted in triplicate to DDO (Welfare of OBCs & SCs) for payment.
5. The File Concerned.
6. The Notice Board.

SCOPE OF WORK, TERMS AND CONDITIONS

1. IMPORTANT TENDER DATES

VENUE FOR BID OPENING : Office of the Director,
Directorate for Welfare of OBCs & SCs, Manipur
1st Floor, South Block, Secured Office Complex,
A.T. Line, Imphal (Near 2nd MR Gate)

LAST DATE FOR SUBMISSION : 15.03.2021 by 03.00 P.M.
OF BID / TENDER

DATE & TIME FOR OPENING : 16.03.2021 at 11:30 A.M.
BID

In the event of any of the above mentioned dates being subsequently declared as a holiday / closed day for this Office, the tenders will be opened on the next working day at the scheduled time.

2. SCOPE OF WORK

i) *Name of Work:*

Tender in sealed envelope for Subscription of one Internet leased line connectivity of 20 Mbps symmetric bandwidth without any compression factor (Full Duplex, dedicated (1:1), unlimited, unshared and uncompressed

ii) *Duration of Contract:*

Duration of the Contract period is 2 (two) years extendable by another 1 (one) year subject to consent of the bidder, satisfactory performance and escalation in price.

3. ELIGIBILITY CRITERIA & TECHNICAL QUALIFICATION:

The bidder should satisfy the below criteria and should invariably submit valid documentary evidence to support the eligibility claimed:

i) The bidder should be duly registered with the concerned Central/State Government authorities and should be well established Internet Service Provider (Agency/Firm) (herein after referred to as the agency/firm) preferably having experience to provide internet services to Central/State Government or PSUs to which they have extended similar services in past 2 years ending the date of notification of this tender.

- ii) The Agency/firm should possess G.S.T. Certificate, Income-tax Registration Certificate & PAN Card.
- iii) Rates once finalized will be valid for the period of the contract.
- iv) The bidder should have been in the business for more than 5 years.
- v) The bidder should not have been debarred or blacklisted by any Central / State Government or any State Government Department(s) and the bidder should not have any litigation pending in any of the Court(s). An affidavit to that effect on Non-Judicial Stamp paper of 100/- duly notarised shall be enclosed with the bid.
- vi) Bidder has to submit a list of clients belonging to Central/State Government Authority or PSUs where similar services have been provided in the past 3 years should be furnished with particulars like name of the organization, bandwidth supplied, contract start date, contract end date, name, address & phone number of contact person.
- vii) The bidder must have a fully functional Customer Service Centre(s) / contact support centre with 24 x 7 x 365 support. The bidder should have Toll Free number for fault registering, operating on 24 x 7 x 365 basis. List of Customer Service Centre(s) must be enclosed with technical bid enclosed.
- viii) The bidder should have executed (during last 3 years) at least one project for provision of internet bandwidth of capacity 20 Mbps or above in the State of Manipur. Detail of such projects to be provided.
- ix) The Bidder should have online tools to monitor the link performance. It should also provide interface to this Directorate for monitoring utilization/performance report on real time, hourly, daily and weekly basis.
- x) The bidder should have adequate bandwidth at the backend to provide the service.
- xi) The bidder should ensure that the local loop provisioning does not violate any regulations as laid by Government of India / TRAI in respect of such links / networks. Bidder shall be responsible for making all the payments towards the local loop charges / rentals/ WPC charges etc.
- xii) The bid of any bidder who has not complied with one or more of the conditions of eligibility criteria and / or fail to submit the required documents as required / or mentioned in tender document are liable to be summarily rejected.
- xiii) This Directorate reserves the right to reject any or all tenders, wholly or partly or close the tender at any stage prior to the award of contract without assigning any reason whatsoever.

4. LOCAL CONDITIONS:

It shall be the responsibility of each tenderer to fully inform/ acquaint / familiarize itself with local conditions and factors, which may have any effect on the execution of services to be rendered under the contract. All bidder(s) intending to bid shall visit and make themselves thoroughly acquainted with the local site conditions. This Directorate shall presume that the tenderer has understood and agreed that all the relevant factors have been kept in view while submitting the bid. No financial adjustment arising, thereof, shall be permitted by Institute, on the basis of any non-clarity of information about local conditions being pleaded by the bidder. Further, no claim for any financial adjustment shall be entertained by the Directorate under any circumstances as part of the contract awarded on this tender document.

5. INSTALLATION & COMMISSIONING:

Project shall be completed within 1 (one) week from the date of issue of the Letter of Intent (LOI) / Work order. All the aspects of safe delivery, installation, commissioning and uplink of the connectivity shall be the exclusive responsibility of the Service Provider. If the Service Provider fails to uplink the connectivity by the specified date, then the penalty at the rate of 1% per week of the total order value subject to maximum of 10% of total order value will be deducted and, thereafter, the offer shall automatically stands cancelled.

6. SERVICE PROVIDER OBLIGATIONS:

The Service Provider shall be responsible for providing the Internet leased line connectivity of 20 Mbps symmetric bandwidth without any compression factor (Full Duplex, dedicated (1:1), unlimited, unshared, and uncompressed) with last mile connectivity on fibered to be terminated at Office of the Directorate for Welfare of OBC & SC, Manipur located at 1st Floor, South Block, Secured Office Complex, A.T. Line, Imphal, at all the time throughout the contract period.

- i) The Service Provider shall be responsible for commissioning and configuring of hardware and uplink of connectivity.
- ii) Liaisoning (if required) with other firm(s) for obtaining point to point connectivity between ISP node and Directorate, shall be the responsibility of the Service Provider.
- iii) The Service Provider would ensure that the local loop provisioning does not violate any regulations as laid by Government of India / TRAI in respect of such links / networks. Service Provider shall be responsible for making all the payments towards the local loop charges / rentals/WPC charges etc.
- iv) The Service Provider will do preventive maintenance once a quarter for upkeep of the systems running. The schedule will have to be adhered to strictly by ISP.

7. SERVICE LEVEL GUARANTEE:

- i) The Service Provider shall provide Internet leased line connectivity of 20 Mbps symmetric bandwidth without any compression factor (Full Duplex, dedicated (1:1), unlimited, unshared, and uncompressed) with last mile connectivity on fibre at all the time (24 x 7 x 365) at this Directorate Office.
- ii) To provide Internet Router Port at ISP Gateway for required Bandwidth.
- iii) Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of Country / ISP Internet gateway.
- iv) Latency: Less than 100ms from the Directorate to ISP's tier 1 peering point. Latency will be randomly checked on daily basis. In case of non-adherence latency limit, the link will be considered as down with effect from time of detection till the time is restored.
- v) Network Availability (uptime): More than 99.9 % per month.
- vi) National Backbone should be available on the same ISP.
- vii) Reports for performance, monitoring / usage to be submitted by the ISP on monthly basis.
- viii) Downtime Calculation: Downtime shall be calculated as (Total Time - Down Time) x 100/Total Time. Deduction in payment will be made for downtime in the 6 monthly bills raised by the ISP.
- ix) The response time for attending the faults will be 1 hour after they are reported to the ISP. The ISP will rectify the faults within 12 hours failing which; the bidder will arrange temporary replacements. The services shall be provided 24 x 7 days in a week.
- x) Mean Time to Repair (MTTR), Packet loss and Link failover will be calculated from Network Management System (NMS) at Directorate's side or through ISP portal.
- xi) Scheduled maintenance by the ISP should be carried out with prior approval of the Directorate.

8. OTHER TERMS AND CONDITIONS:

- i) Bidders shall submit the financial bids strictly as per the format attached with this Tender Notice. Financial bids containing any fresh conditions (not mentioned in the technical bid) shall be liable for rejection. Bids must be submitted within the stipulated date and time as indicated in the tender and should be valid for a period of 90 days from the final date of submission of the tender.
- ii) Any bidder who wishes to quote against this tender may download the bidding documents from this Office's website (www.manipurobcsc.gov.in) and submit the sealed and superscribed bids complete in all respect on or before the due date/time along with an undertaking that the contents of the bidding documents have not been altered or modified.

iii) This is zero deviation tender. Bidders are strictly advised to confirm compliance of tender conditions and not to stipulate any deviations in their offer. Subsequent to bid submission, this office shall not seek confirmation/clarifications and any bids which are not in line with tender conditions shall be liable for rejection. Bidders are also requested to submit the documents/confirmations strictly as per the check list enclosed. Any change in bid after the due date of submission is not allowed.

iv) Directorate for Welfare of OBCs & SCs, Manipur reserves the right to cancel the contract at any time after acceptance of the same with a notice. The Contractor/Supplier shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the work/supply in full but he did not derive in consequence of the foreclosure of the whole or part of the works. The Contract shall be valid for a period of two years i.e., from the date of issuance of the contract. This Directorate reserves the right to terminate the Contract awarded at any time during the currency of the Contract without assigning any reasons by giving one month's notice in advance in writing. The Successful Contractor shall be required to give three month's advance notice in writing for termination of the contract, failing which due action shall be taken. If all or part of the contract is terminated in accordance with the provisions contained above, this Directorate shall pay charges up to the effective date of termination. However, the termination of the contract shall not relieve the contractor of any of his obligations imposed by the contract with respect to the work performed by them prior to such termination.

v) A prospective bidder requiring any clarification of the Tender document may contact Director, Directorate for Welfare of OBCs & SCs, Manipur at the scheduled date and time of the Pre-Bid Meeting. Bidders are requested to attend the Pre-Bid Meeting so that their queries, if any, related to the tender/scope of work; tendering can be addressed during the meeting.

vi) At any time prior to the last date of receipt of bids, this Directorate may for any reason, whether at its own initiative or in response to a clarification requested by prospective bidders, modify the tender documents by an amendment.

vii) Prior to the commencement of the Contract, officials from the Directorate for Welfare of OBCs & SCs, Manipur shall inspect office of the service provider.

viii) The ISP shall undertake that it shall comply with all conditions laid down under all applicable statutes, licenses and permissions and undertakes to keep all licenses and permission valid and subsisting during the period of contract failing which this service agreement shall be liable to be terminated without notice or compensation or any payment whatsoever at the sole discretion of the Directorate.

All disputes and differences arising out of bids, the contract shall be settled after holding necessary discussions between the parties. However, in the event of any dispute/differences remaining unsolved, the same shall be referred to a sole Arbitrator to be appointed by the Directorate for this purpose. The decision of the Arbitrator shall be final and binding on both parties.

ix) The contractor shall not engage any subcontractor for rendering the services mentioned in this contract.

x) The Directorate shall be the sole authority to decide on the quality of service rendered by the Contractor. In case the performance of the Contractor is found unsatisfactory, the Directorate shall have the right to terminate the agreement without notice or compensation or any payment whatsoever at the sole discretion of the Directorate.

xi) The Directorate shall have the right to withhold any reasonable sum from the amount payable to the Contractor under this contract, if the contractor commits breach of any of the terms and conditions of this agreement or if he fails to produce sufficient proof to the satisfaction of the directorate as to the payment of all statutory and other dues or compliance with other obligations.

Taxes, if applicable as per Rules, shall be deducted from the bill. All statutory deductions such as TDS, etc. wherever applicable, but not limited to this list indicated, shall be deducted from the bills payable to the Successful Contractor at the applicable rates from time to time.

xii) If the contractor fails to carry out the work in conformity with the contract documents or if he suspends the work without proper authority or if he fails to execute the work to the proper satisfaction of the authority or commits breach of contract then, this Directorate shall have the power to take possession of the materials and stock thereon and to rescind the contract, following which he shall not be entitled to any dues for the remaining period of the contract. In such case, the Directorate for Welfare of OBCs & SCs, Manipur shall have power to sell in such manner and for price as it may think fit all materials, pertaining to the contractor and to recover the said deficiency out of the proceeds of the sale.

xiii) Unless otherwise terminated under the provisions of any other relevant clause, this contract shall be deemed to have been completed at the expiration of the duration of contract.

xiv) The rates quoted by the Contractor shall be firm during the period of contract.

ANNEXURE I

TECHNICAL/QUALIFYING BID FORM FOR ONE INTERNET LEASED LINE CONNECTIVITY OF 20 MBPS SYMMETRIC BANDWIDTH WITHOUT ANY COMPRESSION FACTOR (FULL DUPLEX, DEDICATED (1:1), UNLIMITED, UNSHARED AND UNCOMPRESSED AT DIRECTORATE FOR WELFARE OF OBCs & SCs, MANIPUR

1	NAME OF THE CONTRATOR	
2	TYPE OF ENTITY - PROPRIETARY FIRM, PARTNERSHIP FIRM, PVT., LTD COMPANY	
3	ADDRESS	
4	TEL NO./MOBILE NO./EMAIL ID	
5	NAME OF THE CONTACT PERSON	
6	TEL. NO./MOBILE NO. OF CONTACT PERSON	
7	EMD DETAILS @ Rs. 10,000/-	DD No._____/Date
8	CERTIFICATES TO BE ENCLOSED	
	GST REGISTRATION DETAILS, PAN DETAILS, REGISTRATION CERTIFICATE (as per Para 3 of the bid document)	
9	EXPERIENCE IN INTERNET SERVICES WITH DETAILS OF CONTRACTS IN PREVIOUS THREE FINANCIAL YEARS (RELEVANT ANNEXURE IV TO ENCLOSED)	
10	ANY EMPLOYEE OF THE DIRECTORATE FOR WELFARE OF OBC & SC, MANIPUR ON YOUR BOARD OR SHARE HOLDER IN CONTRACTOR'S ENTITY	YES/NO, if yes, please provide details
11	HAVE YOUR DIRECTOR/ PARTNER/ ENTERPRENUER CONVICTED UNDER LAW	YES/NO, if yes, please provide details
12	HAS YOUR FIRM/COMPANY BLACK LISTED AT ANY TIME IN PAST BY ANY ORGANIZATION	YES/NO, if yes, please provide details
13	ANY OTHER INFORMATION CONTRACTOR MAY LIKE TO FURNISH (MAY BE FURNISHED IN SEPARATE ENCLOSRE)	
14	24 x 7 x 365 CUSTOMER SERVICE CENTRE(S) PHONE NO.	

DECLARATION

I/We, hereby, certify that information furnished above is true and correct to the best of my/our knowledge. I/We understand that if any deviation is found in above statement at any state, I/We shall be blacklisted and will not have any dealing with the Directorate in future.

I, hereby, confirm that I am authorised to sign the Tender Document.

Date:-

Sign:-

Place:-

Name:-

Designation:-
(with Official Seal)

FINANCIAL BID DOCUMENT

1. Name of the Service Provider :
2. Address of the Service Provider :
(With Tel. No., Fax E-Mail)
3. Name & Address of the Partners/:
Director (With Mobile No.)
4. Contact Persons(s) :
(With Mobile No.)

Name of Work	No. of Item	Rate	Amount
Internet leased line connectivity of 20 Mbps symmetric bandwidth without any compression factor (Full Duplex, dedicated (1:1), unlimited, unshared and uncompressed)			
Installation Charges, if any			
Maintenance Charges (including prices of modem, router, hub, cabling etc.)			
All Applicable taxes (GST etc.)			
Grand Total			

Total Cost in Words: _____

Note:

1. The rate should be quoted for per month basis inclusive of all taxes etc. and valid for 2 years.
2. The services of the above personnel are required throughout the year round the clock.
3. The charges for replacement of failed devices, maintenance etc. will be paid as per the actual work executed.

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions confined herein and undertake myself/ourselves to abide by them and all of it is included in cost.

(Signature of contractor with Seal and Date)

ANNEXURE III

DETAILS OF ALL CONTRACT COMPLETED DURING THE LAST THREE YEARS

Sl. No.	Name of Contractor & Location	Name of Client	Annual Cost of Contract	Date of commencement as per the contract	Period of contract	Litigation Arbitration pending/in progress with details	Name, Address & Tele No. of the Officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9

(Signature of the Contractor)

Seal of Organization

PERFORMANCE REPORT OF CONTRACT

(Furnish this information for each individual contract in the following format from the employer for whom the contract was executed - minimum 2 to be submitted)

1. Name of Contract & Location :
2. Agreement No. :
3. Annual Value of Contract :
4. Date of Start :
5. Date of Completion :
6. Performance Report
 - i) Quality of service : Excellent/Very Good/Good/Fair
 - ii) Resourcefulness : Excellent/Very Good/Good/Fair
7. Any penalty imposed for bad performance :
8. Any litigation pending

(Signature)

Senior Level Officer of the Client with complete contact details
(Seal of the Organization)

Date: