



Jharkhand Agency for Promotion of Information Technology

REQUEST FOR QUOTATION

INTERNET BANDWIDTH CONNECTION INCLUSIVE OF LAST MILE ACCESS NETWORK OVER ETHERNET INTERFACE

Ref. No:- JAP-IT/ILL/16-17/RFQ-01

Ground Floor, Engineer's Hostel – I,
Near Golchakkar, Dhurwa, Ranchi, Jharkhand
Phone. 0651-2401044, 2401067,
Fax. - 0651-2401040

Request for Quotation

Tender No. JAP-IT/ILL/16-17/RFQ-01

On behalf of Government of Jharkhand, JAP-IT invites Request for Quotation (RFQ) from experienced Internet Service Providers for providing Internet Bandwidth Service which would be used for following two purposes:

- 1) e-Mulakat (150 Mbps) and
- 2) Web cast application (6 Mbps).

Bidders are allowed to submit the RFQ for one or both requirements but it should be a separate bid for each of the locations.

The envelope containing bid should contain all relevant documents as detailed mentioned in the Item code 1 for e-Mulakat (150 Mbps) and item code 2 for Web cast (6 Mbps) application

Detailed works & Particulars of the job are given below:

Sr	Particular	Details
1.	Reference No.	JAP-IT/ILL/16-17/RFQ-01
2.	Tender issuing Authority	JAP-IT, under IT & e-Gov, GoJ
3.	Name of the Project	Internet bandwidth connection inclusive of last mile access network over Ethernet interface.
4.	Detail Scope of Work	Installation and commissioning of Internet Bandwidth Connections at the user locations.
5.	Cost of the Tender document	1. Rs. 2000/- for Item code 1 2. Rs. 1000/- for Item code 2 A Demand Draft in favor of CEO, JAP-IT, payable at Ranchi.
6.	Cost of the EMD	1. Rs. 25,000/- for Item code 1 2. Rs. 10,000/- for Item code 2 A Demand Draft in favor of CEO, JAP-IT, payable at Ranchi.
7.	Date of commencement of issue of tender document	From 30/01/2017 at 10:30 AM
8.	Last Date and Time, Submission of tender document	On or before 14/02/2017 at 2:00 PM
9.	Date of opening of Bids	14/02/2017 at 3:00 PM
10.	Address of Communication/Submission of Proposals	JAP-IT, Engineers Hostel No. – 1, Near Golchakkar, Dhurwa, Ranchi-834004 Tel: 0651 – 2401040, 2401041 Fax: 0651 – 2401040
11.	Contact E-mail Id	osd.japit@jharkhandmail.gov.in and dkgupta_agr@yahoo.com
12.	Contact Person	OSD JAP-IT.

A detail copy of the tender document should be obtained from JAP-IT notice board/ State Portal(www.jharkhand.gov.in).

**Sd/-
CEO, JAP-IT**

Terms and Conditions

1. The bidder should be the Tier-1 National ISP and should have a valid Category “A” ISP license from Govt. of India (Attach a copy of license).
2. **Selection Procedure:** Selection will be made through reverse auction. For reverse auction L1 quoted rate will become base price . L1 will be given first chance in reverse auction to revise its price.
3. **Delivery Period:**The delivery should be made within 15 Business days from the date of purchase order.
4. **Warranty:** All items supplied by the bidders shall be guaranteed against any defects and
5. The bidders should provide time-to-time operational maintenance support for the order period (On Site comprehensive Warranty). The said warranty should cover all Hardware products & Software. The successful bidder shall be liable to rectify any defects on supplied equipment supplied for free of cost during the service period.
6. **Installation:** The installation should be done at following locations:
 - a) JAP IT, Engineers Hostel no. 1, Near Golchakkar, Dhurwa Ranchi- 150 Mbps for e- Mulakat
 - b) First floor, VIP lounge New Auditorium of Project Building Dhurwa Ranchi- 6 Mbps for Web cast
7. **Response Time:** The response time of the bidders to attend to any complaint upon receipt of the complaint/information from the user should not be more than 03 working hours.
8. The bidders shall necessarily quote for all the items, as per requirement, in the schedule otherwise they will be disqualified
9. Internet Service Providers (ISPs) must submit their tender document in the format elaborated below and any deviations in the prescribed format/omissions of details called for, will automatically lead to disqualification for the offer/tender from this format will automatically disqualify the offer.
10. JAPIT reserves the right to cancel the contract under unsatisfactory performance of the services provided by the ISP.
11. **Payment Terms:**Payment to ISP will be made quarterly. Any Penalty applicable will be deducted as per the terms of the Service level agreement.
12. The ISP to provide last mile termination in network equipment over Ethernet Interface.
13. Any Media/Converter to be used for Ethernet termination has to be provided by the service provider. The Cost for the same has to be included in the installation cost in the commercial offer.
14. The qualified service provider to submit Monthly status reports on the uptime maintained by the ISP.
15. The Service term will be initially for one year and extendable year to year up to five years from the date of agreement. Though the price will be decided for five year, reduction in price or bandwidth up-gradation will be revisited every year with the consent of JAP IT/DoIT& e-Gov and selected ISP on reduction in price due to advancement of technologies, govt policies etc.
16. Internet service by selected ISP may be terminated after one year initial period by giving 3 month prior written intimation to ISP.
17. On issuance of LOI, the qualified service provider will have to furnish a performance bank guarantee which will be 10% of the awarded value of first year. However, the successful bidder has to submit PBG of 10% of

the price quoted in second year before the expiry of PBG of first year and so on in case of extension of service term for next year.

- 18.** Post submission of acceptance of LOI and submission of Performance Bank Guarantee (PBG), the contract agreement will be made by JAPIT/Dept. of IT & e-Gov, GoJ with the L1Internet service provider.
- 19.** The Service Level agreement for Internet Bandwidth Maintenance is enumerated below in clause 3
- 20.** The bidder should have valid TIN number issued by appropriate authority (Self-attested Photocopy of the certificate issued by appropriate authority in favour of the bidders, to be attached)
- 21.** The Bidder should be registered under Service Tax Registration (Self-attested Photocopy of the certificate issued by appropriate authority in favour of the bidders, to be attached)
- 22.** The bidder should have valid PAN Number issued by Income Tax Department (Self-attested Photocopy of PAN Card issued by appropriate authority in favour of bidders, to be attached)
- 23.** Conditional Tenders/Non-Compliance of any of the conditions set in the tender document shall render the bid liable for rejection.
- 24.** Bidders must submit statement that the firm is not blacklisted from subsidiaries/Govt./Semi Govt. /Public Sector Organization or is not involved in any legal case in self-declaration format.
- 25.** Bidders are allowed to submit the RFQ for one or both requirement but it should be separate bid for each of the location.
- 26.** JAPIT/Dept. of IT & e-Gov, GoJ reserves the right to cancel/terminate any bid / all bids at any stage without any reason thereof.
- 27. Jurisdiction:** The disputes, legal matters, court matters, if any shall be subject to Ranchi jurisdiction only.
- 28. Force Majeure:** JAP IT/Dept. of IT & e-Gov, GoJ may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that the delay, in performance or other failure to perform its obligations under the Contract, is the result of an Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises.
- 29. Arbitration:** In the event of any dispute or difference between the Parties in respect of any matter relating to or arising out of this Agreement, they shall endeavour to negotiate a mutually satisfactory solution. If solution cannot be reached within a reasonable time, the said dispute or difference shall be referred to a sole arbitrator to be appointed by the CEO of JAP-IT, Ranchi. The arbitration proceedings shall take place in Ranchi.'
- 30. Validity of Tender:** The validity of Tender shall be for a minimum Period of 180 days from the date of opening of Tenders.

31. Commercial Offer

Item code 1 :Link Capacity - 150Mbps (e-mulakat)

Year Wise price	Installation with equipments. A	Charges required	Internet Bandwidth Charges per Year B	Total yearly Charges (Exclusive of tax) C =(A+B)
Year 1				
Year 2				
Year 3				
Year 4				
Year 5				
Grand total				

Item code 2 :Link Capacity -6 Mbps (Web cast)

Year Wise price	Installation with equipments. A	Charges required	Internet Bandwidth Charges per Year B	Total yearly Charges (Exclusive of tax) C =(A+B)
Year 1				
Year 2				
Year 3				
Year 4				
Year 5				
Grand total				

- All Prices should be in INR
- Every bidder is expected to inspect the site of the proposed work and acquaint with the site conditions before quoting the rates.
- Taxes will be paid as applicable during the period. Selected Bidder is advised to raise invoice after incorporating the applicable taxes.

- L1 will be item wise and bidder can quote one or both items.

32. Service Level Agreement

Minimum of 99.5% Network Availability has to be maintained by the Internet Service Provider

Sr	Network Availability	Penalty
1	>=99.5%	Nil
2	<99.5 to 96%	2% of the quarterly value
3	<96% and up to 95%	5% of the quarterly Value
4	<95% and up to 91%	8% of the quarterly Value
5	<90%	10% of the quarterly Value

33. Preparation of Bid:

Tender document complete in all respects need to be submitted by the bidder in sealed cover.

Separate and independent bid need to be submitted for each location, in case of any ISP is bidding for both items/locations. Name of items/location and bandwidth also need to be mentioned on the outer envelope.

1. **Bid Document Envelope -Part I** : Bid shall contain the Tender document fee, EMD and complete details of general nature viz. ISP license from Govt. of India,details document conforming to TIN, Service Tax, PAN certificates etc (as mentioned above) in the tender document. Each page/document of the Bid should be signed and stamped by the bidders or his authorized representative.
2. **Bid Document Envelope-Part II (Commercial offer)**: Bid shall contain the Price Bid / Commercial offer and rate should be quoted as per the commercial proposal template shared above (Para 31).
3. The above envelopes, sealed in an outer envelope, should be sealed and superscripted with Tender Notice No. Description of item/location, due date of opening and name of firm and contact details of the bidder on the cover. The envelope should be addressed to CEO, JAP-IT, Ground Floor,Engineer's Hostel – I, Near Golchakkar, Dhurwa, Ranchi, Jharkhand- 834004.

Sd/-
CEO, JAP-IT

Item wise Objective and Technical Specification

Item code1 (150 Mbps for e-Mulakat)

OBJECTIVE OF THIS RFQ

Quotation for supply and installation of 150 Mbps Internet bandwidth for e-Mulakat (if needed can be increased/decreased) from reputed Internet service providers is required at JAP IT premises Engineers hostel no. 1, Near Golchakkar, Dhurwa, Ranchi 834001.

E-mulakat is done through specialized software (software MCU based) which is capable of doing streaming of live Video of two way conversation with up to 500 concurrent users. This bandwidth is to meet the server side internet bandwidth requirement to cater 500up to 500 concurrent users. In order to cater the requirement JAP IT/Dept. of IT & e-Govneed bandwidth terminated to JAP IT premises at Engineers hostel no. 1, Near Golchakkar, Dhurwa, Ranchi.

Technical Requirement

s.no.	Requirement	Compliance (yes/no)
1	150 Mbps dedicated internet 1:1 Lease Line bandwidth.	
2	ISP should provide 99.5% uptime promising	
3	ISP should provide scalability features in Internet bandwidth	
4	Sixteen (16) no. of Public IP of IPV4 has also to be provided with 150 Mbps ILL.	
5	ISP should provide Connectivity up to the end-point at JAP IT premises at Engineers hostel no. 1, Near Golchakkar, Dhurwa, Ranchi.	
6	ISP should provide Fast Ethernet handoff	
7	ISP should provide proper maintenance of Bandwidth connectivity and CPE equipment.	
8	ISP should provide 24x7 Customer Support	
9	Installation will be done at JAP IT, Engineers Hostel no. 1, Near Golchakka, Dhurwa Ranchi	

Item code 2 (6 Mbps for Web cast)

OBJECTIVE OF THIS RFQ

Quotation for supply and installation of Internet bandwidth of 6 Mbps for Web cast application (if needed can be increased/decreased) from reputed Internet service providers is required from various Internet Service Provider to be terminated at New Auditorium at Project Building, Dhurwa, Ranchi-04.

Web casting is done through specialized software which is capable of doing streaming of the Audio and Video of intended program and the recipients access the content with the help of URL of the program. In order to cater the requirement JAP IT/Dept. of IT & e-Gov need bandwidth terminated to first floor, VIP lounge at New Auditorium at Project Building.

Technical Requirement

s.no.	Requirement	Compliance (yes/no)
1	06 Mbps dedicated 1:1 bandwidth.	
2	ISP should provide 99.5% uptime promising	
3	ISP should provide scalability features in Internet bandwidth	
4	Four no. (04) of Public IP of IPV4 has also to be provided with 6 Mbps ILL.	
5	ISP should provide Connectivity up to the end-point at 6. ISP should provide Fast Ethernet handoff	
6	ISP should provide proper maintenance of Bandwidth connectivity and CPE equipments.	
7	ISP should provide 24x7 Customer Support	
8	Installation will be done at first floor, VIP lounge at New Auditorium at Project Building.	