

TERMS AND CONDITIONS**Qualifying Conditions for Eligible Bidder**

- 1) Photocopy of document showing ISP License No. (with date) along with a copy of the License Agreement for the provision of Internet Service issued by Government of India to be enclosed.
- 2) Name of the Department/Institution where such projects have already been implemented. Certificates from earlier clients for successful implementation of Leased lines internet access.
- 3) Up-to-date Sales Tax Clearance Certificate/VAT registration certificate indicating also the TIN number of the firm.
- 4) Copy of PAN no & Copy of Service Tax Registration Number.
- 5) Non-Blacklisting Declaration on non-judicial stamp paper duly attested on Rs. 50/-
- 6) The ISP should provide all operation, service and maintenance (inclusive of their hardware)
- 7) Address, Contact Person, Phone, Tele Fax/ E-mail of Offices with residential contact information during holidays.
- 8) Two references for providing Internet connectivity (Internet Lease Line of 100 Mbps or more to Govt. /PSUs for at least 1 year have to be provided.
- 9) The quotes should clearly indicate the different components of the total charges recurring (annual) and non-recurring (one time) for bandwidth and equipment supplied.
- 10) The Recurring charges shall be paid in advance on quarterly basis.
- 11) The Successful vendor shall deposit 5% performance security of recurring contract value for the year and shall be refundable after completion of contract successfully. however if services are not satisfactorily, Department of ICT reserve the right to terminate the contract and forfeit the security.
- 12) The service shall be commencing exact as on _____
_____ subject to satisfactorily services.
- 13) Every bid document should be signed and stamped by authorized signatory.

GENERAL TERMS AND CONDITIONS

1. Period of Internet Connectivity Service Contract:

The Internet Connectivity contract shall be initially for a period of (1) One years and may extend the contract.

2. Delivery Period & Installation:

Bidder should quote the minimum and maximum period he will take to install/operate the link at Department of ICT. The supply shall actually be deemed to have been completed on the actual date of installation. The bidder will be responsible for undertaking any civil/electrical work etc., involved from commissioning to the completion of the project, at his cost.

3. Warranty Periods:

- The ISP will be responsible for the comprehensive maintenance for the entire warranty period of one year. Warranty period will start after the acceptance of installation testing of complete connectivity
- The ISP will do preventive maintenance once a quarter for upkeep of the systems running. The schedule will have to be adhered to strictly by him.
- 99.0% Uptime shall be calculated as $(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$. Deduction in payment will be made for downtime in the quarterly bills raised by the ISP provider.
- The response time for attending the faults will be four hours (maximum) after they are reported to the ISP. The ISP will rectify the faults within 24 hours failing which; the ISP will arrange temporary replacements.
- The services shall be provided 24 hours & 7 days in a week.

4. Responsibilities under the Contract:

The ISP would be responsible for the following:

- To provide Internet Speed connectivity Leased Line (1:1 uncompressed and unshared with last mile on fiber) at Department of ICT, Govt. of Mizoram. Internet Router Port at ISP Gateway for required Bandwidth and minimum 20 IP addresses excluding IP addresses that will be used for router etc. including Reverse Lookups configured at these IP's.
- Installation, commissioning, configuring of the link and hardware (Modems and Router etc).
- Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment.

ISP will be required to sign Service Level Agreement having the following:

- 100 Mbps Internet Speed (Download and Upload should be 100MBPS) at all the time.
- Packet Losses: Less than 1% (Average over 1000 ping).
- Network Availability: More than 99.0% per month.
- Reports for performance, monitoring /usage to be submitted by the ISP on weekly or monthly basis or as per requirement of Department of ICT, Govt. of Mizoram.

In case of the above parameters going out of specifications, Department of ICT, Govt. of Mizoram compensated adequately in respect of the extended time for the loss of hours in service.

Also, if services are not found satisfactory, Department of ICT, Govt. of Mizoram reserves the right to cancel the contract with one month notice.

OTHER TERMS & CONDITIONS:

- a) Bidder should submit valid documentary proof of VAT/Service Tax Registration Number as applicable and the details of income tax registration (PAN).
- b) Department of ICT reserves the right to verify/seek confirmation of all original documentary evidence submitted by ISP in support of the above mentioned specification for eligibility criterion. In case any information furnished by the bidder is found to be false/incorrect at any stage, the bid shall be summarily rejected and no correspondence on the same shall be entertained.
- c) Submission of Tender:
The tender shall be submitted in two sealed covers one for TECHNICAL BID (as per **Annexure "A"** enclosed) and other for the FINANCIAL BID (**Annexure "B"** enclosed) which should be clearly superscripted on the envelopes. The two covers (i.e. Technical Bid and Financial Bid) should thereafter, be kept in one bigger cover duly sealed. This cover should also be superscripted with "**Department of ICT Internet Leased Line Connection 2019**" The bids will be opened on the prescribed date and time in the presence of representatives of the bidders who wish to be present at time.
- d) Bids will be opened on the same date at **11:30 AM** in the Last date & Time for receipt of tenders is **11:00 AM on 25. 07. 2019**.
- e) Technical presence of bidders, if any present at the time.

In case, the Tender Opening date is declared a holiday, the tender would be opened on the next working day at prescribed time.

- f) Validity of Quotation: The quotation must be valid for minimum 90 days from the date of opening of quotations. Department of ICT reserves the right to request the firms for the extension of the validity of the quotations The vendor will be at liberty to accept or reject the request.
- g) Taxes: The percentage of all the taxes, duties, levies, must be quoted in clear terms separately. If the taxes are not mentioned separately, it will be presumed that the rates quoted are inclusive of all taxes.
- h) Delivery: Preferably immediate. In case there is any specific schedule of delivery on the part of bidder, which should be clearly mentioned.

- i) Department of ICT reserves the right to accept or reject any or all the offers either fully or partly without assigning any reasons and is not bound to accept the lowest bid since due weightage shall be given to several factors besides the financial bid.

TENDER RECEIVED AFTER STIPULATED DATE TIME SHALL NOT BE CONSIDERED.

ANNEXURE "A"

TECHNICAL BID

1. Name of the Company:
2. Name of the authorized person (who signs on the tender document):
3. Address of the Company :
4. E-mail ID:.....
5. Phone No. (Mob.)..... Fax.....

Eligibility Criteria for Selection:

SL. NO	Particulars	Proof Required
1.	Tender documents duly completed and signed but without indicating the rates as a mark of compliance of the bid conditions.	
2.	Photocopy of document showing ISP License No. (With date) along with a copy of the License Agreement for the provision of Internet Service issued by Government of India to be enclosed.	Proof Required
3.	Copy of Up-to-date Sales Tax Clearance Certificate/VAT registration certificate indicating also the TIN number of the firm.	
4.	Copy of the PAN NO. & Service Tax Registration Number	Proof Required
5.	Name of the Department/Institution where such projects have already been Implemented. Certificates from earlier clients for successful implementation of Leased lines internet access.	Proof Required
6.	Two references for providing Internet connectivity (Internet Lease Line) of 100 Mbps or more to Govt./PSUs for at least 2 year, have to be provided.	Proof Required
7.	Non-Blacklisting Declaration on non-judicial stamp paper duly attested on Rs. 50/-	Must enclosed along with technical bid
8.	Address, Contact Person, Phone, Tele Fax/e-mail of Offices with residential contact information during holidays.	
9.	Terms of payment. quarterly/half yearly/annual or one time (if any)	
10.	Any other related document which they wish to submit	

ANNEXURE "B"

FINANCIAL BID

(Providing Internet connectivity Leased Line (1:1 uncompressed and unshared with last mile on fiber) at Department of ICT, Govt. of Mizoram)

TYPE OF CONNECTION : Max 100 Mbps Download and Upload Internet Speed 100 MBPS Bandwidth (1:1 uncompressed and unshared with last mile on fiber for One year)

District Wise price list

	District	Address for installation	Qty	Total Price (inclusive of Taxes)
1	Aizawl	SDC, 3 rd Floor, Secretariat Annex-I, Treasury Square	2	
2	Koalsib	SWAN room, DC office	1	
3	Mamit	SWAN room, DC office	1	
4	Champhai	SWAN room, DC office	1	
5	Serchhip	SWAN room, DC office	1	
6	Lunglei	SWAN room, DC office	1	
7	Siaha	SWAN room, DC office	1	
8	Lawngtlai	SWAN room, DC office	1	

** May be left blank if ISP cannot provide leased line in the particular district.

The Internet connectivity leased line should have fully dedicated (1:1), unshared & High Quality 100 Mbps Internet Speed symmetric bandwidth without any compression factor.

a) Local Loop charges

- i. One time installation & Configuration charges
- ii. Annual rentals (Recurring charges)
- iii. Any other charges (To be specified)

b) Hardware charges

Department of ICT will not purchase any hardware and firm will have to provide all the required hardware like ROUTER, MODEM etc. Department of ICT will not be responsible for any kind of damage to these items being complete maintenance warranty of the firm.

Signature:

Name of the Authorized Signatory:

Name of the Company/Firm:

Contact No.:

Seal of the Company/Firm: