

Office of Joint Director
Flood Management Improvement Support Centre
2nd Floor, Jal Sansadhan Bhawan, Anisabad, Patna - 800002
Email Address: fmiscbihar@gmail.com
Phone No. 0612 - 2256999

Quotation No. (Short): FMISC/13 /2023-24

Notice Inviting

Quotation for 'INTERNET LEASED LINE CONNECTION for Data Centre AT FMISC'

Letter No.: - 1218 / Patna

Date: 01/12/2023

- 1) The 'Joint Director, Flood Management Improvement Support Centre, Patna' invites the sealed most competitive quotation from the intending reputed Bidder/Firm/ Vendor/Service Provider for Quotation for 'INTERNET LEASED LINE CONNECTION for Data Centre AT FMISC'. All details and the quotation documents are available on the Website: <https://www.fmiscwrdbihar.gov.in/fmis> & <https://wrd.bihar.gov.in>
- 2) The quotation document contains the following Annexures:
 - (i) Brief Description of the Goods
 - (ii) General guidelines for Quotation
 - (iii) Information Sheet of Bidder
 - (iv) Undertaking by the Bidder
 - (v) The Financial Bid

Important Dates

Last Date and Time of Submission -	<i>Date: 15/12/2023, Time 15.00 Hrs (Accepted only through speed post/registered post/courier/ Physical delivery)</i>
Cost of Quotation Document -	<i>Not Applicable</i>
Bid Security/ Earnest Money Deposit -	<i>₹ 12000/- (Rupees Only)</i>
Date & Time of Opening of Technical Bid -	<i>Date: 15/12/2023, Time 15:30 Hrs.</i>
Date & Time of Opening of Financial Bid -	<i>Date: 15/12/2023, Time 16.00 Hrs.</i>


Joint Director

Annexure (i) - Brief Description

#	Brief Description of the Goods	Quantity
1	100 Mbps Internet leased line connectivity on uncompressed, unshared leased line (1:1)with 64 IP v4 and 64 IPv6 public IP address pool	1

Annexure (ii) – General Guidelines for Quotation

- 1) The Bidder must unconditionally accept all of the terms and conditions of this quotation document. Without such a certificate, the 'quotations' will be rejected. On this matter, no correspondence from the Bidder will be accepted.
- 2) On all pages, the individual signing the Quotation or other documents must include his full name below his signature.
- 3) The Bidder is advised to visit and examine the Site of maintenance, including others necessary as required and its surroundings and obtain all information for itself on its responsibility for preparing the quotation and entering a contract for successful execution. The costs of visiting the Site shall be at the Bidder's own expense.
- 4) Eligibility of the Bidder – To avoid rejection or disqualification of the Quotation, the Bidder should verify its eligibility conditions as indicated below before submitting it and enclosing the required papers in the order listed below.
 - (i) The Bidder should have a local support network with a service base in Patna, Bihar. In this regard, the Bidder shall produce supporting evidence in the form of a certificate of incorporation mentioning the address of the premises.
 - (ii) ISP must have DoT license to set up and operate International gateways. ISP must have distributed minimum 100 Mbps of International Internet bandwidth to its clients (Attach certificate)
 - (iii) ISP should have their own/ direct access to international gateway in India, for providing Internet bandwidth, which should be connected onto international fiber systems only (not on satellite)
 - (iv) The list of existing enterprise customers of Internet Bandwidth (100 Mbps or more) should be provided along with feedback
 - (v) The quotation should clearly indicate the different components of the total charges- recurring (annual) and non-recurring (one time) for bandwidth and equipment supplied
 - (vi) The firm must give compliance statement of all the identical items along with all terms and conditions. Deviations, if any, should be clearly indicated in remarks in separate deviation sheet.
 - (vii) The ISP should have a fully functional Customer Service Centre , which is operational 365x7x24 hours. (Attach Certificate)
 - (viii) ISP shall manage the link end to end including last connectivity on proactive basis .
 - (ix) ISP shall monitor the links on a continuous and proactive basis and sending alerts to designated officials via SMS/Mails immediately on occurrence of any event.
 - (x) ISP shall provide quick response and better coordination for maintenance of SLA through its Technical Service Centre/ Network Operating Centre (NOC) .

- (xi) ISP shall provide Help Desk running on 24*7*365 for all the call logging and status update with well defined management and technical escalation procedures.
 - (xii) ISP shall provide Online View access of their network topology, configuration details, link status, logs etc (Like MRTG etc.) .
 - (xiii) ISP shall provide the fault docket number on booking of fault.
 - (xiv) ISP must clearly state in technical bid that financial bid contains all components viz. recurring, non-recurring, bandwidth charges etc. as mentioned above
 - (xv) The Bidder shall have sufficient relevant similar experience on the Quotation calling date in Govt. / Public Sector in India. **In this regard, the Bidder shall produce Work/Purchase orders with its completion certificates.**
 - (xvi) The Service Provider should have an average annual turnover of at least ₹ 50 lakhs (Rupees Fifty Lacs Only) during the last three financial years (2018-19, 2019-20, 2020-21 or 2021-22). In this regard, the Bidder shall produce Audited Balance Sheet and Profit & Loss Statement by a statutory auditor/Chartered Accountant.
 - (xvii) The Bidders/ Firms/ Vendors/Service Providers that have been blacklisted/ debarred in participating in any procurement activities by any State or Central Government or other government organizations in India are not allowed to bid. In this regard, the Bidder shall produce a Notarized Affidavit on stamp paper of adequate value that the agency has not been blacklisted/debarred from participating in tender/bids by any State or Central Govt. organization in India or PSU.
- 5) **Cost of quotation documents:** The quotation documents cost is not applicable. The quotation documents can be downloaded from the website: <https://www.fmiscwrdbihar.gov.in/fmis> or <https://wrd.bihar.gov.in>
- 6) The Quotation must be submitted in two parts :(A) Technical bid & (B) Financial bid. The two bids must be submitted in two separate sealed envelopes marking the Bid's name and must be put in the single outer cover subscribing as 'INTERNET LEASED LINE CONNECTION for Data Centre AT FMISC' and also the quotation number.
- 7) Bid Security/Earnest Money Deposit (EMD) of ₹12000/- (*Rupees Twelve thousand Only*) will be paid in the form of a Bank/ Demand Draft duly pledged; in favour of Joint Director, Flood Management Improvement Support Centre, Patna, payable at Patna must be submitted in original. Scanned copies of bank drafts will not be accepted. The Bid Security/EMD will not carry any interest.
- 8) **Submission of Quotation and Other Documents Required -**
- (i) The quotation documents must be filled in completely and signed by the authorized signatory of the Bidder on all the pages as acceptance of all the guidelines, terms and conditions laid in this quotation document. (This document should be printed on both sides of the A4 paper sheet).

- (ii) The completed document must reach to "Office of Joint Director, Flood Management Improvement Support Centre, 2nd Floor, Jal Sansadhan Bhawan, Anisabad, Patna - 800002 by the last date of submission under a sealed cover by *speed post/registered post/courier/ Physical delivery*. The quotations received after the due date & time are liable to be rejected. The Quotation by FAX/ e-mail or any other media will not be entertained.
- (iii) The envelope containing the Quotation must be super-scribed as 'INTERNET LEASED LINE CONNECTION for Data Centre AT FMISC' and the quotation number with the due date & time of submission.
- (iv) The Office of Joint Director is not responsible for delay, loss or non-receipt of quotation documents sent by the posts.

The Quotation should contain the following documents.

A. Technical Bid containing -

- (i) Self-attested copy of PAN, GST registration and incorporation issued by appropriate government authority for the required services.
- (ii) Work/Purchase orders with its completion certificates. Any other documents in support of the eligibility of the Bidder.
- (iii) The Bidder shall produce a Notarized Affidavit on stamp paper of adequate value that the agency has not been blacklisted/debarred from participating in tender/bids by any State or Central Govt. organization in India or PSU and regarding the correctness of the document submitted.
- (iv) The Service Provider should have an average annual turnover of at least ₹ 50 lakhs (Rupees Fifty lakhs Only) during the last three financial years (2018-19, 2019-20, 2020-21 or 2021-22). In this regard, the Bidder shall produce Audited Balance Sheet and Profit & Loss Statement by a statutory auditor/Chartered Accountant.
- (v) Bid Security/Earnest Money Deposit (EMD) of ₹12000/- (*Rupees Twelve thousand Only*) will be paid in the form of a Bank/ Demand Draft duly pledged; in favour of Joint Director, Flood Management Improvement Support Centre, Patna, payable at Patna must be submitted in original. Scanned copies of bank drafts will not be accepted. The Bid Security/EMD will not carry any interest. EMD is Mandatory otherwise without EMD of required amount, the Technical bid will not be entertained.

B. Financial Bid containing -

- (i) Cost for 'INTERNET LEASED LINE CONNECTION for Data Centre AT FMISC' in the prescribed format (Annexure v).
- 9) The Quotation is liable to be cancelled, and the Bid Security/ EMD shall be forfeited in the event of any failure to comply with any of the clauses of the terms and conditions of this quotation document or in the event of Bidder withdrawing his offer before the expiry of the bid. A bid without the required Bid Security/ EMD amount will be summarily rejected.

- 10) The **Office of Joint Director** reserves the right at the time of award of the order to increase or decrease the quantity of the Goods specified in the Financial Bid without any change in the unit price of the items.
- 11) The quotation document is not transferable. The quotations submitted by the bidder in a proforma other than those mentioned in the quotation document shall not be accepted. While filling up the forms / offering any other information, it shall be done using typewriting/printing.
- 12) **Bid Price and its Validity -**
 - (i) The contract shall be for the full quantity as described. The bidder shall quote the rate per unit item.
 - (ii) The quotation shall contain the firm and final rates in clear and unambiguous terms in Indian Rupees. Corrections, if any, shall be made by crossing out, initialing, dating and rewriting.
 - (iii) All duties, taxes and other levies payable by the Service provider under the contract shall be included in the total price.
 - (iv) The bidder shall also indicate the applicable prevailing GST.
 - (v) The rates quoted by the Bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
 - (vi) Quotation shall remain valid for not less than 90 days after the deadline date specified for submission.
- 13) **Evaluation and Award of Contract -**
 - (i) The Purchaser will evaluate and compare the quotations determined to be substantially responsive, i.e., which -
 - are properly signed; and
 - Conform to the terms and conditions
 - (ii) On all the matters relating to this quotation call document, the decision of the **Office of Joint Director** shall be final and binding, and the same cannot be referred to the court of law. The **Office of Joint Director** reserves the right to reject any or all of the quotations without assigning any reason whatsoever.
 - (iii) The **Office of Joint Director** reserves the right to call the bidders and to conduct negotiations, if necessary.
 - (iv) The **Office of Joint Director** may reject the bid even if accepted, but the successful bidder fails to execute any guidelines, terms and conditions mentioned in this quotation document or misrepresent or conceals any fact that may otherwise affect the quotation. In that case, Bid Security/ EMD amount will be forfeited.
 - (v) The Service provider shall not assign or makeover the contract, the benefit or burden thereof to any other person, persons, or body corporate. The Service provider shall not underlet or sublet to any person(s) or body corporate for the execution of the contract or any part thereof.

- (vi) The Client/Purchaser will award the contract to the Bidder whose Quotation has been substantially responsive and offered the lowest evaluated quotation price.
- (vii) Notwithstanding the above, the Client/Purchaser reserves the right to accept or reject any quotations, cancel the bidding process, and reject all quotations at any time prior to the award of the contract.
- (viii) The Bidder whose Bid is accepted will be notified by contract/ Purchase Order/ Work Order award by the Client/ Purchaser before the quotation validity period expires. The terms of the accepted offer shall be incorporated into the contract/ Purchase Order/ Work Order award.

14) **Services and Payment -**

- (i) The Service provider shall have a service support base in Patna, Bihar and shall submit a full detailed address with (24 x7) phone no., fax no. and e-mail ID of the contact person.
- (ii) ISP shall provision Internet Connectivity through ILL at FMISC premises. The consolidated Internet port shall be of 100 Mbps capacity
- (iii) The last-mile access circuits at FMISC Patna shall be provisioned through Fibre optic cable with Fibre or ethernet hand off as required , on which Internet bandwidth shall be provisioned.
- (iv) The last-mile circuits shall terminate on the existing routers at FMISC Premises
- (v) The Vendor will be responsible for the comprehensive maintenance for the entire warranty period. Warranty period will start after the acceptance of installation & testing of complete connectivity
- (vi) The Service provider must take care of technological changes
- (vii) Vendor will have to conduct monthly onsite preventive maintenance (PM) to ensure that the device is functioning without defect. No call for PM activity will be logged by FMISC.
- (viii) Internet Router Port at ISP Gateway for required bandwidth and minimum usable **64 Public IP addresses of ipv4 pool and usable 64 Public IP addresses of ipv6 pool** including Reverse Lookups configured at these IP's as required
- (ix) In case of software/hardware issue, vendor shall reinstall or install the software and hardware and reconfigure the device.
- (x) Installation, commissioning, configuring of the link and hardware (Modems, Router, Firewall etc. to make line fully functional at 100 Mbps)
- (xi) Hardware: Vendor will provide replacement of defective hardware/software .
- (xii) Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment

- (xiii) ISP will be required to sign Service Level Agreement having the following:
- 100 Mbps Internet bandwidth at all the time.
 - Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of globe.
 - Latency: Less than 350 ms from ISP's to FMISC tier 1 peering point.
 - Network Availability: More than 99.5% per month.
 - Reports for performance, monitoring/usage to be submitted
 - Escalation Matrix
- (xiv) In case of the above parameters going out of specifications, FMISC will be compensated adequately in respect of the extended time for the loss of hours in service
- (xv) Also, if services are not found satisfactory, FMISC reserves the right to cancel the contract with one-month notice.
- (xvi) FMISC will not purchase any additional hardware and vendor will have to provide all the required hardware
- (xvii) FMISC will not be responsible for any kind of damage these items being complete maintenance warranty of the firm.
- (xviii) **Penalty Terms-** The initial response time for attending the faults will be 15 minutes during Prime business hours (06:00 hours to 20:00 hours) and 30 minutes during extended business hours (20:001 hours to 5:59 hours). The issue resolution time will be 30 minutes during Prime business hours (06:00 hours to 20:00 hours) and 60 minutes during extended business hours (20:001 hours to 5:59 hours). Once reported to the vendor, the vendor will rectify the faults within specified time else the vendor will liable for a penalty as mentioned. Internet Availability should be more than 99.5% per month.
- Downtime= ((Downtime in hours)/(No of days in the month)*24)*100%
- Downtime is the sum total of disruption period for the reporting month (measured in hours)
- Uptime=(100-Downtime)%
- Downtime shall be calculated month wise. Fault of duration upto 15 minutes at a stretch in a week shall be excluded from fault duration.
- Vendor will have to provide extended internet connection for the downtime.
- If the bandwidth is below 100 MBPS for two hours at a stretch it will considered as downtime.
- (xix) **Payment Terms:** No advance payment will be admissible. Payment will be made on quarterly basis after the submission of invoice at the end of quarter.
- (xx) The Service provider shall submit all bills in triplicate on hard copy.

(xxi) All payments will be released based on separate invoices submitted to the **Office of Joint Director** by the Service provider /Vendor.

15) **Period of Contract -**

The contract will be valid for three year from date of work order & SLA. FMISC can terminate the work order by giving one month prior notice to the service provider. Any dispute arising from the deal shall be subjected to the court's jurisdiction at Patna within the State of Bihar.

Each Bidder shall submit only one Quotation.

16) **Other terms and conditions -**

(i) Any dispute arising from the deal shall be subjected to the court's jurisdiction at Patna within the State of Bihar.

(ii) Each Bidder shall submit only one Quotation.

17) **Billing Address - Office of Joint Director, Flood Management Improvement Support Centre, 2nd Floor, Jal Sansadhan Bhawan, Anisabad, Patna - 800002**

Annexure (iii) - Information Sheet of Bidder

Information Sheet of Bidder

#	Description	To be filled by the Vendor/Service Provider as applicable
1.	Name of the Supplier/ Vendor/Service Provider, as applicable	
2.	Address with phone No./FAX/ e-Mail	
3.	Contact Person(s) Phone No. /Mobile No.	
4.	Details of Bank Draft towards the cost of quotation documents	
5.	Details of Bank Draft towards EMD	
6.	GST registration details	
7.	PAN Details	
8.	Audited Balance Sheet and Profit & Loss Statement	
9.	Similar Experience Details (with proof of orders from the organization)	

DECLARATION: We hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that if any deviation is found in the above statement at any stage, the quotation is liable to be rejected.

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Seal :

Business Address:

Annexure (iv)

Undertaking by the Bidder

(on Vendor/ Service provider letterhead)

Quotation Ref.

Date:

To,
Joint Director
Flood Management Improvement Support Centre
(FMISC)
2nd Floor, Block-A, Jal Sansadhan Bhawan
Anisabad, Patna-800002

Sub: Self-certificate regarding Total Responsibility

Dear Sir,

This is to certify that we undertake total responsibility for the successful INTERNET LEASED LINE CONNECTION for Data Centre AT FMISC as per the requirements and terms and conditions as per *Quotation No. ___ No. of Quotation Document (Name of the Service)*.

We enclose all the sheets of this quotation document duly signed by us on every page as a token of accepting all the guidelines, terms and conditions in this quotation document. In case of non-observance of any of the guidelines, terms and conditions mentioned in this quotation document by us, we understand that our quotation/purchase order (as the case maybe) may be cancelled. We hereby agree to provide INTERNET LEASED LINE CONNECTION for Data Centre AT FMISC as per the terms and conditions of this quotation call document if we are offered to execute the contract.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Seal :

Business Address:

Annexure(v) (The Financial Bid)

FORMAT OF QUOTATION

#	Name of Maintenance item, as applicable of Goods/ Equipment/ Hardware/ Software/ Services, as applicable	Unit	Qty.	Unit Price	Total Amount	GST%	Total Amount with GST
			(A)	(B)	(C=A*B)	(D)	(E=C+(C*D))
1	100 Mbps Internet leased line connectivity on uncompressed, unshared leased line (1:1)with 64 IP v4 and 64 IPv6 public IP address pool for Data Centre AT FMISC	1			-		-
Total Amount:					-		-

Gross Total Cost: ₹

We agree to provide **INTERNET LEASED LINE CONNECTION** for Data Centre AT FMISC in accordance with the quotation document for a total contract price of ₹ (Amount in figures) (₹ amount in words) within the period specified in the Invitation for Quotations.

Signature of Vendor/Service Provider