

University Computer Centre
Punjabi University, Patiala 147 002
(Established under Punjab Act No. 35 of 1961)

SHORT TERM TENDER NOTICE

In Patiala Campus we have a primary connection of 1 Gbps connectivity under NMEICT/ NKN project through BSNL. It also includes 155 Mbps Internet connectivity. The University is interested in purchasing dedicated 25 Mbps of bandwidth as a backup support (an alternative support) 1:1 uncompressed full-duplex through fiber link at single point drop in the Patiala Campus (at University Computer Centre). In routine 12 packets of the traffic are transmitted through NKN connectivity and 01 packet through this proposed link. The University is in the process to award the contract to some ISP based on commercial/ technical bids received through this Short Term Tender Notice.

1.	Last date and Time for receipt of Tender online	29-07-19 (5.00 PM)
2.	Time and date of opening Technical bid Online (refer to Annexure A) in the Computer Lab of University Computer Centre, Punjabi University, Patiala Campus	30-07-19 (10.00 AM)
3.	Time and date of opening Financial bid Online (refer to Annexure B) in the Computer Lab of University Computer Centre, Punjabi University, Patiala Campus	30-07-19 (3.00 PM)

Aspiring Tenderer who has not obtained the User ID and password for participating in e-tendering may obtain the same by registering in the e-procurement portal www.tenderwizard.com/PUNJAB. The Tenderers once registered can participate in any of the department tenders. For any clarification contact 9257209340, 0172-5035985, 8146699866 or E-mail : etenderhelpdeskpb@gmail.com, pavitar.s@etenderwizard.com

Description of Item	Tender Fees (Non Refundable)	Bid processing fee. (Non Refundable)	Earnest Money (Refundable)
Dedicated 1:1 Uncompressed Full duplex 25 Mbps Bandwidth	Rs. 2000/-	Rs. 2360/-	5,000/-

Important Information: -

1. The Bid Processing fees, Earnest Money, Tender fees through e-payment (Direct Debit or Internet Banking, NEFT, RTGS) should be done on e-procurement portal www.tenderwizard.com/PUNJAB.
2. In case Earnest Money, Tender Processing Fees and Bid Processing Fees of the requisite amount are not deposited, the bid will not be considered and rejected straightaway.
3. **Pre-qualification Requirements** shall be ensured by submitting the documents such as Registration, PAN No., GST Number, Income Tax Return (last 2 returns filed) and Non Black List Self certificate that they have not been debarred/ blacklisted by any Govt./

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- Semi Govt. Organization or any Corporation at any stage., should be uploaded on e-procurement portal www.tenderwizard.com/PUNJAB
4. In case of eventuality the tenderer came to know about any mistake in the filled tender and wants to convey some clarification or want to give additional input regarding the product price or company. The same shall be uploaded vide scanned copy of the official letter pad of the company on e-procurement portal. The right to accept/ reject the same lies with the University.

Some Important Terms and conditions:

- (i) The prices shall be inclusive of all taxes, duties, levies, etc. in INR.
- (ii) An overview of the Agreement is mentioned in this document. The University will sign SLA for services with the ISP as per the clauses mentioned in it.
- (iii) Payment will be made on quarterly basis, at the end of each quarter.
- (iv) The period of Bandwidth Services will be increased by double the period of Down Time.
- (v) The Services can be terminated partially/ completely by the University on one-month notice.
- (vi) If there is holiday on the opening day of the tender, the tender may be opened on the next working day at the same time and at the same place.
- (vii) The Purchase Committee reserves the right to reject the tender without assigning any reason before/ after opening of the tenders and the tenderers shall have no right or any claim what so ever for the same on this account.
- (viii) The University reserves the right to increase/ decrease the Bandwidth. The ISP shall have no right or any claim what so ever for the same on this account.
- (ix) In case of any dispute, the decision of the Vice-chancellor, Punjabi University, Patiala shall be final and binding on both the parties. Dispute leading to litigation the jurisdiction will be Patiala (Punjab) only.
- (x) Corrigendum/ Addendum/ Corrections, if any, will be published on the University Website/ e- procurement portal www.tenderwizard.com/PUNJAB. The parties are advised to frequently check the University website www.punjabiuniversity.ac.in & www.tenderwizard.com/PUNJAB.

Note: *Financial Bids of Technically Qualified ISPs fulfilling the Pre-qualification requirements will only be considered.*

AN OVERVIEW OF AGREEMENT OF INTERNET SERVICES

This deed of Agreement for Internet Services is made at city Patiala, Punjab this _____ day of _____, 20____ between :- (1) Punjabi University, Patiala (hereafter referred to as the Customer, which term shall where the context so admits include their all the Departments/wings, AND (2) _____ (hereafter referred to as the Internet Service Provider or ISP), which term shall where the context so admits include their assigns, executors, successor, legal representatives and administrators of the other part of this deed. Now this deed Further Witnessed as follows: -

1. Service Details:

- (i) Bandwidth Dedicated 25 Mbps 1:1 Uncompressed
- (ii) Connectivity 25 Mbps on OFC lease line, Patiala
- (iii) Service Locations from _____ node, For Patiala campus

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2. Bandwidth Charges for 25 Mbps: Rs XXXXXXXXXX per year inclusive of all taxes. Payment may vary based on bandwidth and will be paid on pro-rata basis.
3. Broadband connectivity and other equipment at Customer premises:- The necessary equipment, lease line etc. and its support and maintenance are to be provided by the ISP without any additional cost.
4. The Internet Services will be effective from _____, to _____, for a Period of one year plus extended period as per penalty clause of downtime.
5. The requirement of services under this contract can be terminated total or partially by the customer at any time by giving one month's notice without assigning any reason.
 - (a) Quarterly payment shall be made to ISP by the Customer to be processed at the end of each quarter of service for the first three quarters.
 - (b) The fourth and final quarter service payment to be made to ISP should be processed by the customer at the end of quarter or at the end of extended period, whichever be later. The extended period will be evaluated by adding the double of the downtime of present and previous three quarters to committed service contract as per penalty clause mentioned below.
6. Billing address is Director, Computer Centre, Punjabi University, Patiala and all Cheques/ DDs for payment should be drawn in favour of ISP.
7. Maintenance of link will be the responsibility of ISP. Maintenance and support for all the allied equipment for services will be the responsibility of ISP.
8. The ISP will provide running _____ IP addresses for Patiala campus, along with bandwidth without any additional cost.
9. Provide information related to:-
 - (i) Escalation procedure for support at Patiala Campus.
 - (ii) Security features to be implemented by the ISP on routers/ Gateway
 - (iii) Monitoring/ trouble shooting utilities as MRTG Graph etc. (Suggest tools for bandwidth/ RTT/ packet loss/ uptime/ downtime etc.)
10. At any time during the service period, the overall bandwidth at customer's site should not be less than 25 Mbps.
11. Down time report will be reconciled by the ISP and Customer's representatives at the end of each quarter.
12. Penalty Clause: ISP will provide the service as per below mentioned 'Service Level Agreement' failing which the period will be counted as down time and ISP will extend the services of contract period for double duration of the total downtime.
13. SERVICE LEVEL AGREEMENT:
 - (a) Uptime Guarantee: 99%
 - (b) Throughput 99 %
 - (c) Latency/Round-trip time from ISP node will be _____ms and from international Internet site will be _____ ms up to _____% usage of bandwidth and less than _____ ms if usage exceeds _____%.
 - (d) Packet loss: Less than 1 %.
 - (e) Bandwidth: 25 Mbps can be shown by using MRTG or other necessary tools while doing multiple downloads.
14. The above parameters can be verified from any node having real IP address connected under LAN at University Computer Centre.
15. To provide document input and support for handling press interaction, RTI queries, queries of law enforcement/ legal enforcement agencies, any administrative queries and court cases.
16. That in the event of any disputes and differences at any time arising between the parties, then the same shall be referred to sole arbitration of Vice-Chancellor, Punjabi

University, Patiala, whose decision thereon shall be final and binding on both the parties, in case of any dispute leading to litigation then the jurisdiction will be Patiala.

IN WITNESS WHEREOF both the parties have set their hands on this deed at Punjabi University, Patiala on the day, month and year mentioned above in the presence of witnesses.

Registrar, Punjabi University
Patiala
(For Customer)

M/S _____
(For Internet Service Provider)

Dr. KAWALJEET SINGH
Director
University Computer Centre
PUNJABI UNIVERSITY, PATIALA 147002 (Punjab) India
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Annexure A

Technical Bid

I) Essential Requirements to be fulfilled by the ISP

S. No.	Description	Please Specify (Yes/ No)
1.	Dedicated 1:1 Uncompressed Full duplex 25 Mbps Bandwidth	
2.	Connection type : OFC leased line	
3.	Packet loss less than 1%	
4.	Uptime >99 %	
5.	Throughput >99 %	
6.	Minimum 16 Real IPs to be provided	
7.	Ensure Security features/ Firewall etc. to be implemented/ deployed by the ISP on routers/ Gateway	
8.	Provide Monitoring/ trouble shooting utilities as MRTG Graph etc. to the client at client side OR provide tools for measurement of above said features/ component of bandwidth/ RTT/ packet loss/ uptime/ downtime etc.	

II) Additional Information Required

S. No.	Description	Please Specify
1.	Round Trip time/Latency in ms	
	a) From ISP router node	
	b) From International Internet site	
2.	Internet:	
	a) Download Speed on Multiple Download (in Kb)	
	b) Upload Speed on Multiple Download (in Kb)	
	c) Data Transfer Speed on Multiple Download (in Kb)	
3.	Freebies Services in the form of Web space (Linux based + Ph P) to the University. If yes, please specify.	

**Annexure B
Financial Bid**

Sr. No.	Description	Amount (Rs.)
A.	Bandwidth Cost 25 Mbps (Rs)	
B.	Cost of any Broadband access equipment's, special provisioning of site as required by the ISP, additional equipment required for providing the facility at the drop point. Note : In case, the ISP provides hardware/ any other equipment, free of cost, then ownership of the equipment will lie with the ISP	
NET TOTAL COST ALL INCLUSIVE (A+B) (Rs.).		



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