

**SARDAR VALLABHBHAI NATIONAL INSTITUTE  
OF TECHNOLOGY, SURAT – 395 007**

**TENDER DOCUMENT**

**FOR**

**PROVIDING 64 MBPS (1:1) INTERNET SERVICES**

**AT**

**SVNIT, SURAT**

**TENDER DOCUMENT FOR PROVIDING 64 MBPS (1:1) INTERNET SERVICES**

**AT SVNIT SURAT**

**Tender Ref: CCC/ISP/272/2017-18**

**Date : 18-01-2018**

**PREAMBLE**

- The Sardar Vallabhbhai National Institute of Technology, Ichchhanath, Surat (SVNIT, Surat) invites sealed bids from the experience and competent Service providers – for Providing 64 MBPS (1:1) Internet Services with supporting connectivity equipments (on annual rental basis) along with the peripheral services as per the requirements & technical compliance, defined in the section “**Schedule of Technical Requirements**” in this tender document; at the terms and conditions specified in the section “**General Terms & Conditions**”; provided the vendor satisfies the pre-qualification requirements as listed out in the section “**Prequalification Requirements of the Bidder**” to bid for the tender.
- The entire tender document comprises of various sections, as listed below:
  1. Preamble (This page)
  2. Scheduler of Tender & Tender Form Covering Letter.
  3. Prequalification Requirements of the Bidder.
  4. Technical Requirements
  5. General Terms & Conditions
  6. Declaration to be honored and signed by the bidder.
  7. Summary Sheet
  8. Form 1
- The tender form must be downloaded from the institute web-site, **the tender fees of the same amount have to be remitted with the bid**. Without the tender fees being remitted, the tender will not be considered. For tender fee, the Demand Draft in favour of **Director, Sardar Vallabhbhai National Institute of Technology, MHRD Fund**, payable at Surat must be attached with tender document.
- Bids must be accompanied by a **bid security** as specified in the bid document and must be delivered to the above office latest by the date and time indicated.
- Bids will be opened in the presence of Bidders' representatives who may choose to attend on the specified date and time.
- In the event of the date specified for the bid receipt and opening, being declared as a closed holiday for SVNIT, the due date for submission of bids and opening of bids will be the following working day at the appointed times.
- **The bid from the vendor who is found in fraud activity with SVNIT or on the name of SVNIT shall not be allowed for bidding and the bid from such vendor will not be accepted and will be rejected. The bid submitted in consortium with such vendor will not be considered and if such information is found later then the work order issued will be terminated immediately without any notice.**

**SCHEDULE OF TENDER**

1. Last date of Receipt of Tender at SVNIT: **09<sup>th</sup> Feb. 2018 (Before 05.00 p.m.)**
2. Date of Opening of Tender of Pre-qualification requirements: **04.00 p.m. on 12<sup>th</sup> Feb. 2018.**
3. Date of opening of Techno-commercial offer **04.00 p.m. on 13<sup>th</sup> Feb. 2018.**
4. Tender fee to be remitted with tender by DD drawn in favour of “Director, SVNIT, MHRD Fund” Payable at Surat. Rs. 1,000/- D.D. No. \_\_\_\_\_ &  
Date : \_\_\_\_\_  
Name of Bank : \_\_\_\_\_  
Branch : \_\_\_\_\_
5. EMD to be remitted with tender by DD drawn in favour of “Director, SVNIT, MHRD Fund” Payable at Surat. Rs. 30,000/- D.D. No. \_\_\_\_\_ &  
Date : \_\_\_\_\_  
Name of Bank : \_\_\_\_\_  
Branch : \_\_\_\_\_

Note:

1. Tender form is to be downloaded from the Institute’s website, DD drawn in favour of “**Director, Sardar Vallabhbhai National Institute of Technology, MHRD Fund**” payable at Surat will be required to be attached with the Tender document enclosed in the envelope as explained in the section on **General Terms and Conditions**. Without the tender fees, the tender will not be considered.
2. Tender offers should be sent by Registered Post A.D./Speed Post//Hand delivery only.
3. Price in Indian Rupees at F.O.R SVNIT, Surat should be quoted for cases where the equipment is to be imported by the party on behalf of the institute.

**TENDER FORM**

FROM : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

To,  
The Director,  
SVNIT, Surat

**Sub.: Tender for providing 64 Mbps (1:1) Internet Services to SVNIT Surat**

Sir,

With reference to above, we submit the following particulars of our Firm/Agency.

1. Name of the firm & address with direct :  
phone numbers
  
2. Name of the proprietor/chief of the firm :
3. Registration number & date :
4. Date of Establishment :
5. Present strength of the firm  
(a) ISO certification : \_\_\_\_\_  
(b) Six sigma : \_\_\_\_\_  
(c) No. of Major Clients with bandwidth : \_\_\_\_\_  
of 32 Mbps or more than 32 Mbps \* : \_\_\_\_\_  
(d) No. of sites \* : \_\_\_\_\_  
(e) Overall presence \* : \_\_\_\_\_
6. Annual turnover. :  
(only in providing similar services)

\* Attach valid self certified documents as proof

**Prequalification Requirements of the Bidder**

Following are the specific pre-qualification requirements which should be satisfied by the Internet Service Provider (henceforth referred to as the “bidder ISP”) for being primarily considered for bidding for providing the 64 MBPS (1:1) Internet Services to SVNIT, Surat, at the terms & conditions, mentioned in the appropriate section in this document:

| Sr. No. | Details   | Documentary Evidence Required to be attached   | Compliance Yes/No | Corresponding Document as Proof in our Prequalification Requirements Document Set on PAGE NO |
|---------|---|--|-------------------|--|
| 1.      | The bidder ISP should have a <b>Class A ISP license</b> , which should be currently valid.  | Copy of valid license to be attached   |                   |  |
| 2.      | The bidder ISP should <b>Preferably have Direct peering (connectivity) with Tier 1</b>  | Self Certification with detail of peering  |                   |  |
| 3.      | The bidder ISP should <b>have fully resilient and self-healing network architecture</b> , on fiber medium, for the domestic backbone up to the international gateway in India.  | Self Certification to be attached  |                   |  |
| 4.      | In case bidder ISP's national backbone uses the infrastructure of other licensed National Long Distance Operations (NLDO), the bidder ISP <b>must indicate the capacity available</b> through these other provider networks, as well as indicate the existing SLA with all involved providers which should be complying and committing, at <b>least 99.5% service availability</b> including the last mile connectivity, on a 24*7*365 basis.   | Confirmation letter from NLDO if applicable  |                   |  |
| 5.      | The international <b>connectivity must have at least one of Trans Atlantic or Trans pacific routes.</b>   | Snap shot of trace route to be attached  |                   |  |
| 6.      | The bidder ISP must have <b>sufficient personnel in Surat itself to provide 24* 7* 365 customer support</b> and : <ul style="list-style-type: none"> <li>• The bidder ISP should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.</li> <li>• The bidder ISP should have single Toll Free number for all the call logging and status update.</li> <li>• The bidder ISP should have well defined capabilities and procedures to track call resolution progress status and provide the updates to the customer. In addition, bidder ISP should have well defined</li> </ul> | Detail of Customer Support & Toll Free Number and Technical Escalation on duly signed letter head to be attached |                   |  |

|     |   |  |  |  |
|-----|---|--|--|--|
|     | <p>management and technical escalation procedures.</p> <ul style="list-style-type: none"> <li>The bidder ISP should have well-equipped O &amp; M centers staffed with experience personnel.</li> </ul>  |  |  |  |
| 7.  | The bidder ISP must <b>have executed a similar type of contract in last five (5) years at least at one National level Premier Education institution (NITs, IITs, IIMs, IISc etc. including SVNIT, Surat).</b>   | Copy of Work Order & detail as per Form 1 should be attached   |  |  |
| 8.  | The bidder ISP shall provide the certificates of satisfactory operation of the Internet services from <b>at least three organizations (including client mentioned at sr. no. 7)</b> to whom the similar services have been rendered.  | Copy of satisfactory performance Certification from clients (incl. for client at Sr.No. 7)   |  |  |
| 9.  | The bidder ISP should <b>have at least 100 Mbps of bandwidth available in Surat</b> and have sufficient infrastructure locally available, to support the specified bandwidth.   | The copies and testimonials thereof  |  |  |
| 10. | The bidder ISP shall have positive net worth of at least Rs. 50 Crores for previous financial Year, and shall have a positive net worth in last three years.  | A certified document by the Chartered Accountant stating the net worth of the Bidder   |  |  |
| 11. | The bidder ISP annual turnover shall be at least Rs. 100 Crores in each of the last three financial years or cumulative of Rs. 300 Crores in last three years   | Copy of audited profit and loss account/balance sheet/annual report of the last three financial years, along with CA Certificate           |  |  |
| 12. | The bidder ISP shall be an established Information Technology company registered under the Companies Act, 1956 and in operation for at least last 5 financial years and shall have their registered offices in India. The company must be registered with appropriate authorities for all applicable statutory duties/taxes | Valid documentary proof of Central Sales Tax/VAT number Service Tax registration no. Income Tax registration/PAN number Income Tax returns |  |  |
| 13. | The Bidder ISP shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Central / State Government agencies.  | Declaration in this regard by the authorized signatory of the Bidder   |  |  |

|     |  |   |  |  |
|-----|--|---|--|--|
| 14. | The bidder <b>ISP must have national presence with not less than 10 (ten) offices distributed</b> throughout the country. However, the bidder must ALSO have sufficient personnel in Surat itself to provide 24*7*365 customer support | Self certification with complete list of branch offices throughout the country and list of qualified personnel at Surat |  |  |
| 15. | <b>Currently Valid Solvency Certificate should be of at least of Rs. 20 lacs from any Nationalized/Private Sector Bank</b>   | Certification from the bank   |  |  |
| 16. | The bidder should have well defined capabilities and procedures to track call resolution progress status and provide the updates to the customer   | Statement for Call resolution and escalation matrix.  |  |  |
| 17  | <b>Foot Print:</b> The Bidder ISP should have minimum 1 Internet Node/PoP in Gujarat. List of Node/PoP must be submitted.  | List of Node/PoP Must be Submitted  |  |  |
| 18  | <b>Backhaul:</b> The bidder ISP should have minimum 100 Mbps Backhaul Internet Bandwidth at its own POP. Self Certified letter must be submitted.  | Self Certification  |  |  |

If complying all of the above conditions and appearing to be qualifying to bid, the prospective bidder shall provide appropriate documents stating compliance of the above, **put them in a separate envelope along with a compliance statement** stating compliance to all the above requirements, super scribe it with “**Prequalification Requirements of the Bidder**” and enclose it in the main envelope along with the techno-commercial bid (**which should be supplied in other separate envelope**).

Place :  
Date :

Signature of the Bidder  
Name & Address of the Bidder with Office  
Stamp

## **Technical Requirements for providing 64 MBPS (1:1) INTERNET SERVICES**

1. Should be registered with TRAI for providing Internet Bandwidth Service in India.
2. Providing 64 MBPS internet access shared bandwidth at the compression ratio of 1:1.
3. Providing 16 Class C, real IP addresses bundled with above.
4. Procuring and commissioning the last mile link for SVNIT, Surat.
5. Installing modems, routers or any such associated Radio/Wireless/Broadband/Fiber-optic equipment to make the entire system working to provide sustained Internet bandwidth of not less than 64.0 Mbps to a maximum of 128 Mbps.
6. Mapping and maintaining the domain of the Sardar Vallabhbhai National Institute of Technology, Surat (SVNIT) viz. [<://svnit.ac.in>](http://svnit.ac.in), maintaining the web-sites [<://www.svnit.ac.in>](http://www.svnit.ac.in) and [<://www.svnit.edu.in>](http://www.svnit.edu.in), maintaining the institute as well as departmental mail services (as per the requirements of SVNIT) and domain name services for SVNIT.
7. The Last mile connectivity shall be provided to the Central Computer Centre, SVNIT campus.
8. The Last mile media offered, should be underground Fiber-optic Line only upto the Central Computer Centre at SVNIT. The modems, router and any other equipment required, for providing the last mile connectivity will have to be supplied, installed and maintained (all throughout the service period) by the service provider and shall remain their property.
9. In case service provider hires the last mile connectivity service from some other party, the details thereof shall have to explicitly provided at the time of bidding itself. Also, the service provider (i.e. the bidder) will be responsible to maintain and monitor the last mile connectivity on 24\*7\*365 basis
10. However, the service provider will have to specify clearly the mode of delivery and the required connectivity infrastructure with installation and commissioning time, at the time of bidding itself. The bidder may make a request to System Administrator, Central Computer Centre for conducting a site survey, before the submission of the tender, if needed at their own expenses.
11. Though this tender document is for providing 64 Mbps (1:1) connectivity, the Director, SVNIT reserves the right to hire multiple bandwidths of any capacity up to any value as deemed fit as per the actual requirements, from different vendors at the lowest rate found.
12. The committed access rate (to become the basis for the SLA mentioned below) shall be not less than 64 Mbps.
13. The service provider will sign a **Service Level Agreement** (SLA) complying and committing at least 99.5% service availability including the last mile connectivity, on a 24\*7\*365 basis.

In case the SLA is not met (violated) or in case of violation of any of the requirement mentioned earlier; SVNIT is authorized to terminate and cancel the service contract at the beginning of the subsequent quarter without showing any reason thereof.

Also, SVNIT is authorized to deduct appropriate amount from the payment of port charges **on a per day** pro-rata basis, at the rate derived as mentioned below.

The deduction shall be **primarily** based on a **cumulated** down time of Internet access of more than 2 hours per day and/or based on limited (less than stipulated) availability of bandwidth for more than 4 hours per day. That is, if the internet access remains down for a cumulated period of more than 2 hours per day and/or if the internet access bandwidth is limited (less than stipulated bandwidth is available) for more than 4 hours per day; then the port charges for the entire day would be deducted from the total payment. However, in case of down times **repeated frequently day-after-day**, of **even lesser period**, the payment may still be deducted, again on a per day prorata basis. This deduction will be applied till SVNIT decides to terminate the contract/the performance improves to SVNIT's satisfaction.

14. It will be the sole responsibility of the service **provider to prove and suitably demonstrate the 99.5% service availability**.
15. In case the service availability to SVNIT is impaired **due to any virus problems or any such type of problem (within the SVNIT campus)**, it will be the responsibility of the service provider to provide appropriate support and rectify the problem, till the full service availability is restored.
16. MRTG Usage charts should be generated daily, weekly and Monthly at user end i.e. SVNIT end & weekly **MRTG Usage charts should be attached with quarter bill**.
17. If any IP already allotted by the service provider to SVNIT is blocked or not available to the SVNIT due to any reason then service provider should resolve the problem and should see that IP is available to SVNIT. If due to some government restriction IP is not available to SVNIT then service provider should allot new IP to SVNIT.
18. **MTTR**: The bidder ISP should be capable to provide average MTTR (Mean time to Repair) of 24 hours. Self Certified letter must be submitted.
19. **Legal Entity**: Bidder ISP should be Company registered under Companies Act, 1956 and Registered under the Service Tax Act. The Bidder should be operating Internet services since 5 financial years. Certificates of incorporation and Self Declaration Certificates must be submitted.
20. **Subcontracting** : The bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the bidder under the contract without the prior written consent of the SVNIT.
21. **Force Majeure** : SVNIT may grant an extension of time limit set for the completion of the work in case the timely completion of the work is delayed by force majeure beyond the contractor's control, subject to what is stated in the following sub paragraphs and to the procedures detailed there in being followed. Force majeure is defined 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 un-declared), hostilities, national emergencies, civil commotions and strikes (only those which exceed a duration of ten continuous days) at successful Bidder's factory. The successful Bidder's

right to an extension of the time limit for completion of the work in above mentioned cases, is subject to the following procedures:

- a) That within 10 days after the occurrence of a case of force majeure but before the expiry of the stipulated date of completion, the Bidder informs the SVNIT in writing that the Bidder considers himself entitled to an extension of the time limit.
- b) That the successful Bidder produces evidence of the date of occurrence and the duration of the force majeure in an adequate manner by means of documents drawn up by responsible authorities.
- c) That the successful Bidder proves that the said conditions have actually been interfered with the carrying out of the contract.
- d) That the successful Bidder proves that the delay occurred is not due to his own action or lack of action
- e) Apart from the extension of the time limit, force majeure does not entitle the successful Bidder to any relaxation or to any compensation of damage or loss suffered.

22. **Price Fall**

- a) The prices charged for the bandwidth and services supplied under the Contract by the Bidder shall in no event exceed the lowest price at which the Bidder sells the bandwidth and services or offers to sell bandwidth and services of identical description to any persons/ organizations including the purchaser or any department of the Central or State Government or any statutory undertaking of the Central or State Govt. as the case may be during the currency of the Contract. Non-compliance to this will be treated as breach of contract.
- b) If any time during the said period the Bidder reduces the sale price, sells or offers to sell such stores bandwidth and services to any person/ organization including the Purchaser or any department of State or Central Govt. or any department of a State Govt. for statutory undertaking of the Central or State Govt. as the case may be at a price lower than the price chargeable under the Contract, he shall forthwith notify such reduction of sale or offer to sell to the Purchaser and the price payable under the contract for the bandwidth and services supplied after the date of coming into force of such reduction or sale or offer to sell shall stand correspondingly reduced.

23. **PATENTS, SUCCESSFUL BIDDER'S LIABILITY & COMPLIANCE OF REGULATIONS**

- a) Successful Bidder shall protect and fully indemnify SVNIT from any claims for infringement of patents, copyright, trademark or the like.
- b) Successful Bidder shall also protect and fully indemnify the SVNIT from any claims from successful Bidder's workmen/employees, their heirs, dependance, representatives etc or from any other person(s) or bodies/companies etc. for any act of commission or omission while executing the order.
- c) Successful Bidder shall be responsible for compliance with requirements under the laws and shall protect and indemnify completely SVNIT from any claims/penalties arising out of any infringements.

24. **Merger/ Acquisition of Bidder**

In the event of the Bidder's company or the concerned division of the company being taken over/bought over by another company, all the obligations under the agreement with SVNIT should be passed on for compliance to the new company in the negotiations for their transfer.

25. **Service Level Agreement**

This SLA describes the Service Levels applicable. Non-achievement of a Service Level may attract penalties, as set out in this SLA. The bidder shall sign SLA with SVNIT incorporating following parameters

- a) Working days : Seven days a week (Monday to Sunday)
- b) Throughput : 100% non blocking [symmetric]
- c) Latency : < 250ms
- d) Packet Loss/Drop : < 1.0%
- e) Helpdesk Support (with preferably trouble ticketing/toll free number):24X7X365
- f) Performance Reports : Real Time, Hourly, Daily, Weekly and Monthly
- g) Dedicated Account Management Team: Single point of contact for service requirements such as ordering, implementation, operations and billing.

**GENERAL TERMS AND CONDITIONS**

1. The bidder must comply all the pre-qualification conditions mentioned in the head “**PRE QUALIFICATION REQUIREMENTS OF THE BIDDER**”.
2. Tenders should be enclosed in a **sealed cover**, superscribed “**Tender For Providing 64 MBPS (1:1) Internet Services at SVNIT, Surat.**” and addressed to the “Director, Sardar Vallabhbhai National Institute of Technology, Ichchanath, Surat – 395 007.”
3. The main sealed cover should contain within it, apart from the other required documents/items, the following at least three envelopes viz.
  - a. A sealed Envelope super scribed as “**Prequalification Requirements of the Bidder**”
  - b. **A sealed envelope to contain the Demand Draft for EMD and the Demand Draft for tender fees.**
  - c. A sealed Envelope super scribed as “**Techno-Commercial Statement**”It should very clearly be noted that **any bid without these three envelopes, enclosed in the main envelope, will be treated as an incomplete bid and is liable to be rejected.**
4. The tender documents without the earnest money deposit will be rejected. EMD shall not bear any interest and will be refunded on request by A/C Payee cheque only to the bidder who does not qualify or receive the work order.
5. The tender documents with earnest money deposit previously for any other tender will not be considered and in such case tender will be rejected.
6. The tenders received after due date will be rejected.
7. The Techno-commercial offer of only those tenders will be considered who satisfies pre-qualifying criteria.
8. The **validity** of the offer must be at least **120 days** from the date of opening of the price bid.
9. The bidder after downloading the tender documents should preferable visit the site of work. No claim of any nature on any ground on inadequate site information or knowledge or misunderstanding or otherwise in such respects will be admissible, later on. For site visit interested parties may contact the System Administrator, Central Computer Centre, SVNIT, Surat., during working hours of the institute.
10. The Rates quoted once will be treated as final. No change, alterations and modifications shall be permitted at a later stage. Incomplete tenders will be rejected without assigning any reason.
11. The contract shall be valid for a period one year. After that, it will be at the discretion of SVNIT to either continue the same contract and extend for further period at the same terms & conditions, or to negotiate the port charges with the service provider and arrive at a mutually agreeable value or to discontinue the contract without any notice to the service provider. But extension in any case should be not more than three (3) years.

12. If there is any reduction in the port charges or government taxes due to the Government policy or else, the subsequent price reduction shall be applicable to the service contract after mutual discussion at the beginning of the subsequent quarter.
13. The Service Provider will have to enclose with the tender document, a Quality Certification, (if any).
14. The service provider will also not be allowed to shift any equipment to any other location for any other purpose, without the written permission of SVNIT. In case of termination of the contract the same will be removed by the service provider, at their own cost (including labour charges) within one month of the termination of the contract. If service provider is unable to remove the equipment within one month of the termination of the contract penalty @ 2 % of the work order per week will be imposed and will be deducted.
15. If SVNIT required to shift the equipments at any different location, service provider should shift the equipments to new location at their own cost (including labour charges).
16. The service provider must take necessary insurance for their personnel working at the institute. The institute will not be responsible for any damage caused to these personnel by way of accident including the loss of life.
17. No attempt shall be made by the service provider or the staffs deputed by the service provider at SVNIT Surat to unlawfully reveal, misuse or encroach upon the intellectual or private data/information at the SVNIT, Surat to which they may have access, too, as part of the maintenance work carried out.
18. Any loss or damage caused to the institute property by the personnel deputed by the service provider will be recovered from the service provider and the decision of institute authority in this matter will be treated as final and abiding to the service provider.
19. In case of any natural calamities/some other such exigent circumstances, if any damages occur to the property(ies) of the service provider, SVNIT will not be responsible for the same. The service provider shall be responsible for the same and shall take appropriate insurance, a priori, for the same if required. SVNIT shall not be responsible for any damage(s) that may occur to the property(ies) of the service provider for any reasons, whatsoever.
20. The tender should reach the SVNIT office on or before the last date and time specified earlier. Tenders received thereafter will not be considered, in any case. The schedule for opening of the Tenders also is mentioned in the Tender Form earlier.
21. The successful bidder to whom the work is awarded will be under direct control of the System Administrator, Central Computer Center, SVNIT, Surat. and has to follow the instructions from time to time as issued by System Administrator, Central Computer Center, SVNIT, Surat.
22. In case of any dispute, the decision of SVNIT authority/Director shall be final and abiding to the bidder.
23. The bidder will not be permitted to assign or give sub contract of the work awarded to him without prior permission from the Director, SVNIT, Surat. The decision of SVNIT authorities in this regard shall be final and binding to the contractor/bidder.

24. The bidder must meet necessary statutory and legal compliances. SVNIT will not be responsible for any legal action arising out of non-compliance to statutory & other similar legal compliances.
25. The successful bidder must submit a Service Level Agreement along with accepting the work order within 15 days of receipt of work order otherwise the work order is liable to canceled without intimation. Service Level Agreement should be executed on Non-judicial stamp paper of Rs. 100/- (Cost of paper is to born by contractor) on receipt of work-order. **The contract will commence only after duly signed Service Level Agreement is submitted to Central Computer Centre, SVNIT, Surat.**
26. The bidder must deposit a **Security Deposit** at a rate of 2.5 % of work order at the time of accepting the work order within 15 days of receipt of work order otherwise penalty of 2 % of the work order leaved. **The contract will commence only after Security Deposit and penalty if applicable is deposited.**
27. Security deposit shall be released only after the satisfactory completion of work, due if any and faithful performance of the work. No Interest will be paid on security deposit, In case of any default on the part of the contractor, the security deposit will be forfeited and the decision of SVNIT authorities in this regard will be treated as final and abiding to the contractor.
28. The EMD amount shall be refunded later, on receipt of a written request from the bidder. The EMD amount will not carry any interest. Tenders not accompanied by earnest money will not be considered and will be summarily rejected. This institute is managed by an autonomous body and hence registration with the **State Government Store Purchase Department and Small Scale Industry is not adequate.**
29. The contract shall be finalized on the basis of the **total cost – all inclusive** (including all taxes, duties, levies, turnover tax, Internet access port charges, Last mile connectivity to the Central Computer Centre at SVNIT etc. ), **GST Should be shown separately in the Summary Sheet**, along with the associated equipment rental (if any) on an annual basis, installation and support charges; the bidders are STRONGLY advised **to fill in the total cost of the solution in the SUMMARY SHEET** provided at the end of this document – which shall become the basis for the financial comparison of the bid. Any bids without the summary sheet will be rejected.
30. The purchaser being an Educational Technical Institute, the concession applicable in rates/Taxes under state/central govt. notification should be considered while quoting.
31. The supplier should clearly state the delivery period and time period required for installation and commissioning of the equipment/services, from the date of receipt of firm order. In case, if supplier anticipates delivery of any or all items being delayed due to the reasons beyond his control, the supplier shall apply for suitable extension, starting the reason for the same and state his firm date of delivery. The purchaser, if feels suitable may extend the delivery date.
32. In case of delay of delivery of the unit beyond the stipulated / stated period, a penalty of 5% (five percent) of total value of the ordered will be levied for each week of delay of part there of.
33. The bidder ISP should install the system and bring in to complete operation, at a location of the purchaser's choice and to satisfaction, without any charge.

34. The bidder ISP should provide necessary training, for the concerned SVNIT staff for operation and servicing of entire system. No extra charges will be paid for the training.
35. The bidders ISP may offer the Tender on their letter heads giving full specifications and references to the serial number of the item and schedule. Offers should be written in ink, or typewritten, and correction, if any, should be attested. Penciled quotations will not be accepted. Delivery period should be clearly stated against the item offered.
36. Individuals signing the offers or documents connected with the contract must specifically state whether (s)he (they) is(are):
  - a. Signing as sole proprietor
  - b. Whether signing for the firm , and
  - c. In the case of companies or firms registered under the India partnership Act, the capacity in which he(they) is (are) signing i.e. Secretary , manager , partner etc. or their attorney by production of document empowering him to do so.
37. Tender forms and schedules are not transferable.
38. Acceptance to abide by the conditions stipulated by the Director, should be duly signed along with the offer. The absence of the acceptance of the conditions may result in the rejection of the offer.
39. Payment Terms :
  - (i) No advance payment will be released for annual contract.
  - (ii) Payment of services shall be made at the end of each quarter on satisfactory completion of the work during the quarter within 30 days after receipt of bill duly certified by Professor In-Charge, Central Computer Centre at SVNIT, Surat.
  - (iii) The necessary deduction of income tax at source will be done as per government norms.
  - (iv) The payment is normally made by cheque drawn on the SBI, SVNIT Branch, Surat
40. **The Director reserves the right to reject any or all the tenders without assigning any reasons thereof.**
41. **The bid from the vendor who is found in fraud activity with SVNIT or on the name of SVNIT shall not be allowed for bidding and the bid from such vendor will not be accepted and will be rejected. The bid submitted in consortium with such vendor will not be considered and if such information is found later then the work order issued will be terminated immediately without any notice.**
42. **The bid from the vendor who has received the work order for providing such service to SVNIT and was unable to provide the service, will be rejected.**
43. **Quarterly bill** should be submitted to **Central Computer Centre**, along with weakly MRTG graph of usage at user end i.e. SVNIT end. If there is any downtime during the quarter, necessary amount to be deducted should be deducted from the quarterly bill after confirming at Central Computer Centre.

44. **All prospective bidders should keep looking at the institute website for information concerning the changes/amendments on the website.** No claim of any nature on any ground on inadequate information or knowledge or misunderstanding or otherwise in such respects will be admissible, later on.
45. **It is compulsory to attach all the mentioned and required documents at time of submission of tender. No additional attachment is permitted later on.**
46. **All documents along with tender form must be numbered.(1...n) and corresponding page number must be entered in the pre-qualify sheet, no further clarification will be entertained.**
47. **The bid from the vendor or its sister concern or group of company who has been black listed at any Government organization / Semi-Government Organization / public sector etc. will be rejected.**
48. **The Bids shall be submitted by only the Bidder. The bid in consortium will be rejected.**
49. Dispute, if any will be subject to SURAT jurisdiction only.

DIRECTOR, SVNIT

## DECLARATION

**Tender Ref: CCC/ISP/272/2017-18**

**Date : 18-01-2018**

I/We hereby declare I/We have read all the terms and conditions of the Tender stated in this tender document and as may be modified/mutually agreed upon, are acceptable and binding to me/us.

I/We have also verified that the bidding document contains at least the following

- A sealed Envelope super scribed as “**Prequalification Requirements of the Bidder**” containing compliance statement for all the prequalification requirements.
- **A sealed envelope to contain the Demand Draft for EMD and the Demand Draft for tender fees .**
- A sealed Envelope super scribed as “**Techno-Commercial Statement**” to contain at least the following:
  - The Tender document appropriately signed and stamped at all pages
  - General Conditions of Contract
  - Acceptance to all the Requirements;
  - **Summary Sheet in the format laid in this document**

I also understand that **my bid without these three envelopes, enclosed in the main envelope, super scribed as “Tender For Providing 64 MBPS (1:1) Internet Services at SVNIT, Surat.” will be treated as an incomplete bid and is liable to be rejected.**

Place:

Signature:

Date:

Name & Address of the Bidder with office Stamp with all contact details

**SUMMARY SHEET**

Tender Ref: CCC/ISP/272 /2017-18

Date : 18-01-2018

| Sr. No. | Particulars                                     | Amount in Rs. |
|---------|---|---------------|
| 1.      | 64 Mbps (1:1)                                   |               |
|         | Rebate/Concession for Academic Institute in Rs. |               |
|         | GST in Rs.                                      |               |
|         | Total Cost in Rs.                               |               |

**Note :**

1. Rate Should be **quoted including all applicable Taxes** and any other equipment rental accessories, spares etc.
2. Any ambiguity in or incompletely filled SUMMARY SHEET will lead to rejection of offer without any reasons.
3. Should Clearly mention following :
  - a. Delivery Period :
  - b. Validity of Quotation (Minimum of 120 days) :
  - c. Last Mile Connectivity Option through Fiber Cable :

SIGN OF THE PARTY  
WITH FULL ADDRESS STAMPED

**Form 1**

The Bidder should be operating Internet services since last 5 financial years

Name of the Bidder :

| Sr. No. | Name of the Customer | Address of the Installation | Start Date of Project | Completion Date of Project | Scope of Work | Value of the Project in Rs. | Work Order Attached (Yes/No) |
|---------|----------------------|-----------------------------|-----------------------|----------------------------|---------------|-----------------------------|------------------------------|
|         |                      |                             |                       |                            |               |                             |                              |
|         |                      |                             |                       |                            |               |                             |                              |
|         |                      |                             |                       |                            |               |                             |                              |
|         |                      |                             |                       |                            |               |                             |                              |

**Note:** - Please attach purchase order/ contract agreement and completion certificate for each of project details mentioned