



क्षेत्रीय जैव प्रौद्योगिकी केन्द्र

Regional Centre
for Biotechnology

**Regional Centre for
Biotechnology, NCR Biotech
Science Cluster, 3rd Milestone Gurgaon-
Faridabad Expressway, Faridabad-
121001, Haryana (India)**

Website: <http://www.rcb.res.in/>, Ph: +91-129-2848800, 2848900

Expression of Interest

EoI reference no :- RCB/IT/Computer (Leased-line Connectivity)/2018-19 date 21st Dec, 2018

Subject: Enquiry for Internet Bandwidth Services through Leased Line for a period of Three years (extendable up to five years).

Duly sealed EoIs are invited on behalf of **Executive Director, Regional Centre for Biotechnology, Faridabad (Haryana)** from original manufacturers/Service Provider and their authorized agencies for Internet Bandwidth Services through Leased Line for a period of Three years (extendable up to five years) as per following specifications and terms & conditions:

S. No.	Descriptions of Work
1	Last date & Time for Submission : 15th January 2019 till 2.30 PM Date/Time for opening of bids : 15th January 2019 at 3.00 PM
2	100 Mbps (1:1) Internet Bandwidth Services through RF Leased Line each at Institutions. AND/OR 250 Mbps (1:1) Fiber Leased Line shared by the Institutions on 50-50% basis.

DATA SHEET / TIME LINES

Title of work/service(s)	Enquiry for Internet Bandwidth Services through Leased Line for a period of three years (extendable up to five years). 100 Mbps (1:1) Internet Bandwidth Services through RF Leased Line each at RCB and THSTI (hereafter referred as Institutions in this document) respectively, AND/OR 250 Mbps (1:1) Fiber Leased Line shared by both the Institutions on 50-50% basis.
EoI Number	RCB/IT/Computer (Leased Line Connectivity)/2018-19
Date of Issue of EOI	21 st December, 2018
Date of Pre-bid meeting/Last date for submission of queries related to EoI document	31st December, 2018 at 02.30 PM <u>Venue : RCB Faridabad</u>
Last date and time for submission of EoIs	15th January 2019 till 2.30 PM
Date & Time of Opening of EoIs	15th January 2019 at 3.00 PM

TERMS AND CONDITIONS

1. The EoI shall be opened at 3.00 PM on the date mentioned above. If the said date is declared as holiday than EoI will be opened on the next working day at 12.00 noon. Fax/email EoIs or Late/Delayed EoIs shall not be considered.
2. The Institutions reserves the right to accept or reject in part or full any or all the EoIs without assigning any reason.
3. Since we are a Research Institution, you are requested to quote your educational price for the above-said items.
4. You are requested to kindly mention all the terms in the quote clearly.
5. The Institution has been exempted for various Taxes and their rates; Tax exemption certificate may be provided as per requirement.
6. **The prospective bidders should not have been blacklisted by any Departments/Ministries of the Govt. of India or PSUs for which declaration has to be provided by the bidders.**
7. The EoIs shall consist of firm's registration certificates, Manufacturer's Authorization Form (MAF), Technical compliance, deviations (if any, with prior approval from authority of the Institutions) from EoI specifications, clause-wise and commercial terms and conditions should be clearly mentioned in the offer. The prospective bidders has to sign all the pages of EoI documents before submitting by agreeing to all terms & conditions mentioned into EoI document.
8. The EoI should be submitted in sealed envelopes superscribing the EoI reference number. The duly sealed EoI should be sent to The Executive Director, Regional Centre for Biotechnology, Faridabad-121001, Haryana on or before the closing date. The EoI delivered in person on the day of EoI opening shall be dropped in the tender box kept at the reception of Institution up to the time mentioned in the NIT. The Institution shall not be responsible if the EoI is delivered elsewhere.
9. EoIs not complying with the above conditions are liable to be rejected without any further reference.

GENERAL CONDITIONS:

- **The Institution reserves the right to choose, accept or reject any or all requests/offers, in full or part, at any stage, reduce or increase the quantity.**
- **The Institution will not be responsible for any postal losses or delays in receipt of documents.**
- **The EoI documents are non-transferable.**
- No person making a EoI shall be allowed at any time on any account whatsoever, any claim for revision or modification in the EoI submitted by them. No request for correction of clerical error, typographical error will be considered after the opening of the EoI. Conditions such as “subject to the availability of stocks, supplies will be made as and when received from the principals” etc. will not be considered under any circumstances.
- The prospective bidders should specify the minimum period required for arranging shipment/supply from the date of receipt of firm supply order contract.

JURISDICTION: Disputes, legal matters, court matters, if any, shall be subject to Faridabad Jurisdiction only.

“Corrigenda/Addendum/Clarification (if any) in the EoI will only be published on Institutions’ website <http://www.rcb.res.in/> and www.eprocure.gov.in (CPP Portal), at least 7 days before the EoI closing date.”

All The prospective bidders should forward a declaration in the enclosed format, which should form a part of EoI document. EoIs received without this declaration will not be considered.

-sd/-

Head Administration

For and on Behalf of
Executive Director

DECLARATION

I/We declare that I will abide by all the terms & conditions set forth in the EoI Enquiry No. **RCB/IT/Computer (Leased Line Connectivity) /2018 dated 21st December, 2018** issued by the Executive Director, **Regional Centre for Biotechnology, Faridabad (Haryana)** calling for **Internet Bandwidth Services through Leased Line at Institution for a period of three years (extendable up to five years)**.

I/We further declare on solemn affirmation that whatever information submitted in this EoI is true and correct to the best of my/our knowledge and belief. I /We hereby declare that my/our firm has not been blacklisted/ suspended by any department/unit/Autonomous body/PSU of Central/State Government of India.

BIDDER'S SIGNATURE WITH SEAL

SPECIFICATION & CONDITIONS FOR INTERNET LEASED LINE

1. INTRODUCTION:

Regional Centre for Biotechnology (RCB) and Translational Health Science and Technology Institute (THSTI) are autonomous research Institution under the Dept. of Biotechnology, Ministry of Science and Technology, Government of India. RCB and THSTI form a pivotal node in a broader cluster of Institution collectively referred to as the NCR Biotech Science Cluster (NCR-BSC) and targeted at specializing in translational research and related endeavors. The cluster is an ambitious initiative that aims to create a unique institutional ecosystem and further synergize resources and infrastructure, coordinated development and maximize societal benefits.

Regional Centre for Biotechnology (RCB) is an academic institution established by the Department of Biotechnology, Govt. of India with regional and global partnerships synergizing with the programmes of UNESCO as a Category II Centre. The primary focus of RCB is to provide world class education, training and conduct innovative research at the interface of multiple disciplines to create high quality human resource in disciplinary and interdisciplinary areas of biotechnology in a globally competitive research milieu. RCB is located on Gurgaon-Faridabad Expressway in a sprawling campus in the NCR Biotech Science Cluster, Faridabad, Haryana. In 2016, RCB was recognized as an Institution of National Importance by the Parliament of India. More information about Institutions can be referred at their websites.

2. ELIGIBILITY CRITERIA:

S. No.	Eligibility Criteria	Documents to be provided	Bidder's (Y/N)
1	The bidder should have valid Class 'A' ISP License. (DOT License has to be provided).	Documentary proof	
2	Experience of similar works (Internet Leased Line) during last 3 years ending 31/12/2018. Work orders along with Satisfactory Performance Certificate from a Government building / Institute or office may be preferred.	Note: Similar work means Installation, Termination and Commissioning of Internet Leased Line at a remote area which is 5 KM or more far from an urban city. PO/ Letter of Agreement/ LOI of similar works (Internet Leased Line) for the followings: One similar work order costing equal to or more than 15 Lakhs along with Satisfactory Performance Certificate. OR Two similar work order costing equal to or more than INR 10 lakhs each along with Satisfactory Performance Certificates. OR Three similar work during previous three years costing equal to or more than INR 8 lakhs each along with Satisfactory Performance Certificates.	
3	Satisfactory performance of the completion of previous works (during last three year's ending up to 31/12/2018)	The bidders have to submit minimum 3 no. satisfactory work completion certificates for the similar work completed during previous 3 years.	
4	The bidder should have an office in Delhi NCR.	Office Address details (copy of electricity bill/ telephone bill /registration certificate of any tax authority, rental/lease agreement)	
5	The bidder should have PAN No., TIN Registration No. and GST No etc. (as applicable)	Documentary proof	

NOTE:

- 1) The prospective bidders have to submit separate EoI for RF and Fiber for comparison purpose.**
- 2) In case a bidder does not meet all the conditions mentioned in Eligibility Criteria, bidder will be disqualified.**
- 3) The hardware installed by the successful bidder at Institute's campus will not be allowed to use for distributing the network connectivity further for the commercial or any other purpose.**
- 4) All data / Information provided by the prospective bidders shall be verifiable by the Institution.**

3. SCOPE OF WORK:

The scope of work includes supply, installation, configuration, provisioning, commissioning, management & monitoring of proposed Internet Lease Line. This broadly includes the following:

- i. Supply, Termination, Configuration & Commissioning of the links at Institution including providing all required hardware, devices including routers etc. The Institutions will not be liable to provide any extra cost / hardware for provisioning the link.
- ii. The successful bidder has to provide the last mile connectivity on OFC AND/OR RF whichever is feasible based on the Work order.
- iii. 100 Mbps (1:1) Internet Bandwidth Services through RF Leased Line at each Institutions respectively AND/OR 250 Mbps (1:1) Fiber Leased Line shared by both the Institutions on 50-50% basis. Initially the services will be taken for a period of three years which will be further extendable up to five years subject to annual reviews and mutual agreement
- iv. Provisioning of Last Mile from the Service Provider's nearest POP to Institution, Faridabad location. The last mile for the delivery of Internet Leased Line would be over optical fiber Network AND/OR RF, which will be backhauled over ISP's network to the nearest Internet PoP further to the Internet Gateways. The ISP must ensure the 99.99% uptime of the last mile connectivity and shall connect the Institution's link into a ring to ensure the same.
- v. Sustainance services of equipment required for Internet link provided by successful bidder during the entire contract period.
- vi. The prospective bidders have to do site visit in advance and check for the space suitability for housing the equipment's and provide a site clearance report in advance to the Institution's authority etc.
- vii. The successful bidder shall provide 24x7 service supports for call logging and fault rectification for the Internet circuit which means support for the physical link as well as associated hardware supplied to make the circuit functional. Escalation matrix shall be provided by the successful bidder.

- viii. **The Institution already have a 1 Gbps link from NIC (under NKN programme) with the last mile on Railtel fibre, since the current requirement is of a backup link needed for redundancy in the last mile/NKN link. The proposed backup line should be independent of the Railtel fibre last mile passing through above mentioned exchanges and new proposed link shall not associate into the same ring which Railtel has already.**
- ix. The Institutions has a Layer 3 Switch (Extreme Summit X670 G2 48X-4Q) and Fortinet 500-D Firewall. The successful bidder has to provide all the compatible hardware with Institution's existing equipment for commissioning of ILL.
- x. IPv6 Compliance: The network should be fully IPv6 compliant. It should be able to run both IPv4 & IPv6 concurrently on the network i.e. Dual Stack.
- xi. IP ADDRESSES, Reverse DNS entries and Name Resolution Facility:
 - a) The successful bidder shall provide with 32 nos. globally valid IPv4 Addresses from its pool to the individual Institution separately. The successful bidder shall provide /64 nos. globally valid IPv6 Addresses from its pool (alternatively the ISP may see if the feasibility of existing 48 IPv6 network allotted by NKN can be routed through the ISP's network in case of NKN link failure).
 - b) All IPs provided by the successful bidder shall have Reverse DNS entries enabled from day one so that any Mail Servers being implemented with Bidder's IP shall have Reverse DNS entry so that other servers on Internet do not reject Mails from these servers due to lack of DNS entry.
- xii. The successful bidder shall provide access to at least 2 no. of its own DNS servers on IPv4 and IPv6 for further resolution of name queries on Internet. This shall be provided on RCB's and THSTI's IP series from APNIC as well as IP nos. provided by Bidder to RCB.

4. NETWORK MANAGEMENT & SUPPORT:

The successful bidder shall do proactive monitoring and fault management of the network on an End-to-End basis remotely from its own Network Operations Centre (NOC) and provide the report through standard MRTG reports available through Web access or some other online means.

5. INSTALLATION:

- i. The successful bidder shall carry out total installation work as per the requirements of the complete project.
- ii. Necessary power and communication cables for complete H/W installation including interfacing cables required for inter-connection of different equipment supplied by the successful bidder are in the scope of bidder and shall be supplied at no extra cost.

Note: The prospective bidders are expected to do a preliminary site survey and assessment of NCR BIOTECH SCIENCE CLUSTER’s location on the Gurgaon – Faridabad Expressway before submitting their response. Interested firms may visit NCR BIOTECH SCIENCE CLUSTER, at their own cost, to have a firsthand knowledge prior to submission of the response. Interested firms will not be given any additional time for undertaking such visits.

6. Liquidated Damages: - L.D. for the late delivery will be 0.5% per week subjected to a maximum of 10% value of the order.

7. Service Level Agreement (SLA) and Penalty for non- compliance

S. No.	Service Level Parameter	Requirement Per Month
1	Uptime for Internet Link	99.5% or more
2	Maximum Packet Loss per link	1%
3	Maximum Latency (Round Trip Time) from the Institution	80 ms
4	Proactive Notification through email or SMS in case of any network error/disruption in service	Within 15 Mins

The “Network Uptime” includes both link uptime as well as the end equipment uptime. This shall be calculated on monthly basis.

a. Computation of Availability:

Availability of service shall be assessed by the following formula:

$$Uptime = 100 * (1 - \text{Total outage duration in minute/Available Time in minutes})$$

$$\text{Maximum Available Time} = \text{No. of days in month} * 24 * 60 - (\text{Scheduled Maintenance Time} + \text{Institution introduced Outage})$$

Note: Scheduled Maintenance Time should not be more than one hour per month and Institution should be informed at least 48 hours in advance and subsequent approval / acceptance should be taken from Institution’s authority.

b. Penalty for non- compliance

Network Availability (SLA Compliance) will be reviewed quarterly and penalties for non- compliance will be deducted on quarterly basis from the rental charges. The penalty will be calculated for Internet Leased Line as per the following formula:

$$\text{Penalty} = F \times (H \times D),$$

Where,

F = Multiplication Factor as per table given below.

H = Minute wise Rental Charges (i.e. Quarterly Rental Charges/ Total number of minutes in the Quarter)

D = Downtime in minutes

S. No.	Uptime	Multiplication Factor (F)
1	$\geq 99.5\%$	0.0 (Zero)
2	98.5% - 99.49%	1.00
3	97.5% - 98.49%	2.00
4	96.5% - 97.49%	3.00
5	$< 96.5\%$	5.00

Note: Bidder shall ensure that, under no circumstances, service shall be down for 'More than 4 hours at a stretch in a single working day peak usage time Monday to Saturday (i.e. from 8 am to 8 pm)'. For each such instance where downtime is more than the above limits, the downtime hour will be doubled while calculating the total uptime for the quarter.

8. PAYMENT TERMS:

Payment shall be released on a quarterly basis at the end of each quarter. Any statutory deductions such as TDS, WCT, etc., if applicable, shall be deducted from the quarterly charges. Payment will be released within 30 days of submission of verified invoices along with necessary documents.

9. PERFORMANCE SECURITY:

The successful bidder whose tender has accepted shall furnish a Bank Guarantee for Rs. 2 Lakhs (Rupees Two Lakhs only) from a nationalized bank in favor of the Executive Director of the Institution as Performance Security within 15 days from the date of issue of work order by RCB. Performance Security shall be valid beyond sixty days from the date of satisfactory completion of all contractual obligations. No interest shall be paid on the performance security.

10. SUPPORT:

The successful bidder shall implement a centralized help desk for logging the complaints. Service Provider shall provide a number for complaint logging. The service window for the support shall be 24x7x365. All calls should be logged and a trouble ticket should be raised within 05 minutes from the time of information on that call. The Service Provider shall mark all trouble tickets as “closed” upon resolution of the issue noted. Service Provider shall also provide the online facility to watch the trouble ticket status.

11. SPECIFICATIONS FOR TECHNICAL PROPOSAL:

To be filled and submitted by the bidder along with the supporting technical documents.

PART I: REQUIREMENTS TO BE FULFILLED

Item No.	Item Name	Particulars	Quoted Specifications	Compliance	Deviation
1.	Type of connectivity and capacity	100 Mbps (1:1) Internet Bandwidth Services through RF Leased Line each at Institution AND/OR 250 Mbps (1:1) Fibre Leased Line shared by both the Institution on 50-50% basis			
2.	Uptime	99.5%			
3.	B/w guarantee	99 %			
4.	Packet Loss	<1%			
5.	Latency	Less than 80 millisecond from the respective router to the first hop of the service Provider.			
6.	Period (in years)	3 Years initially, extendable up to 5 years subject to the performance and mutual agreement.			
7.	Public IP Pool	Minimum 32 IP (IPV-4) Addresses and /64 IPV6 addresses each for RCB and THSTI			
8.	Place of Installation	Internet Leased Line: NCR Biotech Science Cluster, 3rd Milestone, Faridabad Gurugram Express way, Faridabad-121001			
9.	Valid Class 'A' ISP License	AS-IT-IS			

PART II: REQUIREMENTS TO BE FULFILLED

S. NO.	Features	Specifications/Descriptions	Quoted Specifications	Compliance	Deviation
1.	Last Mile and crow fly distance from the site (in Kms)	Last mile connection from the PoP of the service provider to the NCR-BSC. should either on RF AND/OR Fibre.			
2.	Dedicated Symmetric Internet Bandwidth	Dedicated Symmetric Internet bandwidth by peering with local POP of bidder to the site. The bidder must guarantee availability of 1:1 bandwidth on their backbone at the site from their peering PoP gateway router.			
3.	Delivery	Duration for commissioning of the link after placement of the PO: Within 30 days.			
4.	Provision of Increase in Bandwidth with the offered hardware and setup	The Institutions may in further have a requirement to increase the bandwidth of the offered service. The bidder should specify the hardware and link limit upto the maximum supported bandwidth on the offered hardware/link.			
5.	Implementation of Software at client side.	a. Bandwidth Utilization b. Up time c. Packet loss d. Ping time			
6.	Hardware for Termination	a) Router, Mux/Modem, and any other hardware required to be provided by ISP. b) Supplied hardware should be included in the services and it will be the property of the ISP only. c) Maintenance of Hardware supplied by ISP will be the responsibility of ISP only. d) Cleary specify whether some hardware mentioned in 3 (viii & ix) of this EOI is to be used.			

7.	Diagram and Charts	a) Networking diagram between client, ISP and Gateway b) Bar chart Indicating the proposed schedule of completion			
8.	Services	Internet Router port at ISP Gateway for required bandwidth			
9.	Configuration	Configure the Hardware (Modem/Router etc.) and software cost of this should be included in the pack			
10.	Installation	Installation and commissioning of the link with appropriate wiring. Cost of this should be included in the package.			
11.	DNS Services	The ISP should provide DNS services including reverse Lookups.			
12.	Installed Internet capacity	-			
13.	Static IP Addresses	32 IPV4 and /64 IPV6 Addresses each for both the Institution separately.			
14.	Feasibility Survey report	Feasibility Survey and site visit to both the Institution done at your own cost before submitting the EOI.			