



Regional Centre for Biotechnology,
NCR Biotech Science Cluster,
3rd Milestone, Faridabad-Gurugram Expressway,
Faridabad- 121001, Haryana (India)
Website: <http://www.rcb.res.in/>, Ph: +91-129-2848800, 2848900

Request for Proposal

Subject: Supply, Installation, Testing and Commissioning of Internet Bandwidth Services (Fiber Leased Line) 250 Mbps (1:1) on sharing basis or 125 Mbps (1:1) on individual basis for RCB & THSTI.

Sealed Bids are invited, under two-bid system, only from the bidders who were found qualified after the evaluation of the EOI - RCB/IT/Computer (Leased-line Connectivity)/2018-19 date 21st Dec, 2018 on behalf of Executive Director, RCB for the Supply, Installation, Testing and Commissioning of Internet Leased Line (Fiber Leased Line) of fully dedicated, unshared & high quality 250 Mbps (1:1) or 125 Mbps (1:1) on individual basis for Regional Centre for Biotechnology (RCB) and Translational Health Science and Technology Institute (THSTI) for a period of three years extendable up to 5 years. RFP Documents may be downloaded from Institute's Website <https://rcb.res.in> or <http://www.thsti.res.in/> or CPP portal. Bidders are advised to submit duly filled bids as per the following schedule given:

RFP no. & date	RCB/IT/Computer (Leased-line Connectivity)/2018-19 dated 14/06/2019
Place of Supply, Installation & Commissioning & Support etc.	Regional Centre for Biotechnology NCR Biotech Science Cluster, 3rd Milestone, Faridabad – Gurugram Expressway, Faridabad – 121001
Bid Submission Start date	14/06/2019 onwards
Last Date of Submission of Bids	05/07/2019 up to 3:30 PM
Date of Opening of Technical Bids	05/07/2019 at 4:00 PM
Date of Opening of Financial Bids	Will be informed later
EMD	Rs. 1,20,000/- through DD/BG/FDR in f/o. Executive Director, RCB, Faridabad
Contact information	Registrar, Regional Centre for Biotechnology Email: registrar@rcb.res.in For technical enquiries: Email: naveen.kumar@rcb.res.in tushar.sharma@thsti.res.in

Note: Hereinafter RCB and THSTI shall be collectively referred to as the “Institutions” and individually as “Institution” or “Institute”

1. RFP should be addressed to the **Executive Director, Regional Centre for Biotechnology, Faridabad** and submitted to the Office of the Regional Centre for Biotechnology under sealed cover failing which the RFP shall be rejected. Terms and conditions for supply should invariably be indicated otherwise would be taken on its face value. The rates may be quoted on separate sheets failing which the RFP(s) will be rejected.
2. Mixed quotations will not be considered for acceptance.
3. RFP should be submitted in two bid system containing two parts as detailed below:

PART-I :- TECHNO-COMMERCIAL BID IN ONE SEALED COVER WITH E.M.D.

PART-II:- PRICE BID/FINANCIAL BID IN ONE SEALED COVER.

Both the sealed envelopes should then be put in one outer cover indicating thereon:

- i) Reference No. of the RFP _____
- ii) RFP regarding _____
- iii) Due date for submission of the RFP : _____
- iv) Due date for opening of the RFP _____
- v) Name of the firm _____

Please note that prices should not be indicated in the techno- commercial bid. The pre-qualification documents including EMD/bid security as required in the RFP document should invariably be accompanied with the techno-commercial bid.

Note: -

- 1) RFP are to be deposited in the RFP box kept at the reception of RCB office, after entering the details of RFP in the appropriate page of the RFP deposit register available with the receptionist. Those RFP which are directly put in the RFP box without diarizing in the RFP deposit register are liable to be rejected
- 2) RFP submitted without following two bid system procedure as mentioned above will be summarily rejected.

4. AMENDMENT OF BID DOCUMENT

At any time prior to the deadline for submission of proposals, the institutions reserve the right to add/modify/delete any portion of this document by issuance of a Corrigendum, which would be

published on the website and will also be made available to the all the Bidder who have been issued the RFP document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

5. FORFEITURE OF EMD

EMD made by Bidder may be forfeited under the following conditions:

If Bidder withdraw the proposal before the expiry of validity period. During the evaluation process, if a Bidder indulges in any such activity as would jeopardize the process, the decision of RCB regarding forfeiture of EMD shall be final and shall not be called upon question under any circumstances. If Bidder violates any of the provisions of the terms and conditions of the proposal.

In the case of a successful Bidder, if bidder fails to:

- Accept the work order along with the terms and conditions.
- Furnish performance security.
- Violates any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.
- To sign the agreement in time.
- Non-compliance of technical bid format, Annexure - B
- Submitting false/misleading information/declaration/documents/proof/etc.

The decision of Institution's regarding forfeiture of EMD shall be final and shall not be called upon to question under any circumstances, besides, forfeiture of EMD even the Bidder will be deferred from participating in any job for a period of one year.

6. CONTRACT EXECUTION

On receipt of the Letter of Award, the contractor should submit a Performance Bank Guarantee (PBG) from any Nationalized Bank equivalent to 10% of the total contract value within three weeks from the date of receipt of Letter of Award/Order. The PBG should be valid till three months beyond the Contract Period (i.e. total 39 months). If after the award of the contract the Bidder does not sign the Agreement within 30 days or fails to furnish the Performance Bank guarantee within three weeks from the date of receipt of Letter Of Intent /Letter of Award along with the inception report and working schedule as per the RFP requirements, the Institutes reserves the right to cancel the contract and apply all remedies available under the terms and conditions of this contract. No interest shall be paid on the performance security.

7. TIME SCHEDULE FOR DELIVERY & INSTALLATION

All activities leading to the SITC of the contract to be completed within 45 days from the date of award. Necessary power and communication cables for complete hardware 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.

8. FINAL ACCEPTANCE CERTIFICATE

- a. On successful completion of the work as per the 'Scope of work' of this RFP document, the contractor shall submit its application to the Institutions for issue of 'Final Acceptance Certificate' for the work carried under this contract.
- b. The complete work shall be subject to inspection by the technical committee consisting of expert members. The performance of the system as a whole will be tested to comply with the acceptable standards and norms as per the 'Scope of work'.
- c. On successful testing of the system, the bidder will be issued the 'Final Acceptance Certificate'. In case any deficiencies are noticed during the inspection, the bidder will be liable to make good the deficiency failing which the 'Final Acceptance Certificate' will not be issued.
- d. **The bidder will be entitled to submit its bill for payment only when 'Final Acceptance Certificate' is issued by the Institute.**

9. SUSPENSION OF WORK

The Institutes shall have the power at any time and from time to time by notice to the successful bidder to delay or suspend the progress of the work or any part of the work due to any other adequate reasons and on receipt of such notice the contractor shall forthwith suspend further progress of the work until further notice from the Institutes. The Contractor shall recommence work immediately after receiving a notice to do so from the Institutes. The whole or any part of the time lost for such delay or suspension shall, if Institutes in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.

10. FORCE MAJEURE

- 10.1 The Supplier shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 10.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, act of God and freight embargoes.

11. RESOLUTION OF DISPUTES

- 11.1 The Purchaser and the supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- 11.2 If, after thirty (30) days from the commencement of such informal negotiations, the

Purchaser and the Supplier have been unable to resolve amicably a contractual dispute, either party may require that the dispute be referred for resolution to the formal mechanisms. These mechanisms may include, but are not limited to, conciliation mediated by a third party, adjudication in an agreed national or international forum, and national or international arbitration.

- 11.3 In case of Dispute or difference arising between the Purchaser and a domestic supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Indian Arbitration & Conciliation Act, 1996, the rules there under and any statutory modifications or re-enactments thereof shall apply to the arbitration proceedings. The dispute shall be referred to the Director RCB and if he is unable or unwilling to act, to the sole arbitration of some other person appointed by him willing to act as such Arbitrator. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to this order.

12. GOVERNING LAWS

This contract shall be governed by and interpreted in accordance with Laws in force in India. The courts at Faridabad/Haryana shall have exclusive jurisdiction in all matters arising under the contract. The Contractor shall keep himself fully informed of all current national, state and municipal law and ordinances. The Contractor shall at their own expense, obtain all necessary permits and license and pay all fees and taxes required by law. These will be contractor's entire obligation regarding any claim of infringement.

13. PERIOD OF VALIDITY OF OFFER

For the purpose of placing the order, the proposals shall remain valid till 180 days. During the period of validity of proposals, the rates quoted shall not change. In exceptional circumstances, the Institutes may ask for extension of the period of validity and such a request shall be binding on Bidders. The Institute's request and the response to such a request by various Bidders shall be in writing. A Bidder agreeing to such an extension will not be permitted to increase its rates.

14. CORRUPT OR FRAUDULENT PRACTICES

The Committee requires that the bidders under this RFP observe the highest standards of ethics during the procurement and execution of such contracts. For this purpose, the definition of corrupt and fraudulent practices will follow the provisions of the relevant laws in force. The Committee will reject a proposal for award if it detects that the bidder has engaged in corrupt or fraudulent practices in competing for the contract in question. The Committee will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract. The Institutes will reject a proposal for award and may forfeit the EMD and/or Performance Guarantee if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, contract(s).

15. EQUIPMENT

All tools & tackles necessary for the work shall have to be procured by the contractor unless otherwise specified elsewhere in these RFP documents. The equipment used by the contractor for a particular work must be appropriate for the type of work. The contractor shall maintain the equipment used on the work properly so that they are in good working condition. In no case shall the contractor use defective or imperfect equipment in the work. The contractor shall arrange to replace or repair all defective equipment so that the progress of the work is not hampered. No defective equipment should be left at the site of work and the department shall not be responsible for any loss or damage to any of these equipment's during the course of the execution of the work.

16. TERMINATION FOR DEFAULT

The Institute may without prejudice to any other remedy or right of claim for breach of contract or any other violation of terms & conditions of contract, terminate the order in whole or in part by giving not less than 21 days written notice of default sent to the contractor, if the contractor materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by the Institutes in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from the Institutes, if the project (delivery, commissioning as well as warranty maintenance support is not carried out according to specification due to deficiency in service as per terms of the contract, in such case Institutes will invoke the amount held back from the contractor as PBG.

17. INSTITUTE'S RIGHT TO REJECT ANY OR ALL BIDS

The Institute reserves the right to reject any bid and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

18. FORMATS AND SIGNING OF BID

The original and all copies of the proposals shall be neatly typed and shall be signed by an authorized signatory on behalf of the Bidder. The authorization shall be provided by written Power of Attorney accompanying the proposal. All pages of the proposal, except for un-amended printed literature, shall be initialled by the person or persons signing the proposal. The proposal shall contain no interlineations, erase or overwriting. In order to correct errors made by the Bidder, all corrections shall be done & initialled with date by the authorized signatory after striking out the original words/figures completely.

19. WITHDRAWAL OF BID

Bid cannot be withdrawn during the interval between their submission and expiry of Bid's validity period. Fresh Bid may be called from eligible bidders for any additional item(s) of work not mentioned herein, if so required.

20. SUB-CONTRACT

The purchaser (RCB) does not recognize the existence of Sub-Contractors. The Contractor's responsibility is not transferable

21. 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 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 One years which will be further extendable up to five years' subject to annual reviews and mutual agreement
- iii. 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 which will be backhauled over ISP's network to the nearest Internet PoP further to the Internet Gateways. The ISP must ensure the 99.5% uptime of the last mile connectivity and shall connect the Institution's link into a ring to ensure the same.
- iv. Sustainance services of equipment required for Internet link provided by successful bidder during the entire contract period.
- v. 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.
- vi. 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.
- vii. 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.

- viii. The Institutions has a Layer 3 Switch (Extreme Summit X670 G2 48X-4Q) and Fortinet 200-D Firewall. The successful bidder has to provide all the compatible hardware with Institution’s existing equipment for commissioning of ILL.
- ix. 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.
- x. 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.
- xi. 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.

22. 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.

PENALTY:

The following percentage amount will be deducted from total bill amount on quarterly basis for the internet services available for each institution:

S. NO.	Network Uptime	Deduction
1	>= 99.5% to < 100%	0%
2	>= 99% to < 99.5%	2% of quarterly bill amount
3	>= 95% to < 99%	10% of quarterly bill amount
4	>= 75% to < 95%	25% of quarterly bill amount
5	Less than 75%	100% of quarterly bill amount

23. LIQUIDATED DAMAGE

The job includes the supply and installation of materials mentioned in the RFP document. In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the contractor for sum not less than 0.5% of the total contract value for each week or part thereof, subject to a ceiling of 10% of the total contract value (including all taxes & duties and other charges). In the event of LD exceeds 10% of the order value, the Institute reserves the right to terminate the contract and the Institute will get the job completed by any other competent party. The difference of cost incurred by the Institute will be recovered from the contractor or his submitted PBG.

24. PAYMENT TERMS

- The vendor has to raise separate invoices for both the Institutions i.e. RCB and THSTI with provision for deductions on the basis of downtime, LD, or any other penalty. So, payment will be released separately by the individual Institute.
- Recurring charges including bandwidth and other annual charges if any, are payable quarterly (after end of each quarter) on producing tax invoice along with a report confirming the 99.5% uptime in the quarter.
- 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.
- No claim for interest will be entertained in respect of any payment/deport which will be held with the Institute due to dispute between the Institute & Contractor or due to Admin delay for the reasons beyond the control of the Institute.

25. NETWORK MANAGEMENT & SERVICE REVIEW REPORTS:

The 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. The vendor shall provide web based interface capable of providing weekly, monthly &

quarterly reports of the following at the It In-charge in both the Institute, Faridabad:

- Bandwidth Utilization (in Mbps as well as inframes)
- Errors(frames/sec) / Discards(frames/sec)
- Non- unicast (frame/sec)
- Bandwidth availability
- Packet loss (in%) / Latency

26. EARNEST MONEY DEPOSIT:

Each bid for this procurement must be accompanied by Earnest Money Deposit of Rs. 1,20,000/- (Rupees One Lac twenty thousand only) deposited through Demand draft issued by any Indian Nationalized should be valid for a minimum period of 90 days from due date of the quotation. Earnest Money shall be forfeited and bid is liable to be rejected, if the bidder withdraws or amends or impairs or derogates from the RFP in any respect within the period of validity of the RFP.

- a) The earnest money of unsuccessful bidder shall normally be returned within 1 month after the finalization of order.
- b) The earnest money shall be liable to be forfeited upon non execution of order in time.
- c) No interest will be payable by the Institute on the EMD returned to the unsuccessful bidder.

The Executive Director, RCB, Faridabad reserves the right to accept an offer in full or in parts or reject summarily or partly without assigning any reasons thereof.

27. TERMS & CONDITIONS FOR TECHNICAL BID

- a) The ISP is required to strictly follow the format enclosed as Annexure - A while submitting the technical bid and also note that no price should be mentioned in the technical bid.
- b) The ISP in the technical quote should explicitly state the features offered by them for the Internet links highlighting service level terms such as uptime, reliability, latency period, Number of IPs offered, throughput, RTD, packet drop, scalability etc.
- c) The ISP is also required to explicitly mention the equipment's proposed to be supplied with the line from their end, the end terminal, and equipment's required to be provided by the institutions.
- d) The ISP should also mention in the technical bid the optional items, which can be provided.
- e) The technical bid should be supported by a brief proposal document clearly stating the strengths & weaknesses of the ISP along with highlighting their presence, infrastructure etc.
- f) The ISP is also required to submit a copy of the Service Level Agreement (SLA) offered which clearly highlights the service level terms and conditions.
- g) The commercial bid needs to be duly signed and stamped by the authorized signatory of the company.
- h) In case, the technical bid is not found compliant, the technical bid will be summarily

rejected and the Institute reserves the right to offer no explanation to the bidder.

28. TERMS & CONDITIONS FOR COMMERCIAL BID:

- a) The commercial bid should be provided strictly in the format enclosed as Annexure- C.
- b) The bidder is required to quote all prices strictly in Indian Rupees only.
- c) The rates quoted should be applicable to educational institutions, and any cost advantage received in lieu thereof should be passed on to the Institute.
- d) Any revision in pricing due to change in Govt. Policy should be passed to the Institute.
- e) All taxes should be quoted category wise in the commercial bid. Please note that during commercial evaluation the Institutes will consider the total price inclusive of taxes.
- f) Prices for all optional items should be explicitly quoted. The cost of optional items will not be used for the price bid evaluation.
- g) The bidder should clearly mention the payment terms & conditions for provision, installation, and maintenance of the line.
- h) In case the technical bid is not found compliant, the financial bid will be summarily rejected and the Institutes reserves the right to offer no explanation to the bidder.

29. TERMS & CONDITIONS OF PURCHASE ORDER

- a) In the event of the order being placed to the ISP the provisioning, installation & commissioning and operationalization should be completed within 45 days from the date of the order placement otherwise the order stand cancelled and the Institutes reserves the right to withhold all payments and deposits.
- b) The Institution has been exempted for various Taxes and their rates; Tax exemption certificate may be provided as per the requirement.
- c) Uptime will be calculated on the basis of bandwidth delivery at our Ethernet drop.
- d) 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.
- e) In case of additional requirements for bandwidth during the contract period, the same may be negotiated with the successful bidder.
- f) Service Level Agreement (SLA) will be signed based on the mutually agreeable terms and conditions.
- g) The Institutes will not consider any plea of upward revision of price during the contract period. However in case of any change in statutory taxes the same will be on the Institutes account.

30. CONTRACT PERIOD

1. This contract will be valid initially for a period of three years extendable up to maximum of 5 years subject to satisfactory performance.
2. Either Party may terminate the contract at any point of time during the contract period by giving 3 months' written notice.

31. EVALUATION OF BIDS USING QCBS MODEL & AWARDING OF CONTRACT

A. EVALUATION PROCEDURE

- a) The Eligibility Criteria will be evaluated by Committee and those qualify will be considered for further evaluation.
- b) Evaluation of bids shall be done based on the information furnished by the bidder. The conformity of the bids to the technical specifications and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined on the technical and financial capability of the bidder to execute the contract.
 - i. The Institute may contact and verify bidder's information, references and data submitted in the bid without further information to bidders.
 - ii. The Institutes reserves the right to use and interpret the bids as it may, in its discretion, consider appropriate, when selecting bidders for granting of the letter of Intent/Notification of Award of contract.
 - iii. The Institutes in its own discretion, may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a significant deviation.

B. EVALUATION OF TECHNICAL BIDS

The technical bids will be evaluated by a Technical Committee appointed by the Institute. The award of Contract will be based on combined Quality cum Cost method basis. Out of 100 marks the technical proposal will be allotted weightage of 60% while the financial proposal will be allotted weightage of 40%. The Technical bids will be scrutinized on the basis of basic responsiveness. The bids will be given a score (Technical Bid Score - TBS) based on parameters shown in the table below:

S. No.	Description	Max Score	Details	Break up
01	Organization Capacity	50	Further atleast Three " Similar Nature" of System integration orders each amounting to minimum of Rs. 25 Lakh in Last 3 financial years in Government Department/ PSU/ Autonomous body any reputed organization. References Work Order/ Purchase copy along with proof of completion certificate for the project to be provided.	25

			Further atleast Two ‘’ Similar Nature’’ of System integration orders each amounting to minimum of Rs. 35 Lakh in Last 3 financial years in Government Department/ PSU/ Autonomous body any reputed organization. References Work Order/Purchase copy along with proof of completion certificate for the project to be provided.	35
			The bidder shall have executed Similar Nature’’ of atleast single order value not less than Rs.50 Lakh in last three financial years in Government Department / PSU/ Autonomous body any reputed organization. References Work Order/Purchase copy along with proof of completion certificate for the project to be provided	50
02	Financial Profile The bidder should have total annual turnover of in the last three financial year	30	Average turnover for last three FY 2Crore	10
			Average turnover for last three FY 4Crore	20
			Average turnover for last three FY 6Crore And above	30
03	Customer Feedback Satisfactory service feedback by customer For each customer Feedback report bidder will get four (4) marks each	20	Customer feedback by 2 client through different orders	08
			Customer feedback by 3 clients through different orders	12
			Customer feedback by 5 clients through different orders	20

C. EVALUATION OF PRICE BIDS

The total cost including all applicable taxes as quoted by the bidders will be compared. The bids will be awarded a Financial Score (FBS). The bid with lowest total cost (L1 bid) will be awarded 100% FBS (considered as base value). Then the other bids will be awarded FBS inversely proportional to their bid value.

D. OVERALL EVALUATION OF BIDS (Technical + Financial)

In Financial Bids evaluation, marks will be awarded on the basis of price quoted in the Financial Bid as per following criteria:

FORMULA: Lowest Quote- 40 Marks

$$2nd\ Lowest\ Quote - \frac{40 \times L1\ Price}{2nd\ Lowest\ Quote} \text{ marks and so on}$$

Overall L1 will be declared based on the combined weightage i.e. 60% of Technical bid score plus 40% of financial bid score.

32. GENERAL TERMS

- a) All the pages of the bid document including documents submitted therein must be duly signed and All stamped failing which the offer shall be liable to be rejected.
- b) All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and if at any point of time during procurement process or subsequently it is detected that documents submitted are forged/tampered/manipulated in any way, the total responsibility lies with the bidder and the Institutes reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.
- c) No Technical/Commercial clarification will be entertained after opening of the RFP.
- d) Item, if any other than specified in BOM, felt necessary to complete the installation & commissioning may please be quoted separately with clarification and reflected in the deviation sheet.
- e) The Institutes reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- f) No dispute by the bidders in regard to Technical/Commercial points will be entertained by the Institutes and decision taken by the Committee will be final.
- g) Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totaling or carry in the amount quoted by the bidder shall be corrected accordingly.
- h) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
 - The acceptance of the RFP will rest with the accepting authority who is not bound to accept the lowest or any RFP and reserves the right to reject in part or in full any or all RFP(s) received and to split up the work among participants without assigning any reason thereof.
 - No variation in or modification of the terms of the Agreement shall be made except by written amendment signed by the parties.
 - The Court of Faridabad, Haryana only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.
- i) Bidder shall quote the prices of supply, installation, testing and commissioning of Network equipment as mentioned should be valid for three Year.
- j) Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submits a Bid not substantially responsive to the bidding documents in every respect may result in the rejection of the Bid.
- k) RCB shall not be bound by any printed conditions or provisions in the Bidder's Bid Forms.

- l) Bidder shall maintain adequate books and records in connection with Contract and shall make them available for inspection and audit by RCB during the terms of Contract until expiry of the performance guarantee.
- m) The entire scope of the work depends on the technical skill and experience in management of the same level or kind of infrastructure.
- n) It is mandatory for Vendor to deploy qualified professional to install, commission & maintain the equipment, as defined under scope of work.
- o) This office reserves the right to amend or withdraw any of the terms and conditions contained in the RFP Document or to reject any or all without giving any notice or assigning any reason or to cancel the RFP. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere. The decision of Executive Director, RCB, in this regard shall be final and binding on all.
- p) The rates at any stage once quoted shall not be withdrawn.
- q) No addition / alteration / deletion in the RFP document is allowed.
- r) Late RFPs/ unsigned quotations may be rejected.
- s) Vendor to attach all datasheet and while making the compliance statement for the Technical specification vendor should give the reference of the page no. where that feature can be verified.
- t) Before submitting the bids documents, Bidder are requested to perform the site survey to get know the existing system/setup with prior intimation to the Centre. After the survey bidder will make a survey report with BILL OF QUANTITIES including all accessories items for completion of project and will submit along with the Technical bid document. **IN ABSENCE OF SITE SURVEY REPORT WITH TECHNICAL BID, THE RFP DOCUMENT IS LIABLE TO REJECTION.** A separate sheet must be attached containing complete quantity required for installation.

Signature and seal of bidder

ANNEXURE – A

(To be submitted on Company Letter Head).

SUMMARY INFORMATION SHEET

S.No.	Information heading	Details	Documents enclosed (yes/ No)
1	Name of the Vendor		
2	Name of the person(s) to whom, all references shall be made, regarding this RFP (Authorized Signatory)		
3	Address of the Contact Person		
4	Designation of the Contact Person		
5	Telephone number(s) of the Contact Person.		
6	Mobile number of the Contact Person		
7	Fax number of the Contact Person		
8	Email ID(s) of the Contact Person		
9	Annual Turnover (in Lakhs): Last three Years (In INR) 2018-19 2017-18 2016-17		
10	Years of Operation (in Years):		
11	PAN Number		
12	GSTN		
13	Bank Name and Account No.		
14	IFS Code		

Authorized Signatory:
(Signature of the Bidder, with Official Seal)

Technical Compliance Sheet (Part -I)

Item No.	Item Name	Particulars	Compliance
			(Yes/No)
1	Type of connectivity and capacity	250 Mbps (1:1) Fibre Leased Line shared by both the Institution on 50-50% basis or two links of 125 Mbps each for both institute separately	Please specify
2	Uptime	99.50%	
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	

Technical Compliance Sheet (Part -II)

S. NO.	Features	Specifications/Descriptions	Compliance
			(Yes/No)
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 45 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.	e. Bidder will provide web access of its Performance monitoring portal.	
6.	Hardware Termination for	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.	
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.	Static IP Addresses	32 IPV4 and /64 IPV6 Addresses each for both the Institution separately.	
13.	Future Expendability option	a. The prospective bidder has to clearly mentioned the scope of expandability of Internet Leased line bandwidth if there is an additional requirement generates in near future.	
		b. The prospective bidder has to provide the details of equipment's & technology which they will be using for commissioning of Link(s). The proposed equipment's must be able to cater the surplus load up to 50% or more of existing bandwidth during the contract period at no extra cost of the equipment's.	
		c. The bandwidth requirements can deviate in the RFP document and the technical compliance as per the RFP document will have to be abide by the bidder.	

PRICE BID FORMAT

Sr. No	Name and Specification of the Item/ Equipment/ Services	Qty.	Basic Price (in INR)	Any Other Charges (as / if applicable)	Duties / Taxes (in %)	Total Cost (in INR)
1	Supply, Installation, Testing & Commissioning of Internet Bandwidth Services 125 Mbps (1:1) Fiber Leased Line at RCB for 3 years	01				
2	Supply, Installation, Testing & Commissioning of Internet Bandwidth Services 125 Mbps (1:1) Fiber Leased Line at THSTI for 3 years	01				
TOTAL COST						

Total Cost (In Words): _____

Important Instruction:

- a) The price bid comparison will be made on the basis of combined cost for both the Institutes.
- b) **Bidder may opt any option to deliver two no. separate links (125 Mbps each) at both the institutions or one link of 250 Mbps splitting into 125 Mbps for both the Institutions. In the later case, the bidder may submit the price on 50:50% (of 250 Mbps) for RCB & THSTI.**
- c) The rates quoted in the Commercial Bid shall be firm & all-inclusive for Installation, Commissioning, Configuring and maintaining the bandwidth. No extra payment shall be paid on account of any discrepancy in nomenclature of items.
- d) If the cost of International Bandwidth is reduced during the period of contract, the benefit of the same shall be equally passed on to the Institutions.
- e) The Institutes will not be responsible for any kind of damage of hardware / software mentioned above. All these items shall be in complete maintenance warrantee of the firm.

It is hereby confirmed that we shall abide all the terms & conditions as specified in this RFP.

Signature of the Bidder with stamp

RFP ACCEPTANCE LETTER
(To be submitted on Company Letter Head).

To,

Date:

The Executive Director,
Regional Centre for Biotechnology,
NCR Biotech Science Cluster,
3rd Milestone, Faridabad – Gurugram Expressway,
Faridabad – 121001

SUB: Acceptance of Terms & Conditions of RFP.

RFP Reference No:

Name of RFP / Work:

Dear Sir,

1. I / We have downloaded / obtained the RFP document(s) for the above mentioned 'RFP/Work' from the web site(s) namely: www.rcb.res.in or <http://www.thsti.res.in/> or [CPP Portal](#) as per your NIT / advertisement, given in the abovementioned website(s).
2. I / We hereby certify that I / We have read the entire terms and conditions of the RFP documents (including all documents like annexure(s), schedules(s), etc.), which form part of the contract agreement and I / We shall abide hereby by the terms / conditions/ clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the RFP conditions of above mentioned RFP document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted / debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the fully said earnest money deposit absolutely.

Yours Faithfully,
Authorized Signatory.
(Signature of the Bidder, with Official Seal)

FINANCIAL BID DECLARATION LETTER
(To be submitted on Company Letter Head).

To,

Date:

The Executive Director,
Regional Centre for Biotechnology,
NCR Biotech Science Cluster,
3rd Milestone, Faridabad – Gurugram Expressway,
Faridabad – 121001

SUB: Financial Bid Declaration.

RFP Reference No:

Name of RFP / Work:

Dear Sir,

1. The financial bid scrutiny for evaluation of the bid will be based on the GRAND TOTAL of all schedules.
2. The order shall be placed for 36 months. However, the performance shall be reviewed quarterly and shall be continued on the satisfactory performance and adherence to the SLA. The Institutes reserves the right to terminate/discontinue the services at any point of time, if the agreed SLA is not met.
3. In case of extension in the supply of service, the differential cost will be paid to the ISP for the extended contract period.
4. All the costs must be quoted in Indian Rupees and should be fixed on lump-sum basis, no escalation of cost will be allowed under any circumstances.
5. The Institutes shall not pay separately any specific statutory taxes / service charges to any authority
6. No. hidden charges will be allowed, if any.

I/We, hereby, undertake that we shall not ask for any other charges other than the charges specified above. We also confirm that we will make our own arrangements at our own cost for traveling, boarding, lodging, communication etc. for successful implementation.

Yours Faithfully,
Authorized Signatory.
(Signature of the Bidder, with Official Seal)
Email id for correspondence.

AUTHORIZATION LETTER
(To be submitted on Company Letter Head).

We _____ (name of the bidder) hereby authorize Shri / Smt. _____

(name of the authorized person) to sign and submit the bid to RCB, Faridabad against their RFP No. _____.

Shri / Smt. _____ (name) is also authorized to negotiate the terms and conditions pertaining to the said RFP on behalf of M/s _____ (name of bidder). The specimen signature of Shri / Smt. _____ (name) is appended below.

Specimen Signature:

Name:

The undersigned is authorized to delegate the authority on behalf of M/s _____

(name of bidder), as stipulated above.

For _____

(name of bidder)

PERFORMANCE SECURITY FORM
MODEL BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY
(To be obtained from Indian Nationalized Banks / Scheduled Indian Banks)

To,
.....

WHEREAS.....

(Name and address of the supplier) (hereinafter called “the supplier”) has undertaken, in pursuance of contract no.....dated.....

To supply (description of goods and services) (herein after called “the contract”) AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by an Indian Nationalized Bank/Scheduled Indian Bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract:

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of.....(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the day of 20.....

Signature of the authorized officer of the Bank)
.....

Name and designation of the officer
.....

Seal, name & address of the Bank and address of the Branch