Tender Document
No: AMU/CC/2015/01 dated: 06.01.2015

For

Procurement of Internet Bandwidth

By

Computer Centre
ALIGARH MUSLIM UNIVERSITY, ALIGARH
Secretary, Purchase Committee, Computer Centre, AMU, Aligarh – 202002, on behalf of Aligarh Muslim University Computer Centre invites tender application from Class-A ISPs eligible as per defined criteria in Compliance-Sheet (Annexure-A) for procurement of Internet bandwidth, using a Two-bid (Technical and Price) system. Technical Bid and Price Bid must be submitted in separate sealed envelopes. The envelope cover in each case should be superscribed with “Technical Bid for Internet Bandwidth Tender of AMU” and “Price Bid for Internet Bandwidth Tender of AMU” respectively. Bidding ISP’s name and address should also be superscribed on each envelope. These two envelopes enclosed with the compliance-sheet questionnaire (Annexure-A), duly answered with documentary proof, should be put in another sealed envelope and superscribed with “Bid for Internet Bandwidth Tender of AMU” along with ISP’s name and address. This sealed envelope should be submitted to ‘The Secretary, Purchase Committee, Computer Centre, A.M.U. Aligarh-202 002(U.P.), India’ on or before the Bid due date/time.

| A. Services Required | 1) 1 Gbps (1:1) & (1:2) Internet bandwidth.  
2) 750 Mbps (1:1) & (1:2) Internet bandwidth.  
3) 500 Mbps (1:1) & (1:2) Internet bandwidth. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Scope of Services</td>
<td>The proposed internet link is required to be installed at Computer Centre, Aligarh Muslim University Aligarh – 202002 INDIA. This includes supply, installation, commissioning and management of the Internet Link, for a period of 1-year (Upon satisfactory performance, future extension may be considered by AMU)</td>
</tr>
<tr>
<td>C. Delivery Schedule</td>
<td>Link should be successfully commissioned, within, 3 - 4 weeks from the date of confirmation of order.</td>
</tr>
</tbody>
</table>
| D. Disqualifier Criteria | 1. Non-compliance with any eligibility criteria listed in Annexure-A.  
2. Incorrect, incomplete not supported by true copy of proper documentary evidences or any other criteria decided by AMU. |
| E. Application Method | Interested and eligible bidders should apply with point-wise response to the entire document with full details, along-with supporting documents, tender fee and EMD. The application should be signed by the authorized signatory of ISP and should bear his / her full name, position and seal. Full contact details of the authorized signatory must also be provided.  
Tender Fee: Rs 1000/- (Non refundable) and EMD of Rs. 75,000/- to be paid by Demand Draft, payable at Aligarh. Draft should be prepared in favour of Finance Officer, A.M.U., Aligarh. |
| F. Calendar of Events | Tender Issue Date –6th January 2015  
Submission Date & Time – 27th January 2015 (upto 2:30 PM)  
Bid Opening Schedule:  
Technical Bid Opening - 27th January 2015 at 3:00 PM |
Price Bid Opening - 30th January 2015 at 3:00 PM  
**Bid Opening Venue:** Conference Room, Computer Centre, A.M.U., Aligarh-202002(U.P.), India

### G. Selection Criteria

**Pre-Qualification and Technical Bid Assessment:** Pre-qualified bids (vetted through Compliance Sheet), will be technically evaluated using technical parameters specified in **Annexure-B**. It is **mandatory** on the part of all such bidders to make a 20-minutes presentation (specifically focussing on Technical Parameters as specified in Annexure-B items) to the concerned committee of AMU on 27-Jan-2014, in the conference room of Computer Centre at 3:30 pm.

**Price Bid Assessment:** Price-bids of all those bidders, who are technically disqualified will not be opened at all. The same will be returned back to them at the time of price-bid opening (on 30-Jan-2014 at the same venue – i.e. conference room of Computer Centre, AMU Aligarh). All the bidders are required to attend the bid opening events at their own expenses. No separate intimation will be sent to anyone.

### H. Final Decision Making Authority

Final decision will be made by the committee, after thoroughly examining both technical as well as price bids of the bidders. Successful bidder (ISP) will be required to sign a service contract with AMU for a period of one year, for the agreed scope of services between AMU and the bidder.

AMU reserves the right to accept or reject any application, any deviation and/or to annul the Tender process and reject all application at any time, without thereby incurring any liability to the affected applicants or specifying the grounds for the action. The decision of the purchase committee will be final and binding to all applicants.

### I. Disclaimer

1. This tender notice is issued for information and planning purpose and does not constitute solicitation.
2. Information disclosed under and in accordance with the Bidder will not constitute as an offer, also the acceptance of responses to this Bidder cannot be considered as a binding contract.
3. Applicants are solely responsible for all expenses associated with responding to this Tender application.

### J. Contact Details

For any clarification (prior to submission of bids) please submit your enquiries by e-mailing the same to director.cc@amu.ac.in mentioning "**Request for Clarifications: Internet Bandwidth Tender no AMU/CC/2015/01**" as subject of e-mail, and clearly articulating specific queries (for which clarifications are to be sought) along-with contact details on which response to queries should be sent back, by AMU.
# Annexure-A: Compliance Sheet

<table>
<thead>
<tr>
<th>Compliance Parameter</th>
<th>Applicable (Yes/No)</th>
<th>Evidences enclosed (Yes/No)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Required profile of the ISP</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. The bidder submitting the technical and price bids should be a Registered Company in India under the Companies Act, 1956.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. The bidder company should have made profits in the last three financial years. <em>(A copy of last three financial years' relevant audited balance sheets should be submitted with the offer)</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. The Bidder should have turnover of at least Rs. 50 crores in last financial year and cumulative turnover of Rs. 100 crores for the last three audited financial years. <em>(Annual Audited Financial Statements for FY10-11 FY11-12 &amp; FY12-13 to be enclosed as evidence)</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Bidder should have a valid <strong>Class-A ISP license</strong> from Department of Telecommunications, Government of India.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Bidder <strong>should have a license</strong> form Department of Telecommunications, Government of India to set up and operate international Internet gateway.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Bidder should be a member of NIXI and should have peering with NIXI at minimum 3 locations in India with minimum total peering capacity of 4 Gbps.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Bidder should <strong>have never been blacklisted</strong> in any University/government department/PSU /etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Bidder should have facility of Service Assurance Manager for service.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Bidder should have valid Service Tax Registration number.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Tender Fee (included in the Technical Bid’s envelope)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. EMD (included in the Technical Bid’s envelope)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature: ________________________

Name & Designation: _______________ Email: _______________ Phone: _______________

Seal:
# Annexure-B: Parameters for Technical Vetting of ISPs

<table>
<thead>
<tr>
<th>Essential technical criteria to be satisfied by the ISP</th>
<th>Desirable technical criteria to be satisfied by the ISP</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The installed capacity of the international Internet gateway of bidder should be more than 10 Gbps.</td>
<td>1. Bidder should provide bandwidth over EoSDH media with MS-Spring or equal switchover technique.</td>
</tr>
<tr>
<td>2. Bidder should provide Jumbo frames throughout the network.</td>
<td>2. Bidder should maintain 50ms delay at last mile switchover on a diversified circuit.</td>
</tr>
<tr>
<td>3. Bidder should have full ownership or on lease at-least one international submarine cable along with one or more own landing stations and should be a consortium member of at least two international submarine cable systems. Landing station to be Operational from Last 2 Years.</td>
<td>3. Bidder’s international Internet gateway should be operational for at least 5 years.</td>
</tr>
<tr>
<td>4. Bidder must have both Trans-Atlantic and Trans-Pacific routes to the Tier-1 Internet providers in the globe. In the event of undersea fibre cuts etc. the bidder should have capacities in multiple submarine cables to provide anuninterrupted service.</td>
<td>4. Bidder should provide the SLA of 99.5% along with SLA matrix &amp; escalation table with respect to severity of the Reported fault.</td>
</tr>
<tr>
<td>5. Bidder should have its own fibre based national backbone network of more than 75,000 kms.</td>
<td>5. Bidder should provide latency commitment 280ms for New York, 300ms for Los Angles, 220ms for UK &amp; Europe, 100ms for Singapore &amp; 60ms for India.</td>
</tr>
<tr>
<td>6. Bidder should have its own state of the art centralized Network Operations Centre with 24x7 service facility.</td>
<td>6. Bidder should provide monitoring mechanism like IPSLA online reports for measuring response time on random basis.</td>
</tr>
<tr>
<td>7. Bidder should have direct Internet bandwidth connectivity with multiple global Tier-1 ISPs and IP exchanges in USA, Europe and Asia Pacific from its gateway router in India or International points of presence.</td>
<td>7. Bidder should have supplied at least 5 Gbps of Internet bandwidth cumulatively to its customers in the last three year, including 500 Mbps to a single customer.</td>
</tr>
</tbody>
</table>

Bidder should have supplied at least 5 Gbps of Internet bandwidth cumulatively to its customers in the last three year, including 500 Mbps to a single customer.
Annexure-C

Procurement of Internet Bandwidth TO AMU, ALIGARH

NIT (Notice Inviting Tender) No: AMU/CC/2015/01 dated: 06.01.2015

DECLARATION

M/s.................................................................
........................................................................
........................................................................

To
The Director,
Computer Centre,
Aligarh Muslim University, Aligarh.

Dear Sir,

1. I/We have read and understood the contents of the Tender and agree to abide by the terms and conditions of this tender.

2. I/We also confirm that in the event of my / our tender being accepted, I/We hereby undertake to furnish Performance Security through Bank Guarantee/DD/Cheque, as per the procurement terms and conditions of AMU, Aligarh.

3. I/We further undertake that none of the Proprietor/Partner/Directors of the firm was or is Proprietor or Partner or Director of any firm with, whom Aligarh Muslim University, Aligarh or any other government organization have black listed/banned/suspended business dealing.

I/We further undertake to report to the Director, Computer Centre immediately after we are informed but in any case not later than 15 days, if any firm in which Proprietor/Partner/Directors are Proprietor or Partner or Director of such a firm which is black listed/banned/suspended in future during the currency of the Contract with you.

Yours faithfully,

(Authorized Signatory of the Bidding Firm)

Name(s):

Designation(s) with Seal of the Bidding Firm
**Other Terms and Conditions**

1. The items required to be delivered, tested and installed at the Computer Centre, in presence of assigned staff of Computer Centre.
2. The rate of discounts, sales tax, services tax or any other type of tax should clearly be mentioned however the quoted price shall be inclusive of all the Taxes (landed price).
3. Validity of the quotation should be at least for 6-months, from the date of tender opening.
4. The Aligarh Muslim University agrees to make payment on bill after successful supply, installation and commissioning of the internet link. Performance Bank Guarantee @ 10% of total order value may be required by the University.
5. The items shall be supplied to the Computer Centre within 3-4 weeks of the issue of purchase order.
6. The ISP should provide managed services for monitoring and maintenance of the link up to Computer Centre of AMU. The link should be monitored on 24 x 7 x 365 basis by the ISP.
7. Every instance of link outage (be it planned or otherwise) should be reported and logged. If the link goes down, ISP should initiate incident ticket generation and own follow-ups for tracking the tickets to closure (keeping assigned staff of Computer Centre in the loop) directly and not through any channel partner.
8. Only ISPs (no resellers) can respond to this tender.
9. Any other terms and conditions articulated (in writing) by AMU, at the time of placing the PO.
10. Price may be quoted with Customs/Excise Duty exemption, as applicable for Central Universities. Duty exemption certificate can be provided by the University, if required by the bidding firm.
11. EMD of Rs. 75,000/= against this tender should be deposited along with Technical Bid, in the form of DD, in favour of Finance Officer, AMU, Aligarh. In case of unsuccessful bid the EMD after necessary deduction of draft charges (if applicable) will be returned back.
12. Govt undertaking ISPs are exempted from EMD, however tender fee will be applicable.
13. All successful bidders shall be required to register as an approved vendor with the Aligarh Muslim University within a week’s time, if not already registered at the time of submission of bids. A copy of valid certificate of vendor registration (issued by Central Purchase Office, AM U, Aligarh), will be required by Director, Computer Centre, from the successful bidder at the time of signing contract.
14. Arrangement of all the documents related to taxation and road permits (if required) shall be the sole responsibility of the bidding firm.
15. The original brochures of the quoted items (if applicable) should be attached.
16. All enclosures should be signed (with date and seal) by the bidding firm.
17. In addition to official landline phone/fax numbers, two mobile telephone numbers (including the mobile number of CEO/BDM/Account Manager of the bidding firm) and email ids for communication, should be specifically provided, with Technical Bid itself.
18. A declaration is to be signed by the bidding firm, as per Annexure C.
19. Providing any false/wrong information (including supply of wrong contact information, leading to loss of communication) will be treated as the breach of contract.

[Signature]

Secretary
Purchase Committee
Computer Centre, AMU