

	प्लाज्मा भौतिकी केंद्र - प्लाज्मा अनुसंधान संस्थान	
	CENTRE OF PLASMA PHYSICS - INSTITUTE FOR PLASMA RESEARCH	
	नाजिराखात, सोनापुर-७८२ ४०२, असम, भारत	
	Nazirakhat, Sonapur-782 402, Assam, India.	
	Tel. :- 0361 – 2220010	E-mail :- enquiry@cppipr.res.in
	Fax :- 0361 – 2313110	Web: www.cppipr.res.in

Due on:14.12.2021
Time: 01:00 PM.

Notice Inviting Quotation

To

General Manager
Bharat Sanchar Nigam Limited
Kamrup Telecom District
Panbazar, Guwahati-781 001
E-mail: gmkamruptd@gmail.com
Phone: 0361-2513517

Dear Sir/Madam,

CPP-IPR, Sonapur, Assam invites you to submit your offer (**Hard Copy**) in sealed envelope superscribing the NIQ number and due date for the following service. for a period of 2 (Two) years and extendable by 01(One) year. Tenderers meeting the eligibility criteria may submit their offer within the time as mentioned in this tender/Enquiry,

Sr. No.	Work Description of items for Repair/Maintenance	Quantity	Scope in Detail
1	BSNL's 100 Mbps, 1:1 Internet Leased Line Period of Contract: Initially for 2 (Two) years and extendable by 01(One) year	02 (Two) Years and extendable by 01(One) year	Uninterrupted 100 Mbps 1:1 Internet Leased Line connectivity to CPP-IPR

Smiti Rajin Mohanty
26/11/21
Chairman, Stores Committee

1 Scope of Work

BRIEF SCOPE OF WORK:

The assured Internet bandwidth should be functional at our premises through the fibre as last mile connection. This last mile termination should be on Ethernet at CPP-IPR, Nazirakhat, Sonapur, Kamrup(M), Assam-782402.

- 1.1 The termination of the last mile connection should be made in the network rack installed at CPP-IPR. CPP-IPR already have the Gateway Routers & Firewalls.
- 1.2 The ISP should connect the CPP-IPR location with their own underground fibre in ring topology.
- 1.3 The ISP should have its own dedicated fibre and should not provide connection on fibre leased from a third party.
- 1.4 If any earth work is involved inside premises of CPP-IPR it should be coordinated with our Scientific Officers. The complete installation should be in the existing infrastructure.
- 1.5 Any hardware that may be needed to render the specified services including the last mile connectivity shall be in the scope of the bidder (ISP).
- 1.6 ISP should provide the service call escalation procedure with contact details (24/7).
- 1.7 CPP-IPR will provide the required rack space in the Server Room with adequate cooling and redundant UPS power.
- 1.8 CPP-IPR have own gateway firewall and gateway routers for the termination of the Internet connectivity.

2 Technical Specifications

Sr. No.	Particulars	Requirement	Compliance (YES / NO)
1	Bandwidth	100 Mbps (1:1)	
2	Uptime of circuit	99.5%	
3	Latency within country	Latency within the country should be ≤ 80 milliseconds.	
4	Latency outside country	Latency outside the country should be ≤ 300 milliseconds.	
5	Packet loss rate	Less than 1%	
7	Advertisement of CPP-IPR's Public IPs, and ASN	ISP should advertise CPP-IPR's Public IPs / ASN over their Public Network	
8	SLA	ISP should provide signed SLA (Service Level Agreement) after the circuit commissioning.	
9	Internet port.	The termination should be provided on Gigabit Ethernet.	

3. Testing , Acceptance, SLA and NDA

- 3.1 Acceptance of the Internet service through a formal 'Acceptance Note' shall be issued by CPP-IPR after successful testing of the Internet service. Start of Billing cycle shall be the date formal Acceptance Note issued by CPP-IPR to the ISP after commissioning of Internet Service at CPP-IPR.
- 3.2 ISP should submit signed SLA (Service Level Agreement) after the circuit commissioning.

4. Monitoring and Problem Reporting

- 4.1 Complaint registration should be directly with human interaction on designated contacts
- 4.2 The technical telephonic support related to services should be available round the clock on 24x7 basis. The technical personnel responsible for the maintenance of bandwidth in all respect must be available through telephone and email for contacting them round the clock. List of such officials must be made available to CPP-IPR IT Wing by the ISP. Any change in such details should also be intimated to CPP-IPR IT Wing with sufficient prior notice
- 4.3 ISP will ensure maintaining services from the nearest service centre which should be well equipped with service engineers and sufficient spares. The maintenance/complaint call should be attended immediately on receipt of the phone call from CPP-IPR.
- 4.4 Details of separate designated personals for each of the issues related with Technical, Billing (Accounts), Sales with the escalation matrix in that division should be intimated to CPP-IPR.
- 4.5 In CPP-IPR the Scientific Officer from IT Wing will be the nodal point of contact.

5. Warranty & Termination Clauses

5.1 WARRANTY:

- 5.1.1 If during the contract period, the TRAI regulated maximum rates for the services are reduced, the ISP must reduce the corresponding charges by proportionate amounts and should pass on the benefits in terms of bandwidth increase.
- 5.1.2 ISP shall have to guarantee continuous uninterrupted internet availability along with all the equipment supplied by them and should achieve minimum 99.5 % uptime across 24 X 7 calculated on monthly basis.
- 5.1.3 ISP shall maintain the sufficient spares for maintaining required uptime guarantee.
- 5.1.4 ISP shall inform and take approval for the planned downtime at least 2 working days in advance. Planned downtime shall be for no more than 6 hours in a month. Any planned downtime for more than 6 hours per month will be attract the penalties.

5.2 TERMINATION CLAUSE:

- 5.2.1 CPP-IPR reserves the right to cancel the contract of the selected bidder on the following circumstances:
- 5.2.2 The selected bidder commits a breach of any of the terms and conditions of the bid/contract.

- 5.2.3 The bidder goes into liquidation voluntarily or otherwise.
- 5.2.4 The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory by CPP-IPR
- 5.2.5 In addition to the above, if, after the award of the contract, the selected bidder does not perform satisfactorily during the execution of the contract, CPP-IPR reserves the right to terminate the contract by giving 3 (Three) months' notice for the same.

Note:

1. Full detail and specifications of items/works and general instructions to be followed regarding submission of quotation are indicated in the NIQ documents.
2. No request for the extension of due date will be considered.
3. Late/ Delayed offers will not be accepted.
4. **Quotation in a sealed envelope super scribing the NIQ no. and date and last date should be submitted to the office**
5. In the event of any date indicated above is declared holiday, the next working day shall become operative for the respective purpose mentioned herein.
6. Quotations received without the details asked for including proof of eligibility for participating in the tender may not be considered.
7. Bidder should furnish/enclose full technical details/literature, and confirm term and conditions attached with the tender.
8. The Acting Centre Director, CPP-IPR reserves the right to accept or reject any offer in full or part thereof without assigning any reason thereof.
9. Issue of Enquiry papers does not mean that a vendor is qualified to submit tenders, CPP-IPR's decision to consider as to whether a vendor has met the eligibility Criteria is final.

INSTRUCTION TO VENDORES AND TERMS AND CONDITIONS

1. No request for the extension of date will be considered.
2. Late/Delayed offers will not be accepted.
3. In the event of any date indicated earlier is declared holiday, the next working day shall become operative for the respective purpose mentioned herein.
4. The suppliers should furnish/enclose full technical details/literature pertaining to servicing work
5. The Acting Centre Director, CPP-IPR reserves the right to accept or reject any offer in full or part thereof without assigning any reason thereof.
6. Any technical and commercial questions, information, clarifications etc. that may be required pertaining to this NIQ may be obtained from CPP-IPR before submitting the tender.
7. **Quotations in a sealed envelope super scribing the NIQ no. and date, due date and brief description of the item should be submitted to the Acting Centre Director.** CPP-IPR will not be responsible for the postal delays or any other delays in receipt of quotation. Envelop received without NIQ no., date and due date may be rejected.
8. Materials/Services should be offered strictly conforming to manufacturers specifications and literatures mentioning such specification should be submitted along with this NIQ. No deviation with respect to spares and consumables will be accepted. The supplier/service provider should also

indicate Make/Type number of the materials/services offered and catalogues, technical literature should accompany the quotation.

9. Quotation should be submitted on door delivery basis without extra charge whenever possible. For quotations on Ex-Works, Ex-godown basis the approximate packing and forwarding charges should be indicated by the supplier. The quoted price shall be firm, fixed and non-revisable during the tenure of the contract.
10. Quotation should be free from correction and erasures. Corrections if any must be attested.
11. CPP-IPR shall be under no obligation to accept the lowest or any tender and reserves the right of acceptance of the whole or any part of the tender or portion of the tender items at the rates quoted.
12. **PRICES** to be inclusive of all taxes and services except GST should be shown separately which would be paid by our office to the Government and necessary challan may be made available to the supplier. The yearly quoted rate will remain same for 2+1 years
13. **Excise Duty:** As per Notification No. 10/97-CE (Central Excise), dated 01/03/1997, the Purchaser is entitled for availing Excise Duty exemption. Duty exemption Certificate, whenever applicable, and as per rules will be issued at the appropriate time by CPP-IPR.
14. **Payment:** Payment will be made quarter wise after completion of quarterly maintenance and subsequent submission of bills.
15. **Guarantee:** The materials/goods/equipments provided by the supplier should be guaranteed as per manufacturers norms against defective materials, workmanship, operation or manufacture and such norms should be made available to CPP-IPR. For defects noticed during the Guarantee period, replacement/ rectification should be arranged free of cost within a reasonable period of time.
16. **All the materials to be supplied should be original and new.**
17. Any deviation from the above terms and conditions as may arise be mentioned in a separate sheet.

We agree to the above mentioned terms and conditions.

Place:

Date:

Signature of bidder with seal

Note: A copy of our terms and conditions duly signed should accompany your quotation List of Vendor