



Central Cottage Industries Corporation of India Ltd.
(A Govt. of India Undertaking)

Tender for Supply
&
Implementation of Internet Leased Line
Connectivity through Optical fiber / Copper Cable
/RF
(100% pure & un-contended bandwidth , 1:1
symmetric bandwidth)



Bid Schedule & Venue

S.No.	Activity	Scheduled Date & Time
1.	Date of commencement of Bid Document	06/01/2017
2.	Last Date to obtain Bid Document	27/01/2017
3.	Submission of Technical & Financial Bid	Bids should be dropped in tender box for the same purpose on or before 27/01/2017, 3:00 pm
4.	Location of Tender Box	Central Cottage Industries Corporation of India Ltd. Weavers Service Centre Bharat Nagar, Delhi – 110052
5.	Venue of Opening of Technical Bid	Central Cottage Industries Corporation of India Ltd. Weavers Service Centre Bharat Nagar, Delhi – 110052
6.	Date & time of Opening of technical Bid	At 4:00 PM on the date in pt. no. 27/01/2017

**TENDER FOR SUPPLY & INTERNET CONNECTIVITY THROUGH OPTICAL
FIBER / COPPER CABLE /RF**

CCIC of INDIA Ltd. is a premier public sector in Retail of Handloom & Handicraft under Govt. of India. At present, in India, CCIC has offices at Delhi, Mumbai, Kolkata, Chennai, Bengaluru, Hyderabad, Patna.

CCIC invites Sealed Bid for “**Supply & Implementation Of Internet Leased Line Connectivity Through Optical Fiber / Copper Cable / RF**” as per the configuration and terms and conditions listed in the enclosed Annexure.

The necessary Tender Documents are attached in the form of Annexure.

SUBMISSION OF BID

The Bidding Process shall be in two parts, viz.

Part- I : Technical Bid

Part- II: Financial Bid

Technical & Financial Bid is to be submitted on same date and time in different sealed envelopes super scribing “**TECHNICAL BID FOR SUPPLY & IMPLEMENTATION OF INTERNET LEASED LINE CONNECTIVITY**” and “**FINANCIAL BID FOR SUPPLY & IMPLEMENTATION OF INTERNET LEASED LINE CONNECTIVITY**” respectively.

The bidder should take care in submitting the bid properly filed so that enclosed papers are not found loose. The bid document should be properly numbered and signed on each page by the authorised signatory of the company under company seal and submitted in a file in proper manner so that paper do not bulge out and tear during scrutiny. The bids not signed properly are liable to be rejecting.



1. **Parts of Technical Bid**

Annexure - 1 contains instructions to the vendors for the tender.

Annexure -2 is Scope of Work

Annexure -3 is an Internet Service Provider Authorisation Form to be given by the Internet Service Provider.

Annexure-4 is a format for Technical Bid

Annexure-5 is Specification of UTM

2. **Part of Financial Bid**

Annexure-6 is a format for quoting onetime installation price.

Annexure-7 is a format for quoting year wise bandwidth price.

3. Above bids with all the relative annexure as detailed above should dropped in tender box kept at Central Cottage Industries Corporation of India Ltd. Weavers Service Centre Bharat Nagar, Delhi – 110052 by the date of Submission of Technical & Financial Bid as per Bid Schedule/Venue on Page No 2.

4. To ensure uniformity at the time of evaluation and finalization of offers you should strictly follow the format & procedure indicated in the Annexure and also adhere strictly to the indicated configuration while submitting the offer.

5. The specification/features given in the Tender Documents are the minimum level of specifications that are required. You may choose to supply higher specification, but no downward deviation from the specified configurations will be permitted.

6. **Earnest Money Deposit**

Technical Bid should be accompanied by A Pay order/demand Draft of Rs 10,000/- favouring “CCIC OF INDIA LTD. “towards EMD. Technical bids not accompanied with the above Pay order/Demand Drafts are liable to be rejected. The EMD of unsuccessful bidders will be returned to them on completion of the tender process.

7. **Bid Security Deposit:** The EMD of the successful bidder(s) shall be converted to bid security deposit on award of contract. Bid Security shall be 10 % of Tender Value awarded. The bidder has to submit balance bid security on acceptance of contract to bring it to 10% of **BID VALUE (OTC + ARC for 1 Year)**. Bid Security against OTC shall be returned on



successful commencement. No interest shall be paid on the EMD/Bid Security. If any of the selected bidders, refuses/ or is unable to execute the order, his EMD/Bid Security will be forfeited.

8. **Performance Bank Guarantee:** Bid Security against ARC of one year will be converted to Performance Guarantee. Which will refunded after completion of Contract period i.e. 3 years. (Initially one year, renewal is subject to satisfactory services; maximum for further 2 years.)
9. The Technical bids will be examined by the Technical Committee of CCIC which may call for clarifications/ additional information from the vendors which must be furnished to the Technical Committee in the time stipulated by the Technical Committee.
10. The tender will be awarded to L1 vendor in Financial Bid. The Financial Bid of the vendors short-listed on the basis of eligibility criteria by the Technical Committee will only be opened. The prices quoted in financial bid should be Local Delivery at Site inclusive of all taxes, duties, etc. The Bids should be firm and valid for 6 months from the date of Tender Closing Date i.e. 07/03/2016. No price escalation on any ground whatsoever will be entertained during the period of validity of the rates.

Yours Faithfully
-sd-
Vijay Singhal
Manager (IT)

Technical Bid



ANNEXURE - 1
TENDER DOCUMENT FOR SUPPLY & IMPLEMENTATION OF
INTERNET LEASED LINE CONNECTIVITY

TERMS & CONDITIONS OF THE TENDER

1. GENERAL.

- 1.1. The response to this present tender will be submitted by way of two stage bidding process. The technical details with the relevant information/documents/acceptance of all terms and conditions strictly as described in this tender document should be submitted. If short listed, the Financial Bid of the vendor will be opened.
- 1.2. Tender should strictly conform to the specifications. Tenders not conforming to the specifications will be rejected summarily.
- 1.3. Any incomplete or ambiguous terms/conditions/quotes/bids will disqualify the offer.
- 1.4. CCIC reserves the right to accept/reject any or all Bids without assigning any reasons therefore.
- 1.5. Any set of terms and conditions from the Vendors are not acceptable to CCIC.
- 1.6. CCIC reserves the right to stop the tender process at any stage and go in for fresh tendering without assigning any reasons.
- 1.7. The bids should be valid for 6 months and L1 vendor is bound to execute the orders placed at L1 rates during the currency of the tender.
- 1.8. CCIC reserves the right to impose and recover penalty from the vendors who violate the terms & conditions of the tender including refusal to execute the order placed on them for any reasons excluding reasons attributable to CCIC.
- 1.9. The vendor(s) who do not qualify in the technical bid will not be considered for financial bidding.
- 1.10. No binding legal relationship will exist between any of the Respondents/Bidders and CCIC until execution of a contractual agreement. Bids must remain valid and open for evaluation according to their terms for a period of at least six (6) months from the date/time of submission of Bids. Bids valid for less than 6 month are liable to reject.
- 1.11. CCIC may, in its absolute discretion, seek additional information or material from any Respondents after the Bids closes and all such information and material provided must be taken to form part of that Respondent's response.

- 1.12. Respondents should provide details of their Fax, email and full address(s) to ensure that replies to Bids could be conveyed promptly.
- 1.13. If CCIC, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then CCIC reserves the right to communicate such response to all Respondents.
- 1.14. CCIC may, in its absolute discretion, engage in discussion with any Respondent (or simultaneously with more than one Respondent) after the bid closes to improve or clarify any response.
- 1.15. Any form of canvassing/lobbying/influence/query regarding short listing, status, etc will be a disqualification.
- 1.16. Bidder has to quote for all 3 Possible Mode of Connectivity i.e. Optical Fiber/ Copper/ RF)
- 1.17. If any further clarification is required, please get in touch with the following officer of this Department within before bid closure, after which no such communication will be entertained:

Vijay Singhal; Email : vijaysinghal77@gmail.com, Phone : 011-27307965

Mohit Agarwal; Email : mohitcnb@gmail.com, Phone : 011-27307965

2. INSTRUCTIONS TO THE BIDDERS:

- 2.1. NAME OF WORK: Supply & Implementation of INTERNET Connectivity at CCIC's Bharat Nagar Office.
- 2.2. Please read the terms & conditions governing the tender carefully.
- 2.3. Please fill in the relevant information in the blanks provided.
- 2.4. Please sign in full by the Authorised Signatory (ies) with Company Seal in all the relevant Annexure and return the complete set in sealed cover.
- 2.1. Sealed Envelope of Bids should be dropped in Tender Box kept in Central Cottage Industries Corporation of India Ltd. Weavers Service Centre, Bharat Nagar, Delhi – 110052 No advance copy of bid through Email/Fax or in any other form should be disclosed to any of the employee/consultant of CCIC.
- 2.2. No consideration will be given to bids received after the time stipulated above and no extension of time will be permitted for submission of bids.
- 2.3. The vendor will submit his Bids after carefully examining the document/conditions and the items covered under the tender.



- 2.4. Bids not fulfilling any or all of the conditions prescribed or which are incomplete are liable to be rejected.
 - 2.5. All prices quoted in financial bid should be Local Delivery on site inclusive of all taxes, duties, levies etc. Bids offering any discounts may be disqualified. CCIC will not issue certificates of any kind pertaining to tax exemptions.
 - 2.6. During the validity period of tender quotes, any upward change in the exchange rate/excise duty and customs duty are to be borne by the vendor. In the event of any downward revision of levies/duties etc., the same should be passed on to CCIC, notwithstanding what has been stated in the quotation or in the Letter of Intent.
 - 2.7. No price escalation adjustment or any other escalation will be payable.
 - 2.8. Canvassing in connection with quotations is strictly prohibited and quotations submitted by vendors who resort to canvassing are liable to be rejected.
 - 2.9. Signature: The authorised person(s) should sign the Tender Document and related Annexure. A copy of the letter issued by competent authority authorising the person(s) to sign on behalf of the company should be enclosed.
 - 2.10. Bidder must quote against all items. If a bidder wants to give any item free of cost then the bidder has to mention #NIL# in the Amount (Rs) column against that item. Bids not conforming to this clause will be rejected.
 - 2.11. Bids must provide technical details of the proposed solution for CCIC OF INDIA LTD. along with the bid. Technical details must include nature of Last Mile Connection, nearest location of PE router of bidder's core network for each of the locations, redundancy level of bidder's core network. Bids not conforming to this clause will be rejected.
3. **Assigning Work:** The work or any part (other than laying of Optical Fibre / Copper/ Installation & Configuration of UTM/ Installation of RF Antenna) of it should not be transferred, assigned or sub-let /sub- contract without the written consent of CCIC. Last Mile connectivity should not sub –contracted to any other vendor/ contractor.

4. Delivery, Installation & Commissioning Terms

- 4.1. Vendor will put up a schedule plan for execution. Total time should not exceed beyond 60 days. In case any vendor awarded the contract fails to implement the connectivity in all respect (Installation, commissioning, training etc) within the specified period, its EMD/Bid Security will be forfeited.
 - 4.2. In case any vendor awarded the contract is unable to implement the solution by the stipulated delivery date, CCIC may charge a penalty of 0.5% of order value for every week of delay up to 5% for maximum 10 weeks after that CCIC has all rights to terminate the contract and EMD/Bid Security will be forfeited.
 - 4.3. The amount of penalty so calculated shall be deducted at the time of making payment. In the event of cancellation of the order, the vendor shall not be entitled to any compensation and EMD/Bid Security will be forfeited. Time shall be the essence of the contract.
 - 4.4. CCIC reserves the full right to take any action as it deems fit in case the vendor does not implement the solution in all respect including forfeiture of Bid Security.
 - 4.5. The vendor shall deliver, along with the solution, complete set of System Software, systems documentation and manual.
 - 4.6. The successful bidder has to abide by all safety and security norms of CCIC while working inside CCIC premises.
 - 4.7. Installation and commissioning team/ service engineers of the successful bidder has to arrange for its accommodation & transport at the time of installation/ commissioning and preventive/ corrective maintenance.
 - 4.8. All tools and measuring equipment required for installation and commissioning of the links and for maintenance have to be provided by the bidder.
5. **Vendor not to make any alteration in tender document:** No alterations, which are made, by the vendor in the specifications accompanying this notice shall be recognised, and if any such alterations are made, the quotation shall be invalid. Any quotation, which purports to alter, vary or omit any of the conditions herein, is liable to be rejected.

6. Vendor to gather all information for/bear cost for submitting quotations:

6.1. The Vendor will perform himself a feasibility study at his own expenses. He will submit the feasibility report in format below:

S.No.	Location	Feasibility Media	SLA against the last mile used
1.	CCIC of India Ltd, Weavers Service Centre, Bharat Nagar, Delhi - 110052		

6.2. The vendor must obtain for himself on his own responsibility and at his own expenses all the information necessary including risks, contingencies and other circumstances to enable him to prepare a proper bid and to enter into a contract with CCIC.

6.3. The vendor should also bear all the expenses in connection with the preparation and submission of his quotation.

6.4. The vendor whose quotation is accepted shall not be entitled to make any claim for increase in the rates quoted and accepted.

7. Rates should be complete in all respect. The Bid must be complete in itself, properly worked out to cover all the vendor's obligations under the contract and all matters and things necessary for the proper completion of the work, and the rates quoted therein must be correct and sufficient to cover the vendor's costs, overheads and profits etc, completely for the individual items of work including cost for all necessary materials and labour, taxes, excise or any other such tax or duty levied by Govt., Central or State or Local Authority as on the date of submitting Bids, if and as applicable, insurance against loss or damage by fire, theft or any other risks during the contract period.

8. Quoted rates not subject to escalation: The rates should not be subject to any escalation in prices of material, exchange rate, taxes, duties, railway/freight and the like, labour rates, octroi etc.

9. The rate should be firm for a period of six months from the date of submission of bids

10. Rights of CCIC:

- 10.1. CCIC does not bind itself to accept the lowest quote and reserves the right to reject any or all the quotes received, without assigning any reason there for.
- 10.2. While placing the Purchase Order, CCIC further reserves the right to delete or reduce any item without assigning any reason there for.

11. Other agencies at work: The vendor shall be required to co-operate and work in co-ordination with and afford reasonable facilities for such other agencies/specialists as are/may be employed by CCIC on other works/sub-works in connection with the project/scheme of which this work forms part and in this connection it shall be deemed that the vendor has prior to submitting the quotation inspected the premises and taken all circumstances into consideration.

12. PAYMENT TERMS:

- 12.1. **No Advance Payment will be released along with the purchase order.**
- 12.2. The payment will be made as mentioned below. The vendor should submit the bills to the Manager – IT office that have issued the relative Purchase Order. The bill will be processed and Payment will be made through NEFT transfer. Account details for payment through RTGS/NEFT, Name of Bank, Name of Branch, IFSC Code and Account No. etc. to be submitted by the vendor along with technical bid (Form for the same is already enclosed and part of Technical Bid) .
- 12.3. 75% Payment against one-time installation and commissioning charge for any location mentioned in scope of work of this document will be made after successful installation and commissioning of INTERNET connectivity, Balance 25% will be released after successful commencement of all sites in case of Purchase order is given for multiple sites. 100 % Payment against one-time installation and commissioning charge for any location mentioned in scope of work of this document will be made after successful installation and commissioning of INTERNET connectivity, in case of Purchase order is given for Single site.
- 12.4. Annual recurring bandwidth charge will be paid on quarterly basis, after successful completion of service for that period.
- 12.5. Payment against Annual Recurring Bandwidth charge for enhancement of bandwidth at any location, whenever requested by CCIC and successfully provided by the



bidder, will be paid on pro-rata basis along with the payment for Annual recurring bandwidth charge for that location.

- 12.6. In case CCIC decides to discontinue the service at a location as mentioned in this document, the payment for Annual Recurring Bandwidth charge for that location will be paid on pro-rata basis only up-to the date of availing the service at that location.
- 12.7. In case of shifting of connectivity as mentioned above, the cost of shifting will be paid after installation and commissioning of connectivity at the new premise as per the mutually agreed charges. However no shifting charges will be paid if shifting of Point of Termination of CPE (UTM) in same building due to renovation in CCIC office subject to shifting for 10-15 meters. This will not include shifting of RF antenna.
- 12.8. DOCUMENTS TO BE ENCLOSED: Invoice(s) reflecting taxes and duties, all in duplicate. A copy of the relative Purchase Order should also to be submitted along with your claim.
- 12.9. TDS Applicable shall be deducted from payments

13. Training:

Vendor will provide an extensive training for operations, administration of UTM to one of officials of IT Department of CCIC..

- 14. Subcontracting:** The vendor shall not, without the prior written consent of CCIC OF INDIA LTD., sub-contract or permit anyone other than the vendor's own personnel to perform any of the work, services (other than work related to Laying/Termination of any cable/ Installation of RF antenna etc.) or other performance required of the vendor. Last Mile connectivity should not sub-leased / sub –contracted to any other vendor/ contractor.

15. Others:

15.1. The vendor shall warrant that the support and maintenance service offered do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The vendor shall indemnify CCIC from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.

15.2. The vendor shall further explicitly absolve CCIC of any responsibility/liability for use of Internet System delivered along with the solution and of all cases of possible



litigation /claims directly or indirectly arising out of any breach/claimed breach of patent/copyright /license/trade secret or other entity of the equipment sourced either from third parties or from themselves.

- 15.3. The vendor and their employees shall strictly undertake not to communicate or allow to be communicated, to any person or divulge in any way any information relating to the ideas, concepts, know-how, technique, data, facts, figures and all information whatsoever concerning, or relating to CCIC and its affairs to which the said employees have access in the course of the performance of their obligations to CCIC.
- 15.4. All disputes and differences of any kind whatsoever arising out of or in connection with this purchase order shall be referred to arbitration. The arbitrator shall be the Managing Director of CCIC. The decision of the arbitrator shall be final. Such arbitration shall be governed by the provisions of the Indian Arbitration Act.
- 15.5. The INTERNET service provider will provide sophisticated network security systems to ensure data security over the internet. The network will also be used for providing third-party access to CCIC applications over Internet.
- 15.6. A log/register shall be maintained by IT dept. of CCIC at the SITE to record each incident of INTERNET system malfunction, errors, faults, failures, defects, latency etc., indicating the date and time at which the vendor was informed or noticed the malfunction, errors, faults, failures, defects, etc., and the date and time of commencement and successful completion of trouble shooting work and nature of work performed in the system together with a description of the cause for work, either by description of the malfunction, errors, faults, failures, defects etc., or as discovered, and repaired during the regularly scheduled Preventive Maintenance. CCIC shall use the same log for recording the nature of malfunction, errors, faults, failures, defects, etc., observed in the system the date and time of their occurrence and the date and time of their communication to the vendor. The entries in the register under the initials of a CCIC representative shall constitute conclusive proof of the malfunction, errors, faults, failures, defects, etc.

16. Minimum Service Level

Bandwidth availability	100% pure & un-contended, 1:1 symmetric bandwidth
Packet Loss	=< 3 %
Availability	>=98.5 % for RF/Copper >=99 % for OF
Latency	=< 100 ms. before UTM and <=130 after UTM
Incident Response time	<= 4 hrs.
Incident Resolve Time	<= 8 hrs.

17. In case there is any deviation from Minimum Service Level, it will be treated as ‘Non Availability of service’. In the event of ‘Non Availability of Service’ at any or all locations for a certain period of time beyond the 12 hrs resolution period, no payment will be made for that period for these locations. For this downtime period payment will be deducted from the bidder's next recurring charges bill.

In case such incidents (Non Availability of Service beyond 12 hrs) are total more than 240 hrs during a 3-month billing period, it will be considered as non-availability of service for that entire 3 month billing period and no payment will be made.

18. CERTIFICATION AND AUTHORISATION

The vendor should be either be a Class A Internet Service provider under the license of Govt. of India having own INTERNET network and should submit the copy of the appropriate license.

19. EVALUATION PROCESS & AWARD OF CONTRACT

- 19.1. CCIC will constitute a Technical committee to examine in detail the competence of respondents to ensure capabilities to handle proposed project. CCIC also reserves the right to include any outside consultants/experts in the said Technical committee.
- 19.2. CCIC will evaluate proposals of the Respondents on the basis of Eligibility Criteria Financial Status and Technical Capability of the respondent and also the track record of successful delivering /implementation of the products/services required by the CCIC. Therefore, respondents should submit necessary details that would help evaluation. However, CCIC in its sole/absolute discretion can apply whatever



criteria deemed appropriate in determining the responsiveness of the bid submitted by the respondents.

- 19.3. CCIC will scrutinize the offers to determine whether it is complete, whether errors have been made in the offer, whether required technical documentation has been furnished and whether the documents have been properly signed. Offers with incorrect information or not supported by documentary evidence, wherever called for, would be summarily rejected. However, the CCIC, at its sole discretion, may waive any minor non-conformity or any minor irregularity in an offer. The Purchaser reserves the right for such waivers and this shall be binding on all vendors.
- 19.4. Technical evaluation would be done to examine whether offered INTERNET service matches the basic specifications asked for.
- 19.5. For proper scrutiny, evaluation and comparison of offers, the CCIC, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.
- 19.6. The tender will be awarded to lowest tenderer (L1) vendor in Financial Bid. The Financial Bid of the short-listed vendors on the basis of qualifying eligibility criteria will only be opened by the Committee. The prices quoted in financial bid should be Local Delivery at Site inclusive of all taxes, duties, etc.

19.7. ELIGIBILITY CRITERIA

S. No.	Part of Technical	Criteria	Compliance
A.	Part of Technical Bid	The bidder should have a currently valid “Class A” ISP license or Unified License with ISP Category A Service issued by DoT valid for at least 3 more years. (Attach a copy of license)	
B.		The bidder should have OWN NLD (National Long Distance) backbone. The Valid NLD license should be valid for at least 3 more years. (Attach copy of the NLD license)	
C.		The bidder should have valid ISO9001 or ISO27001 or TL9000 certification. (Attach documentary proof)	
D.		The bidder/ISP network should support IPv6 in addition to IPv4.	
E.		The international connectivity must be on both Trans - Atlantic and Trans – Pacific routes (Attach Network layout	



		diagram National/ International connectivity.	
F.		The bidder should have fully resilient and self-healing network architecture, on fiber medium	
G.		The Bidder should have own access network for providing last mile (local loop) either through fiber.	
H.		Bidder must have at least one, its own, Network Operating Centre in low seismic zone (≤ 3) at its own premises in India. Address of All NOC, seismic zone wise has to be provided with the bid.	
I.		The bidder should having own INTERNET network business.	
J.		NLD backbone should be established over owned Fiber cable and should have STM-16 capacity links.	
K.		Successful bidder must guarantee the following Minimum Service Level mentioned in Para 18. Bid not conforming to the clause is liable to rejected.	
L.		The average annual turnover in specific field should be Rs. 75 lacks or above in last five years. Attach turnover certificate from Chartered Accountant or audited Profit & Loss A/C and Balance Sheet of last five years.	

20. The final selection of Lowest tenderer (L1) vendor (Connectivity Mode Wise: OF/Copper/RF) will be decided on 3 Year Total Cost of Ownership (Connectivity Mode Wise: OF/Copper/RF) of the Internet service Solution, inclusive of all. Based on the price quoted by all the bidders, CCIC will select the suitable mode of connectivity and order will be awarded to the L1 bidder on that particular mode of connectivity. L1 Tenderer of that particular mode of connectivity shall be arrived on the basis of overall financial cost of all the item taken together.

S. No.	TCO of 1st Year	TCO of 2 nd Year	TCO of 3 rd Year	TCO
1.	ONE TIME Installation / Commencement Charges (A)	-	-	Z = A + B1 + B2 + B3
2.	Annul Recurring Bandwidth Charges for 1 st year (B1)	Annul Recurring Bandwidth Charges for 2 nd year (B2)	Annul Recurring Bandwidth Charges for 3 rd year (B3)	

The L1 tenderer shall be arrived on the basis of overall financial cost of all the items taken (for that Particular Mode of Connectivity: Optical Fiber/ Copper/ RF) i.e. Z.. Subsequent Annul Reoccurring charges and Annual Rental of CPE should not be greater higher than previous years.

ACCEPTED THE ABOVE CONDITIONS

SIGNATURE OF THE VENDOR WITH SEAL



ANNEXURE – 2

21 Scope of Work

- 21.1. The Internet connectivity leased line shall have fully dedicated (1:1), unshared & High Quality 10 Mbps symmetrical bandwidth without any compression factor through Optical Fiber/Copper Cable/RF.
- 21.2. Complete installation, commissioning, testing and training shall be done in 8 weeks from the date of acceptance of work order.
- 21.3. The vendor shall provide a compatible UTM of reputed make for terminating the Internet link at CCIC premises at no extra cost (Specification are placed under Annexure -5
- 21.4. The link shall be terminated on the Ethernet interface.
- 21.5. The vendor shall be responsible for supply, installation, commissioning, configuring of the link and hardware (Mux, Modems and Router etc.) on end-to-end basis. All hardware and software required for implementation of services up to the termination point at CCIC shall be sole responsibility of the vendor. CCIC shall not pay any charges towards such hardware and/or software. Likewise, the operation and maintenance of the service shall also be on end to end basis.
- 21.6. The vendor shall share view-only password of the router with CCIC.
- 21.7. The last mile connectivity up to CCIC premises shall not be provided by third party.
- 21.8. The vendor shall furnish a detailed network/ schematic diagram of total proposed solution showing connectivity from ISP's gateway Terminal Point to CCIC Last Mile connection.
- 21.9. The connectivity from the ISP's POP to CCIC shall be through Optical Fiber/Copper Cable/RF Media only.
- 21.10. The vendor shall also be responsible for any civil / electrical work & necessary permissions etc. involved for completion of project.
- 21.11. 8 numbers Static IPs (IPV4) shall be allotted with bandwidth.
- 21.12. The vendor shall not assign or sub-contract in whole or in part the contract in any manner except with the prior approval of CCIC.



21.13. LOCATION OF CCIC'S OFFICES

S. No.	Location	Required Bandwidth in Mbps	Possible Mode of Connectivity
1.	CCIC of India Ltd. Weavers Service Centre, Opp. Bharat Nagar Telephone Exchange, Bharat Nagar, Delhi 110052	10	Optical Fibre /Copper Wire Line /RF + CPE

- 21.14. The Vendor will provide all required hardware/equipment's. All the equipment supplied and installed under this tender should carry unconditional comprehensive onsite warranty.
- 21.15. The Vendor's infrastructure and Hardware, Services should be IPV6 compliant.
- 21.16. Vendor Will Provide a Pro-Active Monitoring system for the network. Any licensing required for last mile connections will be entirely the responsibility of the vendor.
- 21.17. The connection at CCIC's end has to be terminated on Ethernet RJ-45 connector.
- 21.18. The bidder has to quote for all necessary services to CCIC, like CE routers, MUX/ Modems/ Media Converters etc. For terminating the links and connecting service provider's network to CCIC LAN at all locations. As no additional cost will be borne by CCIC.
- 21.19. Successful bidder has to arrange for necessary permission/ approval from all external authorities for trenching/ laying/installing of OFC cable / RF. CCIC will arrange to provide all in building Permission of Laying OF/Copper/RF at Bharat Nagar.
- 21.20. Successful bidder has to obtain necessary permission from CCIC authorities before carrying out any installation, commissioning or maintenance job on the Site.
- 21.21. Successful bidder must guarantee the following Minimum Service Level:



Bandwidth availability	100% pure & un-contended, 1:1 symmetric bandwidth
Packet Loss	=< 3 %
Availability	>=98.5 % for RF/Copper >=99 % for OF
Latency	=< 100 ms. before UTM and <=130 after UTM
Incident Response time	<= 4 hrs.
Incident Resolve Time	<= 8 hrs.

- 21.22. Successful bidder must provide monitoring facility for all the links to CCIC. Monitoring must include instantaneous, daily and monthly bandwidth usage, link status, etc. amongst other parameters.
- 21.23. Successful bidder must submit monthly usages and uptime report on hardcopy/ e-mail to IT Department, CCIC of India Ltd, New Delhi
- 21.24. Successful bidder has to provide a single point contact address and phone no. for all future communication regarding link/ connectivity issues. They will also have to provide the escalation matrix for problem escalation.
- 21.25. This service contract will be for a period of 1 (one) year from the certified date of completion of connectivity at all sites mentioned in 23.1. However, CCIC reserves the right to extend the contract period by another 2 (two) years on the same terms and conditions mentioned in this document, and, in such case, the bidder has to extend the services as desired by CCIC.
- 21.26. Bids must provide technical details of the proposed solution for CCIC India Limited along with the bid. Technical details must include nature of Last Mile Connection, nearest location of PE router of bidder's core network for each of the locations mentioned above in this document, redundancy level of bidder's core network, etc.
- 21.27. During the contract period, CCIC reserves the right to request the bidder to shift the connectivity from existing premise mentioned above to a new premise in the same city / town or any other city. In such a case of shifting, the bidder will be requested to provide a cost estimate for the shifting and re-termination of the connection. CCIC after verifying the cost estimate will issue a formal work-order to the bidder for shifting the connectivity. However no shifting charges will be paid if shifting in same premises / building due to renovation in CCIC office.



Annexure - 3

Internet Service Provider Authorisation Form

Ref No:

Date:

To,

**Manager -IT,
CCIC of India Ltd.
Bharat Nagar, New Delhi**

Dear Sir,

Sub: Tender No. _____

We.....who are established and reputable
INTERNET Service Provider of Having HO at
.....and.....do hereby authorize
M/s.....

..... (Name and address of vendors) is authorised to submit a bid and
sign the contract with you against the above Tender
No.....dated..... We hereby extend our full guarantee
and warranty as per the clauses of contract based on the terms and conditions of the Tender
for the goods and services offered for supply by the above firm against this Tender.

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

(Name and address of vendors) is our
..... Status of the Bidder.

Yours faithfully,

For (Name of the INTERNET Service Provider)

Note: This letter of authority should be on the letterhead of the INTERNET Service
Provider / ISP and should be signed by a person competent and having the power of attorney
to bind the Bidder. It should be included by the bidder in its technical bid. In the absence
of this letter Bids are liable to be rejected.



Annexure 4
Form A: Technical Bid Form

To,

Central Cottage Industries Corporation of India Ltd.
Weavers Service Centre, Bharat Nagar, Delhi - 110052

Description of the works: Internet Leased Line Connectivity through Optical fiber /
Copper Cable /RF (100% pure & un-contended bandwidth , 1:1 symmetric bandwidth)

1.	Name of The Bidder (Company Name)	
2.	Address of Corporate Office	
3.	Address of Dealing Branch Office	
4.	Telephone No	
5.	Fax No.	
6.	Contact Person for the Project With Telephone No, Email	
7.	Type of Business	
8.	Any other name(s) Proponent is, or has been doing business under	
9.	Year of incorporation	
10.	PF No.	
11.	Nearest field offices to CCIC Subjected Locations.	List to be enclosed



12.	Does your company have an existing relationship with CCIC? Describe the nature and extent of this relationship.	
13.	Name of Important clients / firms using the services	List to be enclosed
14.	Turnover as ISP (Also Enclose a copy of audited balance sheet, Profit & Loss A/c.)	
	Year 2015-16 (INR)	
	Year 2014-15 (INR)	
	Year 2013-14 (INR)	
15.	Detail of major orders executed with states/Central Govt./PSU/Banks in past 3 years	Please attach a separate list
16.	Whether bidder have a currently valid "Class A" ISP license or Unified License with ISP Category A Service issued by DoT valid for at least 3 more years. (Attach a copy of license)	
17.	Whether bidder have OWN NLD (National Long Distance) backbone. The Valid NLD license should be valid for at least 3 more years. (Attach copy of the NLD license)	

18.	Whether bidder have valid ISO 9000 and ISO 27001 certification. (Attach documentary proof)	
19.	Whether bidder/ISP network shall support IPv6 in addition to IPv4.	
20.	Whether International connectivity is on both Trans - Atlantic and Trans – Pacific routes (Attach Network layout diagram National/ International connectivity.	
21.	Whether bidder have fully resilient and self-healing network architecture, on fiber medium.	
22.	Whether Bidder have its own Network Operating Centre in low seismic zone (≤ 3) at its own premises in India along with a DR NOC which should be at least 500 Km away from Primary NOC Address of All NOC has to be provided with the bid.	
23.	Whether bidder have its own INTERNET network business.	
24.	Whether NLD backbone is established over owned Fiber cable and should have STM-16 capacity links.	

25.	Whether bidder guarantee the following Minimum Service Level mentioned in this tender document. (Bid not conforming to the clause is liable to rejected.)	
26.	Number of Support Centre in India & Delhi NCR	Please attach the list
27.	Escalation Matrix of After Sales Support	Please attach the list
28.	Maintenance service will directly be provided by Internet Service Provider	Yes/ No
29.	Proposed Mode of Connectivity (Also provide Broad -level solution architecture for CCIC highlighting the different technical components.)	Copper/RF/Fiber
30.	Please highlight the benefits of your solution. (Please restrict your response to Max. 2 pages.)	

Signature of Authorized Signatory: _____

Name and Title Of Authorized Signatory: _____

Name of Firm/Company: _____

Address of Communication: _____



Telephone No. (Office) : _____

Mobile No.: _____

Fax : _____



Form A: Product Details

Sl. No.	Contact Details of the existing clients Using the Internet Services Over Lease Line (in Delhi)	Running live since date
1.		
2.		
3.		

Name and Signature of authorized signatory with Seal



Annexure 5

S.No.	Parameter	Value
Interface		
1.	10/100 Ethernet Ports	3
2.	Configurable Internal DMZ/WAN Ports	Yes
3.	Console Ports (RJ45/DB9)	1
4.	USB Ports	1
System Performance		
5.	Firewall throughput (UDP) (Mbps)	150
6.	Firewall throughput (TCP) (Mbps)	90
7.	New sessions/second	2,000
8.	Concurrent sessions	30,000
9.	168-bit 3DES/AES throughput (Mbps)	15/25
10.	Anti-Virus throughput (Mbps)	20
11.	IPS throughput (Mbps)	40
12.	UTM throughput (Mbps)	15
13.	State full Inspection Firewall	Layer 8 (User-Identity) Firewall Multiple Security Zones Access Control Criteria (ACC)- User-identity, Source & Destination Zone, MAC and IP address, Service UTM Policies – IPS, Web Filtering, Application Filtering, Anti-Virus, Anti Spam and Bandwidth Management Layer 7 (Application) Control & Visibility Access Scheduling Policy based Source & Destination NAT H.323, SIP NAT Traversal DoS & DDoS attack prevention MAC & IP-MAC filtering and Spoof prevention
14.	Gateway Anti-Virus & Anti-Spyware	Virus, Worm, Trojan Detection & Removal Spyware, Malware, Phishing protection Automatic virus signature database update Scans HTTP, HTTPS, FTP, SMTP, POP3, IMAP, IM, VPN Tunnels Customize individual user scanning Scan and deliver by file size Block by file types Add disclaimer/signature
15.	Gateway Anti-Spam	Real-time Blacklist (RBL), MIME header check Filter based on message header, size, sender, recipient Subject line tagging IP address Black list/White list Redirect Spam mails to dedicated email address Image-based Spam filtering using RPD Technology

		Zero hour Virus outbreak Protection IP Reputation-based Spam filtering Spam notification through digest
16.	Intrusion Prevention System	Signatures: Default (3000+), Custom IPS Policies: Multiple, Custom User-based policy creation Automatic real-time updated from CR Protect networks DDoS attack prevention
17.	Web Filtering	Inbuilt Web Category Database URL, Keyword, File type block Categories: Default (82+), Custom Protocols supported: HTTP, HTTPS Block Malware, Phishing, Pharming URLs Schedule-based access control Custom block messages per category Block Java Applets, Cookies, Active X CIPA Complaint Data leakage control via HTTP, HTTPS upload
18.	Application Filtering	Inbuilt Application Category Database Application Categories: e.g. Gaming, IM, P2P, Proxy: 11+ Schedule-based access control Block P2P application e.g. Skype Anonymous proxies e.g. Ultra surf “Phone home” activities Key logger Layer 7 (Applications) & Layer 8 (User- Identity) Visibility
19.	Web Application Firewall	Positive Protection model Unique “Intuitive Website Flow Detector” technology Protection against SQL injections, Cross-site Scripting (XSS), Session Hijacking, URL Tampering, Cookie Poisoning Support for HTTP 0.9/1.0/1.1 Extensive Logging & Reporting
20.	Virtual Private Network	IPSec, L2TP, PPTP Encryption- 3DES, DES, AES, Two fish, Blowfish, Serpent Hash Algorithms- MD5, SHA-1 Authentication- Pre-shared key, Digital certificates IPSec NAT Traversal Dead peer detection and PFS support Differ Hellman Groups- 1,2,5,14,15,16 External Certificate Authority support Export Road Warrior connection configuration Domain name support for tunnel end points VPN connection redundancy

		Overlapping Network support Hub & Spoke VPN support
21.	Instant Messaging (IM) Management	Yahoo and Windows Live Messenger Virus Scanning for IM traffic Allow/Block Login Allow/Block File Transfer Allow/Block Webcam Allow/Block one-to-one/group chat Content-based blocking IM activities Log Archive files transferred Custom Alerts
22.	Wireless WAN	USB port 3G and WiMAX Support Primary WAN link WAN Backup link
23.	Bandwidth Management	Application, IP Based and User Identity based Bandwidth Management Guaranteed & Burstable bandwidth policy Application & User Identity based Traffic Discovery Multi WAN bandwidth reporting Category-based bandwidth restriction
24.	User Identity and Group Based Controls	Access time restriction Time and Date Quota restriction Schedule based Committed and Burstable Bandwidth Schedule based P2P and IM Controls
25.	Networking	Failover-Automated Failover/Failback, Multi-WAN failover, 3GModem failover WRR based load balancing Policy routing based on Application and User IP Address Assignment- Static, PPPoE, L2TP, PPTP & DDNS Client, Proxy ARP, DHCP server, DHCP relay Support for HTTP Proxy Dynamic Routing: RIP v1&v@, OSPF, BGP, Multicast Forwarding Parent Proxy support with FQDN “IPv6 Ready” Gold Logo
26.	Administration & System Management	Web-based configuration wizard Role-based access control Firmware Upgrades via Web UI Web 2.0 complaint UI (HTTPS) UI Color Styler Command Line Interface (Serial, SSH, Telnet) SNMP (v1, v2c, v3) Multi-lingual support: Chinese, Hindi, French, Korean Cyberoam Central Console (Optional) NTP Support
27.	User Authentication	Internal database



		Active Directory Integration Automatic Windows Single Sign On External LDAP/RADIUS database integration Thin Client support- Microsoft Windows Server 2003 Terminal Services and Citrix XenApp RSA SecurID support External Authentication-Users and Administrators User/MAC Binding Multiple Authentication servers
28.	Logging/Monitoring	Graphical real-time logging Syslog support Log Viewer- IPS, Web filter, Anti Virus, Anti Spam, Authentication, System and Admin Events
29.	IPSec VPN Client	Inter-operability with major IPSec, VPN Gateways Supported platforms: Windows 2000, WinXP 32/64-bit. Windows Vista 32/64-bit, Windows 7RC1 32/64-bit Import Connection configuration
30.	Certification	ICSA Firewall- Corporate Checkmark, UTML Level 5 Certification VPNC- Basic and AES interoperability “IPv6 Ready” Gold Logo
31.	Compliance	CE FCC
32.	Power	Input Voltage= 100-240 VAC Consumption=upto 50 W
33.	Environmental	Operation Temperature = 0 to 45 °C Storage Temperature=-25 to 75 °C Relative Humidity (Non condensing)= 10 to 90%
34.	All Subscriptions for UTM will part of this Tenders.	

FINANCIAL BID



Annexure-6

Format for quoting one-time installation cost

S. No.	Address	Required Bandwidth in Mbps	Mode of Connectivity by bidder	One Time Installation charges	Total Inclusive of All
1.	Weavers Service Centre, Opp Bharat Nagar Telephone Exchange, Bharat Nagar, Delhi 110052	10	Optical Fibre	Charges + Taxes as applicable	
2.			Copper Wire Line	Charges + Taxes as applicable	
3.			RF	Charges + Taxes as applicable	

Name and Signature of authorized signatory with Seal



Annexure 7

FORMAT FOR QUOTING YEAR WISE BANDWIDTH PRICE

S. No.	Address	Required Bandwidth in Mbps	Mode of Connectivity by bidder	Annul Recurring Bandwidth Charges for 1st year	Annul Recurring Bandwidth Charges for 2nd year	Annul Recurring Bandwidth Charges for 3rd year
1.	Weavers Service Centre, Opp. Bharat Nagar Telephone Exchange, Bharat Nagar, Delhi 110052	10	Optical Fibre	Charges + Taxes as applicable	Charges + Taxes as applicable	Charges + Taxes as applicable
2.			Copper Wire Line	Charges + Taxes as applicable	Charges + Taxes as applicable	Charges + Taxes as applicable
3.			RF	Charges + Taxes as applicable	Charges + Taxes as applicable	Charges + Taxes as applicable

Name and Signature of authorized signatory with Seal

