

**CENTRAL WAQF COUNCIL**  
**P-13 & 14, PUSHP VIHAR, SECTOR-6,**  
**OPPOSITE FAMILY COURT, SAKET,**  
**NEW DELHI-110017**

F.No.55(1)2017-CWC(C&S)

Date 02-02-2018

**Tender/Quotation for Providing the 10 Mbps Internet Leased Line Connectivity at  
Central Waqf Council**

Central Waqf Council (a Statutory Body under the Ministry of Minority Affairs) invites sealed tenders/Quotations in two-bid format for Supply, Installation & Commissioning of the “10 Mbps Internet Leased Line connectivity” at the Central Waqf Council, P-13 & 14, Pushp Vihar, Sector-6, Opposite Family Court, Saket, New Delhi-17 as per the specification given in the schedule attached with the tender as Annexure – I.

The agency shall provide 10 Mbps Internet Leased Line Connectivity at Central Waqf Council for a period of initially two years and will be further extended, based on the requirement of the Council on yearly basis.

Council intends to invite tender quotations under TWO-BID system for Supply, Installation & Commissioning of the “10 Mbps Internet Leased Line connectivity” at the Central Waqf Council, in sealed envelope from the reputed Firms/Agencies/Govt. Licensed firms.

The Bidders are advised to follow the following instructions.

As **two bid systems** is to be followed, three envelopes duly sealed should be used for submission of tender as detailed below:-

**(i) Envelope No. 1: Technical Bid** (Annexure –I) duly completed and signed should be put in this envelope, also each page of this Notice inviting Tender/Quotation along with Terms & Conditions signed by the authorized person of the firm and placed in this envelope. The envelope should be sealed properly and superscribed as “**TECHNICAL BID: 10MBPS INTERNET LEASED LINE CONNECTIVITY AT CWC**”. Firm’s name and address should be written on the envelope.

**(ii) Envelope No. 2: Financial Bid** (Annexure II) duly completed and signed should be put in this envelope. The envelope should be sealed properly and super scribed as “**FINANCIAL BID: 10MBPS INTERNET LEASED LINE CONNECTIVITY AT CWC**”. Firm’s name and address should be written on the envelope.

**(iii) Envelope No.3:** All three envelope No. 1 & 2 as mentioned above, are to be put into this envelope. The envelope should be sealed properly and super-scribed as

**"TENDER/QUOTATION FOR 10MBPS INTERNET LEASED LINE CONNECTIVITY AT CWC".** The name of firm should be mentioned on the envelope.

Each page of all the Annexure- I & II should be duly signed and stamped.

The sealed tender envelope should reach us on or before **16.2.2018 by 1600hrs** addressed to

**Secretary,  
Central Waqf Council,  
P-13 & 14, Pushp Vihar, Sector-6,  
Opposite Family Court, Saket, New Delhi-17,**

The tender/quotation received after the stipulated time and date will not be entertained.

**Terms & Conditions:**

1. The last date & time for submission of quotations/tenders shall be 16-2-2018 till 4.00P.M. CWC may in exceptional circumstances and at its sole discretion extend the last date & time of submission of quotation/tenders by issuing appropriate notice. Such extension, if any, shall be notified on CWC website and shall be applicable to all.

2. Tender/Quotation may be submitted by Registered Post/ Courier service or in person, so as to reach CWC on or before the last date & time set.

**3. Pre qualification Criteria: Mandatory (*Tenderers not meeting the criteria will not be considered* )**

3.1	The bidder should be the Tier 1 national ISP and should have a valid Category "A" ISP license from Govt. of India (Attach a copy of license).
3.2	The bidder should be financially sound with a minimum average annual turnover of Rs. 5 crore during last 3 financial year. The proof of turn over should be submitted in the form of Audited Annual Reports.
3.3	<i>a)</i> The quotation should clearly indicate the different components of the total charges- recurring (annual) and non-recurring (one time) for bandwidth and equipment supplied.  <i>b)</i> The firm must give compliance statement of all the identical items along with all terms and conditions.

3.4	<p>a) The ISP should have a fully functional Customer Service Centre in New Delhi, which is operational 365X7X24 hours. (Attach Certificate)</p> <p>b) The bidder would ensure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. Bidder will be responsible for making all payments towards the local loop charges/rentals/WPC charges etc.</p> <p>c) Liaisoning (if required) with other firm(s) for obtaining point to point connectivity between ISP node and CWC shall be the responsibility of quoting firm.</p> <p>d) The Price bid will be considered only when it qualifies technically.</p> <p>e) Council reserves the right to carry out the capability assessment of the bidder and the decision of the Council shall be final in this regard.</p> <p>f) ISP must clearly state in technical bid that financial bid contains all components viz. recurring, non-recurring, bandwidth charges etc. as mentioned above.</p> <p>g) Quoting firms must put page number on every page of the bid. It is also required that page nos. of the documents attached should be mentioned against each item of the main bid.</p> <p>h) Every bid document should be signed and stamped by authorized signatory.</p> <p>i) <b>PERIOD OF INTERNET CONNECTIVITY SERVICE CONTRACT:</b> - The Internet Connectivity contract shall be initially for a period of (02) two years.</p>
-----	--

**3.5 Bidders not complying with above conditions or not providing complete information as described shall not be considered and hence out rightly rejected.**

4. Technical bids are to be opened and evaluated first. Financial bids will be opened only of bidders shortlisted on basis of technical bids.

**RESPONSIBILITIES UNDER THE CONTRACT:**

5. The ISP would be responsible for the following:

5.1 To provide 10 Mbps Internet connectivity (Leased Line) at Central Waqf Council, New Delhi on yearly rental basis.

5.2 Provide 8 Public IP addresses of ipv4 pool and 64 Public IP addresses of ipv6 pool.

5.3 Installation, commissioning, configuring of the link and hardware/software (Mux, Modems and Router etc. to make line fully functional at 10 Mbps.).

5.4 Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment.

5.5 ISP or authorised person from ISP will be required to sign Service Level Agreement.

***5.6 In case of the above parameters going out of specifications, CWC will be compensated adequately in respect of the extended time for the loss of hours in service. Also, if services are not found satisfactory, CWC reserves the right to cancel the contract within two-month.***

## **6. Service Level Agreement**

a. 10 Mbps Internet bandwidth at all the time.

b. Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of globe.

c) Latency: Less than 350 ms from CWC to ISP's tier 1 peering point.

d) Network Availability: More than 99.5 % per quarter.

e) Reports for performance, monitoring /usage to be submitted by the ISP on weekly or monthly basis or as per requirement of the Council.

f) The bidder will provide the facilities to measure the above parameters at IT Division of the Council. The facility of measurement / monitoring of above parameters or graphical display will be provided by the bidder.

***In case of the above parameters going out of specifications, CWC will be compensated adequately in respect of the extended time for the loss of hours in service. Also, if services are not found satisfactory, CWC reserves the right to cancel the contract within three-months.***

7. The Council's reserves the right :

a. To reject any or all tender quotations without assigning any reason whatsoever and is not bound to accept the lowest (L1) rate.

b. To change any clauses/items/condition on the tender quotation document.

**TECHNICAL BID**

**(Technical Bid shall be prepared and sealed in separate envelope.) Technical specification and requirements for 10 Mbps Internet connectivity Leased Line (1:1 uncompressed and unshared with last mile on fiber) for the Council for a period of (02) two years**

To provide 10 Mbps Internet leased line connectivity on uncompressed, unshared leased line (1:1) at Central Waqf Council, New Delhi on rental basis. This includes installation, commissioning, testing & up keep of the complete link for two years period. The connectivity will be through dedicated Internet service. The hardware and software required for the establishment of fully functional leased line will be provided by the bidder. The minimum guaranteed bandwidth taken from the Bidder is 10 Mbps (1:1).

S. N	Technical Specification for Internet Leased Line Connection	Compiled (Yes/No)	Deviation if any
1	The bidder should be the Tier 1 national ISP and should have Category A ISP license from Govt. of India (Attech a copy of license)		
2	The Internet Connectivity leased line should have fully dedicated (1:1), unshared & High Quality 10 Mbps symmetric bandwidth without any compression factor through Optical Fiber cable.		
3	The ISP/bidder should have Network Operation Centre (NOC) for trouble shooting around the clock		
4	Internet Router Port at ISP Gateway for required Bandwidth and 10 Public IP addresses in ipv4 pool and 10 Public IP addresses of ipv6 pool.		
5	The connectivity from the POPs of service providers to CWC, New Delhi, premises shall be through Optical Fiber Media		
6	All the equipments supplied by the bidder should be capable of handing higher bandwidth in case up gradation in required in the later stage.		
7	Any Software and Hardware required establishing the purchased bandwidth will be provided by bidder to male leased line fully functional		

8	The bidder should submit technical literature explaining the proposed implementation diagram with technical bid		
9	The bidders should have Direct/toll free number to register complaints round the clock (24x7), Maintenance support service (24 hours and 7 days a week)		
10	All the POPs from where the ILL bandwidth is provided to CWC should have redundancy of equipments, links, power, backhaul connectivity etc. Service provider needs to confirm it writing.		
11	The ILL links should be available in full duplex mode which must be demonstrated to Engineers of the Council.		
12	The service provider should have independent Network Operation Centre with 24x7 support to take care of the ILL link management requirements. The service provider should furnish details of Toll free number reachable from MTNL/Mobile phone for logging complaints		
13	Service has to provide facility to CWC, to monitor the SLA (Service level Agreement) parameters (as per para 6) and log the Trouble tickets on line. CWC should also be able to obtain standard reports on the ILL links, Bandwidth Utilization (in Mbps, in frames/sec), Errors (frames/sec), Discarded (frames/sec), Non uncast ( frame/sec), Bandwidth availability, Packet loss (in %), Latency of links etc. through any network monitoring tool/web browser provided by service provider.		
14	The service provider network should be backed by availability of service centers/ service personnel in New Delhi to attend faults.		
15	IT Division of the Council will consider the successful provision of the link subject to satisfactory Acceptance Test. The methodology for the test will be at the discretion of the Council. However, the same will be shared with the Bidder/SP.		

	<ol style="list-style-type: none"> <li>1. Average latency should not be more than 250 ms up to ISPs 1<sup>st</sup> Tier 1 peering point.</li> <li>2. Domestic Latency&lt;80ms during peak traffic hours</li> <li>3. Internal Latency&lt;250 ms during peak traffic hours</li> <li>4. Packet Loss&lt;0.5% Facilities of testing above parameters will be provided by the Bidder/IPS</li> </ol>		
--	---	--	--

**Dated..... at.....this.....day.....2016/2017**

**(Signature with Seal)**

**Name:**

**Designation:**

*Note: The Council reserves the right to accept or cancel tender/bids of any/ of the agencies at their absolute discretion without assigning any reason thereof. Applications received with incomplete information or alteration not authenticated with proper seal and signature will not be considered.*

**For official use only**

**TECHNICAL BID ACCEPTED / REJECTED**

If rejected, then the reason thereof:-----

(Signature)

## PRICE BID FORMAT

**TENDER DOCUMENT FOR 10 Mbps Internet connectivity Leased Line (1:1 uncompressed and unshared) for Central Waqf Council, New Delhi for a period of (02) two years**

Sl No	No. of links/Speed	Unit Rate per year	Yearly Cost	Two Year Cost	Three Year Cost
1	<b>A) Bandwidth Charges:</b> One no. 10 Mbps Internet connectivity Leased Line (1:1 uncompressed and unshared) at Central Waqf Council, New Delhi				
2	Applicable taxes on above 1				
3	<b>B) One time installation &amp; Configuration charges</b>				
4	Applicable taxes on above 3				
5	<b>C) Annual rentals (Recurring charges)</b>				
6	Applicable taxes on above 5				
7	Total (1+2+3+4+5+6)				
8	D) Any other charge (To be specified ) (if any)				
9	Over All Total (7+8)				
10	Over All Total in Words				
	<p>Note:</p> <ol style="list-style-type: none"> <li>Order shall be placed on the party who quotes over all lowest rate (10).</li> <li>In case of confusion of unit rate against total price, unit rate will prevail for evaluation.</li> <li>In case of confusion in word and figures in quoted rate / total price of any item, rate / total price quoted in word will prevail. Similarly in case of confusion in word and figures in overall price, price quoted in words will prevail.</li> </ol>				

**Signature of the authorized representative of the bidder**

**Name:**

**Designation**

**Date**

**Seal**