

भारत सरकार  
मत्स्यपालन, पशुपालन और डेयरी मंत्रालय  
पशुपालन और डेयरी विभाग  
चौधरी चरण सिंह राष्ट्रीय पशु स्वास्थ्य संस्थान  
बागपत - २५० ६०९ (उत्तर प्रदेश)



Government of India  
Ministry of Fisheries, Animal Husbandry and Dairying  
Department of Animal Husbandry and Dairying  
C.C.S. National Institute of Animal Health  
Baghpat-250609, Uttar Pradesh

Central Drug Laboratory (Veterinary Biologicals)  
Approved by Ministry of Health and Family Welfare, Govt. of India  
Ph: 0121-2222472, Tele-fax: 0121-2222291  
E-mail: ccs.niah@gov.in; Website: <http://www.ccsniah.gov.in>  
An ISO 9001:2015 certified organization

F. No: 1/3/2019-20/CCSNIAH  
Dated: 04/09/2019

### e-Tender Call Notice

e-Tender in **Double Bid System** are hereby invited well established and reputed firms having experience in Providing Internet Connection with IPv6 version over existing Hardware with complete maintenance of the internet services up to desktops installed at different locations of CCS National Institute of Animal Health, Baghpat (U.P) meeting the pre-qualifying criteria for the work mentioned below through online bidding on the website <https://eprocure.gov.in/eprocure/app> having Digital Signature Certificate (DSC) issued from any agency authorized by Controller of Certifying Authority (CCA), Govt. of India and which can be traced up to the chain of trust to the Root Certificate of CCA.

### TIME SCHEDULE OF TENDER:

S/No.	Particulars	Date
1.	Tender e-Publication date	04/09/2019
2.	Document download start date	05/09/2019
3.	Document download end date	24/09/2019
4.	Date of Pre Bid Meeting and Site visit	11/09/2019
5.	Bid Submission start date	12/09/2019
6.	Bid Submission end date	24/09/2019
7.	Tender Opening Date	25/09/2019

### CONTRACT DATA

#### (A) GENERAL INFORMATION:

S/No	Item	Details
1.	Name of the work	To provide of Internet Connection for a Bandwidth of 8 MBPS (1:1) with IPv6 version over existing hardware with complete maintenance of the internet services up to desktops installed at different locations of CCS National Institute of Animal Health, Baghpat (U.P) premises.
2.	Employer	CCS National Institute of Animal Health
3.	Employer's Representative	Head of Office
4.	Accepting Authority	Director, CCS National Institute of Animal Health
5.	Executing Authority	Head of Office

**(B) BID INFORMATIONS:**

S/No	Item	Details
1.	Intended completion period/ Time period assigned for	01 (One) Year from the date of Commencement of the service.
2.	Earnest Money Deposit	₹5,000/-
3.	Bid validity period	90 days from opening of Tender
4.	Currency of Contract	Indian Rupee
5.	Language of Contract	English

1. Bid documents consisting of e-Tender Notice, Instruction to Tenderers for online bid submission, General Conditions of Contract (GCC), Terms and Conditions of Contract and Tender Schedule, Scope of Work, Bill of Quantity (BOQ) in prescribed .xls format and Submission of Offer and the set of terms and conditions of contract and tender details can be seen on the website: <https://eprocure.gov.in/eprocure/app>.
2. Online Bids must be accompanied by Scanned copy (PDF Format) of Tender Fee, Earnest Money Deposit (EMD).
3. For effecting the Bid, the Tenderer will deposit the EMD of Rs.5,000/- in the form of Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Commercial Banks located in the country and payable to "**Pay & Accounts Officer (Extension), Department of Agriculture Cooperation, New Delhi**". Any tender not accompanied with Earnest Money will be rejected. The hard copy of the original instrument in respect of earnest money must be delivered to the Director, CCS National Institute of Animal Health, Baghpat-250609, UP on or before bid opening date/time as mentioned in the critical date sheet.
4. The Bid documents will be available on the website: <https://eprocure.gov.in/eprocure/app>. for online bidding.
5. The bidder must possess compatible Digital Signature Certificate (DSC) of Class-II or Class-III.
6. All Bids are to be submitted online on the website <https://eprocure.gov.in/eprocure/app> No Bid shall be accepted off-line. The Bids shall be received only "online" as per Time Schedule of Tender at Sl. No. 4.
7. After opening of Technical Bid, the original documents as per requirement of the e-Tender Document will be verified by CCSNIAH.
8. After evaluation of bid, all the bidders will get the information regarding their eligibility / pre-qualification on website. Thereafter, a system generated e-mail confirmation will be sent to all successful bidders. The bidders can check the same from the portal.
9. The Price-bid of the successful bidders (qualified in Technical-bid) will be decrypted and opened on-line, on the scheduled date and after the pre-scheduled time by Bid Openers with their Digital Signature Certificate (DSC). The bidders will get the information regarding the status of their financial bid and ranking of bidders on website.

10. Other details can be seen in the bidding documents.
11. The authority will not be held responsible for any technical snag or network failure during on-line bidding. It is the bidder's responsibility to comply with the system requirement, i.e. hardware, software and internet connectivity at bidder's premises to access the e-Tender website. Under any circumstances, CCSNIAH shall not be liable to the tenderer for any direct / indirect loss or damages incurred by them arising out of incorrect use of the e-Tender system or internet connectivity failures.
12. The authority reserves the right to reject any or all tenders without assigning any reasons thereof and shall also not be bound to accept the lowest tender.
13. If the documents as per Notice Inviting Tender (NIT) are not submitted along with the bid or shortfalls are noticed, then the offer will be summarily rejected and no correspondence in this regard is to be entertained from any Bidder.
14. For any clarifications, if required, please contact to Head of Office, CCSNIAH, Baghpat (email: [ccs.niah@gov.in](mailto:ccs.niah@gov.in)).

**Sd/-**  
**Head of Office**  
**CCSNIAH, Baghpat**

## **INSTRUCTIONS TO TENDERERS FOR ONLINE BID SUBMISSION**

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

### **Registration:**

- I. Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal by using the “Online Bidder Enrolment” option available on the home page. Enrolment on the CPP Portal is free of charge.
- II. During enrolment / registration, the bidders must provide the correct/true information including valid email-id & mobile No. All the correspondence shall be made directly with the contractors/bidders through e-Mail-id provided.
- III. As a part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- IV. For e-tendering possession of valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from SIFY/TCS/n-Code/e-Mudra or any Certifying Authority recognized by CCA India on e-Token/ Smart Card.
- V. Upon enrolment on CPP Portal for e-tendering, the bidders shall register their valid Digital Signature Certificate with their profile.
- VI. Only one valid DSC must be registered by a bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and must ensure safety of the same.
- VII. Bidders can then log into the site through the secured login by entering their user ID /password and the password of the DSC / e-Token.

Note: Those who are already enrolled need not to go through the above steps.

### **Preparation of Bids:**

- I. For preparation of bid, bidders shall search the tender from published tender list available on site and download the complete tender document and must take into account corrigendum if any published before submitting their bids. After selecting the tender document same shall be moved to the ‘My favorite’ folder of bidders account from where bidder can view all the details of the tender document.
- II. Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Bidder shall note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- III. For any clarifications, if required, they have to go through the contact details given in the tender document.
- IV. Bidders must get ready in advance for the bid documents to be submitted as indicated in the tender document/schedule in PDF/xls/rar/zip/dwf formats.

### **Submission of Bids:**

- I. Bidder must log into the site well in advance for bid submission so that he/ she uploads the bid in time i.e. on or before the bid submission time.
- II. Bidder must prepare the EMD as per the instructions specified in the e-Tender Notice. The originals must be submitted to the Tender Inviting Authority within the specified time, if specifically requested.
- III. While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accept the same in order to proceed further to submit their bid.
- IV. Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender details according to specified cover.
- V. Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.
- VI. Bidders shall download the Bill Of quantity, in xls format and save it without changing the name of the file. Bidder shall quote their rates in figures only in the green background cells, thereafter save and upload the file in financial bid cover (Price bid) only. The bidders are cautioned that while uploading of the financial bid, Macros in .xls must be enabled to see the word representation of figures.
- VII. Bidders shall submit their bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders.
- VIII. After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the bidders shall take print out of system generated acknowledgement number and keep it as a record of evidence for online submission of bid.
- IX. Bidder must follow the server time that is being displayed on bidder’s dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission and bid opening etc., in the e-tender system.
- X. All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology.

### **Assistance to Bidders:**

- I. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Head of Office, CCSNIAH (the tender inviting authority), Baghpat (Tel: 0121-2222472, email: ccs.niah@gov.in).
- II. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP portal Helpdesk Mobile no +918826246593 Tel: The 24X7 Help Desk Number 0120-4200462;0120-4001002

## **1. GENERAL CONDITIONS OF CONTRACT:**

- i.** The Schedules of the Tenders forms should be uploaded duly filled. In the event of the space provided on the schedule form being insufficient for the required purpose, additional pages may be added. Each additional page must be numbered consecutively and be signed in full by the Tenderer.
- ii.** The Tenderer is being permitted to give Tenders in consideration of the stipulations on his part that after submitting his Tenders, he will not resile from his offer or modify the terms and conditions thereof. If the Tenderer fail to observe and comply with the foregoing stipulation, the aforesaid amount of EMD will be forfeited by the CCS NIAH. In the event of the offer made by the Tenderer not being accepted, the amount of earnest money deposited by the unsuccessful Tenderer will be refunded to him in the manner prescribed by the Institute.
- iii.** The Tenders are liable to be ignored if complete information as required is not given therein or if the particulars asked for in the schedules to the Tenders is not fully filled in. The Institute is not bound to accept the lowest or any other tenders and also reserve to itself the right of accepting the tenders in whole or in part. Conditional tenders will not be accepted.
- iv.** The Director, CCSNIAH reserves the right to reduce or terminate the period of contract or to extend its duration in the interest of the Institute, for any justifiable reasons, not mandatory to be communicated to the Tenderer.

## **2. ELIGIBILITY CRITERIA/ PRE QUALIFICATION:**

The following documents are required to be enclosed with the tenders form:-

- i.** Registration Certificate of the firm with the appropriate State/local Government.
- ii.** Similar experience in at least two organizations, along with documentary proof as attachment.
- iii.** License from Department of Telecommunication, GOI to provide internet connection facility.
- iv.** Copy of PAN No.
- v.** Copy of GST Certificate
- vi.** Tender Acceptance Letter on company letterhead
- vii.** Duly filled assessment Performa at **Annexure I and Annexure II** attached with required documents and certificates.

However, CCSNIAH reserves the rights to seek any document in original in respect of License / Experience etc. for verification at any stage of Tender process.

### 3. SPECIAL TERMS AND CONDITIONS OF CONTRACT AND TENDER SCHEDULE:

- i.** The agency needs to supply of (1:1) 8 MBPS Symmetric Internet Band width with IPv6 version connection for CCS National Institute of Animal Health (CCSNIAH) at Baghpat. This includes provision of the internet connectivity over the existing Wi-Fi infrastructure in the Institute premises. Supply and installation of any additional equipment, if needed for providing the required bandwidth to the institute, shall be the responsibility of the vendor. No extra charges will be paid to the vendor during the contract. All necessary clearances shall be the sole responsibility of vendor. Before tendering, vendors are advised to visit CCSNIAH office at Baghpat to see the existing setup before submitting their offers. No claim on this account shall be entertained by CCSNIAH under any circumstances later on. The tender document forms the part of the agreement.
- ii.** The connection should be without google peering and any other cache system. Separate IP addresses will be issued to the users.
- iii.** No advance payment will be done.
- iv.** Any damage or repair to any of the equipment / instruments caused during the contract, the service provider shall be responsible for the repair/ replacement of the same to the satisfaction of the competent authority of CCSNIAH at their own risk and cost.
- v.** Work shall be certified as completed subject to inspection by the designated officer of CCSNIAH or his assigned representative; any defect found in the work done will render the supplies/work open to rejection and decision of the institute shall be final and legally binding.
- vi.** The bidder must satisfy himself that he has the capacity and infrastructure to provide the internet by the firm along with fulfilling terms and conditions.
- vii.** The bidder may satisfy himself by actual inspection of the site regarding the existing setup before submitting their offers . No claim on this account shall be entertained by CCSNIAH under any circumstances later on.
- viii. Packet Loss:** Maximum packet loss on a monthly basis shall not exceed 2% in 99%. The agency should have all necessary instruments/equipment / machines, equipped with all required accessories during the period of contract.
- ix.** The agency should have sufficient trained number of technical manpower to address the need of the project.
- x.** If the service provider for providing the internet facility, fails in fulfilling above mentioned terms and conditions, such failure will constitute a breach of the contract and institute shall be entitled to make other arrangement at the risk and expense of the service provider.
- xi.** The bidder should provide support for trouble shooting on 24 x 7 x 365 basis so that the maximum availability of the Internet connectivity for Wi-fi is ensured.
- xii. Uptime:** 98% uptime on a 24 x 7 x 365 basis from CCSNIAH terminal Point to ISP location. Deduction shall be made from quarterly charges on pro-rata basis for connectivity down time beyond 2% during the month.
- xiii. Packet Loss:** Maximum packet loss on a monthly basis shall not exceed 2% in 99% of instances.
- xiv. Trouble Shooting:** Bidder shall respond with a solution within one working hour of reporting of a problem and restore satisfactory operation within four working hours.

- xv. **Service Review Reports & S/W:** The bidder shall provide following reports on the WEB for reviewing service parameters:
  - a. Actual Bandwidth available
  - b. Summary of usage on daily, weekly, monthly basis
  - c. Monthly network bandwidth availability/ utilization
- xvi. All supplied Software & equipments shall be owned by the vendor and shall be maintained by them on-site for the entire period of contract. No charges shall be separately payable by CCSNIAH. The bidder shall include all incidental costs for upkeep of equipment and license fee, if any, in their bid.

**4. PRELIMINARY EXAMINATION:**

- i. The CCS NIAH will examine the tenders to determine whether any computational errors have been made, whether required sureties have been furnished and whether the tenders are generally in order. The arithmetical errors will be rectified on the following basis. If there is a discrepancy between unit prices and the total price and quantity, the unit price shall prevail and the total price shall be corrected. If the supplier does not accept the correction of errors, its tender will be rejected, and its earnest money will be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.
- ii. The CCS NIAH may waive any minor informality, non conformity, or irregularity in a tender which does not constitute a material deviation, provided same does not prejudice or affect the relative ranking of any tenderer.
- iii. Prior to the detailed evaluation, the CCS NIAH will determine the substantial responsiveness of each tender to the tender documents without material deviations.
- iv. If the tender is not substantially responsive, it will be rejected by the CCSNIAH and may not subsequently be made responsive by the tenderer by correction of the non conformity.

**5. EVALUATION CRITERIA:**

- i. **Technical criteria:** Bids of only those bidders who fulfill all the eligibility criteria will be evaluated. Financial bids will be evaluated separately.
- ii. **Financial Criteria:** Bids of only technically qualified bidder will be evaluated. Lowest quoted technically qualified bidder for all item will be considered for selection subject to satisfaction of competent authority. The quoted rates will include all costs including GST etc.

**6. AWARD CRITERIA :**

The CCSNIAH will award the contract to the successful Tenderer whose tender has been determined to be substantially responsive and finalized based on the suitability of the agency with reference to the prescribed criteria and competitiveness of the price quoted provided further that the Tenderer is determined to be qualified to perform the contract satisfactorily. However, if the terms and conditions are not found as per the prescribed norms, the claim of the lowest quotee will be ignored.

**7. CCSNIAH RIGHT TO ACCEPT ANY TENDER AND TO REJECT ANY OR ALL TENDERS :**

The CCSNIAH reserves the right to accept or reject any tender, and to annul tender process and reject all tenders at any time prior to contract award, without thereby incurring any



liability to the affected Tenderer or tenderers or any obligation to inform the affected Tenderer or tenderers of the grounds for the CCSNIAH's action.

**8. CONTRACT PERIOD:**

This contract between CCSNIAH and Vendor shall be valid for a period of one year from the date of acceptance of the Internet connectivity.

**9. IMPLEMENTATION PERIOD:**

The complete implementation shall be done within 10 days from the date of acceptance of offer by the vendor. In case of any delay, CCSNIAH will have the right to recover by way of penalty @ 1% of the contract value per week from this date subject to a maximum of 4% of the said value. If the implementation & commissioning of internet services is not completed by the end of 4 weeks from date of purchase order, the order will be cancelled and all the payment terms from CCSNIAH Baghpat side shall stand abrogated.

**10. SERVICE & SUPPORT:**

Vendor shall provide 24 x 7 x 365 service. In case the down time is more than the specified limit, CCSNIAH at its sole discretion, reserves the right to deduct Liquidity Damages amount monetarily in proportion of excess of down-time accumulated to its total time over to monthly access charges at the end of a quarter. The counting of down time will begin from the moment the link goes down till revival of connection.

**11. MAINTENANCE:**

- i. Complete maintenance of the Internet services (wi-fi) up to desktops installed at different location of CCSNIAH premises shall be sole responsibility of the Vendor. Any damage or repair to any of the equipment / instruments caused during the contract, the service provider shall be responsible for the repair/ replacement of the same to the satisfaction of the competent authority of CCSNIAH at their own risk and cost.

**12. LIQUIDATED DAMAGES:**

The vendor shall provide 98% uptime on a 24 x 7 x 365 basis from CCSNIAH terminal point to ISP Location. If the down time is beyond 2%, institute shall have the rights for deduction from monthly charges on pro-rata basis for connectivity down time during the quarter.

**13. FORCE MAJEURE:**

The vendor shall not be liable for imposition of 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 result of an event of force majeure. For purpose of this clause "Force Majored" means an event beyond the control of the vendor. Such event may include, but not restricted to act of the department either in its sovereign or contractual capacity, war or revolution, fires, floods, epidemics, quarantine restrictions and freight embargoes. If a force majeure situation arises, the vendor shall promptly notify the client in writing of such conditions and the cause thereof, unless otherwise directed by the client in writing, vendor shall continue to perform its obligations under the contract as far as practical, and shall seek all reasonable alternative means so that the performance is not prevented by the force majeure.

**14. PAYMENT:**

The Internet Access charges will be paid on monthly basis after satisfactory services, on receipt of invoice in triplicate.

**15. SERVICE REQUIREMENT:**

All the hardware and software required for implementation of wi-fi services shall be sole responsibility of the bidder at their own risk and cost. All supplied Software (& equipment) shall be owned by the vendor and shall be maintained by them on-site for the entire period of contract. No charges shall be separately payable by CCSNIAH. The bidder shall include all incidental costs for upkeep of equipment and license fee, if any, in their bid.

**16. NOTIFICATION OF AWARD:**

- a) Prior to the expiry of the period of tender validity, the CCSNIAH will notify the successful Tenderer in writing by registered letter or by cable for awarding contract, to be confirmed in writing by registered letter, that its tender has been accepted.
- b) The notification of award will constitute the formation of the contract.

**17. SIGNING OF CONTRACT:**

The Agency, on award of the contract should execute an agreement on Rs. 100/- Stamp paper with CCSNIAH, Baghat incorporating the terms and conditions.

**18. SECURITY MONEY:**

- a) If Tenderer does not accept the offer, after issue of letter of award by CCSNIAH within 15 days, the offer made shall be deemed to be withdrawn without any notice and Earnest money forfeited.
- b) Within fifteen (15) days on receipt of the Notification of contract award, the successful tenderer shall furnish to the CCSNIAH the Security Deposit equivalent to 10% value of the annual contract amount DD/PO/Bank Guarantee/FDR payable to "Pay & Accounts Officer (Extension), Department of Agriculture Cooperation, Shastri Bhawan, New Delhi".
- c) The performance security so deposited should have validity of eighteen months from the date of signing of agreement.
- d) No interest on security deposit and earnest money deposit shall be paid by the Institute to the tenderer.
- e) The Security deposit (as performance Security) shall be returned to the Agency on the expiry of the contract period on furnishing usual clearance/No Demand Certificate and No wages dues to the personnel certificate endorsed/signed by the personnel deployed by the agency. The Security Deposit shall be returned on the expiry and termination of the Contract subject to conditions that the Agency has indemnified the CCSNIAH for all payments to its staff. The Security Agency while requesting for release of the Security Deposit shall certify that all payments including Labour Laws obligations have been fulfilled and that the CCSNIAH authorities shall not be responsible for any payments to the staff arising out of the decision of the Labour Court, if any.

- f) Failure of the successful Tenderer to sign the agreement and/or furnish the Security Deposit, at the beginning of execution of contract, shall constitute sufficient grounds for the annulment of the award and forfeiture of the Earnest Money, in which event the CCSNIAH may make the award to the next lowest evaluated Tenderer or call for new tenders.
  
- g) In case of failure to perform to as per the terms and conditions of the contract, the security deposit may be forfeited on the discretion of the competent authority of the Institute without any other consideration, in addition to the termination of the contract. The Institute also reserves the right to use the forfeited amount for meeting out any pending expenses/liabilities towards the employees of the firm or damages to the Institute, if required.

**19. RESOLUTION OF DISPUTES:**

- a) The CCSNIAH and the agency shall make every effort to resolve amicably by mutual consultation/direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
- b) In case of failure of settlement dispute shall be referred to the sole arbitrator to be appointed by the Director, CCSNIAH. The decision of the sole Arbitrator as appointed shall be final and binding on the parties. Arbitration proceedings shall be governed by the Arbitration & Constitution Act, 1996.
- c) For resolution of disputes, appropriate legal action shall be initiated in consultation with the Department of Legal Affairs, Government of India and will be dealt in Baghpat only. Relevant sections of Indian laws as amended from time to time shall be applicable and binding on the tenderer.
- d) Decision of the Director, CCSNIAH shall be final for any aspect of the contract and binding to all parties.

**20. ACCEPTANCE:**

Acceptance both provisional and final regarding the contract will be by the Director, CCS National Institute of Animal Health, Department of Animal Husbandry, Dairying & Fisheries, Ministry of Agriculture and Farmers Welfare, Government of India, Baghpat, Uttar Pradesh-250 609 or his authorized representative.

Sd/-  
Head of Office  
CCSNIAH, Baghpat

## Technical/Service Requirement Internet Connectivity

Sl.No.	Technical Requirement	Conformity as per Technical Requirement(Y/ N)	Indicate deviation if any
1.	<b>Technical Parameters:</b> Full (1:1) 8 MBPS Symmetric Bandwidth without any compression factor and without google peering and any other cache system.		
2.	Providing IPv6 version		
3.	License form Department of Telecommunication		
4.	<b>SERVICE PARAMETERS:</b> The bidder should provide support for trouble shooting on 24 x 7 x 365 basis so that the maximum availability of the Internet connectivity for Wi-fi is ensured.		
5.	<b>Uptime:</b> 98% uptime on a 24 x 7 x 365 basis from CCSNIAH terminal Point to ISP location. Deduction shall be made from quarterly charges on pro-data basis for connectivity down time beyond 2% during the month.		
6.	<b>Packet Loss:</b> Maximum packet loss on a monthly basis shall not exceed 2% in 99% of instances.		
7.	<b>Trouble Shooting:</b> Bidder shall respond with a solution within one working hour of reporting of a problem and restore satisfactory operation within four working hours.		
8.	<b>Service Review Reports &amp; S/W:</b> The bidder shall provide following reports on the WEB for reviewing service parameters. 1. Actual Bandwidth available 2. Summary of usage on daily, weekly, monthly basis 3. Monthly network bandwidth availability/ utilization		
9.	All supplied Software (& equipment) shall be owned by the vendor and shall be maintained by them on-site for the entire period of contract. No charges shall be separately payable by CCSNIAH. The bidder shall include all incidental costs for upkeep of equipment and license fee, if any, in their bid.		

**Technical detail for providing of Internet Connection for a Bandwidth of 8 MBPS (1:1) at  
CCS NIAH at Baghpat**

<b>S. No.</b>	<b>Particulars</b>	<b>To be filled in by the tenderer</b>
1.	Name and full address of the Agency including phone number, e-mail website etc.	
2.	Registration Certificate of the firm with the appropriate State/local Government	
3.	Details of EMD i. Amount ii. Draft No. iii. Date iv. Issuing Bank	
4.	Experience in dealing with Government Departments/ Clients (here, indicate the names of the Departments and attach copies of contracts/orders placed on the agency)	
5.	PAN No	
6.	GST No	
7.	Tender Acceptance letter on company letterhead	

**Note: It is mandatory to attach the attested copy of required certificates/proof with above information.**

**TENDER ACCEPTANCE LETTER**

To be given on company letter head

**To**

.....  
.....  
.....  
.....  
.....

**Sub: Acceptance of terms and conditions of tender**

Tender reference No: .....

Name of tender / Work:-

.....  
.....  
.....

**Dear Sir,**

1. I / We have downloaded / obtained the tender document (s) for the above mentioned 'Tender / Work' from the web site (s) namely:

.....  
.....

As per your advertisement, given in the above mentioned websites (s)

2. I / We hereby certify that I/ we have read the entire terms and conditions of the tender documents from Page No. .... to ..... (including all documents like annexure (s), schedule (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 to have also been taken into consideration, while submitting this acceptance letter.
4. I / We do hereby declare that our firm has not been blacklisted/ debarred by any govt. Department / Public sector undertaking.
5. I / We certify that all information furnished by the our firm is true and 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 full said earnest money deposit absolutely.

**Yours faithfully**

**(Signature of the bidder, official Seal)**