

**8 Mbps Internet connectivity through Optical Fiber
Leased Line (1:1 uncompressed and
unshared) at ETTSA Data Center, Chhoti Baradari,
Patiala**

**Excise and Taxation Technical Services Agency
(ETTSA)
III rd Floor, Improvement Trust Building Chhoti
Baradari, Patiala**

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DETAILED TENDER DOCUMENT

No. ETTSA/LL/002/2009

Sealed tenders are invited from well established and competent Internet Bandwidth Service Providers meeting the eligibility criteria as specified in the Tender Document, for Providing and Maintaining 8/16/24/32 the specified Internet Bandwidth Connection at ETTSA, Patiala for a period of 1 year extendable by another year on same terms and conditions.

Scope of work

Excise and Taxation Technical Services Agency is an autonomies body of Punjab Government Providing Technical Services to Excise and Taxation Department Punjab.

There are approx. 180000 registered dealers in the State who will be expected to file the electronic returns to the Department. For this purpose ETTSA is inviting bids to Provide 24*7 leased line connectivity to its Data Centre located in Chhoti Baradari Patiala. The requirement of the lease line is as under:

1. 8 mbps permanent line.
2. 16 mbps from 16 April to 23 April, 16 July to 23 July, 16 Oct. to 23 Oct. and 16 Jan. to 23 Jan.
3. 24 mbps from 24 April to 2 May, 24 July to 2 Aug, 24 Oct. to 2 Nov. and 24 Jan. to 2 Feb.

In addition to e-filing of returns, other applications such as e-ICCs and e-Passes will also be implemented on the network.

The last mile solution should be with redundancy of link at ETTSA, with packet loss of less than 1% and domestic latency of less than 200 ms for the Internet Bandwidth. Service Level Agreement (SLA) should commit at least 99.5 % service availability, including the last mile connectivity.

Provision of the Internet Bandwidth involves a complete solution – Providing CPE (Router, MUX, etc.) for Internet gateway at ETTSA, Patiala. Minimum period of subscription commitment will be 1 Year from a date specified in the final award of contract on Terms and conditions described in this tender document.

I. Tender Process

The tender process consists of an eligibility step followed Commercial bid. Thus the tender bid should be submitted in 2 parts – (i) compliance statement for eligibility conditions (ii) The Financial Bid – both in separate sealed covers. Both sealed packets should be put in one sealed envelope labeled with Tender Notice Reference.

The bids complete in all respects must be submitted to Chief Executive Officer, ETTSA, 3rd Floor, Improvement Trust Building, Chotti Baradari Patiala latest 13.00 hours on date 15-12-2009.

Only the eligible bidders (those satisfying the eligibility conditions) will qualify for opening of commercial Bids.

The financial bids (of only the Qualified bidders) will be opened on date 15-12-2009. The final selection of the bidder for the award of the contract will be made on the basis of the lowest bid amongst the Qualified Bidders.

II. Important Dates for the Tender

(a) Last Date and Time of submission of entire bid documents: 13.00 hours in the ETTSA, Patiala on 15-12-2009

(b) Date of opening of Eligibility bids: 15-12-2009, Head Office, Bhupindra Road, Patiala at 1500 hours.

(c) Date of opening of Financial bids: 15-12-2009 or as notified.

ELIGIBILITY Criteria for the bidder

The bidding is open to all qualified Bidders who fully meet the following eligibility criteria:-

1. The bidder must be a Class A Internet Service Provider, with POPs in major cities in the country and preferably in Patiala also. A copy of category A license along with list of POPs must be supplied along with the letter of authority duly signed by an authorized signatory.
2. The bidder should have an average annual turnover/revenue of Rs. 5 crore or more over the last two financial years and should attach a copy of their audited balance sheet or any other proof in support of this.
3. Earnest Money Deposit: The bidder will submit Earnest Money of 50,000/- in the form of a Demand Draft in favour of **CEO, ETTSA, Patiala payable at Patiala** submitted in a separate envelope along with the compliance statement and should be marked Earnest Money.

Other Terms & Conditions

1. Average domestic latency should not be more than 200ms and Packet Loss should be less than 1% for the provided Internet Bandwidth.
2. ISP should be able to provide the appropriate tool to monitor and generate reports for the bandwidth utilization, average response time and packet loss. The ISP should be able to provide online usage report through web.
3. ISP should provide Class – C IP address.
4. ISP should have MPLS enabled national backbone.

5. The bidder should insure 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 the payments towards the local loop charges/rentals etc.
6. The quotation should clearly indicate the different components of the total charges recurring (annual) and non-recurring (one time) for bandwidth and equipment supplied.
7. ISP should provide customer premises access equipment, e.g. Internet Router, MUX, etc as applicable to run the required services as asked in this RFP, which should be scalable upto DS3 exclusively to ETTSA, Patiala. Equipment provided by ISP shall be maintained and owned by them.
8. ISP should have (provide necessary documents)
 - a. Local peering, within India, with multiple ISPs.
 - b. Aggregate international capacity (from international gateway in India up to International Points of Presence) of at least 300 Mbps.
9. ISP should have fully resilient and self-healing network architecture on fiber medium, from the international gateway (either owned or hired) in India upto the international Points of Presence. The international connectivity must have Trans-Atlantic and Trans Pacific routes.
10. ISP should provide dedicated port for the connection (with no capping or rate-limit).
11. ISP should be able to provide 24 x 7 x 365 customer support.
12. ISP should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.
13. ISP should have well defined capabilities and procedures to track call resolution progress status and provide the updates to the customer. In addition, ISP should have well defined management and technical escalation procedures.
14. Operations & Maintenance
 - a. The Service Provider should have well-equipped O & M centers staffed with experience personnel
 - b. Service Provider shall maintain sufficient spares at the O & M centers to comply with committed MTTR.
15. ISP shall have to sign the Service Level Agreement committing at least 99.5% of Internet gateway uptime for service availability. In case, ISP is not able to provide the required uptime of 99.5%, penalty will be applicable as per the SLA signed during the award of contract. If the downtime is too frequent the ETTSA has absolute right to terminate the contract after serving one month notice.
16. Compliance of terms with any deviation clearly indicated in remarks & brought in separate deviation sheets.

17. The bidder must provide a compliance statement for the above eligibility conditions indicating Annexure where documentary evidence as required is enclosed failing which the bidder will be declared as "Not Eligible" and the bid will not be processed any further.
18. If ETTSA requires more bandwidth than the asked 24Mbps bandwidth, the same shall have to be provided on pro-rata basis for the rates quoted for 24Mbps Internet Bandwidth.
19. In case this form is downloaded from the website, the cost of the same shall be payable by the way of DD in favour of CEO, ETTSA payable at Patiala along with the bid

Financial Offer (in a separate sealed envelop)

The financial bid should be submitted in a format given at Annexure I. Clarifications and terms and conditions for the financial offer are as follows:

- I. Cost (with unit rates) of all individual items and components such as one time charges, recurring charges, and last mile charges etc. must be shown separately, and taxes, as required should be mentioned.
- II. All costs should be given in Figures and Words inclusive of rates applicable for Govt. Levies like Sales Tax, Octroi, Excise Duty, Work Contract Tax (WCT) and Educational cess, Service Tax etc.
- III. Offer in this bid for the subscribed Bandwidth will be valid for 1 Years. However, same is extendable for another one year ETTSA, Patiala reserves the right for negotiation of Prices with the Firms to whom the contract is awarded, on yearly basis in accordance with any price-cuts on Bandwidth announced by TRAI or other Govt. Bodies.
- IV. Prices shall not be subject to escalation of any nature.
- V. The successful bidders will have to provide a Performance Bank Guarantee of 5% value of the first year order amount valid for 12 months from the date of commissioning.
- VI. The Payment shall be made on quarterly basis and no advance payment shall be admissible.

ANNEXURE-I

Financial Performa

Connectivity	Amount (in Rs.)
One Time Charges	In figures _____ In words _____ _____ _____
Recurring Charges (Per annum) 1. Rates for 8 mbps Internet Bandwidth	In figures _____ In words _____ _____ _____
Recurring Charges (Per annum) 2. Rates for 16 mbps Internet bandwidth required from 16 April to 23 April, 16 July to 23 July, 16 Oct. to 23 Oct. and 16 Jan. to 23 Jan.	In figures _____ In words _____ _____ _____
Recurring Charges (Per annum) 3. Rates for 24 mbps Internet bandwidth required from 24 April to 2 May, 24 July to 2 Aug., 24 Oct. to 2 Nov. and 24 Jan. to 2 Feb.	In figures _____ In words _____ _____ _____
Total Charges for the above Internet Bandwidth requirement	In figures _____ In words _____ _____ _____

The above rates are inclusive of all Govt. Levies like Sales Tax, VAT, Octroi, Work Contact Tax (WCT), Educational Cess, Services Tax etc. and we shall not claim anything extra.

Signature of Authorised Signatory

Designation: _____

Date:

Name of Firm: _____