



NEW TOWN KOLKATA DEVELOPMENT AUTHORITY

(A Statutory Authority Under Government of West Bengal)

Plot No. DG/13, Premises No. 04-3333, Action Area-ID,

New Town, Kolkata - 700 156

Memo No: 5227/NKDA-14024(11)/1/2020-IT SEC(NKDA)-NKDA-Part(1) Date : 11.07.2022

Notice Inviting Tender (N.I.T) No: 08 /NKDA/ADMN of 2022

New Town Kolkata Development Authority (NKDA), invites sealed bids from registered Companies / firms having experience in 20 MBPS Internet Connectivity Leased Line (1:1 Uncompressed and Unshared) for registered office of NKDA Unit Office, Action Area – III, New Town -700135

Schedule of the work enclosed in separate Annexure –

Pre-bid meeting	:	19/07/2022 at 12.00 PM Venue: 3 rd Floor conference room of New Town Kolkata Development Authority, Administrative Building. Plot No - DG/13, Premises No - 04-3333, Action Area - ID, New Town, Kolkata - 700156
Last date of receiving Bid	:	26/07/2022 up to 2:00 PM
Date of Opening	:	26/07/2022 at 03:00 PM

1. Scope of Work:

20 MBPS Internet Connectivity Leased Line (1:1 Uncompressed and Unshared) connection at the registered office of NKDA Unit Office, Action Area – III New Town -700135. [Coordinate: 22.572870483798912, 88.51492538727553]

2. General Terms & Condition

3. PART – I (TECHNICAL BID)

a. Eligibility Criteria:

SL No	Eligibility Criteria	Supporting Documents
1	Bidder must be a class-A ISP / Unified license holder for DoT, Govt. of India	Copy of DoT license is to be provided
2	The Bidder should have own access network for providing last miles	Unified access Service provider License from DOT is to be submitted.
3	The Bidder should have its NLD backbone over owned Fibre cable and should have more than 15 x STM-64 capacity on MPLS core. The core should be on DWDM technology.	Self-declaration to be submitted.
4	The Telco should have a valid ISO 27001, ISO 20000 and TL 9000/ISO 9001	Copies of Valid certificates to be attached
5	The last mile access links offered should be thru un-contention media.	Self-declaration to be submitted.
6	ISP/Bidder should have minimum average turnover of INR 100 Cr. during last 3 financial	Copies of audited financial statements should be

	turnover of INR 100 Cr. during last 3 financial years i.e. 2018-19, 2019-20, 2020-21	statements should be submitted
7	The bidder shall have an experience in providing Internet bandwidth on Fiber of at least two 20mbps to single large organization in last 3 years	Customer PO copy to be submitted
8	The bidder shall NOT have been black-listed by any Central or State Ministries / PSUs / Govt. Department.	Self-declaration letter to be attached
9	Annual turn-over of the bidder in each of the last 3 financial Years i.e. 2018-19, 2019-20 & 2020-21 should be minimum Rs.100 Crore.	Copies of audited financial statements should be submitted
10	CERTIFICATES <ul style="list-style-type: none"> • GST Registration Certificate • Copy of Registration of Company Certificate • Trade License • Document of Kolkata Office 	

i) Service Level Parameters (undertaking to be attached)

Connection Type	Internet Leased Line
Bandwidth	20 Mbps (1:1) Leased Line Internet bandwidth (including Supply, Testing, Installation & Commissioning).
Termination Type	Interface delivery shall be on Fast Ethernet/Gigabit Ethernet
Bandwidth type	1:1, uncompressed and unshared
Last Mile	on OFC (Optical Fiber) or WLL
Live IPs to be provided	Minimum 8 IPs (IPv4) addresses including Reverse Lookups configured at these IP's.

SLA report like latency, packet loss, utilization and uptime report will be provided by bidder.

Sl No.	Service Level Parameter: SLA	Minimum Requirement
1	Service Availability	99.5%-Wireline
2	Packet Loss	should be less than 1%

Maximum Ping response:

Domestic Locations	<=80ms *Mumbai, Chennai, Gurgaon, Kolkata, Pune, Ahmedabad, Hyderabad, Bangalore, Bhopal, Varanasi, Jaipur, Bhubaneswar, Nagpur.
USA (East Coast)	<= 270 ms
USA (West Coast)	<= 300 ms
UK	<= 190 ms
Hong Kong	<=120 ms
Singapore	<=100 ms

Part – II (Financial Bid).

Financial bids of those bidders who qualify the technical evaluation will be opened. The evaluation of Bids shall be done based on the Eligibility Criteria and Financial Lowest Cost Basis Selection (LCBS).

Note: -

- a) NKDA would pay the annual rental (inclusive of GST) in equal quarterly installment.
- b) NKDA would pay one-time cost only after successful installation.
- c) NKDA will not bear any other extra cost or recurring other than the annual rental in future.
- d) Rates for any additional /optional features to be mentioned clearly and separately.
- e) The rates quoted should be in Indian rupees only. Price must to be quoted both in figures and in words. In case of a discrepancy in the two, price quoted in words will be taken as valid.
- f) ANY INCREASE IN BANDWIDTH NEEDED WOULD BE ON PRO-RATA BASIS. However, NKDA shall place the order for required additional bandwidth as and when required by giving a written request to the Tenderer.
- g) No other charges would be payable by NKDA.

4. Local Conditions:

It shall be the responsibility on each tenderer to fully inform / acquaint / familiarize itself with local conditions and factors, which may have any effect on the execution of services to be rendered under the contract. All tenderer(s) intending to bid shall visit and make themselves thoroughly acquainted with the local site conditions.

NKDA shall presume that the tenderer has understood and agreed that all the relevant factors have been kept in view while submitting the bid. No financial adjustment arising thereof shall be permitted by NKDA, on the basis of any non-clarity of information about local conditions being pleaded by the tenderer. Further, no claim for financial adjustment being made by the contract awarded on these tender documents will be entertained by the NKDA

5. Validity:

Quoted rates must be valid for a period of 180 days from the stipulated last date of submission of bid. The overall offer for the assignment and tenderer(s) quoted price shall remain unchanged during the period of validity. The tenderer(s) should be ready to extend the validity, if required.

6. Installation & Commissioning:

Project will be completed within 3 weeks from the date of issue of the Work order. All the aspects of safe delivery, installation, commissioning and uplink of the connectivity shall be the exclusive responsibility of the Service Provider.

If the Service Provider fails to uplink the connectivity by the specified date, then the penalty at the rate of 1% per week of the total order value subject to maximum of 10% of total order value will be deducted.

7. Payment Terms & Conditions:

Payment will be made quarterly at the end of each quarter for the pro rata annual charges on submission of invoice.

8. Contract Period:

The contract period for providing the Internet Leased Line connectivity to NKDA would be initially for 1 (one) year and may be further extended upon satisfactory Services provided by the Selected Bidder, at the sole discretion of NKDA, based on the requirement of the NKDA on yearly basis, else it will stand cancelled on expiry of contract or on written notice within 30 days.

In the event of the successful bidder failing to execute the work order the next lowest bidder will be awarded the contract.

9. Price Schedule (Commercial Bid)

- a. Bandwidth Charges or Annual Port Charges for 20 MBPS 1:1 uncompressed and unshared Internet Leased Line including last mile on Fiber or WLL.
- b. One-time installation fee (if any)

10. Submission of BID

The bids shall be submitted under Three-Bid System i.e. Technical, EMD & Financial bids addressed to the NKDA. Both the envelopes should be super scribed with Technical Bid and Financial Bid, Tender Title "*Tender for 20 MBPS Internet Leased Line (1:1 uncompressed and unshared) for NKDA Office at "NEW TOWN KOLKATA DEVELOPMENT AUTHORITY, ADMINISTRATIVE BUILDING. PLOT NO - DG/13, PREMISES NO - 04-3333, ACTION AREA - ID, NEW TOWN, KOLKATA – 700156"*". Both the envelopes should be kept in one bigger envelope duly sealed. The Technical bids will be opened first on the prescribed date and time in the presence of representatives of the vendors who wish to be present at time. The Financial Bids of the technically qualified firms will be opened after the evaluation of technical bids. The date and time for opening the Financial Bids will be intimated to the technically qualified firms accordingly. In case, the Tender Opening date is declared a holiday, the tender would be opened on the next working day at prescribed time.

11. Earnest Money Deposit (EMD): Rs. 5,000/- is to be submitted in the form of Demand Draft drawn in favour of "**New Town Kolkata Development Authority**" Payable at Kolkata. EMD will be converted as a security deposit for successful bidder. For unsuccessful bidder EMD will be refunded on completion of selection of bidder.

12. Award of Contract:

After due evaluation of the financial bid(s), NKDA will award the contract to the technically qualified tenderer (hereinafter referred to as the "Service Provider") having lowest Grand total in Financial Bid (kindly refer Part II of para 1 on page 5 of this document)

13. Commencement of Contract:

The Service Provider shall commence the work from the date of receipt of acceptance of work order Agreement which shall be accepted by the Service Provider not more than 10 days from the receipt of the work order or 15 days from the date of said order whichever is earlier.

14. Service Provider Obligations:

1. The Service Provider shall be responsible for providing the 20 MBPS leased line internet connectivity at *NKDA Office at "NKDA UNIT OFFICE, ACTION AREA-III, NEWTOWN, WEST BENGAL 700135 "*, at all the time throughout the contract period.

2. The Service Provider shall be responsible for supply, installation, configuring and commissioning of hardware at NKDA office and uplink of connectivity.
3. Liaising (if required) with other firm(s) for obtaining point to point connectivity between ISP node and NKDA, shall be the responsibility of the Service Provider (necessary hardware should be provided by ISP for point to point link activation if required).
4. The Service Provider would insure that the local loop provisioning doesnot violate any regulations as laid by Government of India / TRAI in respect of such links / networks. Service Provider shall be responsible for making all the payments towards the local loop charges / rentals / WPC charges etc.
5. The Service Provider will do preventive maintenance once a quarter for upkeep of the systems running. The schedule will have to be adhered to strictly by him.
6. Should provide performance monitoring system which include real time bandwidth utilization report and site health report.

15. Service Level Guarantee:

- A. The Service Provider shall provide the 20 MBPS (1:1) Internet leased line connectivity at all the time (24X7X365) at NKDA Office at "NKDA UNIT OFFICE, ACTION AREA-III, NEWTOWN, WEST BENGAL 700135".
- B. To provide Internet Router Port at ISP Gateway for required Bandwidth and minimum subnet of 8 Public IP addresses including Reverse Lookups configured at these IP's.
- C. Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of Country / ISP Internet gateway.
- D. Latency: Less than 100ms from NKDA to ISP's tier 1 peering point. Latency will be randomly checked on daily basis. In case of non- adherence latency limit, the link will be considered as down with effect from time of detection till the time is restored.
- E. Network Availability (uptime): More than 99.50 % per month.

- F. Reports for performance, monitoring / usage like MRTG or equivalent to be submitted by the ISP on monthly basis or as per requirement of NKDA.
 - G. Downtime Calculation: Downtime shall be calculated as $(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$. Deduction in payment will be made for downtime in the quarterly bills raised by the ISP.
 - H. The response time for attending the faults will be 1 hour after they are reported to the ISP. The ISP will rectify the faults within 12 hours failing which; the vendor will arrange temporary replacements. The services shall be provided 24 X 7 days in a week.
 - I. Downtime penalty in % of quarterly payment:
 - J. Mean Time to Repair (MTTR), Packet loss and Link failover will be calculated from Network Management System (NMS) provided by the vendor installed at NKDA side or through ISP portal.
16. **Jurisdiction:**
The courts at Kolkata alone will have the jurisdiction to try any matter, dispute or reference between parties arising out of this tender / contract. It is specifically agreed that no court outside and other than Calcutta High Court shall have jurisdiction in the matter.
17. Response to the queries received, if any, from bidder or any related Corrigendum, extension of date(s) and others in respect of above tender shall be issued only on NKDA website www.nkdamar.org. No separate notification shall be issued in the press. Therefore, bidders are requested to regularly visit our website to keep themselves updated.

- 18. Clarification:**
The prospective tenderer(s) requiring any clarification regarding the tender documents requested to contact “www.nkdamar.org”
19. Quotation should be submitted in sealed cover and superscribed with the Name of the Work quotation for, with N.I.Q No.
20. The bidder must sign each page of the quotation paper, notice, relevant drawings, schedules etc. which forms part and parcel of the tender document. The intending bidder is required to sign in English or Bengali or Hindi. Signature of bidder in all locations must be identical but the rates shall be quoted in English only.
21. The Earnest Money already deposited will be converted as initial Security Deposit. The Security Deposit will be refunded after defect liability period of 01(one) month from the date of completion of the contract.
22. The bidder are bound by the terms and conditions of W.B.F No.2911(i)/(ii) along with the specification, notice for calling NIT, Terms & Conditions, if any, and schedule of works etc. which forms part and parcel of the contract deeds.
23. Conditional quotation will not be entertained and shall be deemed as ‘informal’.
24. Before submission of any Bid, bidder may visit the sites and satisfy themselves about the local conditions and also other matters that may be raised in relation to the work. Any bidder who shall submit quotation should be presumed to have done so as no claim whatsoever will be entertained on any account afterwards.
25. Taxes as admissible will be deducted as per Govt. orders issued from time to time and would be applicable on the date of making payment of the bills. The rate quoted would remain same throughout the period of contract and should be inclusive of all taxes which are and will also be applicable during the entire tenure of the contract.
26. The successful bidder on receipt of letter of acceptance from the Quotation Accepting Authority, New Town Kolkata Development Authority will have to execute a formal agreement.
27. The Tender Inviting Authority reserves the right to deny or accept or reject any or all the applications and even to annul the quotationing process at any point of time without prejudice to further action and without assigning reason thereof.
28. Letter or other instrument submitted separately in modification of the sealed quotation will not be entertained.
29. Canvassing in any form is strictly prohibited and any quotationer found to have resorted to canvassing shall be liable to have his Quotation rejected summarily.
30. Intending quotationer should note that he will have to work simultaneously with other contractors already entrusted with other work or with contractors to be entrusted with other work in future in the same site. The contractor will have to work in close co-operation and harmony with all the contractors engaged in the project. Any claim for idle labour, for any reason whatsoever, will not be entertained under any circumstances.

31. Departmental materials will not be issued under any circumstances. Department, unless otherwise stated means New Town Kolkata Development Authority.
32. NKDA will not be held responsible for making payment against any anticipated profit and/or compensation for any losses or price escalation whatsoever for the works as stated in the annexure of this NIT.
33. Any corrigendum to this tender will be circulated through Official Website of New Town Kolkata Development Authority (www.nkdamar.org). Participants are requested to follow the website.

Executive Engineer (E)

New Town Kolkata Development Authority

Memo No: 5227 /1(8)NKDA-14024(11)/1/2020-IT SEC(NKDA)-NKDA-Part(1) Date: 11/07/2022

Copy forwarded for information and necessary action to :-

1. Chief Executive Officer, NKDA
2. Chief Engineer, NKDA.
3. Executive Engineer – I, NKDA.
4. Finance Officer, NKDA.
5. Estimator/ Sr. Accountant / Cashier, NKDA.
6. P.A to the Chairman, NKDA.
7. Office Notice Board.
8. Official Website. (www.nkdamar.org).

Executive Engineer (E)

New Town Kolkata Development Authority

Notice Inviting Tender (N.I.T) No: 08 /NKDA/ADMN of 2022**Format for Financial Bid**

Sl No	Particulars	Price in INR	
		Annual Rental	One-time Cost
1	Annual rental of 100 MBPS Internet Connectivity Leased Line (1:1 Uncompressed and Unshared) inclusive of all taxes.		Nil
2	One time (all inclusive) installation fee along With hardware charges.	Nil	

Executive Engineer (E)
New Town Kolkata Development Authority