

**Supply, Installation, Testing,  
Commissioning and Maintenance  
of  
50 Mbps  
Internet Leased Line Connection  
(1:1 uncompressed and unshared)  
for  
HSCC (India) Ltd, Noida**



HSCC (INDIA) LTD  
E-6(A), Sector-1, NOIDA(U.P) 201301 (India)  
Phone: 0120-2542436-40 Fax: 0120-2542447

HSCC/HO/IT/ILL/2017

**INVITATION FOR PROPOSAL**

**HSCC/HO/IT/ILL/2017**

**Dated: 8th February 2017**

**To,**

**All Bidders**

**Subject:** Invitation for Proposals for supply, installation, testing, commissioning & maintenance of 50 Mbps (1:1 uncompressed and unshared) Internet Leased Line Connection on Fibre Optic Cable (FOC) only at HSCC's corporate office, Noida

Dear Sirs,

1. HSCC (India) Ltd. invites your most competitive quotation/proposal for supply, installation, testing, commissioning & maintenance of 50 Mbps (1:1 uncompressed and unshared) Internet Leased Line (ILL) Connection on FOC only at HSCC's corporate office, Noida
2. Quotation,
  - 2.1 The contract shall be for the ILL services described above.
  - 2.2 Corrections, if any, shall be made by crossing out, initialing, dating and re writing.
  - 2.3 The prices quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
  - 2.4 The quotation should clearly indicate the different components of the total Charges recurring (annual) and non-recurring (one time, if any) for bandwidth and equipment supplied. Rates /Prices quoted should be inclusive of all taxes, duties.
  - 2.5 Internet Leased Line Services of 50 Mbps shall be provided for the period of 5 year. The Applicant shall provide the services under the contract valid for a period of 01 year starting from the date of Commissioning & Acceptance of the HSCC. However, the services will be reviewed and renewed on yearly basis based on the performance of the agency/service provider so that it can be renewed as per the requirement of the HSCC.
3. Each bidder shall submit only one quotation.
4. Bidder should also submit power of attorney/letter of authorization for participating in the bid in the name of the person signing & submitting the bid.
5. Evaluation of Quotations,

The Purchaser will evaluate and compare the proposals determined to be substantially responsive i.e. which

  - 5.1 are properly signed; and
  - 5.2 confirm to the terms and conditions, and specifications.
6. The evaluation of Quotations would be on total amount quoted for providing the ILL services including one time charges, recurring charges etc.
7. Award of contract:

The Purchaser will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest rate for the item. The bidder should meet all the technical requirements mentioned in this document.

- 7.1 Notwithstanding the above, the Purchaser reserves the right to accept or reject any bid and cancel the bidding process and reject all quotations at any time prior to the issue of Purchase order without assigning any reason.
8. Installation & Commissioning date for ILL services shall be within 4 weeks from date of placement of order.
9. Payment shall be made in Indian Rupees as follows:
- One time charges, if any: After successful commissioning & testing of the ILL.**  
**Recurring charges: Quarterly payment will be made for the invoice/bills raised by the Agency on completion of each quarter.**
10. The applicant shall provide all the equipment such as mux, modems, converters, routers, UPS and any other hardware required to terminate the internet leased line at HSCC, Noida without any additional charges. Hardware supplied, if any for the installation of ILL, shall have standard warranty. Warranty shall come into effect only after acceptance of the ILL connection by HSCC.
11. You are requested to provide your offer/proposals latest by 14:00 hours on **13<sup>th</sup> -Feb-2017**. The technical bid will be opened in HSCC office at 15:00 hours on **13<sup>th</sup> -Feb-2017** in the presence of tenderer or their authorized agents such as they may choose to attend.
12. Information brochures/ Product catalogue, if any must be accompanied with the quotation \ clearly indicating the model/services quoted for.
13. Sealed proposal/quotation along with the compliance sheet for complying all the technical requirements mentioned at Annexure-I to be submitted/ delivered at the address mentioned below,
- General Manager (IT)**  
**HSCC (India) Ltd**  
**E- 6 (A), Sector -1**  
**NOIDA – 201 301**
- THE COVER SHOULD BE SUPERSCRIBED WITH THE FOLLOWING:**
- Reference to letter of enquiry.  
Due date of opening.
14. We look forward to receiving your quotation and thank you for your interest in this project.
15. Quoted amount should be in Indian Rupees only.
16. Authorized person from the agency/ISP submitting the bid should sign each and every page of this document along with their quotation/proposal and submit the same. For all items the Technical & Financial Evaluation Committee, may opt for verification & clarification of the credentials/experiences and required documents submitted along with the quotation.
- Note:** Please indicate the quotation reference no. (given at the top of page 1 of this letter) on the quotation envelope.

The details of required ILL services are also made available at [www.hsccltd.co.in](http://www.hsccltd.co.in), modification/amendments etc, if any, shall only be notified on website.

General Manager (IT)  
HSCC (India) Ltd, Noida

### **DEFINITIONS**

1. **“Application”** shall mean the response submitted by interested parties in response to the tender.
2. **“BID/Tender”** shall mean documents issued by HSCC to the prospective Bidder. The word **“Tender”** is synonymous with **“Bid”**.
3. **“Contract”** shall mean the contract to be signed between the Successful applicant and the competent authority on behalf of HSCC, Noida & their authorized representative.
4. **“Contract Price”** shall mean the financial application of the Successful applicant as accepted by the HSCC.
5. **“Client/Employer/Principal Employer/Purchaser”** shall mean HSCC (India) Ltd., Noida.
6. **“Evaluation Committee”** shall mean the committee constituted by HSCC for the evaluation of the applications.
7. **“HSCC”** shall mean HSCC (India) Ltd., having its Corporate Office at E-6(A), Sector 1, Noida.
8. **“Letter of Award”** shall mean the letter issued by the HSCC to the Successful applicant inviting him to sign the Contract.
9. **“Bidder/Applicant/ISP/Tenderer”** shall mean the service provider/agency participating in the process.
10. **“FOC/OFC”** shall mean the Fibre Optics Cable/Optical Fibre Cable.
11. **“Proposal/Quotation”** shall mean the offer & documents submitted by the bidder in response to the tender.

## **INSTRUCTIONS TO APPLICANTS**

### 1. Amendment to The Document

- i. At any time prior to the deadline for the submission of Applications, HSCC, may, for any reason modify the document by an amendment.
- ii. The amendments would also be available on the website on HSCC. The Applicants are strongly advised to regularly visit this website to ensure that they are aware of the amendments. The addendum (s) issued will form part of the documents.
- iii. The above information will only be placed on HSCC website and it will be the responsibility of the applicants to read.

### 2. Preparation of Application:

#### a) Responsibility:

- i. The Applicant shall be deemed to have inspected the Site and its surroundings and taken into account all relevant factors pertaining to the Site, while preparing and submitting the Application.

#### b) Project Inspection and Site Visit:

Any Site information given in this Application Document is for guidance only. The Applicant is advised to visit and examine the Site of works and its surroundings at his/their cost and obtain at his/their own responsibility, any information that may consider necessary for preparing the Application and entering into a Contract with the HSCC, including availability of electricity, water and drainage, where applicable.

HSCC shall not be liable for such costs, regardless the outcome of the selection process.

#### d) Alternative Proposal by Applicants:

Applicants shall submit offers that comply with the requirement of the Tender, including basic technical design as indicated in the specifications. Alternatives will not be considered.

### 3. Contents of Financial Package

The financial package (Price Schedule) should be submitted in hard copy only. These prices should include all costs associated with the Project including any out of pocket / mobilization expenses, taxes, charges, levies, cess, VAT, including Service tax etc. as applicable till the date of document publication. In case Government levies/modifies any tax subsequently the same will be adjusted plus/minus as the case may be. The Applicant must ensure to fill up price against each item of Price application. If any cell is left blank then value of that cell shall be treated as "0" (ZERO).

### 4. Currency of Application

Application prices shall be quoted in Indian Rupees only. The amount mentioned elsewhere in the application document will also deemed to be in Indian Rupees unless otherwise mentioned.

5. HSCC may, at their discretion, extend date for last date of submission, in which case all rights and obligations of HSCC and the Applicant shall thereafter be subjected to the new deadline as extended. If such nominated date for submission is subsequently declared as a public holiday, the next official working day shall be deemed as the date for submission of Application.

i. Late Applications

Any Application received at the address mentioned above after the deadline prescribed for submission of Applications in Notice Inviting Applications/extended date as the case may be, herein will not be considered and will be returned unopened to the Applicant.

6. Application Opening

Applications shall then be opened in the office of HSCC (I) Ltd., at Plot – 6 (A), Block – E, Sector – 1, Noida, Uttar Pradesh – 201 301, an hour after the prescribed time for Application submission in presence of the Applicants' representatives who may wish to be present.

Financial Bid for all applicant whose application is found to be generally in order and substantially responsive shall be opened at the Bid opening or at a subsequent date to be intimated in advance to such eligible Applicants.

Only summary of prices quoted by the Applicants will be read out.

Price evaluation shall be made on total mention in price schedule.

The Application of any Applicant who has not complied with any of the instructions contained herein may not be considered.

**Process to be Confidential**

After the public opening of Applications/bids, information relating to the examination, clarification, evaluation and comparisons of Applications and recommendations concerning the Award of Contract shall not be disclosed to Applicants or other persons not officially concerned with such process.

Any effort by the Applicant to influence the Employer/ Engineer in the process of examination, clarification, evaluation and comparison of Applications and decision concerning Award of Contract may result in the rejection of the bidder's bid.

**Determination of Responsiveness**

- i. Prior to the detailed evaluation of Applications, HSCC will determine whether each Application is responsive to the requirements of the tender.
- ii. For the purpose of this clause, a responsive Application is one which:
  - a. contains all the information as requested in the Application Document
  - b. contains information in formats same/similar as those specified in this Application Document
  - c. Conforms to all the terms, conditions and specifications of Tender without material deviation or reservation. "Deviation" may include exceptions and exclusions. A material deviation or reservation is one which affects, in any substantial way, the scope, quality, performance or administration of the works to be undertaken by the Applicant under the Contract, or which limits in any substantial way, HSCC 's rights or the Applicant's obligations under the Contract as provided in Application and/or is of an essential condition, the rectification of which would affect unfairly the competitive position of other bidders presenting substantially responsive bids at reasonable price.
- iii. If a bid is not substantially responsive to the requirements of Application, it will be rejected by HSCC. The decision of the HSCC in this regard shall be final and binding.

7. Evaluation of Applications

- i. HSCC would examine and evaluate responsive bids, as per the criteria set out in this document.

**a. Signing of Contract**

- i. HSCC shall prepare the Contract in the Performa (Form D) included in this document, duly incorporating all the terms of contract between the two parties. Within 7 days from the date of issue of the Letter of Award the Successful Applicant will be required to execute the Contract.
- ii. The Contract shall be duly signed by HSCC or its assignees and Agency/service provider through their authorized signatories.

**TECHNICAL SPECIFICATIONS AND REQUIREMENTS**

**INTRODUCTION**

50 Mbps Internet connectivity on FOC Leased Line (1:1 uncompressed and unshared) for HSCC India Limited, Noida.

**SCOPE OF WORK**

To cater the Internet bandwidth and connectivity requirement, HSCC intends to hire 50 Mbps dedicated uncompressed symmetric FOC Internet Leased Line (1:1 uncompressed and unshared) Connectivity through Leased Line with assured bandwidth of 50 Mbps at HSCC, Noida, on end-to-end basis per annum. HSCC is indenting to utilize the required bandwidth to be made available uninterrupted for 24 X 7 X 365 basis on reliable media i.e. fiber optic for running various common network services such as Internet access, web mail etc. If any earthwork/minor civil work is involved inside the premises it should be done by the applicant without any extra cost in intimation to the HSCC.

The applicant shall provide all the equipment such as mux, modems, converters, routers, UPS and any other hardware required to terminate the internet leased line at HSCC, Noida without any additional charges. Maintenance of the same during the contract period is the responsibility of the agency/service provider. HSCC, Noida shall provide power and space for co-locating the termination equipment without any charges. The applicant must specify in the application the space and power requirements for their equipment.

**PERIOD OF SERVICE:**

1. Set-up of 50 Mbps Internet Leased Line on FOC at HSCC, Noida - completion within 4 weeks from date of placement of order.
2. Providing services of 50 Mbps Internet Leased Line for the period of 5 year. The applicant shall provide the services under the contract valid for a period of 01 year starting from the date of Commissioning & Acceptance of the HSCC. However, the services will be reviewed and renewed on yearly basis based on the performance of the agency/service provider so that it can be renewed as per the requirement of the HSCC.

The service provider shall be responsible for Supply, Installation, Testing, Commissioning & Maintenance of the Internet connectivity & to ensure 99.5% uptime of the Internet Leased Line provided, on monthly basis.

The technical requirements with terms and conditions are given below:

1. IP Addresses  
The ISP shall provide 50 Mbps Internet connectivity (Leased Line) at HSCC. Internet Router Port at ISP Gateway for required Bandwidth and minimum 5 Public IP addresses including Reverse Lookups configured at these IP's.
2. The applicant shall do installation & configuration of modems, routers or any such associated Fiber-optic equipment to make the entire system working to provide sustained Internet Leased Line of not less than 50 Mbps.
3. Local Loop has to be through Fiber Cable, wherein optical fiber is extended right up to the customer premises.
4. Complete detail of service provisioning including offered bandwidth, compression type,



- termination details etc. are to be clearly stated.
5. Service Provider should provide details of the proposed connectivity, viz., the name of the cable and landing points of the involved cable.
  6. The ISP's network shall support IPv6 and all necessary technical support for implementation shall be provided to HSCC as and when required.
  7. The service provider shall carry out proactive maintenance, management and monitoring of the Internet Leased Line links to meet the desired SLA. The applicant must also provide methodology for problem management, resolution and escalation.
  8. The applicants Network Operation Centre must respond to the complaints from HSCC on in the event of any failure or any attacks from internet on 24X7X365 basis.

### Service Performance & Deliverables

- 1) The applicant must have a state of the art Network Management Centre or Network Operation Centre to ensure complete monitoring and process driven support to enable trouble shooting of all types of problems.
- 2) The applicant should be capable of providing Bandwidth usage reports, Performance reports on Real time /Hourly /Daily/ Weekly /Monthly basis & Network latency reports. Latency should be less than 150 ms from HSCC to ISP's tier 1 peering point.

- 3) **Planned Downtime:-**  
There shall however, be a provision for planned maintenance activity in the service providers' network for which the service provider shall inform HSCC at least 10 working days in advance. The maximum window for such maintenance shall not exceed 8 hours in six months with a single block not exceeding 4 hours at a stretch. The downtime period taken for the planned maintenance activity shall be made available only during off-peak hours and as advised by HSCC.

- 5) **Damages for Service Failure:**

If the Uptime of 99.5% is not met for any duration of time, the link shall be deemed to be down for such duration and penalty shall be imposed.

Damages for failing to maintain the stipulated internet port/link uptime of 99.5 % on monthly basis shall be calculated as under.

Uptime ( % ) per month	Damages for Service Failure to be deducted from the agency's Invoices.
>=99.5	0
>=99 and <99.5	2 % of 'x'
>=98.5 and <99	4 % of 'x'
>=98 and <98.5	6 % of 'x'
>=97.5 and < 98	8% of 'x'
>=97 and < 97.5	10% of 'x'
<97	15% of 'x'
	where 'x' is the total monthly charges payable to agency

**If the uptime (%) per month is less than 97% for 2 consecutive months, HSCC reserves the right**

**to review and terminate the contract.**

**Other terms & conditions are mentioned below:**

- 1.0 The bidder should have fully resilient and self-healing network architecture, on fiber medium.
- 1.1 Packet Losses: Less than 2 % (Average over 1000 ping) at any given point of time to any part of globe.
- 1.2 The Vendor will be responsible for the comprehensive maintenance during the service period after the acceptance of installation & testing of hardware for which HSCC will not make any extra payment.
- 1.3 The HSCC reserves the right to carry out the capability assessment of the applicant and the HSCCC decision shall be final in this regard.
- 1.4 Compliance of terms with any deviation should be clearly indicated in remarks in separate deviation sheet.
- 1.5 The applicant would insure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. Applicant will be responsible for making all the payments towards the local loop charges/rentals charges etc.
- 1.6 The bidder must submit, the detailed schematics/network diagrams explaining the implementation scheme, route map of the proposed connectivity along with their proposal. The proposal should clearly bring out the Bill of Material (BOM), the space and power required in HSCC's Internet data center required to commission and provision the Internet connectivity.
- 1.7 The applicant must have adequate support facility in NCR/Delhi to provide proper customer support 24X7X365.  
  
The applicant should have well defined capabilities and procedures to track call resolution progress status and provide the updates to the customer. In addition, applicant should have well defined management and technical escalation procedures.
- 1.8 The bidder has to provide monthly Multi Router Traffic Grapher (MRTG) Report of usage of Bandwidth and will ensure that HSCC is getting 50 Mbps (1:1 uncompressed and unshared) Bandwidth.
- 1.9 During the contract period if there is any reduction in the tariffs for Internet Lease Line in the market due to changes in Government policy etc., the benefit of subsequent price reduction shall be immediately passed on to HSCC.
- 1.10 During currency of the contract, HSCC reserves the right to re-negotiate on the tariffs being charged, based on market conditions, after one year apart from any other reductions in tariffs due to Government policies.
- 1.11 HSCC at any time may terminate the Contract by giving written notice of one month in advance to the selected agency/service provider, without any compensation, if the selected agency/service provider becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to HSCC.

### **Payment Terms**

The standard payment terms shall be as below:

- I. The 100% payment for One Time Charges, if any of the contract value will be made by HSCC after successful commissioning of Internet lease line and acceptance test at the HSCC' office in terms of agreement.
- II. The payment of recurring charges will be made on quarterly basis subject to the performance of the satisfactory services and against the submission of the invoice on the completion of each quarter.

Deduction of Taxes as applicable shall be made from each bill.

### **User Acceptance Tests (UAT)**

**User Acceptance Testing (UAT)** consists of a process of test by the user that the application developed according the specifications mentioned in tender document and accepted by the users. The handing over to HSCC shall be effective only after compliance of the following:

- a) Rectification of all defects shall be carried out by the agency before Handing over/Taking over process.
- b) All services/equipments/Hardware/Software/Application Software/Network to be run and check as per requirements and satisfaction of HSCC.
- c) Agency shall submit catalogues, brochures, operation manual, manufacturer test certificate, Guaranty/Warranty papers, licence etc for all equipments/Hardware/Software before handing over & taking over process.

### **Handing over & Taking over process**

For handing over & taking over process in addition to clauses specified the following services/works to be complied by the agency/service provider:-

- c) Rectification of all defects shall be carried out by the agency before Handing over/Taking over process.
- d) All services/equipments/Hardware/Software/Application Software/Network to be run and check as per requirements and satisfaction of HSCC.
- c) Agency shall submit catalogues, brochures, operation manual, manufacturer test certificate, Guaranty/Warranty papers, licence etc for all equipments/Hardware/Software before handing over & taking over process.

### **Arbitration**

The venue/ seat of Arbitration shall be at Delhi. During the arbitration the agency/service provider shall not stop the work & shall continue to work in terms of the contract.

**PRICE SCHEDULE**

HSCC/HO/ IT/ILL/2017

**Work:-** Supply, Installation, Testing, Commissioning and Maintenance of 50 Mbps Internet Leased Line connection (1:1 uncompressed and unshared) for HSCC India Limited.

Name of Applicant:-

Work to be executed and services to be provided as per scope of work, technical requirements, technical specifications, tender's terms & conditions etc. as per the requirement & complete in all respect & satisfaction of the HSCC.			
SNO	Description	Price (Rs.)	Price (In words)
1.	One Time Charges for supply, Installation, Testing and Commissioning of 50 Mbps Internet Leased Line connection (1:1 uncompressed and unshared) for HSCC India Limited, Noida complete in all respect (inclusive of all hardware, software, FOC cable etc upto last mile connection).		
2.	Annual Recurring Charges for providing above 50 Mbps Internet Leased Line connection (1:1 uncompressed and unshared) inclusive of maintenance etc. as per the requirement & complete in all respect & satisfaction of the HSCC.		
	<b>Total</b>		

The above cost should include all the components that are required for end to end connectivity i.e. last mile upto site.