

PRASAR BHARATI
INDIAS PUBLIC SERVICE BROADCASTER
DOORDARSHAN NEWS; TOWER B; DOORDARSHAN BHAVAN
MANDI HOUSE, NEW DELHI -110001

No:-DDN/04/(DDE)/2018-G

Dated: 06/07/2018

Tender for Hiring of 100 Mbps Internet Lease Line on OFC media at DD NEWS, DELHI

1.0 Scope of Work:

1.1 Bandwidth

The bidder shall provide **100MBPS** of Uncompressed Symmetrical (1:1) Premium Internet bandwidth at Doordarshan News, Tower-B, Doordarshan Bhawan, Copernicus Marg, New Delhi-110001, in accordance with technical specifications specified in Annexure-1 and QoS parameters stipulated in clause No. 9.5 of this tender document.

1.2 Hardware provisioning & Maintenance

The bidder shall provide all the equipment such as mux, modems, converters and any other hardware required to terminate the requirement internet lease line at DD News. The maintenance and ownership of all such equipment will be with bidder only. DD News shall provide power and space for co-locating the termination equipment without any charges. The bidder must specify in the bid the space and power requirements for this equipment.

1.3 Period of Service

The bidder shall provide the services for a period of **03 year** starting from the date of Commissioning & Acceptance of the Internet Bandwidth by DD News. The services shall be subjected to a bi-annual review. DD News has the option to extend the contract on the same terms and conditions subject to revision of rates up to the satisfaction of DD News as also satisfaction for services rendered by the service provider.

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

2.0 Eligibility Criteria for bidders:

2.1 The bidder should be a company registered in India under Registrar of companies.

2.2 The bidder must have state of the art Network Management Centre/ Network operation Centre for complete monitoring and troubleshooting support round the clock to ensure uninterrupted service to DD News. The bidder should provide details w.r.t the various mediums of contact of the NOC, the contact details, and escalation mechanism for escalation of complaints/failures.

The bidder shall provide supporting documents in support of all the above mentioned clauses.

3.0 General Conditions:

3.1 The bid (s) of those bidders (s) who do not have adequate facilities and capabilities to provide comprehensive maintenance support shall be summarily rejected.

3.2 The bidder must submit, the detailed schematics/network diagrams explaining the implementation scheme, route map of the proposed connectivity along with their technical proposal. The proposal should clearly bring out the Bill of Material (BOM), the space and power required to commission and provision the Internet connectivity.

3.3 Providing last mile connectivity to DD News will be the responsibility of bidder. All equipment such as mux, modems/converters etc should be provided by the bidder. This equipment will be the property of the bidder and bidder will be responsible for the maintenance of this equipment.

3.4 This will be a two bid system (Technical and commercial). The tender details can be downloaded from the website <https://www.tenderwizard.com/PB>.

3.5 Bidders may submit a Earnest Money Deposit of Rs 17,500/- (Rupees seventeen thousand five hundred only) in form of the Demand Draft favouring DDO, DD News.

3.6. Self-attested copy of the PAN/ GST registration number to be submitted along with the electronic bid.

3.7 Payment shall be made by DD News to the Service Provider on monthly basis, at the end of each quarter. Invoice should be raised at the end of the quarter and shall be accompanied by satisfactory services report form DD News.

3.8 The bidders are required to give the Bank details such as Bank name, Account number and IFSC code for RTGS purpose.

3.9. THE LAST DATE OF SUBMISSION OF THE ELECTRONIC BID IS 20/07/2018 UPTO 1200 AND THE TECHNICAL BIDS WILL BE OPENED ON THE SAME DAY AT 1400 HRS.

4.0 Submission of Proposals:

The proposals will be called on e-tendering basis along with complete proposals containing technical as well as commercial bids within stipulated time frame.

5.0 Bid Validity:

The validity of the bid must be for a minimum of 120 days from the last day of bid submission. Any subsequent extension of validity shall be for a minimum of 60 days.

6.0 Evaluation of Offer:

6.1 The Bids will be opened on a pre-notified date and time in the presence of representatives of the bidders.

6.2 Final selection will be made on the basis of lowest cost from amongst the technically suitable offers. For the purpose of relative commercial ranking of offers, all inclusive prices (Annual Charges, Taxes etc.) offered in the Rate Schedule (Annexure II) of the Tender, as well as other costs seen to be arising as a part of offer due to taxes or duties based on the offer will be reckoned.

6.3 Additional features/ Enhancements offered by the bidder, over and above the ones asked for in the tender document, shall not be considered for evaluation of bids.

7.0 Due Diligence

The Bidders are expected to examine all instructions, terms and specifications stated in this tender. The Bid shall be deemed to have been submitted after careful study and examination of this tender document. The Bid should be precise, complete and in the prescribed format as per the requirement of this tender document. Failure to furnish all information or submission of a bid not responsive to this tender will be at the Bidders' risk and may result in rejection of the bid. Also the grounds for rejection of Bid should not be questioned after the final declaration of the successful Bidder.

8.0 Award of Contract:-

8.1 DD New shall place orders for bandwidth initially for a period of 03 year which shall be further extendable at DD News's option.

8.2 DD News decision on selection of the service provider shall be final and there shall be no representation of any kind in this regards afterwards.

8.3 DD News reserves the right of acceptance/ rejection of the offer / bid without assigning any reason whatsoever.

9.0 Service Performance & Deliverables

9.1 The bidder must have a state of the art Network Management Centre of Network Operation Centre to ensure complete monitoring and process driven support on 24x7x365 basis to enable trouble shooting of all types of problems.

9.2 The bidder should provide 24/7 Help desk support to DD News and carry out Proactive maintenance, management and monitoring of the Internet Bandwidth links to meet the desired SLA as specified in Clause 9.5 below. The bidder must also specify in the bid document the methodology for problem management, resolution and escalation.

9.3 The bidder should provide monitoring tools at DD News for Bandwidth/ Usage/Performance monitoring on real time basis. The bidder should be capable of providing Bandwidth usage reports, Performance reports on Real time/Hourly/Daily/ Weekly/ Monthly basis & Network latency reports.

9.4 The Internet connectivity will be deemed as available provided all the Qos parameters defined below are also met.

9.5 Quality of Service (QoS) Parameters:-

- Port availability:- 99.5% calculated on monthly basis
- Committed information Rate (CIR):- 100%
- Packet Loss; less than equal to 1%
- Round trip latency to the various location across the globe:<300 millisecond
- Round trip latency to the various locations within India:< 150 millisecond
- Bit error rate (BER):- 10-7 or better
- Ring topology with 1+1 protection.

The round trip latency will be measured online by the tool provided by the bidder. The average packet loss on the internet link should be less than 1%. It shall be measured by computing the percent packet loss of 1000 pings (with acknowledgement for each previous packet received) of 64 bytes each. This confirmed packet loss is the measurement of packet loss from DD News to the router of any Internet backbone tier-I carrier in India.

9.6 Provision of Public IP's

The service provider shall allocate and provide minimum of 8 Nos. of Public IP's for the exclusive usage by DD News.

9.7 Planned Downtime

There shall however, be a provision for planned maintenance activity in the service provider's network for which the service provider shall inform DD News at least 5 working days in advance. The maximum win down for such maintenance shall not exceed 4 hours in six months with a single block not exceeding 2 hours at a stretch. The downtime period taken for planned maintenance activity shall not be reckoned for calculating the Uptime availability of the services.

10.0 Service Level Agreement:

The bidder will have to meet SLA Parameters as mentioned above. Te bidder shall sign the SLA with DD News to provide the minimum service availability of 99.5% on monthly basis and meeting the QoS parameters defined above.

11.0 Penalty:

Bidder should give uptime guarantee of 99.5% on monthly basis. In case uptime falls below the guaranteed level, DD News will impose penalty. If the Quality of Service (QoS) parameters as defined in Clause 9.5 above are not met for any duration of time, the link shall be deemed to be down for such duration and penalty shall be imposed. If the link is down (Port unavailable) for more than one hour continuously, even if it is within 99.5% Uptime limit, a penalty amount which is equivalent to twice the amount due for the unavailable period will be charged and deducted from Vender's invoices. It will be maximum 10% of the invoice value.

If the uptime (%) per month is less than 97% for 2 consecutive months, DD News reserves the right to review and terminate the contract.

12.0 Payment Terms:

Payment shall be made by DD News to the Service Provider on monthly basis, at the end of each quarter. Invoice should be raised at the end of the quarter and shall be accompanied by satisfactory services report form DD News.

13.0 Delivery & Liquidated Damages

The bidder shall be responsible for provisioning of the Internet Port (Bandwidth) ordered at the site and for making it fully operational within **04 weeks** from the date of placement of purchase order.

If the bidder fails to deliver within the stipulated time schedule or by the date extended by DD News, it will be construed as a breach of contract and suitable Liquidated Damages would be levied.

The liquidated damages will be calculated as 0.5% of the contract value per week upto maximum of 04 weeks.

14.0 Installation & Acceptance

14.1 The bandwidth must be supplied in full as per ordered specifications. Testing and acceptance will be done by the designated team from DD News. DD News reserves the right to reject the order if it is not conforming to the approved specifications. No payment will be made for the rejected items.

14.2 Once the system is fully installed and is made operational, its operation and performance would be observed for duration of seven continuous working days for successful performance in accordance to QoS parameters stipulated in clause No. 9.5 of this tender document.

15.0 Item wise Compliance;

The bidder shall go through the entire document and must comply with all the terms and conditions. A Compliance statement in the form of 'Complied' or 'Not Complied' shall be given against each clause/ item and specification of the tender document. The compliance statements should be supported by authentic documentation. Please note that any deviation from the laid down requirements/ specification shall be brought out separately in deviation sheets to be attached with concerned section of the tender. Failure to comply with this requirement may result in the bid being rejected. Each page of the bid and cuttings/ corrections shall be duly signed and stamped by the bidder. Failure to comply with this requirement may result in the bid being rejected

16.0 Technical Literature & Brochures

One set detailed technical literature shall be submitted along with the bid. The literature should contain detailed specifications and information about all equipment and systems involved in provisioning of the ordered bandwidth. The technical literature shall be used to compare the specifications of the offered services with the required specifications mentioned in the tender document.

17.0 Termination For Default

DD News may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the vendor terminate the contract in whole or part thereof if:

- The vendor fails to deliver any or all of the obligations within the time period(s) specified in the contract, or any extension thereof granted by the client.
- The vendor fails to perform any other obligation(s) under the contract.
- If the uptime (%) per month is less than 97% for 2 consecutive months, DD News reserves the right to review and terminate the contract.

- Either party i.e. DD News or vendor can terminate the contract agreement by giving three months notice in advance to other party.

18.0 Force Majeure

If at any time, during the continuance of this contract, the performance in whole or in part by either party or any obligation under this contract shall be prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restriction, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event any come to an end or cease to exist and the decision of the purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may at his option, terminate the contract provided also that if the contract is terminated under this clause, the purchaser shall be at liberty to take over from the Successful tenderer at a price to be fixed by the purchaser with mutual consent which shall be final. All unused, undamaged and acceptable materials bought out components and stores in course of manufacture in possession of the Successful tenderer at the time of such termination of such portions thereof as the purchaser may deem fit excepting such materials bought out components and goods as the Successful tenderer may with the concurrence of the purchaser select to retain.

Annexure-I

Technical Specifications

1. Service Requirement: Provision of Internet Bandwidth at DD News, The last mile has to be through optical fiber and the link must be provided using self-healing ring architecture.
2. Bandwidth: The bidder should quote for 06 Mbps Uncompressed Symmetrical 1
:1 premium bandwidth per Annum (Basic unit Price inclusive of all levies & charges) (in Rupees).
3. The link shall terminate at a Point of Presence (POP), which is owned by the bidding company. The bidder will deliver the last mile on optical fibre using ring architecture form bidder's ISP POP to DD News premises.
4. Redundancy: The local loop shall be on a ring to provide maximum uptime.
5. The link shall be terminated on an Ethernet port of a switch/router/firewall at DD News. The actual interface requirement shall be made known at the time of placement of contract order. However DD News has the right to demand for any change in the interface port requirement in future. The Bidder will be informed about the about the change and 30 days duration will be provided to the bidder to terminate the link a desired by DD News.
6. Quality of Service (QoS) Parameters:
 - Port availability:- 99.5% calculated on monthly basis
 - Committed information Rate (CIR):- 100%
 - Packet Loss: Less than equal to 1%
 - Round trip latency to the various locations across the globe: < 300 millisecond
 - Round trip latency to the various locations within India: < 150millisecond
 - Bit error rate (BER):- 10-7 or better
 - Ring topology with 1+1 Protection.

7. The service provider to the various shall provide 24/7 Help desk support to DD News and carry out Proactive maintenance, management and monitoring of the Internet Bandwidth links to meet the desired SLA as specified in item No. 6 above. The Bidder must also provide methodology for problem management, resolution and escalation.
8. The bidders Network Operation Centre must respond to the complaints from DD News on 24/7 basis in the event of any failure or any attacks like the blaster/ slammer etc.

ANNEXURE -II

PRICE SCHEDULE

Uncompressed Symmetrical (1:1) Premium Internet Bandwidth on OFC media at DD News

Sl. No.	Price for 100 Mbps Uncompressed Symmetrical 1:1 Premium Internet bandwidth with SLA as defined in the RFP document per Annum (Basic unit Price exclusive of all levies & charges) (in Rupees)	Any other levies/taxes/charges (in Rupees)	Total price inclusive of all levies and charges (in Rupees)
1.			

Grand total in words:

The above cost should include all the components that are required for end to end connectivity i.e last mile upto DD News, to provision Internet Bandwidth ordered.

Signature:

Name:

Designation:

Date:

CHECK LIST

1. The bidder shall provide 100MBPS of Uncompressed Symmetrical (1:1) Premium Internet bandwidth at Doordarshan News, Tower-B, Doordarshan Bhawan, Copernicus Marg, New Delhi-110001, in accordance with technical specifications specified in Annexure-1 and QoS parameters stipulated in clause No. 9.5 of this tender document.
2. The bidder shall provide all the equipment such as mux, modems, converters and any other hardware required to terminate the requirement internet lease line at DD News.
3. The bidder must specify in the bid the space and power requirements for this equipment
4. The bidder should be a company registered in India under Registrar of companies
5. The bidder must have state of the art Network Management Centre/ Network operation Centre for complete monitoring and troubleshooting support round the clock to ensure uninterrupted service to DD News. The bidder should provide details w.r.t the various mediums of contact of the NOC, the contact details, and escalation mechanism for escalation of complaints/failures. (PLEASE PROVIDE THE SUPPORTING DOCUMENTS).
6. The bidder must submit, the detailed schematics/network diagrams explaining the implementation scheme, route map of the proposed connectivity along with their technical proposal.
7. Bidders may submit a Earnest Money Deposit of Rs 17,500/- (Rupees seventeen thousand five hundred only) in form of the Demand Draft favouring DDO, DD News.
8. Self-attested copy of the PAN/ GST registration number to be submitted along with the electronic bid.
9. The bidders are required to give the Bank details such as Bank name, Account number and IFSC code for RTGS purpose.