

**Chandigarh Industrial & Tourism Development Corporation Limited**

CIN: U45202CH1974SGC003415

Regd Office: SCO – 121-122, Sector 17-B, Chandigarh – 160017

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**E-TENDER NOTICE FOR PROVIDING 8 Mbps INTERNET  
LEASED LINE CONNECTIVITY**

CITCO invites E-tenders for Providing 8 Mbps Copper Based dedicated Internet Leased Line Connectivity at CITCO Head Office (SCO 121-122, Sector 17-B, Chandigarh) and Hotel Mountview (Sector 10, Chandigarh). E-Tender documents are available on Chandigarh Administration website <https://etenders.chd.nic.in/nicgep/app> for online participation.

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**Note: For off-line viewing of detailed terms and conditions, eligibility criteria, etc. please log on our website:  
[http://www.citcochandigarh.com/corporate/tenders\\_notices.html](http://www.citcochandigarh.com/corporate/tenders_notices.html)**

MANAGING DIRECTOR

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**E-TENDER FOR PROVIDING INTERNET LEASED LINE CONNECTIVITY**

CITCO invites E-tenders for installation and commissioning of 8 Mbps Copper Based dedicated Leased Line (1:1) Connectivity at CITCO Head Office (SCO 121-122, Sector 17-B, Chandigarh) and Hotel Mountview (Sector 10, Chandigarh) from various Internet Service Provider (ISP). Tender documents are available on Chandigarh Administration website <https://etenders.chd.nic.in/nicgep/app> for online participation.

**ELIGIBILITY CRITERIA, TERMS & CONDITIONS:**

**ELIGIBILITY CRITERIA FOR ISP:**

1. The ISP should be UASL, TL 9000 Certified (Attach a copy of Certificate).
2. The ISP should have valid PAN India ISP license from Govt. of India (Attach a copy of Certificate).
3. The bidder should be a company registered in India under Registrar of companies (Attach a copy of Certificate).
4. The Bidder (ISP) must be capable of delivering the latest version of internet protocol i.e. IPv6 as per the guidelines of govt. of India, as and when required (Attach Undertaking).
5. The tender must be accompanied by earnest money of Rs.10,000/- (Rupees Ten Thousand Only) in the shape of Bank Draft / Pay Order of any Scheduled Bank drawn in favour of CITCO. The amount of earnest money shall not be accepted through cheque. The amount of earnest money, if any, lying with the Corporation or any other pending amount will not be adjusted against the present tender. The earnest money of the successful tenderer(s) shall be kept as security till the tenure of the Contract. Tender without earnest money shall not be entertained

**TERMS & CONDITIONS:**

1. ISP will provide all the necessary hardware equipments for providing the connectivity to units of CITCO and prices of such hardware equipments should be adjusted in the pricing of the bandwidth.
2. ISP will provide the following services
  - Internet Router port at ISP Gateway for Required Bandwidth
  - Liasoning with DOT/BSNL for obtaining point to point connectivity between ISP node and SPIC in case of requirement.
  - Procure Hardware if required as per details in Clause I (above).
3. 16 number of global IP addresses to be provided by the ISP.
4. Configure the Hardware (Modems/Router etc.).
  - Installation and commissioning of the link with appropriate wiring.

- Maintenance support service (24 hours and 7 days a week).
  - Warranty 2 years if additional hardware.
5. The ISP must provide entire connectivity up to the switch level.
  6. As per the instructions of the Ministry of Finance, Govt. of India, New Delhi, Govt. Companies / PSUs have been directed to adopt e-payments as the preferred mode of payment w.e.f. 01.04.2013. For the purpose, tenderers are required to compulsorily furnish the following information to enable them receive payments in time:-

<b>Sr. No.</b>	<b>Particulars</b>	<b>Information to be filled by Tenderer</b>
1.	Name of the party (as appearing in their bank account).	
2.	Bank's Name	
3.	Bank's Address	
4.	Bank Account Number	
5.	IFSC Code of the Bank	
6.	Type of Bank Account	
7.	Enclose one cancelled cheque of the bank	
8.	Mobile No. of the tenderer on which SMS alerts for payment credited to their account is to be given	
9.	E-mail I.D. of the tenderer on which email notification for payment credited to their account is to be given	

On adoption of the above system, the payments will be remitted electronically under intimation to them by e-mail / SMS on submission of above said RTGS/ NEFT details, all the payment will be made through RTGS/NEFT to the contractor/ agency.

7. The ISP will be responsible for implementing the software at the client side for Bandwidth utilization, up time, packet loss ping time etc.
8. CITCO has right to terminate the contract at any time without specifying any reason.

**Obligations/ Responsibilities of the vendor :**

1. The Vendor will be responsible for the comprehensive maintenance of equipment supplied during the warranty period of one contract after the acceptance of installation & testing of hardware. In case of default, client will have the right to arrange maintenance at the risk and cost of vendor, from any other source and shall raise bills to vendor. The amount so spent will be deducted from the payment of vendor.

2. The ISP shall raise the quarterly bill to the respective units of CITCO for the entire bandwidth supplied.
3. The revised rates of the ISP will have to be constantly informed to respective units of CITCO and the benefit of the same must be extended as and when the rates are revised.
4. The services shall be provided 24\*7\*365 days. The vendor will rectify the faults failing which: the vendor will arrange temporary arrangements.
5. The vendor will also maintain the Equipment/Services for efficient running at all time during its warranty period. HOWEVER, average uptime during a quarter should not be less than 99% In case the vendor/ISP fails to maintain the said uptime; the vendor/ISP will be liable for penalty @1% of the cost of the total quarterly rate. Even if a peripheral or part of the equipment supplied by ISP is not working, the system will be considered as down.  
Uptime shall be calculated as: 
$$\frac{\text{Total Time} - \text{Down Time}}{\text{Total Time}} \times 100$$
6. The Downtime will be counted from the time when the complaint to ISP is registered/ logged by CITCO. This uptime period will start if the link up till the CITCO router is found active when checked from internal LAN.

MANAGING DIRECTOR

