

Tender Document

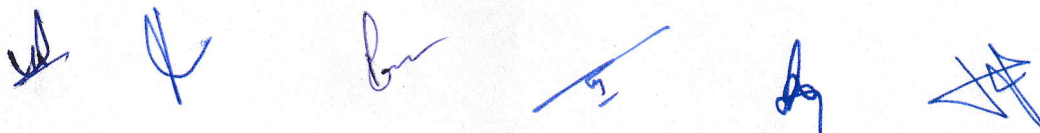
CITCO invites e-bids from reputed, experienced ISP/Companies/Firms/Agencies for **“Providing High Speed Internet Leaseline Access with minimum 80 Mbps (1:1) along with complete solution Wireless In-building Network (WiFi) on Fixed Monthly Rental Basis including charges of One Technical Manpower at all the 3 hotels of CITCO viz. Hotel Mountview, Sector-10, Chandigarh, Hotel Shivalikview, Sector-17, Chandigarh and Hotel Parkview Sector-24, Chandigarh.** The agencies, who are in similar business for 3 years and presently providing the same services to Hotels/Institutions/Corporate/Central/State Govt. Deptt/ PSU's/Corporate/ Supers Specialty Hospitals etc and capable of undertaking such work, may apply e-bids under two way tendering process i.e. Technical and Financial at Gem Portal website <http://gem.nic.in> along with EMD of Rs. 2,00,000/- (Rupees Two Lacs only) in the form of Demand Draft issued in favor of “CITCO” payable at Chandigarh **OR** online mode i.e. RTGS/NEFT in Bank of Maharashtra, Current Account payable No. 60123028907, IFSC CODE : MAHB0000384, SCO 145-146, Sector 17 C, Branch, Chandigarh before the closing date and time of uploading the e-tender on Gem Portal. In case the bidder has not submitted the EMD electronic/physically in the specific mentioned date and time given in the tender document their participation will not be considered at all and shall be summarily rejected.

1. The bidder would be required to provide:-

- i) Complete Wi-Fi Solution: Infrastructure by way of investment for providing Wi-Fi Internet in the entire Hotel Building i.e. Hotel Mountview, Hotel Shivalikview and Hotel Parkview including positioning, latest equipment's i.e. Access Gateway/Firewall/ODU's Access Points/SMS Gateway/Hotspots, Switches, Cables, Routers, LAN Networking, UPS etc., Brand and Specifications of AAA Server and also backup solution of data for security purpose.
- ii) Bandwidth of minimum 80 MBPS (1:1) at each Hotel i.e. Mountview, Shivalikview, and Parkview & CITCO Head Office, from Class-A ISPs. The availability of high level Internet access in the entire premises of Hotel including Rooms, Restaurants, Banquet, Conference Room, Lobby, lawns, offices etc. with Roaming facility.
- iii) One Technical Qualified Manpower at each Hotel i.e. Hotel Mountview, Hotel Shivalikview and Hotel Parkview to maintain the Wi-Fi environment and resolve day-to-day guest's complaints. Bidder should complete all the formalities related to ESI/EPF etc. of manpower at their own level. Bidder is liable to produce a copy challan as when required.

2. ELIGIBILITY CRITERIA

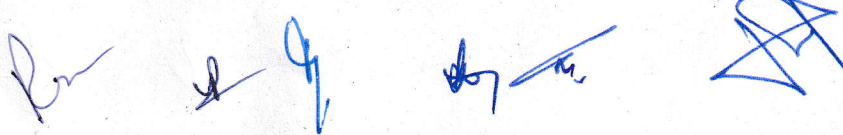
- i. Bidder should have successfully implemented and maintained WiFi network/WLAN/WIMAX and having 3 years' experience for providing Wi-Fi Internet Services at Hotels/Educational Institutions/ Corporate/Central/PSU's/ Super Specialty Hospitals/Multiplex etc. along with documentary evidence authenticating its proof of experience i.e. work order, satisfactory work report for 3 years. The bidder should have requisite equipments and expertise in the trade.
- ii. Bidder should have to deposit the only Demand Draft of an earnest money of Rs.2,00,000/- (Rupees Lacs Only) in favour of “CITCO” payable at Chandigarh. The Demand Draft may be physically submitted to Computer Cell, CITCO, Head Office, SCO-121-122, Sector 17 B Chandigarh before the date and time of uploading the e-tender. **OR** online mode i.e. RTGS/NEFT in Bank of Maharashtra, Current Account payable No. 60123028907, IFSC CODE : MAHB0000384, SCO 145-146, Sector 17 C, Branch, Chandigarh. In case the bidder not submitted the EMD physically/electronically in the specific, time mentioned in the E-tender document they will not be considered at all and shall be summarily rejected.



- iii. Bidder should have Turnover of more than Rs.2 Crores or more in any 2 below mentioned Financial Years :-
 - i. 2023-2024
 - ii) 2024-2025
 - iii) 2025-2026
- iv. The bidder should either have valid Class-A ISP License or authorization Certificate/letter from valid Class- A ISP License holder (Stamp & Signed).
- v. The bidder should have similar type of experience of 3 years for providing Wi-Fi Services/Internet Lease line up to 40-80 Mbps to any Hotels/Educational Institutions/ Corporate/ PSU's/ Corporate/ Supers Specialty Hospitals / Multiplex etc. along with satisfactory reports for providing the said services.

3. SCOPE OF WORK

- I. The potential usage can be categorized as:
 - i. **Guest User (Mobile Equipments)** – Such user will utilize the Wireless connectivity using Laptops, Tablets, Notebook, Mobile Phones etc.
 - ii. **Guest User (Desktop Computers)** – Such user will access the Wireless connectivity using Desktops.
- II. The Access point/Network Modules should support all latest applications software, system software and network protocols etc.
- III. The wireless connectivity will support all the operating systems used in the market like windows/android/MacOS/IOS etc.
- IV. Full signal strength should be provided to the entire Hotel i.e. Rooms, Lobby, Lawns, Banquet Halls, Restaurants, Lawns & offices etc.
- V. Upgradation of Hardware, Software & Equipments required time to time as per the latest industry norms with no extra cost.
- VI. The selected bidder shall be required to provide a turn-key solution i.e. supply, installation & commission of network equipments, SMS gateway and required bandwidth i.e. laying of cables, civil work, electrical work etc. at all the three hotel locations (i.e. Hotel Mountview, Hotel Shivalikview, Hotel Parkview during the contract period at its own cost.
- VII. On opening the Web Browser, the guest users shall be automatically redirected to an authentication page. On the page, the guest users shall be required to specify their details (like Name, Mobile Number, etc). The guest shall then be sent a dynamically generated pass code over SMS to the mobile number specified. On entering the pass code received through SMS, the guest users shall be allowed to connect to the wireless network and access the internet. The cost of SMS will be bear by the bidder throughout the contract period.
- VIII. The solution should include captive portal for self-registration and authentication of guest including delivery of temporary pass code via. SMS. For sending SMS, the CITCO Hotels will not provide access to its SMS Gateway.
- IX. During the contract period, the bidder shall be required to conduct periodic checks of the deployed solution for performance & security, and further perform continuous network monitoring on behalf of CITCO and also provide necessary tools/equipment's to their engineer.
- X. Commissioning of equipment's and network integration with Software will also be responsibility of bidder.
- XI. The permission from various other authorities shall be obtained by the bidder. It is the sole responsibility of the bidder.
- XII. Duties & Responsibility of the Bidder to provide the complete information of the internet (Wi-Fi) user and also provide reports, as and when required for security purpose etc. at any point of time for each hotel.



- XIII Coupon Generation facility for different time slots shall be provided by the bidder.
- XIV The Bidder shall be required to provide access to 24x7 helpdesk customer support and web based complaint registration system. The Bidder shall also be required to extend 24x7 helpdesk customer support for end users through his technical staff (in addition to the manpower posted at each hotel/unit), as and when required.

XV Deliverables :

The cost of SMS services shall be adequately considered by the bidders while submitting their commercial proposals. The proposed solution shall include a dedicated 80 Mbps (1:1) premium Internet bandwidth connection at each of the following hotels: Hotel Mountview, Hotel Shivalikview, and Hotel Parkview, along with the deployment of one technical manpower resource at each location. In addition, the bidder shall provide one complimentary 40 Mbps (1:1) Internet bandwidth link at the CITCO Head Office, along with one technical manpower resource. The bidder shall factor the cost of the complimentary Internet bandwidth and associated technical manpower into its overall commercial proposal, and no separate payment shall be made by CITCO for these services. The selected bidder shall be responsible for the installation, operation, and maintenance of all equipment for the entire duration of the contract. For maintenance activities, the selected bidder shall primarily provide support through remote assistance.

Overall requirements

The complete solution must comply with the following requirements:-

- i. Install an appropriate industry standard **Wireless Access Controller /NMS** together with an appropriate number of indoor and outdoor **Wireless Access Points** to ensure total coverage of the Hotels.
- ii. Solution must support the following features:
 - Zero Configuration on end-user device
 - Web Service
 - DHCP/NAT/Firewall
 - IEEE 802.1x and IEEE 802.11 a/b/g/n
 - SNMP
 - HTTP Server
 - WPA, WPA2
 - Authentication, Authorization, and Accounting (AAA) Client like Nomadix, 24 online etc.
 - Solution must support Bandwidth Guarantee at user level.
 - Solution must support Upstream / Downstream (Min /Max) bandwidth guarantee. Solution must support per user account. Solution must provide the ability to filter the type of content allowed (e.g., blacklist URLs, Radio, Video, and Audio Streaming) Solution shall provide automated email or text alerts when problems are identified.
 - The incident and type of alerts to be triggered should be configurable.
 - Solution shall provide real time remote health monitoring and troubleshooting of the installed equipment.
 - Solution should be designed for end-to-end security for the network to prevent unauthorized changes and use of the network.
 - AAA Server installed must have interface with the existing Hotel PMS in IDS Software. Solution should be designed for providing selective access rights / access barring policies.
- iii. The bidder must have 24x7 helpdesk customer support to Setup a Wi-Fi Hotspot at each Hotel of CITCO.

User Traffic Monitoring

For the purpose of monitoring the user traffics, the solution must have following:

- i. Solution should collect certain relevant information related to the destination IP/URL visited by a given user ID such as: Time Stamp, NAS, Source IP and Port, Destination IP and Port, URL Information, MAC Address, User ID, Protocol used Detailed logs (up to 180 days) should be maintained on a remote server and should be made available to the CITCO Hotels upon request. Collects certain relevant information related to the destination IP/URL visited by a given user.
- ii. Solution must support web based user monitoring, including analysis and reporting of information collected by the solution. For better monitoring, the filters should be made available for analysis and reporting.
- iii. Solution shall provide individual usage statistics including but not limited to:
 - Number of network users on the system at any time. The maximum, minimum, and the average bandwidth usage by user. Average time duration for which the internet was utilized. Number of users who attempt to access black listed sites and a list of the site sites they attempted to access. Reporting by the URL accessed by the users.

4. Terms and Conditions

- i. Bidder shall design, build and operate the system with latest technology to provide Wireless High Speed Internet Services with relevant security features at its own cost. CITCO shall pay fixed monthly rental to the successful bidders.
- ii. **The contract period shall be for a period of 5 years.**
- iii. Bidder shall provide one Technical Qualified Manpower at each Hotel i.e. Hotel Mountview, Hotel Shivalikview, Hotel Parkview & CITCO Head Office to maintain the Wi-Fi environment and resolve day-to-day guest's complaints. No extra cost shall be paid in any case during the contract period.
- iv. Bidder shall have local office at Chandigarh (Tri-city).
- v. Bidder shall provide registered office address, Contact Details i.e. phone number, email address, engineers details and also provide address local Chandigarh office details.
- vi. The successful bidder will be issued a Letter of Intent (LoI) to enable agency proceed with the work of providing infrastructure and the system go live within 60 days from the date of issuance of the LoI. The LOI will be signed and stamped by the successful bidder as a token of acceptance of the contract.
- vii. After the successful completion of work, the contract letter will be issued to the bidder. The contract letter will be signed and stamped by the bidder as a token of acceptance of the contract.
- viii. Internet Bandwidth, infrastructure along with security measures and Service level agreement for committed bandwidth.

- ix. Bidder will provide unlimited upload and download data during the contract period.
- x. The fixed monthly rental of the hotel/unit will be started when the system will go "Live".
- xi. The bidder may inspect the Premise viz. Hotel Mountview (Sector 10, Chandigarh), Hotel Shivalikview (Sector 17 E, Chandigarh), Hotel Parkview (Sector 24, Chandigarh) and CITCO Head Office (SCO 121-122, Sector 17-B, Chandigarh) in advance to access the complete solution to provide Wi-Fi facility to the guest of the Hotel before quoting the rates in the financial bids.
- xii. During the contract period, if the bidder fails to comply with Terms and Conditions, contract will be cancelled and the EMD will be forfeited.
- xiii. Bidder will depute one technical manpower at each hotel/unit viz. Hotel Mountview, Hotel Shivalikview, Hotel Parkview & CITCO Head Office.
- xiv. Bidder will depute services of its trained service engineer to attend the calls in case of absence of deputed/stationed engineer at any hotel.
- xv. No vital data/information will be shared to third party/person without the written consent of CITCO Management.
- xvi. The bidder shall provide at least 20 public/static IPs at each location.
- xvii. The respective hotel/unit will provide the electricity connection (free of cost) and earthing required if any.
- xviii. It will be the responsibility of the successful bidder to ensure proper upkeep and maintenance of the entire system including Hardware, Software, and Network etc. during the contract period. Any damage caused to the system/Hardware/Software/networking etc. for any reason will have to be rectified/repaired/replaced by the bidder at its bidder own cost on immediate basis.
- xix. Monthly Fixed Rental including One Technical Qualified Manpower charges shall be paid by respective hotel after receiving bills from the selected bidder.
- xx. No extra amount will be reimbursed for installation & commissioning of equipment's/ SMS Gateway/ Networking/ Manpower etc. except monthly rental during the contract period.
- xxi. The Earnest money deposit (EMD) of Rs.2,00,000/- (Rs. Two Lacs. Only) deposited by the successful bidder will be converted against performance security and shall be kept with CITCO during the contract period and shall be reimbursed after the completion of the contract period without any interest.
- xxii. The Earnest money of Rs.2,00,000/- (Rs. Two Lacs. Only) of unsuccessful bidder shall be returned back without any interest after the completion of tender process within 60 days from the date of allotment letter to successful bidder.
- xxiii. **The bidder quoted lower rate in Grand Total shall be considered as L-1.**
- xxiv. CITCO requires any additional document from the bidder, the bidder shall provide necessary documents on email i.e. info@citcochandigarh.com within stipulated period.
- xxv. The bidder must upload the scanned self-attested copy of each page of the CITCO tender document as well as also attached scanned self-attested copy of documents mentioned at Annexure 1 along with duly filled checklist of attached document.
- xxvi. The Bidder who wish to have any further clarification on the subject may contact Computer Cell, 2nd Floor, CITCO, SCO 121-122, Sector 17-B, Chandigarh (Ph. No. 0172-4644439) on any working day before last date for apply of e-tender.

- xxvii. Penalty: Any fault in the internet connectivity will have to be resolved by the bidder as per the following schedule:-
- a) The bidder will maintain the internet leased line on 24x7x365 basis. The services/repair calls are to be attended by the bidder within 30 minutes from the time of registration of complaint/reporting of service failure. Standby backup line is also ready for support 24x7x365.
 - b) In case the services are not restored back to their fully optimum functionality or the issues not resolved within 2 Hours otherwise penalty will be imposed @ Rs.1000/- per day per hotel/unit.
- xxv. CITCO reserves the right to terminate the contract by serving 3 months' notice upon the Bidder for default in services offered to the customers for failure in services or serious disruption in services or on bidder's failure to rectify system within reasonable period. In addition to the said termination, CITCO also reserve the right to forfeit the EMD/ performance security and Blacklist the Bidder.
- xxvi. MD, CITCO may impose additional terms and conditions as may be required in the best interest of the Corporation during the contract period with the mutual consent.
- xxvii. Any amendment in the terms and conditions of the E-tender document or any other change, if required, will be published/ uploaded through corrigendum on <http://Gem.nic.in> only. It will be the responsibility of the bidder to note amendments and submit the bid accordingly. No separate intimation shall be provided to any individual.
- xxviii. The allotment of contract will be given to the L-1 agency, who will quote lowest rates subject to technical eligibility by the technical evaluation committee.
- xxix. The time frame of execution of work of 60 days may be further extended for another period of 30 days at the discretion of MD, CITCO, if there are genuine reasons for the same.
- xxx. Managing Director, CITCO has right to terminate the contract without assigning any reason.
- xxxi. The bidder shall provide uninterrupted Wi-fi internet services (24*7) at Hotel Mountview, Hotel Shivalikview, Hotel Parkview & CITCO Head Office. Also, the bidder should have alternate arrangement in case of any interruption in the Wi-Fi internet services provided by the bidder.
- xxxii. In the event of any dispute, difference or question arising out of or in respect of this contract or breach of any terms thereof or in any manner whatsoever in connection with it, the same shall be referred to the Managing Director, CITCO or any other person authorized by him/her, which shall be appointed as per provisions of Arbitration & Conciliation Act, 1996 as amended. The decision or award so given shall be binding on the parties. The Courts at Chandigarh shall have exclusive jurisdiction to adjudicate any dispute arising under or in connection with this contract.

5. Bid Process:-

Tenders are invited online under two way tendering process i.e. Technical and Financial Bid separately. In the first stage, only the Technical Bid will be opened for evaluation by the duly appointed purchase committee. Financial Bid of only those agencies will be opened whose technical bid is found to be in order by the technical evaluation committee.



6. Technical Bid :

The Bidders will be required to submit their bid in two parts simultaneously. The First bid containing the Technical Bid as mentioned in the format at Annexure I which will include the following:-

1. A brief description of the Bidder.
2. EMD of Rs. 2,00,000/- by way of Demand Draft issued in favor of "CITCO" payable at Chandigarh **OR** online mode i.e. RTGS/NEFT in Bank of Maharashtra, Current Account payable No. 60123028907, IFSC CODE : MAHB0000384, SCO 145-146, Sector 17 C, Branch, Chandigarh.
3. Copy of PAN Number and GST Number of the Bidder
4. Details of 3 year's experiences for providing of similar type of internet lease line (1:1) (Wi-Fi services) to any Hotels/Educational Institutions/Hospitals/Corporate/ Super Specialty Hospital/Multiplex etc. along with satisfactory performance certificate/report along with a copy of work orders.
5. Copy of Income Tax Return filled acknowledgements for 3 financial years i.e. 2023-2024, 2024-2025, 2025-2026.
6. Specifications & complete details of the Bandwidth of minimum 80 Mbps (1:1) internet lease line along with details of ISP proposed to be installed with backbone speed.
7. An affidavit duly certified by the notary that the bidder has never be blacklisted or punished by any court for any criminal offence/breach of contract and that no police/vigilance enquiry/criminal case is pending against the bidder/firm/company etc.
8. The bidder should have valid Class-A ISP License.
9. Turnover of Rs.2.00 Crores or more in any 2 below mentioned Financial Years:
2023-2024
2024-2025
2025-2026

The bidder shall upload and/or submit duly signed and stamped scanned copies of the requisite documents, duly certified by a Chartered Accountant, as specified in the tender document.

FINANCIAL BID :

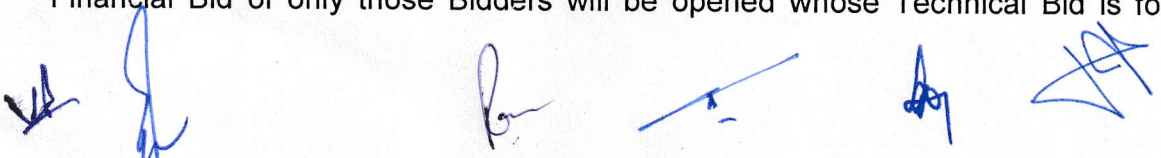
The bidder shall quote the rates for "Fixed Monthly Rental including charges of One Technical Qualified Manpower at all the locations as mentioned in the Financial Bid format at Annexure-II. The rates so quoted shall be exclusive of GST. GST shall be paid extra as per Govt. applicable rules.

Rates will be fixed for the entire period/duration of the contract. To that extent, there will be no revision/escalation in Rental Rates/Manpower cost during the contract period.

BID VALIDITY

The e-bids shall remain valid for a period of 180 days from the last date of submission of tender. Both the bids i.e. Technical Bid (As per Annexure I) and Financial Bid (As per Annexure-II) shall be submitted electronically on the Chandigarh Administration website <http://gem.nic.in> as per the procedure mentioned at Annexure-III. No manual tenders will be accepted.

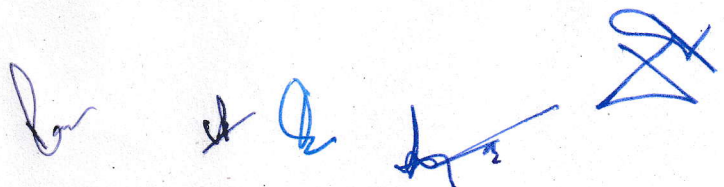
Financial Bid of only those Bidders will be opened whose Technical Bid is found



eligible/acceptable. The last date for uploading of the e-tender is _____ by 05:30 PM. Tender will be opened on _____ at 11:00 AM.

The Management reserves the right to reject any or all the tenders without assigning any reason.

CHIEF GENERAL MANAGER



Annexure-I

The bidder is requested to upload scanned copies (duly signed and stamped) of the following documents :-

Sr. No.	Name and Address of the Bidder/ Firm/Company	Self Attested Copy of Documents
1.	Address of Registered Office & Chandigarh Office	
2.	Telephone No/Moblie No/Email Address	
3.	Copy of EMD of Rs.2,00,000/- (DD No, date, bank details/UTR number, Bank details)	
4.	PAN Card	
5.	GST Certificate	
6.	Experience of 3 years providing Wi-Fi Services to Hotels/Educational Institutions/ Corporate/ PSU's/ Corporate/ Supers Specialty Hospitals /Multiplex etc alongwith satisfactory report from the clients having implemented similar solution therein and copy of work orders. (Attached the relevant copies of work order, experience and satisfactory performance report).	
7.	Copy of Income Tax Return filed Acknowledgements for 3 financial year i.e. 2023-2024, 2024-2025 & 2025-2026.	
8.	Acceptance of terms and conditions attached (Yes/No).Please sign each page of Tender document as token of acceptance and upload/submit as part of tender document.	
9.	Enclose an affidavit duly certified by the notary that the bidder has never be blacklisted or punished by any court for any criminal offence/breach of contract and that no police/vigilance enquiry/criminal case is pending against the bidder/firm/company etc.	
10.	Specifications & complete details of the Bandwidth of minimum 1000 MBPS (1:1) internet lease line along with details of ISP proposed to be installed with backbone speed.	
11.	The bidder should attached a copy valid Class-A ISP Certificate	
12.	Bidder should have Turnover of 2 Crore or more in any 2 Financial Years (2023-2024, 2024-2025 & 2025-2026) Certified by Chartered Accountant	

For

Signature

Signature

Signature

Annexure –II

FINANCIAL BID

Sl. No.	Item Description (Minimum Internet Lease Line (1:1) 80 Mbps at Each Location)	FIXED MONTHLY RENTALCHARGE INCLUDING ONE TECHNICAL MANPOWER (IN RS.) (Rate quote excluding GST) *
1	Hotel Mountview, Sector 10, Chandigarh (155 ROOMS, RESTAURANTS, BANQUETS, LOBBY ETC.) Internet Leaseline with minimum 80 Mbps (1:1) along with complete solution Wireless In- building network (WiFi)	
2	Hotel Shivalikview, Sector 17, Chandigarh (108 ROOMS RESTAURANTS, BANQUETS, LOBBY ETC.) Internet Leaseline with minimum 80 Mbps (1:1) along with complete solution Wireless In- building network (WiFi)	
3	Hotel Parkview, Sector 24, Chandigarh (157 ROOMS) RESTAURANTS, BANQUETS, LOBBY ETC.) Internet Leaseline with minimum 80 Mbps (1:1) along with complete solution Wireless In- building network (WiFi)	
	Grand Total (1+2+3) (in Rs.)	

* GST shall be paid extra as per Govt. applicable rules.