



**TENDER FOR PROVIDING 30 MBPS LEASED LINE INTERNET  
CONNECTIVITY @ IIM TIRUCHIRAPPALLI CHENNAI CAMPUS**

**INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI**

Padukkottai Main Road, Chinna Sooriyur Village, Tiruchirappalli,  
Tamil Nadu – 620 024.



Sub: Notice inviting Tender for providing 30 Mbps leased line internet connectivity at Chennai Campus of IIM Tiruchirappalli.

Indian Institute of Management Tiruchirappalli (IIMT) is the eleventh IIM established by the Government of India under the Ministry of Human Resource Development. The institute, which was launched in June 2011, is functioning in it's own campus located at Chinna Suriyur, Pudukkottai road, Tiruchirappalli.

**1. OBJECTIVE:**

IIM Tiruchirappalli invites quotation from the Internet Service Providers for an **optical fiber end to end ring connectivity** (leased line) with 30 Mbps 1:1 internet Bandwidth for a tenure of 3 Years through OFC at Chennai campus of IIM Tiruchirappalli.

**2. ADDRESS OF CHENNAI CAMPUS:**

Address of our Chennai campus at which connection is to be provided is given below:

**Indian Institute of Management Tiruchirappalli (Chennai Campus)**  
**1st Floor, Ramaniyam Siddharth Building,**  
**Nehru Street Industrial Estate North Phase,**  
**Kalaimagal Nagar, Ekkatuthangal, Chennai,**  
**Tamil Nadu PIN:600032**

**3. TENDER SUBMISSION DETAILS:**

Details	Date	Time	Venue
Date of issue of Tender Document	08-11-2019	15:00 Hrs. onwards	-
Pre-bid Meeting	18-11-2019	11:30 Hrs.	Dean's Committee room, 1 <sup>st</sup> Floor, Admin Block, IIM Tiruchirappalli Pudukkottai Main Road, Tiruchirappalli – 24.
Last date of Submission of Tenders	29-11-2019	up to 13:00 Hrs.	-
Tender opening date will be published on the website after pre-bid meeting.			



Cover 1 – EMD & Application Fee (sealed cover)	Consist of EMD, Application Fee
Cover 2 Tender Document (sealed cover)	All Tender documents including price details, previous work orders, Proof of Income Tax returns, GST registration.
Master cover (sealed cover)	Cover 1 and Cover 2
Tender Document	The tender document can be downloaded from the IIMT website <b>www.iimtrichy.ac.in/tender</b>
Application Fee (Including GST) - Non-refundable	Rs. 1,180/- (Including 18% GST) in the form of Demand Draft in favour of “Indian Institute of Management Tiruchirappalli” payable at Tiruchirappalli. The DD has to be attached with the application form, without which the bid won't be considered.
EMD Amount (Refundable to unsuccessful Bidder)	The vendor should submit their EMD of Rs. 10,000/- in the form of Demand Draft in favour of “Indian Institute of Management Tiruchirappalli” payable at Tiruchirappalli. The DD has to be attached with the application form, without which the bid won't be considered.
Security Deposit (SD) - Refundable after completion of work	10% of work order value. The EMD amount will be adjusted against the SD amount payable by the successful bidder through a Demand Draft in favor of “Indian Institute of Management Tiruchirappalli”. SD has to be paid within 10 days from the date of the work order along with the letter of acceptance of the work order, failing which the work order will stands cancelled.
Address for submission of Tender	The Chief Administrative Officer (i/c), Indian Institute of Management Tiruchirappalli, Pudukottai Main Road, Chinna Suriyur Village, Tiruchirappalli - 24.
Mode of Submission of Tender	Speed Post/Registered Post/Hand delivery.

#### 4. TECHNICAL SPECIFICATION FOR THE LEASED LINE ISP CONNECTIVITY

Sl. No.	Requirement	Detailed Specification and conditions
1	ISP	ISP should be a reputed one and hold Valid License for Providing the Service
2	Minimum guaranteed bandwidth	Internet Bandwidth in Mbps: 30 Mbps of Internet Leased Line Service (1:1).
3	Download/Upload	Both upload and download bandwidth should be 30 Mbps
4	High Availability	Traffic should be routed to secondary international gateway if the primary gateway fails.
5	Redundancy in Physical connectivity (OFC)	Last mile Primary and Secondary Link shall be on Fiber Optic with self-healing ring Architecture. Redundant internet Leased Line (ILL) should be available from different source location using Ring architecture ,so that uptime availability shall be of 99.9% to be ensured.

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6	Leased Fiber Optic Line	Leased Fiber Optic Line/pair should be in ring architecture and the same should not be shared with any one from Point of Presence (POP) which is owned by the ISP.
7	Hardware/ Terminal Equipments	All the Terminal equipments/Hardware like Modems, Converter etc. Equipments/Hardware should be provided by ISP at our Site such a way that the connectivity can be upgraded upto 100 Mbps without any hardware upgrade.
8	Static IPs	ISP should provide minimum 6 Static IPs.
9	Schematics/Manuals	The bidder should submit Technical Literature explaining implementation diagram with the Technical Bid.
10	Customer Support	In case of failure, customer support has to be provided by 24x 7 in a hierarchy i.e. customer support escalation matrix along with phone number and email address for Internet service support should be provided by the bidder. The support should be provided based on phone call or email whichever is convenient for IIM Tiruchirappalli.
11	Fault Monitoring	ISP must provide proactive monitoring services for ILL till Router for fault resolution. The ring connectivity issues should be resolved even without any call/emails from IIM Tiruchirappalli.
12	Period of Contract	3 Years.
13	Satisfactory Acceptance Test	Following tests need to be Adopted during commissioning: 1. Average Latency < 250 ms up to ISP's 1st Tier1 Peering Point 2. Domestic Latency < 80 ms during Peak Traffic 3. International Latency < 250 ms during Peak Traffic 4. Packet Loss < 0.5%
14	One Time Installation charge	One Time Installation charge (if any) should be clearly given in the price bid which would be released along with the payment for the first quarter.
15	Payment	Payment will be released on quarterly basis after the expiry of each quarter.
16	Termination of contract	IIM Tiruchirappalli has the right to terminate the contract at any point of time with or without any cause, by giving 30 days written/email intimation/notice to the Internet Service Provider.
17	Installation period	The successful bidder should complete the installation and commissioning of the ISP connectivity within 10 days from the date of issue of work order.
18	Format for submitting the tender	The bidder has to submit the tender in the prescribed format (Annexure) which could be downloaded from the website.



## 6. DOCUMENTS TO BE ATTACHED

Sl. No	List of Documents	Flags (Fix flag in the respective document)	Tick (✓) if the document is attached
1	List of components along with product brochures that will be installed at IIM Tiruchirappalli Chennai Campus	Flag A	
2	Line diagram mentioning all the locations through which the ring cables are going to be routed	Flag B	
3	Copy of License/Equivalent	Flag C	
4	Escalation matrix along with contact details	Flag D	

## 7. PRICE DETAILS

MANDATORY ITEMS					
Sl. No	Description	Rate per year	Tax per year	Amount for 1 year (including Tax/GST)	Amount for 3 years (including Tax/GST)
1.	30 Mbps (1:1) leased line internet bandwidth				
2	Initial one time charge for installation including all taxes (Cost of labor, components, any other expenses etc. should be included)				
<b>TOTAL AMOUNT INCLUDING GST (BANDWIDTH CHARGE FOR 3 YEARS + ONE TIME CHARGES)</b>					
<b>AMOUNT IN WORDS (For three years including one time charge):</b> .....					
<b>Total subscription charge per quarter including all taxes: Rs.....(Rupees .....only)</b>					

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**Submitted by**

Name of the Company/ Tenderer	Head Quarters Address	Contact details:
Company Name: .....	Address: ..... .....	Technical Head's Number: .....
Director/Proprietor/Regional Head's Name: .....	CITY: ..... PIN: .....	Office Number: ..... Fax: ..... Email ID:.....
Address of Office in Trichy/ Nearby Cities:		
TAC Number (for 24*7 Support):		
Local contact Person's Mobile Number:		

**8. OTHER TERMS AND CONDITIONS:**

1. The amount should be in INR.
2. Amount including all taxes should be clearly mentioned.
3. The bidders should be registered with the Goods and Services Tax council for the purpose of Goods & Service Tax (GST). A copy of the GST registration certificate has to be submitted with the tender document.
4. Bidders should regular in filing Income-Tax returns. A copy of Income tax returns for last two consecutive financial years should be submitted.
5. The bidders should have executed a similar job with a minimum value of Rs. 3 lakhs (Rupees Three Lakhs only) in the last three years. The bidders should be able to provide supporting evidence such as copy of work order and testimonials/completion certificate from clients.
6. The bidder shall furnish an undertaking that he/she accepts all the terms and conditions of this tender. The bidder should also submit the tender document duly signed and stamped in all the pages.
7. The ISP provider should not create any firewall rules for this connection without our permission.
8. If there is any connectivity/speed issue, ISP provider should send their L3 level Engineer at site for troubleshooting the issue in coordination with the Chennai Centre in-charge, Systems Administrator of IIM Tiruchirappalli and the Network maintenance contractor.
9. One-time installation Charge should be clearly mentioned in the quotation.
10. The one-time charge will be released along with the payment for the first quarter.



11. The recurring charges for payment will be released on quarterly basis after the expiry of every quarter.
12. If the ISP provider cancels the contract, they should submit a 3 months' prior notice to IIMT for enabling us to obtain another connectivity.
13. The Ethernet connectivity should be provided/terminated at the Gateway interface of IIM Tiruchirappalli Firewall.
14. The ISP shall provide periodical maintenance of the components at least once in 6 months during the contract period.
15. If required, IIM Tiruchirappalli evaluation committee will visit the 24\*7 support centre of the ISP from which the ISP is going to monitor and provide real time support.
16. The format given in tabular column under Section 6 & 7 of this document shall be used as the prescribed format for preparing/submitting your tender. The tenders in any other format will be summarily rejected.
17. Tax will be deducted as per rule in force.
18. Any legal disputes that may arise shall be subject to the jurisdiction of Madurai Bench of Madras High Court.
19. GST Number of IIM Tiruchirappalli is **33AAAI5004R1ZO**.
20. Deletion/change of any clause mentioned in this tender will not be permitted.
21. All the points mentioned in this notification will be clearly written in the contract which has to be signed by the successful bidder.
22. Any change in the terms and conditions mentioned above is not acceptable failing which your tender will be disqualified.

#### **DECLARATION**

I, the undersigned, being the authorized signatory of the above tenderer, hereby declare that we have examined and accept without reserve or restriction the entire contents, terms and conditions of the tender document. If selected, we agree to provide the services requested in the tender document without changing any specification, terms & conditions. We will provide immediate TAC support for the troubleshooting and rectification of technical issues during the contract period.

Name	Designation	Signature	Date	Seal



**Bank Account Details:**

Sl.No.	Particulars	Details
1	Name of the Beneficiary	
2	Beneficiary's Bank Account No.	
3	Beneficiary's nature of Bank account	
4	Beneficiary's Bank name	
5	Beneficiary's Bank branch address	
6	Beneficiary's Bank branch code	
7	Beneficiary's Bank branch IFSC Code	
8	Beneficiary's Bank Branch, MICR Code	
9	GST No.	
10	Beneficiary's Address	
11	Beneficiary's Contact No.	