



SNDT Women's University

1, Nathibai Thackersey Road, Mumbai 400 020

Tel: 26604706/ 22031879/22030948

Invitation for Quotations for 100 MBPS Leased Line for Churchgate Campus.

Ref No: REG/250/2023-24/178

Date: October 04, 2023

Sealed Quotations are invited for the development of **100 MBPS Leased Line** to be required at SNDT Women's University **Churchgate campus, Mumbai**. The companies are advised to study scope of the work, instructions, terms and conditions carefully in the document. Failure to furnish all information required in the quotation may result in the rejection of the quotation. The University reserves the right to reject the quotation in whole without assigning any reason thereof.

Name of Item	100 MBPS Leased Line with 1:1 ratio for Churchgate Campus
Venue of Submission	The Registrar SNDT Women's University 1, Nathibai Thackersey Road, Mumbai 400 020
To be Addressed to:	The Registrar, SNDT Women's University, Mumbai
Contact Telephone	022-2203 1879, 022-22004810, 9833392052
Deadline of submission	October 20, 2023

Instructions:

**Dates mentioned here, are scheduled dates for the University Activities. Any changes in dates of submission and processing shall be notified in the 'Tenders/Quotations' section on the University website (<https://sndt.ac.in/>) below the respective quotation.*

To view Quotation Notice, kindly visit following website of **SNDT Women's University, Mumbai**: <https://sndt.ac.in/>

Quotations should clearly mention all Technical Specifications / Scope of work, mentioned in this document. **The quotations are invited for 100 MBPS Leased Line at Churchgate Campus.**

The quotations are invited in two parts under, Three **Envelope System**. Technical envelope shall be enclosed and sealed in **Envelope No.1**. Schedule of Rates shall be filled in and enclosed in **Envelope No.2**. Both the sealed envelopes shall be kept in **Envelope No.3** which shall be big enough to contain two envelopes. On each envelope name and address along with contact number of bidder shall be written. On the top of it the envelope name of the bidder should be mentioned.

Envelop No.1:

The envelope must contain:

Sl.No	Eligibility Criteria
1	The bidder should be registered in India. Certificate of Incorporation, Copy of PAN, GST registration Number (GSTIN) with State code should be submitted.
2	The bidder should have an average turnover of Rs. 50 Lakh or above during audited three financial years . a). A copy of the audited annual accounts for these years.
3	Bidder must be Category "A" ISP or Unified Access Service License (UASL). The bidder (Internet Service Provider) must have a valid license from DoT, Government of India. Copy of document showing ISP License No. (with date) along with a copy of the License Agreement for the provision of Internet Service issued by Government of India/TRAI/DoT to be enclosed.
4	The ISP should have its own international Gateway. DOT License/Certificate for the same to be provided
5	The bidder should have fully resilient and self-healing networking architecture on fiber medium for domestic backbone up to international gateway in India. Self-certified letter for compliance of the same
6	The bidder must have a fully functional Customer Service Center(s) in this region, which is fully operational 24 X 7 X 365 days. List of Customer Service Center(s) must be enclosed with technical bid.
7	The bidder should be in Core ISP business at least for a period of five years. Documentary proof should be attached.
8	The bidder should commit 99.5% availability of his Internet Backbone / Core network. This also includes POP uptime/availability. Self-certified letter for compliance of the same
9	The bidder shall be peering with at least min. 2 other ISP. Copy of the letter for compliance.
10	The bidder should have commissioned & maintained Leased Line Internet Bandwidth in PSUs/Government Organisation. Document proof for the commissioning of Internet Link should be attached.
11	The Bidder should not be black listed or on holiday by any Central Govt/State Government as of date of submission of tender. (Undertaking regarding this should be provided by the bidder). Self-certified letter for compliance of the same

Scope of work :-

1. The Internet connectivity leased line should have fully dedicated (1:1), unshared & high quality 100 Mbps symmetric bandwidth without any compression factor through optical fiber. This includes setting up of last mile connectivity using OFC technology, supply & installation of necessary equipment, deploying of cable up-to Ethernet Port with of existing local area network.
2. ISP shall provide 7 IP addresses (IPv4 & IPv6) for exclusive use by the university and shall configure the new IP addresses and gateways on the existing router.
3. Internet Bandwidth with committed access rate on 1:1 basis till ISP International Gateway must be commissioned.
4. Traffic should be routed to secondary International Gateway once the primary fails.
5. Network redundancy has to be built to protect the traffic from cable cuts.
6. Complete detail of service provisioning including offered bandwidth, compression type, termination details etc. are to be clearly stated in the technical bid.
7. The last mile link will be on fiber with self-healing architecture to maximize the availability of the link and minimize the failure.
8. ISP will supply and install the necessary hardware and software for implementation & commissioning of the Internet connectivity. ISP shall undertake installation & configuration of modems, or any such associated Fiber-optic equipment to make the entire system working to provide sustained Internet bandwidth of not less than 100 Mbps.
9. Building permissions, entry pass to the location for delivery of Internet Leased Line, Hardware/Software and last mile to be managed by the ISP.
10. All necessary clearances shall be the sole responsibility of the service provider.
11. The bidder will be responsible to maintain and monitor the end-to-end connectivity on 365x24x7 basis so as to meet the committed SLA.
12. The bidder should have Toll Free number for fault registering within Mumbai region. Vendor has to mention the Escalation procedure and matrix for customer complaints.
13. The Multiplexers/Modems/Patch Cords/Fiber Converter etc. and any other equipment (if necessary) for commissioning of 100Mbps internet bandwidth link will have to be supplied, installed and maintained (all throughout the service period) by the bidder at sites and shall remain their property.
14. The bidder should provide online portal to view real time Bandwidth utilization / performance. It should provide report generation such as real time basis / Hourly, Daily, Weekly and Monthly basis. Besides, the reports should also be made available on demand.
15. The fault call should be responded within 2(Two) hrs. And should be resolved within 6(Six) hrs. after lodging of fault complaint.
16. The ISP has to ensure minimum 99.5% uptime per month for the connectivity as per SLA.
17. Implementation Period: - The complete implementation (Provisioning, commissioning, deployment, installation, activation and certification of Leased Line Internet connectivity) shall be compulsorily got done by the successful bidder within a period of maximum 3 weeks from the date of receipt of acceptance letter by this office. If the implementation & commissioning of internet services is not completed within period, the order may be cancelled and all the payments terms from SNTWU shall stand abrogated.

Envelop No.2:

The envelope must contain:

The financial bid may be submitted in the prescribed format as above on the letterhead of the bidder.

Item (Features required in 100 MBPS Leased Line)	Cost of Services (INR)	Taxes (INR) As applicable	Quantity /Unit	Total Estimated Cost (INR) without Tax
100 MBPS Leased Line with all 16 features mentioned in the scope of work document above			01	
	Total			

The selection of the final bidder will depend on the evaluation of the quality of the proposal, Demonstration by short-listed bidders and the proposed cost.

The rate must be inclusive of all charges. Taxes are to be mentioned separately, clearly in the financial bid.

All necessary documents, credentials to be handed over to the concerned Department.



Registrar,
SNDT Women's
University, Mumbai