



## **INDIAN INSTITUTE OF ASTROPHYSICS**

IIND BLOCK, SARJAPUR ROAD, KORAMANGALA,  
BANGALORE-560 034

### **PUBLIC TENDER NOTICE NO:AMC/ISP/DB/BCK/13-14 DATED 22<sup>nd</sup> JANUARY 2014**

The Director, Indian Institute of Astrophysics invites Quotations/Bids Two bid system (both Technical bid and Commercial bid) from reputed firms for the following.

Sl.No.	Description	Quantity	E.M.D (Refundable) Rs.	Tender Fee (Non-refundable) Rs.
	AMC-ISP for IIA, Bangalore Campus, CREST, Hoskote and IIA, Kodaikanal.	01 No.	50,000/-	300/-

Vendors are requested to see the RFP/  
Specifications in the attachment

**Note:** The Tender documents with Specification details are available on IIA website [www.iiap.res.in/tenders.htm](http://www.iiap.res.in/tenders.htm). Hence the interested tenderers may at their option down load the same from our website (as no hard copies of Tender documents is/are provided from this office) and submit their offer both Technical bid and Commercial bid along with EMD (refundable) & Tender fee (non-refundable) prescribed therein, only in the form of Demand Draft drawn in favour of Director, IIA. However, your offer with Technical bid and Commercial bid should be superscribed in different envelopes mentioning the tender notice no., Date of opening, and submit the Technical bid and Commercial bid in separate sealed envelopes addressed in favour of Director, Indian Institute of Astrophysics, Bangalore – 560 034.

**02.** The firms who fulfil the following requirements shall be eligible to submit their bid. Joint ventures are not acceptable.

**(a)** Tendering Company shall be professionally managed and equipped with facility for the supply and maintenance of tendered items.

**(b)** The tenderers should have completed, the last 3 financial years (i.e., current year and two previous financial years) at least one similar single work for a minimum value of Rs.20 Lacs.

**(c)** The total contract amount received during the last 3 financial years, and the current financial year should be minimum of 150% of the above mentioned value. The tenderer should submit Audited

Balance Sheet duly certified by the chartered accountant to this effect. They should also submit Bankers Solvency Certificate to a minimum of Rs.20 Lacs.

**(d)** The Private Body Contractor shall be required to produce the TDS Certificate indicating the Income Tax deducted by the client for the execution of similar items, completed individually of value not less than Rs.10 Lacs.

**03.** The Bids supported by the above information should be submitted in Sealed envelopes duly superscribed with the name of work/item. The completed Bids both Technical bid and Commercial bid will be received by this office **upto 15.00 Hrs. latest by 22<sup>nd</sup> February 2014.**

**04.** If any information furnished by the tenderers is found incorrect at a later stage, the firm shall be liable to be debarred from tendering and taking up work in IIA. The Institute reserves the right to verify the particulars furnished by the tenderers.

**05.** The interested tenderers may contact Dr.D.Banerjee, Head, Computer Division, (Ph.No.080-22541431) to discuss Technical Clarification and Shri.Y.K.Raja Iyengar (Ph.No.080-22541244) for Commercial Clarifications, if any, on or before **15<sup>th</sup> Febraury 2014** during office hours, before submitting bids.

**06.** The firms should submit the bids superscribed along with EMD and Tender fee of prescribed amount **upto 15.00 Hrs. Latest by 22<sup>nd</sup> February 2014.** The Technical Bids will be opened in presence of the bidders or their authorized representatives **at 15.30 Hrs. on 22<sup>nd</sup> February 2014.**

**07.** Incomplete bids are liable for rejection.

**08.** Late / delayed offer will not be considered.

**09.** IIA is not responsible for any delay / loss of documents in transit.

**10.** No bids will be considered if prescribed Tender Fee and EMD is not found with the Technical bid.

**11.** The offer should be valid for a minimum period of 120 days from the date of opening of bid.

**12.** The Commercial / Price bids will be opened in the presence of vendors or their representatives only for those vendors Quotes qualify in technical evaluation. The opening of Commercial bids date will be intimated later. However, the decisions for finalization shall be done by a technical evaluation committee being nominated for this purpose approved by the Head of the Institution.

**13.** IIA reserves the right to reject any or all tenders without assigning any reasons.

**Purchase Officer  
IIA, Bangalore-34**

**Request For Proposal**

for

**FOR INTERNET LEASED LINE CONNECTION**

**AT**

**IIA Bangalore, Hosakote and Kodaikanal Campus**

INDIAN INSTITUTE OF ASTROPHYSICS,  
Koramangala, Bangalore-34.

### Objective of this RFP

This RFP (Request for Proposal) is issued as a request for the supply and installation of Internet bandwidth for various Internet application services for Indian Institute of Astrophysics (IIA). The following document, in its entirety, has been developed as both a bid specification to outline the requirements for the works to be provided, and a basis for proposal submission by the bidder also referred to as the Vendor.

### SCOPE OF WORK:

To provide 50 Mbps Internet connectivity on uncompressed, unshared leased line (1:1) at Indian Institute of Astrophysics, Bangalore, Hosakote and Kodaikanal campus including installation, commissioning, testing & up keep of the complete link for entire one year of service period. The bidders are requested to visit different campuses and take stock of the existing infrastructure before formulating their bid. The connectivity could be either through dedicated internet service separately or integrated through HA Bangalore campus. If one quotes for separate connectivity then Bandwidth requirements for Bangalore, Kodaikanal and CREST are 35 Mbps, 5 Mbps, and 10 Mbps, respectively.

**Possible configuration for point-to-point (P2P) link between its Bangalore and Hosakote campus:** The MPLS Connectivity can be of 10Mbps and can be provisioned on wireless last-mile. The wireless link can be configured on bridge mode and one virtual circuit can be created between PE and CE using VLANs at both locations. It should be based on dual homing architecture.

### WARRANTY PERIODS:

- The Vendor will be responsible for the comprehensive maintenance for the entire warranty period. Warranty period will start after the acceptance of installation & testing of complete connectivity.
- The vendor will do preventive maintenance once a quarter for upkeep of the Systems running. The schedule will have to be adhered to strictly by him.
  - 99% Uptime shall be calculated as  
(Total Time — Down Time) X 100 /Total Time. Deduction in payment will be made for downtime in the quarterly bills raised by the ISP.
- The response time for attending the faults will be one hour (maximum) once reported to the Vendor. The

Vendor will rectify the faults **within 4 hours failing which; the vendor** will arrange temporary replacements. The services shall be provided 24 hours & 7 days in a week.

#### RESPONSIBILITIES UNDER THE CONTRACT:

The ISP would be responsible for the following:

- ≠ To provide 50 Mbps Internet connectivity (Leased Line) at IIA. Internet Router Port at ISP Gateway for required Bandwidth and minimum 16 IP addresses including Reverse Lookups configured at these IP's.
- ≠ Installation, commissioning, configuring of the link and hardware (Modems, Router Firewall etc).
- ≠ Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment.

ISP will be required to sign Service Level Agreement having the following:

- ≠ 50 Mbps Internet bandwidth at all the time.
- ≠ Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of globe.
- ≠ Latency: Less than 350 ms from HA to ISP's tier 1 peering point.
- ≠ Network Availability: More than 99.0 % per month.
- ≠ Reports for performance, monitoring /usage to be submitted

In case of the above parameters going out of specifications, IIA will be compensated adequately in respect of the extended time for the loss of hours in service.

Also, if services are not found satisfactory, HA reserves the right to cancel the contract with one-month notice.

The vendor should ensure compatibility with the existing hardware available for the last mile connectivity, Following are the hardware details in the respective locations

1. Bangalore – Fortigate 310B
2. Hosakote - Cisco 1841
3. Kodaikanal – Cisco 1921

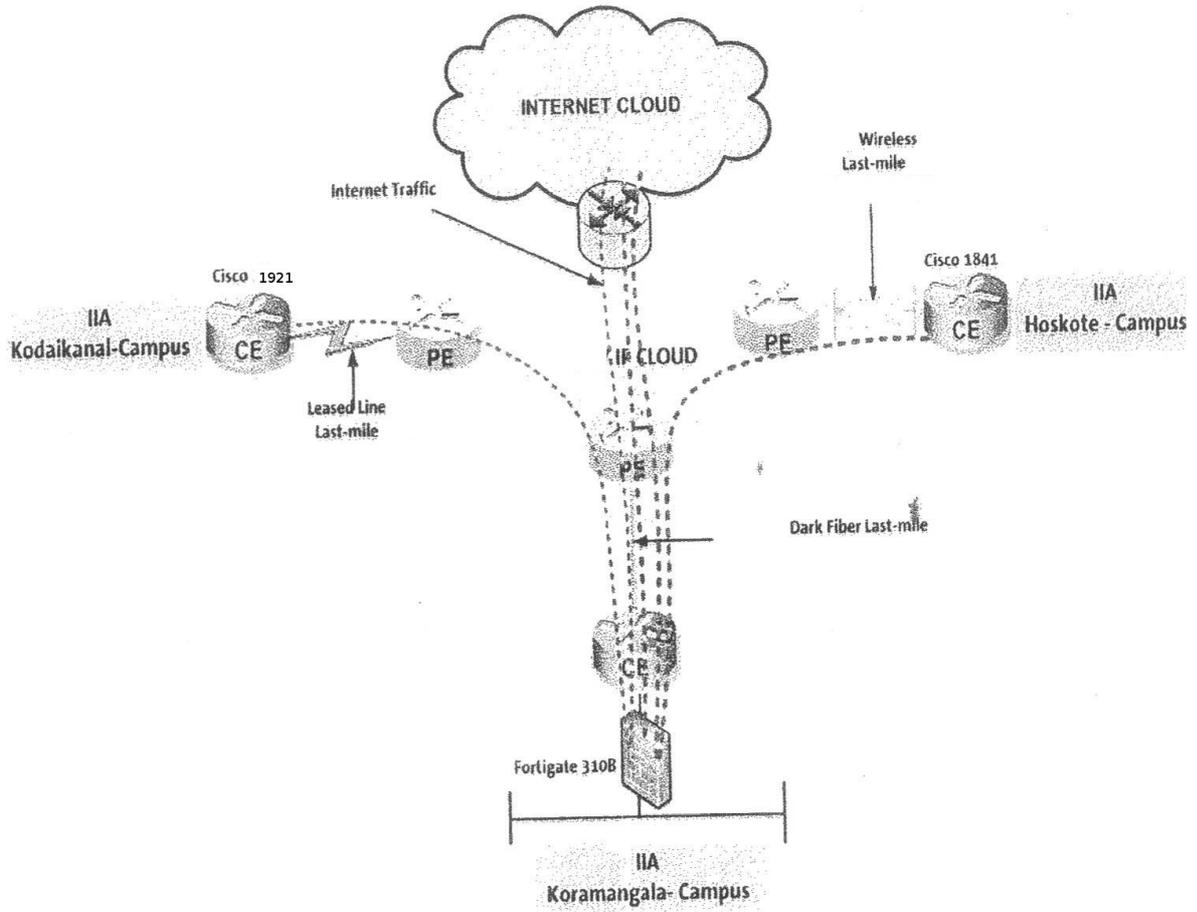
#### Contacts

For further details contact :

Dr.D.Banerjee, Head, Computer Division, (Ph.No.080-22541431) to discuss Technical Clarification and Shri.Y.K.Raja Iyengar (Ph.No.080-22541244) for Commercial Clarifications

- ≠ The NATing of the private 1Ps of Hoskote and Koramangala locations to be configured on the firewall at IIA Koramangala campus

# NETWORK ARCHITECTURE



Addressess of Centres :

1. Indian Institute of Astrophysics  
II Block, Koramangala, Bangalore 560 034, INDIA
  
2. Centre for Research and Education in Science & Technology  
Indian Institute of Astrophysics  
Shidlaghatta Road, Hosakote 562 114, INDIA
  
3. Kodaikanal Solar Observatory  
Indian Institute of Astrophysics  
Kodaikanal 624 103 INDIA

#### Integrated Internet Connectivity- Work Statement

ISP shall provide consolidated Internet bandwidth at IIA Koramangata Campus. The ISP should provide **Layer-3 or better MPLS VPN** services to connect IIA's Hoskote and Kodaikanat locations to Koramangala Campus.

#### Connectivity to IIA Campuses

- ≠ ISP shall provision Internet Connectivity at IIA Koramangala premises. The consolidated Internet port shall be of 50Mbps capacity.
- ≠ ISP shall provision MPLS bandwidth of 10Mbps at Hoskote, 5Mbps at Kodaikanal and 35Mbps at Koramangala campuses.
- ≠ The proposed MPLS connectivity shall be of Hub-and-spoke network topology; Koramangata

campus being the Hub. However the proposed MPLS network is capable of supporting any-to-any network topology.

- ≠ Internet access to Hosakote and Kodaikanal campuses shall be facilitated through this MPLS network and these locations will access Internet from the consolidated Internet port at Koramangala campus.
- ≠ The Last-mile access circuits at IIA Bangalore campus shall be provisioned through dark fiber Last-mile with Ethernet hand off, on which both Internet and MPLS bandwidth shall be provisioned.
- ≠ Last-mile access circuit at Hoskote and Kodaikanal campus shall be provided by the ISP.
- ≠ The last-mile circuits shall terminate on the existing routers at IIA Campuses.
- ≠ Two virtual circuits shall be configured between CE and respective ISP PE's using VLAN at Koramangala Campus. One virtual circuit shall be configured between CE and ISP MPLS PE, at both Hosakote and Kodaikanal campuses.
- ≠ Static routing shall be configured as the last-mile routing protocol between CE and ISP PE at all campuses.
- ≠ ISP shall provision /30 WAN and /28 LAN IPs for the Internet connectivity at Koramangala campus. Reverse Lookup shall be configured for the 1Ps as required by IIA.
- ≠ Necessary /30 private WAN IPs for the MPLS connectivity shall be provided by ISP for all campuses and existing private LAN IP scheme of IIA; if any can be transparently routed on the proposed MPLS Network.

Note : The connectivity to Kodaikanal is an optional Preference, ISP providers can check out the feasibility and provide implementation if possible.

**Phone:** 25530672-76 **Fax:** 25534043

**Email:** [purchase@iiap.res.in](mailto:purchase@iiap.res.in) **Website:** [www.iiap.res.in](http://www.iiap.res.in)



## **INDIAN INSTITUTE OF ASTROPHYSICS**

IIND BLOCK, SARJAPUR ROAD, KORAMANGALA,  
BANGALORE-560 034

**[PUBLIC TENDER NOTICE NO:AMC/ISP/DB/BCK/13-14 DATED 22<sup>nd</sup> JANUARY 2014](#)**

NO:AMC/ISP/DB/BCK/13-14

22<sup>nd</sup> January 2014

M/s.

Dear Sirs,

The Director, Indian Institute of Astrophysics, Bangalore invites Sealed Tenders for the supply of Stores detailed in the Tender Form hereto annexed. The Tender Terms and conditions enclosed are also may be noted carefully. If you are in a position to quote for the supply in accordance with the requirement, please submit your quotation in the attached Tender Form also.

Your Tender must reach this office on or before the date and time indicated in the Tender Schedule.

Thanking you,

Yours faithfully,

Encl: as above.

Y K Raja Iyengar  
Stores & Purchase Officer

**Phone:** 25530672-76 **Fax:** 25534043

**Email:** [purchase@iiap.res.in](mailto:purchase@iiap.res.in) **Website:** [www.iiap.res.in](http://www.iiap.res.in)



**INDIAN INSTITUTE OF ASTROPHYSICS**  
IIND BLOCK, SARJAPUR ROAD, KORAMANGALA,  
BANGALORE-560 034  
[TENDER FORM](#)

NO:AMC/ISP/DB/BCK/13-14  
**FROM:**

22<sup>nd</sup> January 2014

TO

**THE DIRECTOR,**

Indian Institute of Astrophysics.,  
Bangalore-560 034.

Sir,

I/We hereby offer to supply the stores indicated below at the price hereunder quoted and agree to hold this offer open till\_\_\_\_\_. I/We shall be bound to supply the store hereby offered upon the issue of the Purchase Order communicating to the acceptance thereof on or before the expiry of the last mentioned date. You are at liberty to accept any one or more of the items of such stores. I/We not withstanding that the offer in this tender has not been accepted in whole, shall be bound to supply such items and such portion or portions of one or more of the items as may be specified in the said Purchase Order communicating the acceptance.

Sl.No.	Description of the item(s)	Quantity	Unit	Rate	Dely. Period
01	AMC-ISP for IIA, Bangalore Campus, CREST, Hoskote and IIA, Kodaikanal. Vendors are requested to see the RFP/ Specifications in the attachment	01 No.			

Place at which the AMC is required : IIA, 2nd Block, Koramangala, Bangalore-34

Date by which the AMC are required : Within 30 days from the date of receipt of Work order.

2. I/We have understood the contents of the tender annexed to the invitation to this Public Tender and have thoroughly examined the specifications/drawing and /or pattern quoted or referred to herein and/are fully aware of the nature of the AMC required and my/our offer is to arrange the AMC strictly in accordance with the requirements subject to the terms and conditions contained in the Work Order, if communicated on the acceptance of this tender either in whole or in part.

Date:

**Signature and seal of Tenderer**

### **TERMS AND CONDITIONS OF CONTRACT**

#### **1. DEFINITIONS :**

- a) The terms 'Purchaser' shall mean the Director, Indian Institute of Astrophysics, Bangalore-560034.
- b) The term 'Contractor' shall mean, the person, firm or company with whom or with which the order of stores is placed and shall be deemed to include the Contractor's successors, representative, heirs, executors and administrators unless excluded by the contract.
- c) The 'AMC' shall mean that Annual Maintenance Contract as per RFP.
- d) The terms 'Work Order' shall mean the communication signed on behalf of the Purchaser by an Officer duly authorized intimating the acceptance on behalf the Purchaser on the terms and conditions mentioned or referred to in the said communications accepting the tender or offer of the contractor for supply of stores or plant, machinery or equipment or part thereof.

## **2. PRICES :**

Tenders, offering firm prices will be preferred, where a price variation clause is insisted upon by a tenderer, quotations with a reasonable ceiling should be submitted. Such offers should variably be supported by the base price taken into account at the time of tendering and also the formula for any such variations.

## **3. DUTY EXEMPTION :**

a)Excise duty exemption certificate will be provided if considered against the categories of items tendered, under the Govt. of India Notification No. 10/97 valid till 2016.

## **4. SECURITY DEPOSIT:**

On acceptance of Tender, the Contractor shall, at the option of the Purchaser and within the period specified by him deposit with him in cash or any other form as the Purchaser may determine, Security deposit not exceeding ten percent of the value of the contract as the Purchaser shall specify. If the contractor is called upon by the purchaser to deposit 'Security' and the contractor fails to provide the security within the period specified, such failure shall constitute a breach of the contract and purchase shall be entitled to make other arrangements for the re-purchase of the stored contracted for at the risk of contractor in terms of sub-clause (ii) and (iii) of clause 10 (b) hereof and/or to recover from the contractor damages arising from such cancellation.

## **5. GUARANTEE AND REPLACEMENT :**

The contractor shall guarantee that the AMC shall comply fully with the specifications laid down, for workmanship and performance.

## **6. TEST CERTIFICATE :**

Wherever required Test Certificate should be sent along with the relevant dispatch documents.

## **7. PAYMENT :**

Contractor's bill will be passed only after the AMC have been tested by the Purchaser for payment.

## **8. RECOVERY OF SUMS DUE :**

Whenever there is breach of contract whether liquidated or not, money arising out of or under this contract against the contract, the Purchaser shall be entitled to recover such sum by appropriating, in part or whole, the security deposited by the Contractor, if a Security is taken against the contract. In the event of the Security being insufficient or if no security has been taken from the Contractor, then the balance or the total sum recoverable as the case may be shall be deducted from any sum then due or which at any time thereafter may become due to the contractor under this or any other contract with the Purchaser. Should this sum be not sufficient to cover the full amount recoverable, the Contractor shall pay to the Purchaser on demand the remaining balance due. Similarly, if the purchaser has or makes any claims, whether liquidated or not, against the Contractor under any other contract with the

purchaser, the payment of all moneys payable under the contract to the Contractor including the Security Deposit shall be withheld till such claims of the Purchaser are finally adjudicated upon and paid by the Contractor.

#### **9. INDEMNITY :**

The Contractor shall warrant and be deemed to have warranted that all AMC against this contract are free and clean of infringement of any patent, copy right or trade mark, and shall at all time indemnify the purchaser against all claims which may be made in respect of the AMC for infringement of any right protected by patent, registration of design or trade mark and shall take all risk of accidents of damage which may cause a failure of the supply from whatever cause arising and the entire responsibility for sufficiency of all the means used by him for the fulfillment of contract.

#### **10. ARBITRATION:**

In the event of any question, dispute or difference arising under these conditions contained in the Work Order in connection with this contract, (except as to any matters the decision of which is specially provided for by these conditions), the same shall be referred to the sole arbitration of the Head of the Institution or of some other person appointed by him. It will be no objection that the arbitrator is a Government Servant, that he has to deal with matter to which the Contract relates or that in the course of his duties as Government Servant he has expressed views on all or any of the matters in dispute binding on the parties of this Contract.

#### **a) IT IS TERMS OF THIS CONTRACT:**

If the Arbitrator be the Head of the Institution.,

i) in the event of his being transferred or vacating his office by resignation or otherwise, it shall be lawful for his successor-in-office either to proceed with the reference himself, or to appoint another person as arbitrator, or,

ii) in the event of his being unwilling or unable to act for any reason, it shall be lawful for the Head of the Institution, to appoint another person as arbitrator or,

#### **b) If the Arbitrator be a Person appointed by the Head of the Institution:-**

In the event of his death, neglecting or refusing to act, or resigning or being unable to act for any reason, it shall be lawful for the Institution either to proceed with reference himself or to appoint another person as arbitrator in place of the outgoing arbitrator. Subject as aforesaid the Arbitration Act, 1940 and the rules there under and any statutory modifications thereof for the time being in force shall be deemed to apply to the arbitration proceedings under this clause. The Arbitrator shall have the power to extend with the consent of the Purchaser and the Contractor the time for making a publishing the award. The venue of Arbitration shall be the place as the Purchaser. In his absolute discretion may determine. Work under the contract shall if reasonably possible, continue during Arbitration proceedings.

#### **11. COUNTER TERMS AND CONDITIONS OF SUPPLIERS :**

Where Counter Terms and Conditions/printed or cyclostyled conditions have been offered by the Supplier, the same shall not be deemed to have been accepted by the Purchaser, unless specific written acceptance thereof is obtained.