



SMART CITY  
THIRUVANANTHAPURAM LIMITED  
4th Floor, Felicity Square,  
Opp. AG's Office, MG Road, Near Statue,  
Thiruvananthapuram – 695 001, India

E-mail: [info@smartcityvm.in](mailto:info@smartcityvm.in) Website: <https://smartcityvm.in/> Tel: 0471-4010374

EOI No - SCTL/TECH/2/20-IT/EOI-0608

### **EXPRESSION OF INTEREST (EOI)**

FOR PROVIDING “(1: 1) LEASED LINE INTERNET CONNECTION ON FIBER OPTIC LINK”  
AT THE OFFICE OF SMART CITY THIRUVANANTHAPURAM LTD

Expression of Interest (EOI) is invited from Registered National Internet Service Providers (ISPs) for providing Dedicated Internet Leased Line (ILL) on Fiber Optic Link at The Office of Smart City Thiruvananthapuram Ltd (SCTL) for the following bandwidth:

- 40 Mbps
- 50 Mbps
- 80 Mbps
- 100 Mbps

Address:

Smart City Thiruvananthapuram Ltd,  
4<sup>th</sup> Floor, Felicity Square Building,  
Opp to AG Office, Statue Jn, Thiruvananthapuram - 695001

### **CRITICAL DATES**

<b>Published Date</b>	6 <sup>th</sup> August 2020
<b>Bid Submission End Date</b>	12th August 2020 (4:00 P.M.)
<b>Bid Opening Date</b>	13th August 2020 (12:00 P.M.)
<b>Duration of Contract</b>	Two years extendable based on satisfactory performance
<b>EOI - Validity</b>	90 days

### **SCOPE OF WORK**

The detailed Scope of Work involves:

1. Provide dedicated (1:1), (Dedicated wired Internet Leased Line Uncompressed and unshared.
2. Bidder should provide the tool to monitor the bandwidth / network performance without additional cost.
3. The bidder should furnish Internet Bandwidth Utilization/performance reports on a monthly basis.
4. However, the bidder should also provide interface to the SCTL Office for monitoring utilization performance reports on real time, hourly, daily and weekly basis.
5. The bidder should provide all necessary equipment for connectivity, if any.
6. The vendor has to provide onsite support, when required.
7. Static IP address shall be provided for various Operations at SCTL.
8. The Actual Uptime on fiber Link to be calculated in respective month and will be measured against total uptime hours 99.5%. If the downtime exceeds the total uptime hours following penalty in % will be applicable

S.No	Uptime	Penalty in % on monthly basis
1	> = 99.5%	0
2	> 95 to <99.5	10
3	> 90 to <95	30
4	> 80<90%	60
5	< 80%	100%

Calculation of Actual Uptime % = (Actual Uptime Hours / Total Uptime hours) X 100

Definition: Total Uptime hours = No of days in month X 24

Actual Uptime Hours = Total Uptime hours – Downtime in hours in a month

**Example:**

In the Month of May total days is 31 and total down time in the same month in hours was 7 hours. In such case the Actual Uptime can be calculated as follows:

Total Uptime hours = 31 X 24 = 744 Actual

Uptime Hours = 744 – 7 = 737 Actual Uptime %

= (737/744) X 100 = 99%

**ELIGIBLE BIDDERS**

- i. The bidder should be the Category ‘A’ national ISP with valid NLD/ISP License from DOT, the bidder should have established Fiber/wireless network across India and operational from last 3 years.
- ii. The Bidder should have own access network for providing last mile (local loop).
- iii. ISP should have their own/direct access to international gateway in India, for providing Internet bandwidth, which should be connected onto international fiber systems only.
- iv. The bidder must have capability to provide 100 percent backup through alternate route in case of cut/failure of primary submarine cable. Documentary proof must be enclosed in this regard.
- v. The ISP should have a fully functional Customer Service Centre in Thiruvananthapuram Division, which is operational 365 days (7 X 24 hours).

**Bidders not complying with above conditions or not providing complete information as described shall not be considered and hence shall be out rightly rejected.**

**PRE-BID ACTIVITIES**

1. The bidder/vendor should read the eligibility conditions and other details provided in the NIT document for overall requirement of the proposed Internet Leased Line.
2. The Bidders are advised to inspect the site before filling in and submitting the bids to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof.

**SUBMISSION OF BIDS/PROPOSALS**

1. EOI for the same shall be send to the E-Mail id of SCTL – [tenders.sctl@gmail.com](mailto:tenders.sctl@gmail.com) subject line should be mentioned as - **“FOR PROVIDING “(1: 1) LEASED LINE INTERNET CONNECTION ON FIBER OPTIC LINK” AT THE OFFICE OF SMART CITY THIRUVANANTHAPURAM LTD”**.

**Late Bids:**

1. Tender documents received in incomplete shape or beyond the stipulated period shall not be entertained under any circumstances. The authority reserves the right to accept or reject any or all tenders without assigning any reason thereof.
2. No bid will be allowed to be modified subsequent to the last date for submission of bids.

### **PERIOD OF VALIDITY OF BIDS**

1. Bids shall remain valid for a minimum period of 90 days after the date of bid opening prescribed by the SCTL. A bid valid for a shorter period shall be rejected by the SCTL as non-responsive.
- 2.
3. In exceptional circumstances, the SCTL may solicit the Bidder's consent to an extension of the period of validity. The request and the responses there to, shall be made in writing.

### **RIGHT OF ACCEPTANCE:**

1. The SCTL reserves all rights to reject any bid including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of SCTL in this regard shall be final and binding.
2. The SCTL may terminate the Contract, if it is found that the ISP is black listed on previous occasions by any of the Government Departments/ Institutions / Local Bodies / Municipalities / Public Sector Undertaking etc.
3. SCTL, Thiruvananthapuram reserves the right to reject any Short Tender or part or the whole of inviting Short Tender process without assigning any reason. Decision of the SCTL, Thiruvananthapuram will be final in this regard.

### **PAYMENT TERMS**

- 12.1. Annual recurring (bandwidth) charge shall be **payable on quarterly basis** after the submission of monthly connectivity report at the end of the quarter (3 months), for this the service provider will raise the bill at least two weeks in advance before the end each quarter.
- 12.2. Payment of taxes and other applicable Government levies will be made according to the rules and regulations as existing on the date of the payment.
- 12.3. In case there is price reduction in service components during the contract period then the vendor (ISP) will pass on all such benefits to SCTL.

### **PERFORMANCE GUARANTEE**

1. Performance Bank Guarantee (PBG) of value **10% of the contract value** valid for contract period plus 3 months claim period shall be submitted within 7 days from acceptance of the purchase order.
2. The contract period shall be of **12 months from** the date of successful installation and commissioning of the internet leased line, which may be extended depending upon satisfactory performance.

### **WARRANTY AND ANNUAL MAINTENANCE CONTRACT (AMC)**

1. The Internet with related equipment's and communication links installed by the vendor shall have a comprehensive onsite warranty for the entire period of the Service Contract after the successful commissioning and acceptance.
2. The bidder shall ensure an uptime of **99.5% for the entire duration**.

3. ISP will ensure maintaining services from the nearest service center which should be well equipped with service engineers and sufficient spares. The vendor will do preventive maintenance once a month for upkeep of the system.

### **TIME FRAME**

1. Project is to be **completed within 30 days** in all respects i.e. deliveries and all kind of installations, testing and commissioning.

### **EXECUTION OF SLA / NDA**

The vender should execute:

1. A Service Level Agreement (SLA), which would include all the services and terms and conditions of the services to be extended as detailed herein and as maybe prescribed by SCTL.
2. Non-disclosure Agreement (NDA). The vendor should execute the SLA and NDA within 15 days from the date of acknowledgement of Letter of Acceptance.

### **NON-TRANSFERABLE TENDER**

Neither the contract nor any rights granted under the contract may be sold, leased/sublet, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the SCTL.

### **COMPLETENESS OF TENDER OFFER**

The Tenderer is expected to examine all instructions, forms, terms, conditions and specifications in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender offer not substantially responsive in every respect to the tender documents will be at the Tenderer's risk and may result in rejection of its tender offer. The tender offer is liable to be rejected outright without any intimation to the Tenderer if complete information as called for in the tender document is not given therein, or if particulars asked for in the Forms / Performa in the tender are not fully furnished.

### **ASSISTANCE TO BIDDERS**

For any Queries, you may write to

**Mr. Anoop Krishnan G V**  
**Manager – IT Smart Solutions**  
E-mail: [manager.it@smarcityvm.in](mailto:manager.it@smarcityvm.in)



**ANNEXURE-A**  
**Specifications for Technical Offer**

Item No.	Item Name	Particulars	Quoted Specification	Compliance	Deviation
1.	Type of Connectivity	1:1 Dedicated wired Internet Leased fiber Line Uncompressed and unshared. Last mile delivery on fiber.			
2.	Capacity	Internet Leased Line: bandwidth as per Annexure - B			
3.	Non shared On exclusive basis	1:1 Uncompressed and Unshared			
4.	Uptime	99.5%			
5.	B/w guarantee	99%			
6.	Packet Loss	<1%			
7.	Latency	Less than 10 milli second from the respective SCTL Office router to the first hop of the service Provider.			
8.	Period	One Years			
10.	Place of Installation	Smart City Thiruvananthapuram Ltd, 4th Floor, Felicity Square Building, Opp to AG Office, Statue Jn, Thiruvananthapuram - 695001			

**ANNEXURE-B**  
**PRICE-BID**

Description	Amount per annum (Amount in INR)			
	40 Mbps	50 Mbps	80 Mbps	100 Mbps
(1:1) Dedicated Internet Leased line				
One time Installation Cost				
Total Amount (excl of TAX)				
TAX %				
Total Amount in figures (Incl of TAX)				
Total Amount in words (Incl of TAX)				
SLA - UPTIME in percentage Quarterly				

**ANNEXURE-C**

**DETAILS OF BIDDER**

Please ensure that your response clearly answers all the questions. If you use additional schedules or documentation to support your response, make sure that they are clearly cross-referenced to the relevant question.

**General Profile of the Company/Firm:-**

Name and Address of the Company /Firm With Telephone Nos., Fax, email and Website.

Date of Incorporation

Offices Situated at different Location

Infrastructure Facilities

Executive Profile

GST Registration Number

PAN No.

Premises / space available insquare feet in Srinagar or nearby location