

Ref:NCB/CF24-88/242119

March 19, 2025

ENQUIRY

To

=> By Speed Post/Courier

**M/s.M/S. TATA TELESERVICES LIMITED
TATA TELESERVICES LTD.,
A BLOCK, SILICON TERRACE,,
NO. 30/1,HOUSUR MAIN ROAD,,
BANGALORE-560095.
KARNATAKA,INDIA.
Phone No.: 9035016677**

Dear Sirs

Please let us have your **Quotation** for the following:

| S.No. | Item Description | Qty | UOM |
|---|--|------|-----|
| 1 | Data connectivity at NCBS campus GKVK- 1Gbps Bandwidth (Specifications attached) | 1.00 | NO |
| 2 | Data connectivity at NCBS Mandara Hostel, Yelahanka New Town 300 Mbps Bandwidth (Specifications attached) | 1.00 | NO |
| NOTE : Please provide the annexures, compliance statement along with the quotation. | | | |

1. The quotation shall be submitted in a sealed envelope duly superscribed with the enquiry number, and the due date for Ref No: 242119. The bids should be addressed and to be mailed/couriered (sent by post/courier) to 'THE HEAD-PURCHASE'.

The bids are liable to be rejected if the sealed envelope is not addressed to "THE HEAD-PURCHASE" with Tender Ref No. and Item Description and due date. The bids delivered in person shall be dropped in Purchase Section. If the bids are sent through courier or mail, it should reach by submission date and time and NCBS will not be responsible for the delay.

2. DUE DATE FOR SUBMISSION OF QUOTATION AGAINST THIS ENQUIRY IS 29/03/2025 BY 5.30PM.

3. QUOTATIONS RECEIVED AFTER THE DUE DATE SHALL BE REJECTED.

4. The validity of your quotation should be for 60 days from the due date.

5. All duties, taxes, surcharge and cess as currently applicable must be stated in your quotation, separately. Otherwise your quote is liable to be rejected.

6. Your quotation should indicate delivery period & warranty period.

7. Delivery to be made to our stores. Please indicate charges, if any extra. Transit Insurance should be done upto NCBS Stores.

8. If you are unable to supply the quality, specifications or brand as mentioned in our enquiry, please state so and then offer alternative to quality/specifications.

9. Payment: within one month after delivery & acceptance/satisfactory installation.

10. Please ensure that the enquiry number and the due date is superscribed on the envelope failing which your quotation is liable to be rejected.

11. Since we are a public funded research institution, we are exempted from paying Customs duty (Except ad valorem duty of 5% + 2% Cess and 1% Cus Sec & High Edu. CESS vide Notification No.51/96 with latest amendments) and excise duty vide Notification No. 10/97 CENTRAL EXCISE dated 01-03-1997 for all scientific equipments, technical instruments, equipments (including computers), their accessories, spares, consumables and software. Hence, please offer your prices

12. If the item is covered under DGS&D rate contract, please quote the rate as per the DGS&D rate contract with xerox copy of the DGS&D order.

13. Any dispute or differences that may arise between the parties shall be referred to the sole arbitration of the Centre Director or his nominees. The decision of the arbitrator shall be final and binding on the parties. The venue for arbitration shall be Bangalore. The provisions of the Arbitration and Conciliation Act, 1996 as amended from time to time shall apply. The courts in Bangalore shall have exclusive jurisdiction to deal with any or all disputes between the parties.

14. Liquidity Damages: If the equipment/ items as per specifications in our P.O. is not supplied (shipped) within the specified delivery schedule, then liquidated damages (not in terms of penalty) will be imposed automatically and shall be deducted from the bill at the rate of 0.5% per week subject to a maximum of 10% of the order value.

15. Income Tax at the applicable rates as per the Indian Income Tax Act 1961 will be deducted at source for the services availed / ordered. In case of service provider, the rate of tax deduction shall be at 2% as per Section 194C, and in case of fee for professional / technical services under section 194J, the tax deduction shall be at the rate of 10%. In case service provider does not provide PAN number, the deduction shall be at 20% under section 206 AA.

-Tax Deduction Certificates will be provided on request for non PAN holders & Foreign Vendors and PAN holders could avail them through NSDL site dealing with 26AS.

Yours faithfully
For and on behalf of
National Centre for Biological Sciences

Head Purchase

Data connectivity at NCBS Campus, Kodigehalli

1.0 Scope of work:

The scope of work in brief includes engineering aspects, procurement, installation and commissioning of IT infrastructure equipment and accessories to provide 1000 Mbps, 1:1 (100% non-blocking, symmetric, un-compressed, unshared, with last mile on fiber optic) enterprise Internet Lease Line (ILL). The service provider shall make a site visit to understand the existing setup. Service provider will ensure end-to-end connectivity and bandwidth delivery to the satisfaction of NCBS-TIFR engineers. The link should be terminated on NCBS-TIFR's internet routers. The Service Provider should quote for the supply of internet bandwidth at 1 Gbps (1000 Mbps) for a year, extendable by an additional year based on performance and cost.

Service provider should enhance the bandwidth as per details given above on NCBS-TIFR written request. Successful service provider should hold the price validity of bandwidth till the end of the contract. NCBS-TIFR will have the option to jump to higher, lower or stay at the base level bandwidth depending on the requirement during the contract period. The request for change of bandwidth for the particular year (either way, upwards or downwards) will be anytime during the year. Bidders should quote for bandwidth specified for each year.

2.0 Terms and conditions of the tender:

- a) The internet lease line and bandwidth have to be provisioned in NCBS-TIFR campus at, Rajiv Gandhi Nagar, Kodigehalli, Bengaluru, Karnataka 560097.
- b) The service provider should provide Dedicated Fiber (Fiber-to-the-Premises - FTTP) in NCBS-TIFR premises in Kodigehalli, Bengaluru or commit to establishing such a link within a limited time period. This dedicated connection should include redundant active components to ensure maximum uptime. Using media from third-party providers will not meet the requirements. Acceptance of the underground fiber media is subject to verification, and media laid two to three inches below the surface will not be accepted.
- c) The service provider must ensure that the dedicated line comes directly from their own network infrastructure and not from any third-party ISP or vendor.
- d) The link/media from the service provider must be delivered underground to the campus, adhering to standard underground depth requirements. Media laid at inadequate depths, such as two to three inches below the surface, will not be accepted.
- e) The service provider should be Tier 1 ISP with license issued from GOI and have international gateways. Related documents proving Tier-1 ISP to be submitted and should have sufficiently large international internet bandwidth and should give supporting documents and statements to show that the links are not saturated. The service provider should be International and National level player.
- f) Service provider should have full-fledged 24 x 7 x 365 help desk support and service team in Bengaluru. Service provider should have on-line portal to open service requests. Internet link being very critical for the functioning of Institute, service requests raised should be treated at highest priority and resolved on priority.
- g) Service Level Agreement (SLA) is part of the tender submission and should be signed and submitted along with the technical bid on a plain paper. Bids without signed copy of the SLA will not be considered for evaluation. Successful bidder has to sign the SLA on bond paper of Rs 100/= on receipt of purchase order. (Copy enclosed)
- h) A compliance sheet is given at the end of this document. The compliance sheet must be filled and signed and returned as part of the tender submission. Bids without completed and signed compliance sheets will not be considered for evaluation.

- i) To qualify to bid for this tender, service provider should give details of at least three customers, in India who are supplied internet bandwidth of 1000Mbps or more. Purchase order copies and contact details of the technical person should be made part of the technical bid. NCBS-TIFR will have full authority to check on performance and quality of service with your customers who have given orders for supply of 1000 Mbps or more internet bandwidth.
- j) If required, the service provider shall allow and organize site visits to their customer sites where bandwidth supplied is 1000 Mbps or higher during the technical evaluation of the tender.
- k) Only technically qualified service providers meeting all criteria are considered for commercial bid opening.
- l) The validity of the bid should be six months from date of opening of technical bid.
- m) The service provider shall bear all costs associated with the preparation and submission of the tender. NCBS-TIFR will not be responsible or liable for part or all of those costs under any circumstances.
- n) The contract will be valid for a period of one year from the date of link acceptance by NCBS-TIFR and may be extended for an additional year based on performance, cost, price, and bandwidth negotiations.
- o) The ISP should have annual turnover of Rs 500 Cr. or higher and should be servicing customers with 1000 Mbps or higher internet bandwidth. Relevant documents to be attached.
- p) The benefit of any reduction in market rates of internet bandwidth charges should be passed on to NCBS-TIFR during the tenure of the contract.
- q) The successful service provider shall give an undertaking that internal IT infrastructure setup of NCBS-TIFR shall not be disclosed to anybody.
- r) NCBS-TIFR reserves the right to accept or reject any or all bids.

DELIVERY, INSTALLATION & COMMISSIONING PERIOD:

- s) Service provider shall deliver, install and commission the Internet leased line at NCBS-TIFR, Kodigehalli, Bengaluru, within 30 days from the date of award of contract. ISP shall designate one nodal officer to coordinate for the execution of this Project till successful completion.

Liquidated Damages (LD):

- t) The bidder shall take appropriate steps to ensure that the installation & commissioning is completed within the stipulated time to avoid imposition of liquidated damages. In the event of any delay in completion of the job liquidated damages @ 0.50% per week of the total order value will be recovered subject to maximum of Rs 1,00,000/-.

Testing:

- u) After installation of said Internet Leased Line (ILL), the services shall be tested for fifteen working days. The Internet Service Provider shall submit bandwidth utilization report on daily basis during the testing period. The services shall be continued after satisfactory performance during testing period. Billing will start after services are tested and confirmed jointly by NCBS-TIFR engineers and bidder. In case of unsatisfactory performance, the services shall be discontinued.
- v) The Service Provider/Bidder must provide an online dedicated portal for monitoring bandwidth usage, ensuring uninterrupted daily monitoring even after the testing phase. In case the primary portal is out of service or under maintenance, an alternative portal must be made available to ensure continuous accessibility. The portal(s) should function independently of the provided link and be accessible from any network.
- w) The Service provider/Bidder would ensure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. Bidder will be responsible for making all the payments towards the local loop charges/rentals etc..

Liaisoning (if required) with other firm(s) for obtaining point to point connectivity between ISP node and NCBS-TIFR, Kodigehalli, Bengaluru, Karnataka 560097, will be in the scope of ISP.

- x) The link should be installed, tested, commissioned and handed over before 1 April 2025.
- y) The proposed internet link will serve as the primary connection. The last mile bandwidth delivery shall be on optical fiber.
- z) The proposed internet link must be delivered in a ring architecture to ensure redundancy and high availability.

3.0 Service requirements:

- a) Real time usage data of internet bandwidth must be provided continuously on-line. The uptime will be calculated on monthly basis accordingly. The service provider has to compensate by giving service credits for any downtime greater than service availability assurance, which is 99%. Real time usage data should be available for download for NCBS-TIFR records / information to be sent on request over e-mail.
- b) Round trip latency of IP packets for international sites shall be within 320ms for a packet size of 64 bytes. For domestic sites, the round trip latency shall be within 80ms.
- c) The benchmark results (see section 5) will be checked at random during the contract period to ensure the performance of the link. Any downgrade in link performance must be compensated by ISP. Repeated downgrade shall be a cause for termination of contract.
- d) There should not be any download / upload bandwidth cap for single user sessions. Upload and download rates should be equal (1:1).
- e) Service provider name servers must be allowed for querying by NCBS-TIFR users.
- f) Service provider should be fully compliant to IPv6 and route, advertise NCBS-TIFR's public IPv4 and IPv6 subnets using NCBS-TIFR's Autonomous System Number (ASN). Service provider should be ready to peer with other service providers and should extend complete technical support for BGP implementation.
- g) The service provider shall supply bandwidth over redundant fiber and demonstrate automatic switch over when one of the media breaks. The last mile from the nearest Point of Presence (POP) shall be in redundancy and optical fiber to be terminated on NCBS-TIFR routers located in data centers within the campus. The NCBS-TIFR routers will be working in active – active mode. The required no. of IP address for the router interfaces to be considered in the proposal.
- h) The service provider team should remotely monitor the link round the clock and take corrective steps if any problem is seen. If any break or damage to media along the path, for any reason, a technical team should be ready 24x7 to attend the problem.
- i) The customer will have the rights to terminate the link after the lock-in period of ninety days, by giving one month advance notice.
- j) In the event of link termination, if any bank guarantee furnished against advance payment will be revoked and the amount will be adjusted on pro-rate basis.
- k) Any planned maintenance activity in POP / NOC, NCBS-TIFR should be informed a week in advance.
- l) Service provider should have redundant international gateways at geographically different locations separated by 500 Kms or more to divert traffic in the event of any breakdown / slowdown. International gateway should be connected to under sea fiber network (Satellite connection is not accepted)
- m) Service provider should clearly state their site specific requirements to provision the link. Service provider can ask for site visit to get complete picture of the requirement specified.
- n) The bandwidth will be used for all purposes to access data, voice, video, hosting services etc.. All the required ports should be open from day one. Any time in future if any block is

observed, same to be unblocked immediately on request. The internet link will be used for video conference services, any port and protocol should be permitted to pass through.

- o) Service escalation matrix of the service provider should be provided with the technical bid.
- p) It is successful bidder's responsibility to migrate the internet services from current service provider to new service provider with zero / minimum downtime. Service provider should clearly mention downtime required, if any, for migration.
- q) The service provider must guarantee a service availability of 99.9% uptime and maintain packet loss below $\leq 1\%$.

| Service Availability Assurance | |
|---------------------------------------|------------|
| Percentage | 99.00% |
| Packet Loss | $\leq 1\%$ |

- r) The service provider must ensure latency meets the indicative matrix outlined in the table. For domestic locations within India, and international locations, the latency should be as follows:

| Indicative Latency Matrix | | |
|----------------------------------|--|---------------|
| IP POP Location | For Delhi, Bangalore, Hyderabad, Chennai, Mumbai | Rest of India |
| All domestic Locations | | |
| All (within India) | ~ 80 ms | ~ 80 ms |
| International Locations | | |
| New York, USA | ~ 280 ms | ~ 300 ms |
| Los Angeles, USA | ~ 320 ms | ~ 350 ms |
| London, UK | ~ 250 ms | ~ 270 ms |
| Hong Kong | ~ 140 ms | ~ 160 ms |
| Singapore | ~ 130 ms | ~ 150 ms |
| Malaysia | ~ 120 ms | ~ 140 ms |
| Gulf | ~ 130 ms | ~ 150 ms |

s) **SERVICE ASSUARANCE REMEDIES**

- 1) At Customers request, the service provider will calculate network availability as per the formula given below : The STANDARD formula for Service Availability (A%) is as follows :

$$A\% = \frac{24 \times \text{SLA Measurement Period (in days)} - \text{Total outage hours}}{24 \times \text{SLA Measurement Period (in days)}} \times 100$$

- 2) The service provider shall offer Services as per the Service availability assurance percentage on each port subscribed .
- 3) Real time usage data of internet bandwidth must be provided automatically on-line. In addition hard copy of monthly usage and performance including down time must be sent to NCBS-TIFR addressed to Computer Center.

- 4) In case the Service availability percentage is less than the Service availability assurance percentage, (vendors name 0, shall provide to Customer Service Credits as mentioned below :

| Type of SLA | Service Availability Percentage | Service Credit (days) |
|-------------|---------------------------------|-----------------------|
| STANDARD | Upto 99.00% | NIL |
| | 98.99% to 98.00% | 1 day |
| | 97.99% to 97.00% | 2 days |
| | 96.99% to 97.00% | 3 days |
| | Less than 96.00% | 4 days |

- 5) In case the Packet Loss is greater than the committed parameter, the service provider shall provide the Customer, Service Credit as per below table :

| Type of SLA | Packet Loss | Service Credit (days) |
|-------------|-------------|-----------------------|
| STANDARD | ≤1% | 1 day |

4.0 Technical requirements:

Download, upload and other tests will be conducted during technical evaluation of the bids. For evaluation, service provider should provision 1000 Mbps link on-site or in their NOC / DC. It is required to demonstrate and show that there is no bottleneck in the (1:1) 1000 Mbps link for single session and the sustained download speed should be 1000 Mbps from a server hosted in United States of America / Any where in Europe. For bench-marking, the following websites may be used (alternate or additional sites may be decided by the evaluation committee).

Successful service provider, before final signoff, must demonstrate onsite performance of link after commissioning. The download speeds at various hours in a day for a suite of websites given by NCBS-TIFR will be checked, which include commercial, educational and research domains. These tests results duly signed by NCBS-TIFR engineers and service provider will be part of the documentation for final signoff.

Commercial sites:

- a) <http://www.oracle.com/>
- b) <http://www.microsoft.com/>
- c) <https://www.hpe.com/>

Research sites: (Link will be tested for FTP and other protocols)

- a) www.fnal.gov
- b) www.cern.ch
- c) www.nasa.gov
- d) www.jpl.nasa.gov
- e) www.kek.jp

Publications / Research / Archive sites:

- a) www.arxiv.org
- b) in.arxiv.org

- c) fr.arxiv.org
- d) jp.arxiv.org
- e) publish.aps.org
- f) www.nature.com

The benchmark results will be checked at random after the award of contract to ensure the performance of the link. Any downgrade in link performance must be compensated commercially. Repeated downgrade shall be a cause for termination of contract.

5.0 Compliance section:

Compliance sheet to be filled up and signed by all participants for supply of 1000 Mbps (1:1) internet bandwidth:

| S.No | Technical points to be complied | Compliance status (Y or N) | Remarks |
|------|--|----------------------------|---------|
| 1 | NCBS-TIFR IP address routing on ISP's network | | |
| 2 | Use of NCBS-TIFR's ASN no. to advertise NCBS-TIFR IP's | | |
| 3 | Bandwidth supply on redundant media | | |
| 4 | 24x7x365 support and service | | |
| 5 | On-line real-time bandwidth details | | |
| 6 | Service Level Agreement acceptance | | |
| 7 | Permission to query ISP's DNS servers | | |
| 8 | IPv6 compliant | | |
| 9 | Penalty clause acceptance | | |
| 10 | Exit clause acceptance | | |
| 11 | Bank guarantee | | |
| 12 | Qualification criteria documents | | |

Data at NCBS Mandara Hostel , Yelahanka New Town

1.0 Scope of work:

The scope of work in brief includes engineering aspects, procurement, installation and commissioning of IT infrastructure equipment and accessories to provide 300 Mbps, 1:1 (100% non-blocking, symmetric, un-compressed, unshared, with last mile on fiber optic) enterprise Internet Lease Line (ILL). The service provider shall make a site visit to understand the existing setup. Service provider will ensure end-to-end connectivity and bandwidth delivery to the satisfaction of NCBS-TIFR engineers. The link should be terminated on NCBS Mandara Housing Complex's internet routers. The Service Provider should quote for the supply of internet bandwidth at 300 Mbps for a year, extendable by an additional year based on performance and cost.

Service provider should enhance the bandwidth as per details given above on NCBS-TIFR written request. Successful service provider should hold the price validity of bandwidth till the end of the contract. NCBS-TIFR will have the option to jump to higher, lower or stay at the base level bandwidth depending on the requirement during the contract period. The request for change of bandwidth for the particular year (either way, upwards or downwards) will be anytime during the year. Bidders should quote for bandwidth specified for each year.

2.0 Terms and conditions of the tender:

- a) The internet lease line and bandwidth have to be provisioned in NCBS Mandara Housing Complex at, 3HVH+H65, Soma Nagar, Yelahanka, Bengaluru, Karnataka 560065.
- b) The service provider should provide Dedicated Fiber (Fiber-to-the-Premises - FTTP) in NCBS Mandara Housing Complex premises in Yelahanka, Bengaluru or commit to establishing such a link within a limited time period. This dedicated connection should include redundant active components to ensure maximum uptime. Using media from third-party providers will not meet the requirements. Acceptance of the underground fiber media is subject to verification, and media laid two to three inches below the surface will not be accepted.
- c) The service provider must ensure that the dedicated line comes directly from their own network infrastructure and not from any third-party ISP or vendor.
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- g) Service Level Agreement (SLA) is part of the tender submission and should be signed and submitted along with the technical bid on a plain paper. Bids without signed copy of the SLA will not be considered for evaluation. Successful bidder has to sign the SLA on bond paper of Rs 100/= on receipt of purchase order. (Copy enclosed)
- h) A compliance sheet is given at the end of this document. The compliance sheet must be filled and signed and returned as part of the tender submission. Bids without completed and signed compliance sheets will not be considered for evaluation.

- i) To qualify to bid for this tender, service provider should give details of at least three customers, in India who are supplied internet bandwidth of 300 Mbps or more. Purchase order copies and contact details of the technical person should be made part of the technical bid. NCBS-TIFR will have full authority to check on performance and quality of service with your customers who have given orders for supply of 300 Mbps or more internet bandwidth.
- j) If required, the service provider shall allow and organize site visits to their customer sites where bandwidth supplied is 300 Mbps or higher during the technical evaluation of the tender.
- k) Only technically qualified service providers meeting all criteria are considered for commercial bid opening.
- l) The validity of the bid should be six months from date of opening of technical bid.
- m) The service provider shall bear all costs associated with the preparation and submission of the tender. NCBS-TIFR will not be responsible or liable for part or all of those costs under any circumstances.
- n) The contract will be valid for a period of one year from the date of link acceptance by NCBS-TIFR and may be extended for an additional year based on performance, cost, price, and bandwidth negotiations.
- o) The ISP should have annual turnover of Rs 100 Cr. or higher and should be servicing customers with 100 Mbps or higher internet bandwidth. Relevant documents to be attached.
- p) The benefit of any reduction in market rates of internet bandwidth charges should be passed on to NCBS-TIFR during the tenure of the contract.
- q) The successful service provider shall give an undertaking that internal IT infrastructure setup of NCBS-TIFR shall not be disclosed to anybody.
- r) NCBS-TIFR reserves the right to accept or reject any or all bids.

DELIVERY, INSTALLATION & COMMISSIONING PERIOD:

- s) Service provider shall deliver, install and commission the Internet leased line at NCBS Mandara Housing Complex premises in Yelahanka, Bengaluru, within 30 days from the date of award of contract. ISP shall designate one nodal officer to coordinate for the execution of this Project till successful completion.

Liquidated Damages (LD):

- t) The bidder shall take appropriate steps to ensure that the installation & commissioning is completed within the stipulated time to avoid imposition of liquidated damages. In the event of any delay in completion of the job liquidated damages @ 0.50% per week of the total order value will be recovered subject to maximum of Rs 1,00,000/-.

Testing:

- u) After installation of said Internet Leased Line (ILL), the services shall be tested for fifteen working days. The Internet Service Provider shall submit bandwidth utilization report on daily basis during the testing period. The services shall be continued after satisfactory performance during testing period. Billing will start after services are tested and confirmed jointly by NCBS-TIFR engineers and bidder. In case of unsatisfactory performance, the services shall be discontinued.
- v) The Service Provider/Bidder must provide an online dedicated portal for monitoring bandwidth usage, ensuring uninterrupted daily monitoring even after the testing phase. In case the primary portal is out of service or under maintenance, an alternative portal must be made available to ensure continuous accessibility. The portal(s) should function independently of the provided link and be accessible from any network.
- w) The Service provider/Bidder would ensure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. Bidder will be responsible for making all the payments towards the local loop charges/rentals etc. Liaisoning (if required) with other firm(s) for obtaining point to point connectivity between

ISP node and NCBS Mandara Housing Complex premises in Yelahanka, Bengaluru, 560065 will be in the scope of ISP.

- x) The link should be installed, tested, commissioned and handed over before 1 April 2025.
- y) The proposed internet link will serve as the primary connection. The last mile bandwidth delivery shall be on optical fiber.
- z) The proposed internet link must be delivered in a ring architecture to ensure redundancy and high availability.

3.0 Service requirements:

- a) Real time usage data of internet bandwidth must be provided continuously on-line. The uptime will be calculated on monthly basis accordingly. The service provider has to compensate by giving service credits for any downtime greater than service availability assurance, which is 99%. Real time usage data should be available for download for NCBS-TIFR records / information to be sent on request over e-mail.
- b) Round trip latency of IP packets for international sites shall be within 320ms for a packet size of 64 bytes. For domestic sites, the round trip latency shall be within 80ms.
- c) The benchmark results (see section 5) will be checked at random during the contract period to ensure the performance of the link. Any downgrade in link performance must be compensated by ISP. Repeated downgrade shall be a cause for termination of contract.
- d) There should not be any download / upload bandwidth cap for single user sessions. Upload and download rates should be equal (1:1).
- e) Service provider name servers must be allowed for querying by NCBS-TIFR users.
- f) The service provider shall supply bandwidth over redundant fiber and demonstrate automatic switch over when one of the media breaks. The last mile from the nearest Point of Presence (POP) shall be in redundancy and optical fiber to be terminated on NCBS Mandara Housing Complex routers located in Hub Rooms within the campus. The NCBS-TIFR routers will be working in active – active mode. The required no. of IP address for the router interfaces to be considered in the proposal.
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- i) In the event of link termination, if any bank guarantee furnished against advance payment will be revoked and the amount will be adjusted on pro-rate basis.
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- k) Service provider should have redundant international gateways at geographically different locations separated by 500 Kms or more to divert traffic in the event of any breakdown / slowdown. International gateway should be connected to under sea fiber network (Satellite connection is not accepted)
- l) Service provider should clearly state their site specific requirements to provision the link. Service provider can ask for site visit to get complete picture of the requirement specified.
- m) The bandwidth will be used for all purposes to access data, voice, video, hosting services etc. All the required ports should be open from day one. Any time in future if any block is observed, same to be unblocked immediately on request. The internet link will be used for video conference services, any port and protocol should be permitted to pass through.
- n) Service escalation matrix of the service provider should be provided with the technical bid.
- o) It is successful bidder's responsibility to migrate the internet services from current service provider to new service provider with zero / minimum downtime. Service provider should clearly mention downtime required, if any, for migration.

- p) The service provider must guarantee a service availability of 99.9% uptime and maintain packet loss below $\leq 1\%$.

| Service Availability Assurance | |
|--------------------------------|------------|
| Percentage | 99.00% |
| Packet Loss | $\leq 1\%$ |

- q) The service provider must ensure latency meets the indicative matrix outlined in the table. For domestic locations within India, and international locations, the latency should be as follows:

| Indicative Latency Matrix | | |
|--------------------------------|--|---------------|
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| All domestic Locations | | |
| All (within India) | ~ 80 ms | ~ 80 ms |
| International Locations | | |
| New York, USA | ~ 280 ms | ~ 300 ms |
| Los Angeles, USA | ~ 320 ms | ~ 350 ms |
| London, UK | ~ 250 ms | ~ 270 ms |
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r) SERVICE ASSUARANCE REMEDIES

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$$A\% = \frac{24 \times \text{SLA Measurement Period (in days)} - \text{Total outage hours}}{24 \times \text{SLA Measurement Period (in days)}} \times 100$$

- The service provider shall offer Services as per the Service availability assurance percentage on each port subscribed .
- Real time usage data of internet bandwidth must be provided automatically on-line. In addition hard copy of monthly usage and performance including down time must be sent to NCBS-TIFR addressed to Computer Center.
- In case the Service availability percentage is less than the Service availability assurance percentage, (vendors name 0, shall provide to Customer Service Credits as mentioned below :

| Type of SLA | Service Availability Percentage | Service Credit (days) |
|-------------|---------------------------------|-----------------------|
| STANDARD | Upto 99.00% | NIL |

| | | |
|--|------------------|--------|
| | 98.99% to 98.00% | 1 day |
| | 97.99% to 97.00% | 2 days |
| | 96.99% to 97.00% | 3 days |
| | Less than 96.00% | 4 days |

- 5) In case the Packet Loss is greater than the committed parameter, the service provider shall provide the Customer, Service Credit as per below table :

| Type of SLA | Packet Loss | Service Credit (days) |
|-------------|-------------|-----------------------|
| STANDARD | ≤1% | 1 day |

4.0 Technical requirements:

Download, upload and other tests will be conducted during technical evaluation of the bids. For evaluation, service provider should provision 300 Mbps link on-site or in their NOC / DC. It is required to demonstrate and show that there is no bottleneck in the (1:1) 300 Mbps link for single session and the sustained download speed should be 300 Mbps from a server hosted in United States of America / Any where in Europe. For bench-marking, the following websites may be used (alternate or additional sites may be decided by the evaluation committee).

Successful service provider, before final signoff, must demonstrate onsite performance of link after commissioning. The download speeds at various hours in a day for a suite of websites given by NCBS Mandara Housing Complex will be checked, which include commercial, educational and research domains. These tests results duly signed by NCBS-TIFR engineers and service provider will be part of the documentation for final signoff.

Commercial sites:

- a) <http://www.oracle.com/>
- b) <http://www.microsoft.com/>
- c) <https://www.hpe.com/>

Research sites: (Link will be tested for FTP and other protocols)

- a) www.fnal.gov
- b) www.cern.ch
- c) www.nasa.gov
- d) www.jpl.nasa.gov
- e) www.kek.jp

Publications / Research / Archive sites:

- a) www.arxiv.org
- b) in.arxiv.org
- c) fr.arxiv.org
- d) jp.arxiv.org
- e) publish.aps.org
- f) www.nature.com

The benchmark results will be checked at random after the award of contract to ensure the performance of the link. Any downgrade in link performance must be compensated commercially. Repeated downgrade shall be a cause for termination of contract.

5.0 Compliance section:

Compliance sheet to be filled up and signed by all participants for supply of 300 Mbps (1:1) internet bandwidth:

| S.No | Technical points to be complied | Compliance status (Y or N) | Remarks |
|------|--|----------------------------|---------|
| 1 | NCBS Mandara Housing Complex IP address routing on ISP's network | | |
| 2 | Bandwidth supply on redundant media | | |
| 3 | 24x7x365 support and service | | |
| 4 | On-line real-time bandwidth details | | |
| 5 | Service Level Agreement acceptance | | |
| 6 | Permission to query ISP's DNS servers | | |
| 7 | IPv6 compliant | | |
| 8 | Penalty clause acceptance | | |
| 9 | Exit clause acceptance | | |
| 10 | Bank guarantee | | |
| 11 | Qualification criteria documents | | |

Annexure – 1

Bid Security Declaration
(to be submitted on Company's Letter Head)

I/We the undersigned hereby declare that if we withdraw or modify the bids during the period of its validity, or if we are awarded the contract and fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document or fail to execute the contract, we will be suspended for the period of time specified in the request for bids document from being eligible to submit bids for contracts with the entity that invited the bids.

Name and Signature
of Authorized Signatory
and Company Seal

Certificate for Local Content
(to be submitted on Company's Letter Head)

"We (name of manufacturer) hereby confirm in respect of quoted item(s) that Local Content is equal to or more than 50% and come under "Class-I Local Supplier" Category. As being "Class – I Local Supplier", we are eligible for Purchase Preference under "Make in India" Policy vide GOI Order No.P-45021/2/2017-PP (B.E.-II) dated 15.06.2017 (subsequently revised vide orders dated 28.05.2018, 29.05.2019 and 04.06.2020).

OR

"We (name of manufacturer) hereby confirm in respect of quoted item(s) that Local Content is more than 20% but less than 50% and come under "Class-II Local Supplier" Category.

The details of the location (s) at which the local value addition made is/are as under:

- 1.
- 2.
- 3.

*Strike out whichever is not applicable

Date:

Seal & Signature of the Bidder

NOTE:

1. Self-certification that the item offered meets the minimum local content (as above) giving details of the location(s) at which the local value addition is made in case the bidder wishes to avail the benefits under the make in India policy, if applicable.
2. In cases of procurement for a value in excess of Rs.10 crores, the local supplier shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content to avail the benefits under the make in India Policy, if applicable.

ANNEXURE - 3

Declaration of Compliance of Order (Public Procurement No.1, 2, 3 & 4) dtd 23rd Jul 2020, 24th Jul 2020 and 23rd Feb 2023 on Restrictions under Rule 144 (xi) of the General Financial Rules (GFRs), 2017

(To be submitted on Company's letterhead)

Tender No. :-

Date:

CERTIFICATE

I have read the clause related to insertion of Rule 144 (xi) in the General Financial Rules 2017 vide O.M No.F.7/10/2021-PPD(1) dated 23rd February, 2023 (Public Procurement No.4) and any amendment made thereafter of the Ministry of Finance regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that M/s (name of bidder entity) is not from such a country.

OR (whichever is applicable)

I have read the clause related to insertion of Rule 144 (xi) in the General Financial Rules 2017 vide O.M No.F.7/10/2021-PPD(1) dated 23rd February, 2023 (Public Procurement No.4) and any amendment made thereafter of the Ministry of Finance regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that M/s (name of bidder entity) is from _____ (Name of Country) and has been registered with the Competent Authority. I also certify that this bidder fulfills all the requirements in this regard and is eligible to be considered. (Copy/ evidence of valid registration by the Competent Authority is to be attached)

AND

I have read the clause regarding restriction on procurement from a bidder having Transfer of Technology (ToT) arrangement. I certify that M/s (name of bidder entity) does not have any ToT arrangement requiring registration with the competent Authority

OR (whichever is applicable)

I have read the clause regarding restrictions on procurement from a bidder having Transfer of Technology (ToT) arrangement. I certify that M/s (name of bidder entity) has valid registration to participate in this procurement.

We also understand, false declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rule for which a bidder or its successors can be debarred for up two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

Signature of Bidder/ Agent with Company seal

Name: _____

Designation: _____

Organization Name: _____

Contact No. : _____