



राष्ट्रीय प्रौद्योगिकी संस्थान, दुर्गापुर
NATIONAL INSTITUTE OF TECHNOLOGY DURGAPUR
MAHATMA GANDHI AVENUE, DURGAPUR-713209
West Bengal, INDIA, www.nitdgp.ac.in
(An Autonomous Institution of the Govt. of India under MHRD)

NOTICE INVITING TENDER NO.: NIT/CC/2019-2020/01

Date: 25/11/2019

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| NOTICE INVITING TENDER NO.: NIT/CC/2019-2020/01 | Date: 25/11/2019 |
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National Institute of Technology Durgapur is in the process of finalizing Empanelment of Service Provider to provide Wi-Fi services in the NIT Durgapur Hostel Premises (Hostel No. 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14) as per details as given as under.

| | |
|---------------------------------------|--|
| Service | “Empanelment of Service Provider to provide Wi-Fi services in the NIT Durgapur Hostel Premises.” |
| Earnest Money Deposit to be submitted | INR 50,000.00 |
| Performance security | The successful bidder must submit before release of payment a valid bank guarantee on any nationalized bank amounting 10 % (may be altered if required) of the order value towards Performance Security during the service delivery period. |

Tender Documents may be downloaded from e-Wizard Portal <http://mhrd.euniwizarde.com>. Aspiring Bidders who have not enrolled /registered in e-Wizard should enrol/ register before participating through the website <http://mhrd.euniwizarde.com>. Bidders are advised to go through instructions provided at ‘Instructions for online Bid Submission’.

Bidders can access tender documents on the website (For searching in the e-Wizard site, kindly go to Tender Search option and type ‘NIT’. Thereafter, Click on “GO” button to view all NIT Durgapur tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <http://mhrd.euniwizarde.com> as per the schedule given in the next page. **All quotation (both Technical and Financial should be submitted in the e-Wizard portal).**

SCHEDULE

| | |
|---|--|
| Name of Organization | National Institute of Technology Durgapur |
| Tender Number: | NIT/CC/2019-2020/01 |
| Tender Type (Open/Limited/EOI/Auction/Single) | Open |
| Tender Category (Services/Goods/works) | Services |
| Type/Form of Contract (Work/Supply/Auction/Service/Buy/Empanelment/ Sell) | Service |
| Source of Fund (Institute/Project) | Institute |
| Is Multi Currency Allowed | NO |
| Tender Documents | Tender Documents can be downloaded from the website www.nitdgp.ac.in (Link: Tenders). The same is also available in the e-Wizard Portal by clicking the link below :- http://mhrd.euniwizarde.com . under live tenders. |
| Date of Issue/Publishing | 25.11.2019 |
| Document Download/Sale Start Date | 25.11.2019 |
| Bid Submission Start Date | 25.11.2019 |
| Document Download/Sale End Date | 22.12.2019 Time : 05:00 PM. |
| Date for Pre-Bid Conference | 04.12.2019 Time : 04:00 PM. |
| Venue of Pre-Bid Conference | Computer Centre, NIT Durgapur |
| Last Date and Time for Uploading of Bids | 23.12.2019 Time : 12:00 Noon |
| Date and Time of Opening of Technical Bids | 23.12.2019 Time : 04:00 PM. |
| Date and Time of Financial Opening | On or after 30.12.2019 Time : 10:00AM |
| Tender Fee | Rs. 2000/- by way of E-Payment only |
| EMD | Earnest money of Rs. 50,000.00 (Rupees fifty thousand only) to be deposited through E-Payment mode. |
| No. of Covers (1/2/3/4) | 02 |
| Bid Validity days (180/120/90/60/30) | 120 days (From date of opening of price bid) |
| Address for Communication | Head, Computer Centre National Institute of Technology, Durgapur Durgapur-713209, West Bengal. |
| Contact No. | 9434788195 |
| Email Address | http://www.nitdgp.ac.in |
| ITI Helpdesk | Helpdesk Number - 011-4960 6060 helpdeskeuniwizarde@gmail.com Mr SK Tariq- 7978416916; ewizardtariq@gmail.com Mr Siddharth Ghosh – 9355030604 ewizardsiddharth@gmail.com |

Validity of quotation required : **120** days from the date of opening of price bid.
Payment : On consumption basis.
Place of Work : NIT Durgapur
Website : <http://mhrd.euniwizarde.com>.

A complete set of tender documents may be downloaded by prospective bidder from the website <https://mhrd.euniwizarde.com>

PROCEDURE FOR SUBMISSION OF E-TENDER

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information bidders may visit the e-Wizard Portal <https://mhrd.euniwizarde.com>

1. REGISTRATION PROCESS ON ONLINE PORTAL

1. Bidders to enroll on the e-Procurement module of the portal <https://mhrd.euniwizarde.com> by clicking on the link “Bidder Enrolment” as per portal norms.
2. The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the e-Wizard Portal.
3. Bidders to register upon enrolment their valid Digital Signature Certificate (DSC: Class III Certificates with signing key and encryption usage) issued by any Certifying Authority recognized by CCA India with their profile.
4. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
5. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

2 TENDER DOCUMENTS SEARCH

1. Various built-in options are available in the e-Wizard Portal which is further synchronizing with CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters include Tender ID, organization, location, date, value, etc.
2. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, a form of contract, location, date, other keywords, etc. to search for a tender published on the Online Portal.
3. Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective ‘Interested Tenders’ folder. This would enable the Online Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
4. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

3 BID PREPARATION

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to

understand the documents required to be submitted as part of the bid.

3. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid.
4. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLS formats. Bidders are recommended to use PDF files for uploading the documents and file size must not cross 5MB.

4. BID SUBMISSION

1. Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder to select the payment option as E-Payment to pay the tender fee/ EMD wherever applicable and enter details of the instrument.
4. A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.

The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.

5. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
6. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
8. The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.

5. AMENDMENT OF BID DOCUMENT

At any time prior to the deadline for submission of proposals, the institutions reserve the right to add/modify/delete any portion of this document by the issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

NATIONAL INSTITUTE OF TECHNOLOGY, DURGAPUR

MAHATMA GANDHI AVENUE

DURGAPUR –713 209, WEST BENGAL, INDIA

FAX: +91-343-275 5278 E-mail: hod@cc.nitdgp.ac.in; Website: www.nitdgp.ac.in

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|--|-------------------------|
| NOTICE INVITING TENDER NO.: NIT/CC/2019-2020/01 | Date: 25.11.2019 |
| Sub: “Empanelment of Service Provider to provide Wi-Fi services in the NIT Durgapur Hostel Premises (Hostel No. 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14).” | |

SCOPE OF WORK: *The nature of work of the firm shall be as follows:*

| Sl. No. | Description |
|---------|--|
| 01 | Setting up of Wireless Broadband Internet Service (Wi-Fi) including Hardware & Software at NIT campus. |
| 02 | Wi-Fi facility should be available 24/7 as per the T&C mentioned in the scope of the work. The primary aim of Wi-Fi services in the NIT Durgapur Hostel Premises is to provide internet access to approximately 4000 users in desired areas. |
| 03 | Connectivity must be activated within 30 seconds after authentication. |
| 04 | Minimum information should be asked for activation (not more than 2 parameters). |
| 05 | The agency should provide the required equipment for access to the Wi-Fi facility and shall bear all the cost on account of development and setting up required infrastructure for the said services. The agency shall submit the details of drawing for approval prior to commencement of entire work. |
| 06 | NIT Durgapur will provide bare space for the subject services and other expenses of any kind for establishment and rendering of the services to be incurred by the Bidder. However, provisions of electricity, water and drainage connections, as the case may be, if so required, for the smooth operation of the services shall be provided by NIT Durgapur on chargeable basis. |
| 07 | The agency shall depute required number of manpower during the operational hours at the NIT Campus for uninterrupted free services without any cost / liability to NIT Durgapur. Service provider is liable for penalty on account of non-availability of facility / services. |
| 08 | The agency must submit all the details in writing for installation, operation and commissioning of internet Wi-Fi facility. |
| 09 | Gestation / timeline for installation and operationalization of Wi-Fi facility at NIT Durgapur Campus is Eight (08) WEEKS from the date of issue of award letter. |
| 10 | Service provider shall be responsible for obtaining necessary permissions from Department of Telecommunication (DOT)/Govt. of India or it's entrusted agencies and comply with all the guidelines issued by Department of Telecommunication (DOT)/Govt. of India or it's entrusted agencies from time to time. Any Law / instruction issued by Local Authority in this regard. |
| 11 | The empanelled Service Provider shall target to provide Wi-Fi internet for each user at nominal cost for availing internet Data offer of (1GB per day per user on FUP basis) with the fall down speed of 128 kbps. |

Documents to be submitted in the Technical Folder:

| Sl. No. | Category | Sub Category | Sub Category Description |
|----------|-------------------------|---|---|
| 1 | Certificate Details | GST Registration Certificate | GST Registration Certificate |
| | | Partnership Deed (If applicable) | Partnership Deed |
| | | Permanent Account Number | Permanent Account Number Details |
| | | Power of Attorney (If applicable) | Power of Attorney |
| | | Registration Certificate | Trade license certificate/shops & establishments certificate, PAN card, Certificate of incorporation (if applicable) etc. If trade license for FY (18-19) is not available till last date of submission, then self-attested stamped copy of renewal receipt from concerned municipality along with last FY (17-18) trade license is to be provided (both offline & online). This is provisional only. |
| 2 | Financial details | Audited profit and loss Account & Balance Sheet for last 02 years | Audited profit and loss Account & Balance Sheet for last 02 years |
| 3 | Purchase Order Details | Purchase Orders | Purchase Orders |
| 4 | Work Details | Work Completed Certificate Copies | Work Completed Certificate Copies(Should be at least 40 % of the total quoted amount and should be of similar type of supply/works) |
| 5 | Product/Service Details | Certificates | Supporting documents for the items as listed in Item 11 of Terms & Conditions |
| 6 | Signed Tender Document | Signed Tender Document | Complete Tender document in all respect should be signed and be uploaded as a single .Pdf document. |

GENERAL TERMS & CONDITIONS

| Sl. No. | Particulars / Specification |
|---------|---|
| 1 | Due date: The tender has to be submitted on-line before the due date. The offers received after the due date and time will not be considered. No manual bids will be considered. |
| 2 | Preparation of Bids: The offer/bid should be submitted in two bid systems (i.e.) Technical bid and financial bid. The technical bid should consist of all technical details along with commercial terms and conditions. Financial bid should indicate item wise price for the items mentioned in the technical bid in the given format. The Technical bid and the financial bid should be submitted Online. |
| 3 | <p>EMD (if applicable): The bidder should submit an EMD amount of Rs50,000/- through e-Payment Mode.</p> <p>The Technical Bid without EMD would be considered as UNRESPONSIVE and will not be accepted. The EMD will be refunded without any interest to the unsuccessful bidders after the award of contract. Earnest Money Deposit (EMD / Bid Security (BS) has to be submitted by bidders except those who are registered with National Small Industries Corporation (NSIC)/ Ministry of Micro Small Medium Enterprises as per GFR 2017 guidelines.</p> |
| 4 | Refund of EMD: The EMD will be returned to unsuccessful bidders only after the tenders are finalized. In case of successful bidder, it will be retained till the successful and complete installation of the equipment. |
| 5 | Opening of the tender: The online bid will be opened by a committee duly constituted for this purpose. Online bids (complete in all respect) received along with EMD (if any) will be opened as mentioned at “Annexure: Schedule” in presence of representative each bidder if available. Only one representative of each bidder will be allowed to participate in the tender opening. Bid received without EMD (if present) will be rejected straight way. The technical bid will be opened online first and it will be examined by a technical committee (as per specification and requirement). The financial offer/bid will be opened only for the offer/bid which technically meets all requirements as per the specification. The bidders if interested may participate on the tender opening Date and Time. The bidder should produce authorization letter from their company to participate in the tender opening. |
| 6 | Acceptance/ Rejection of bids: The Committee/Centre reserves the right to reject any or all offers without assigning any reason. |
| 7 | <p>Pre-qualification criteria:</p> <p>Bidder must comply with the entire compliance sheet given at Annexure-I</p> |
| 8 | Performance Security/ Performance bank Guarantee (PBG): The supplier shall require to submit the performance security in the form of irrevocable bank guarantee issued by any Indian Nationalized / Scheduled Bank for an amount which is stated in the tender document. |
| 9 | <p>Force Majeure: The Service provider shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.</p> <ul style="list-style-type: none"> For purposes of this Clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. <p>If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p> |

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| 10 | Commencement of Service: The Service provider should comply with the Scope of Work (Serial No.9) |
| 11 | Notices: For the purpose of all notices, the following shall be the address of the Purchaser and Supplier. Purchaser Dr.Anirban Sarkar HoD, Computer Centre National Institute of Technology, Durgapur – 713209 |
| 12 | Resolution of Disputes: The dispute resolution mechanism to be applied pursuant shall be as follows: In case of Dispute or difference arising between the Purchaser and a service provider relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Indian Arbitration & Conciliation Act, 1996. The dispute shall be referred to the Director, National Institute of Technology Durgapur and if he is unable or unwilling to act, to the sole arbitration of some other person appointed by him and willing to act as such Arbitrator. The award of the said arbitrator so appointed shall be final, conclusive and binding on all parties to this order. In the case of a dispute between the purchaser and a Foreign Supplier, the dispute shall be settled by arbitration in accordance with provision of sub-clause (a) above. But if this is not acceptable to the supplier then the dispute shall be settled in accordance with provisions of UNCITRAL (United Nations Commission on International Trade Law) Arbitration Rules. • The venue of the arbitration shall be the place from where the order is issued. |
| 13 | Applicable Law: Settlement of any dispute will be made under the jurisdiction of Durgapur Court. |
| 14 | Supplier Integrity of the Service Provider: The Service Provider is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state of the art methods and economic principles and exercising all means available to achieve the performance specified in the contract. |
| 15 | Incidental services: The incidental services also include: <input type="checkbox"/> Furnishing of 01 set of detailed operations & maintenance manual. |
| 16 | Governing Language The contract shall be written in English language. English language version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language. |
| 17 | Applicable Law (Sl. No. 18) The Contract shall be interpreted in accordance with the laws of the Union of India and all disputes shall be subject to place of jurisdiction. |
| 18 | Notices • Any notice given by one party to the other pursuant to this contract/order shall be sent to the other party in writing or by cable, FAX or e mail and confirmed in writing to the other party's address. A notice shall be effective when delivered or on the notice's effective date, whichever is later. |
| 19 | Payment: Payment to be made to the Service Provider on monthly basis. |
| 20 | Site Preparation: The supplier shall inform to the Institute about the site preparation, if any, needed for the installation of equipment, immediately after the receipt of the purchase order. The supplier must provide complete details regarding space and all the other infrastructural requirements needed for the equipment, which the Institute should arrange before the arrival of the equipment to ensure its timely installation and smooth operation thereafter. The supplier shall visit the Institute and see the site where the equipment is to be installed and may offer his advice and render assistance to the Institute in the preparation of the site and other pre installation requirements. |

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| 21 | <p>Termination for Default</p> <p>The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Service provider, terminate the Contract in whole or part:</p> <ul style="list-style-type: none"> i. If the Service provider fails to deliver the service as promised in accordance with the Contract Document. ii If the Supplier fails to perform any other obligation(s) under the Contract. iii If the Supplier, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. <p><input type="checkbox"/> For the purpose of this Clause:</p> <ul style="list-style-type: none"> i. “Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution. ii. “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Indenter, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Indenter of the benefits of free and open competition;’ <p><input type="checkbox"/> In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner, as it deems appropriate, Goods or Services similar to those undelivered, and the Service provider shall be liable to the Purchaser for any excess costs for such similar Goods or Services. However, the Supplier shall continue the performance of the Contract to the extent not terminated.</p> |
| 22 | <p>Disputes and Jurisdiction: Any legal disputes arising out of any breach of contract pertaining to this tender shall be settled in the court of competent jurisdiction located in Durgapur</p> |
| 23 | <p>Compliance certificate: This certificate must be provided indicating conformity to the technical specifications. (Annexure-I)</p> |
| 24 | <p>All other terms and conditions of GFR 2017 of the Government of India will be applicable.</p> |

Other Terms and Conditions

1. Agencies may visit the site to assess the potential of business before quoting their rates and no plea whatsoever at a later date shall be entertained to alteration of fees / charges on account of the same.
2. Intention of NIT Durgapur is to provide quality services to its Students / other stakeholders. The empanelled Service Provider target to provide Wi-Fi internet for each user at the minimum cost for availing internet Data offer of (1GB per day per user on FUP basis) with the fall down speed of 128 kbps.
3. The NIT Durgapur shall not be responsible for any legal cases / dispute due to health hazard on account of quality of product and other legal matters for quantity, price etc. provided by the agency.

4. Service Requirements

- a. Provide secure Wi-Fi internet access and back-end services as per committed SLAs.
- b. Manage Operations and Maintenance (O & M) of Wi-Fi access points and associated network components at different areas of the Institute.
- c. Compliance to all mandatory government regulations.
- d. Solution proposed should be managed using a central session & service controller.
- e. The model should support SIM centralized authentication with per subscriber session control.
- f. Necessary portal and payment gateway shall be configured by the vendor.
- g. All advertisements/ promotional (if any) material given through the Wi-Fi connection have to be pre-approved by NIT Durgapur.

7. Features shall be:-

- i. High Speed Internet access
- ii. Guaranteed bandwidth per location
- iii. Multiple authentication Mechanisms
- iv. Seamless authentication experience at NIT Campus-one click access
- v. Robust, scalable back-end network.
- VI. Upgrade path to newer technologies like Hotspot 2.0 and support for 802.11u based authentication mechanisms.

8. Service Level Agreement (SLA) and Penalty

a) The Service Level Agreement (SLA) will stipulate the maximum unscheduled downtime of the system shall be 15 minutes in a day. In case of scheduled maintenance, the same shall be intimated in advance to the institution and downtime in such cases shall not be more than 48 hours in 6 month. The downtime shall be calculated on monthly basis. The penalty for not adhering to the SLA will be Rs. 5000/- (Five Thousand) for each 10 minutes.

b) The Service Level Agreement (SLA) will also stipulate 95.0% Hosting and Access Point availability. The penalty for not adhering to the SLA will be Rs. 5000/- (Five Thousand) for each percentage point of downtime below 95%.

* SLA percentage to be computed monthly.

9. Access Network Architecture

- a) Agency shall be responsible for the planning and design of the access network architecture (access controllers, backhaul connectivity, switches etc.) to meet the technical, capacity and service requirements.
- b) Agency shall plan for high availability, reliability and redundancy of the access network elements to meet the requirements.
- c) Agency shall be responsible to for backhaul connectivity provisioning using their network and related equipment at locations.
- d) Agency shall be responsible for getting necessary permission, approvals and space for installation of equipment and cabling at the location including at installation of radio/ antenna on the terrace for backhaul link if required.
- e) Agency shall be responsible for providing and executing Cabling, testing etc. without affecting the aesthetics and passenger service of the Airport.

10. Coverage and Technology Requirements: The coverage criteria shall be:

- a) At least -60 dBm at 95% of the intended coverage locations.
 - b) At least -70 dBm at 100% of the intended coverage locations.
- The Access Point shall comply IEEE 802.11 a/b/g/n or higher protocols for centralized management and control.

11. Product/Service Approvals:

- a) The supplied wired and Wi-Fi devices shall be certified from Wi-Fi alliance forum/ or any other concerned authority/ agency.
- b) Agency shall be responsible for obtaining all approvals from Wireless Planning Commission (WPC) wing of DOT and Standing Advisory Committee for Frequency Allocation (SACFA) or any other concerned organization/agency, if any, as required for the equipment provided.
- c) Agency shall be responsible for design and engineering of all the network components to meet capacity requirements.
- d) Network shall be designed keeping in view the peak load conditions.
- e) The agency should be registered member of NIXI.

12. Content Restriction

- a) It is the sole responsibility of the agency to restrict the web sites which are obscene and are having potential security threat.
- b) Agency shall not provide any content on the given Wi-Fi Network which is prohibited by Indian Laws.
- c) The agency shall be held responsibility for Violation of Indian Laws in such case.

13. Equipment Security

Adequate Security mechanisms shall be provided in the Wi-Fi service equipment so as to prevent unauthorized access or interfaces to services, calls, protocols and data.

14. Authentication, Authorization and Accounting

- a) The agency shall have a centralized User Authentication, Authorization and Accounting mechanisms with the latest technology available.
- b) If user Initiated SMS Authentication is used, No SMS charge shall be imposed to the user

15. Lawful Interception & Monitoring

- a) The systems shall support Centralized Lawful monitoring solution for location to send usage logs (including URL visited, user name, MAC, IP Address, Time, duration, sessions etc.) which can be stored for a desired usage tracking as per the law.
- b) The systems shall produce reports, graphs and charts on the Protocol usage history based on the system, location or user historically.
- c) The systems shall support lawful monitoring and also interception of both signalling & data traffic.

16. Technical & Functional Requirements

- a) For the purpose of maintenance, the selected agency shall primarily utilize remote support to meet the SLAs. The agency shall be required to provide access to 24 x7 customer support and web-based complaint registration system.
- b) Provide details of the equipment & full network diagram with full connectivity details deployed by agency on execution of contract.

17. Security Conditions:

The agency shall take adequate and timely measures to ensure that information provided through it as part of this contract/agreement shall be kept confidential, secured and protected and shall not be divulged to any unauthorized person/firm.

18. Compliance to Security Guidelines from Government of India

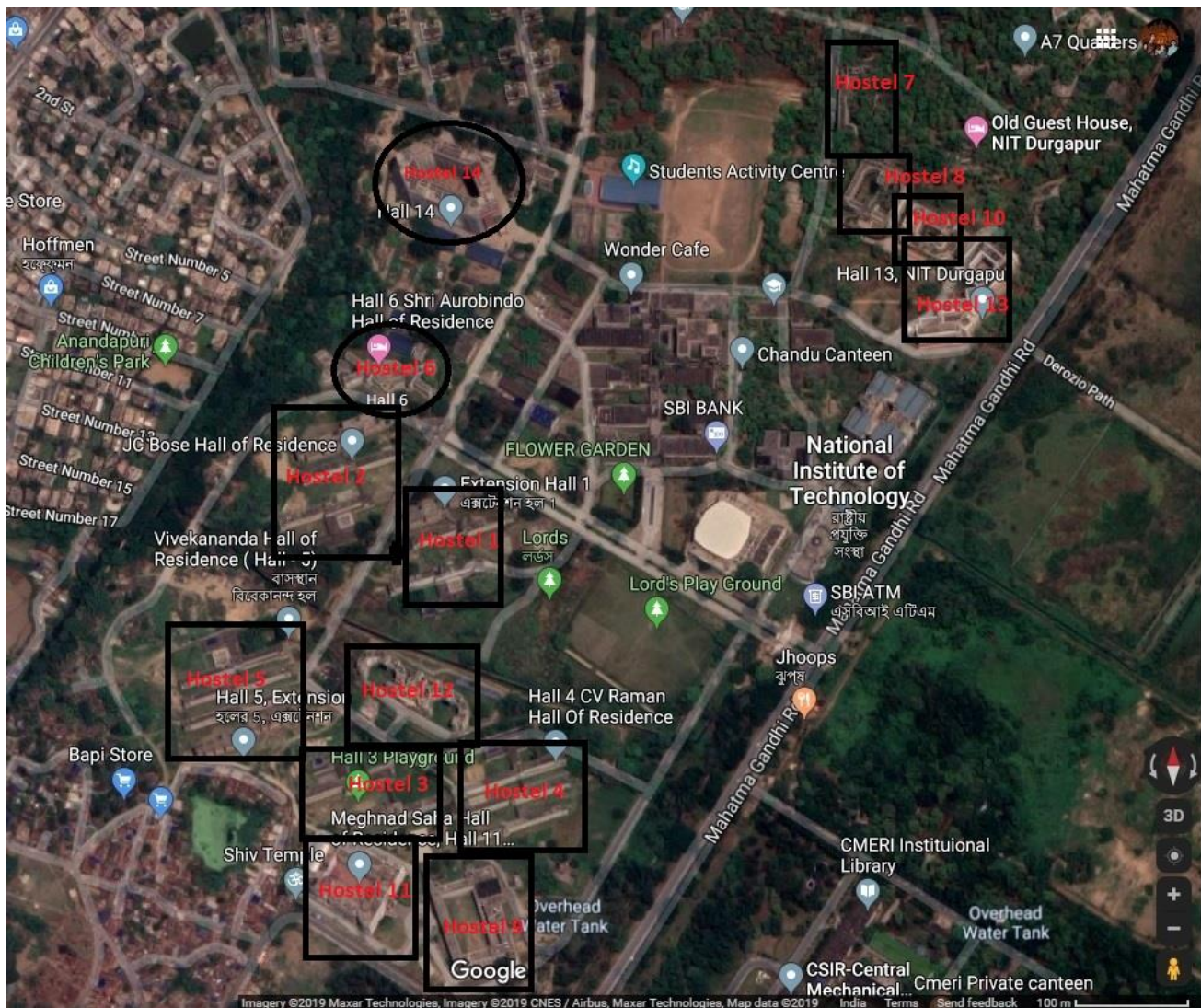
The Government guidelines i.e. TRAI and TERM/DoT guidelines with respect to security clearance etc. issued from time to time shall apply. As per letter no.820-1/2008DS Pt.II dated 23.02.2009 of Govt. of India (Ministry of Communications and IT), the log details of each user shall be preserved for a period of one year.

19. Service level:

- I) **Coverage:** The Wi – Fi services shall be covered in all ‘hot spot’ which shall include the area to be specified by the Institute. There should be both indoor and outdoor coverage in areas where there are high footfalls. The service provider should provide sufficient number of access points in accordance with the user base. The Wi – Fi network should be suitably augmented for increase in the users, if any, to maintain the quality of service.
- II) **Unlimited data usage:** There shall be limit of 1GB per user on the data downloads/uploads. Each user shall be allowed to log-in two devices (laptop and mobile) through two ids. However, there can be a Fair Usage Policy (FUP) i.e. after a specified data downloads; the data speed can be reduced but not less than 128Kbps.
- III) **Data speed:** The data speed during FUP should not be less than 4Mbps; and after FUP should not be less than 128 Kbps.

- IV) **Installation and maintenance:** The entire capital for the campus Wi – Fi service has to be invested by the service Provider (SP). The maintenance of the system shall be the responsibility of the SP.
- V) **Authorization, authentication, security, monitoring and report generation:** The Authorization, authentication and maintenance of users should be implemented for NIT Durgapur as specified by NIT Durgapur. In this regard, Institute will provide the user data. Provision should be there to generate performance reports, monitor usage in case of FUP, enrolling users etc.
- VI) **Compliance to International standards:** The offered Wi – Fi equipment at the Core NW and at the campus shall be state-of-the-art; carrier grade equipment conforming to relevant international, IEEE and ITU-T standards.
- VII) **Portal:** The SP shall create a portal and provide read- only access for viewing Wi – FI usage statistics to authorized personnel at the Institute.
- VIII) **Network Management System (NMS):** There should a centralized NMS to monitor the performance of the network on 24*7 basis. The Institute should be given access to the NMS required for operations of the network. The Institute staff should be trained to use the NMS.
- IX) **Help Desk:** SP shall have a 24*7 Call Center for dealing with user requests/complaints related to Wi – Fi services.
- X) **Downtime:** The maximum unscheduled downtime of the system shall be 15 minutes in a day.

NIT Durgapur Hostel Premises



COMPLIANCE SHEET

| Sl. No. | Description | Yes/No |
|---------|--|--------|
| 01 | Setting up of Wireless Broadband Internet Service (Wi-Fi) including Hardware & Software at NIT campus. | |
| 02 | Wi-Fi facility should be available 24/7 as per the T&C mentioned in the scope of the work. The primary aim of Wi-Fi facility is to provide internet access in desired | |
| 03 | Connectivity must be activated within 30 seconds after authentication. | |
| 04 | Minimum information should be asked for activation (not more than 2 parameters). | |
| 05 | The agency should provide the required equipment for access to the Wi-Fi facility and shall bear all the cost on account of development and setting up required infrastructure for the said services. The agency shall submit the details of drawing for approval prior to commencement of entire work. | |
| 06 | NIT Durgapur will provide bare space for the subject services and other expenses of any kind for establishment and rendering of the services to be incurred by the Bidder. However, provisions of electricity, water and drainage connections, as the case may be, if so required, for the smooth operation of the services shall be provided by NIT Durgapur on chargeable basis. | |
| 07 | The agency shall depute required number of manpower during the operational hours at the NIT Campus for uninterrupted free services without any cost / liability to NIT Durgapur. Service provider is liable for penalty on account of non-availability of facility / services. | |
| 08 | The agency must submit all the details in writing for installation, operation and commissioning of internet Wi-Fi facility. | |
| 09 | Gestation / timeline for installation and operationalization of Wi-Fi facility at NIT Durgapur Campus is Eight (08) WEEKS from the date of issue of award letter. | |
| 10 | Service provider shall be responsible for obtaining necessary permissions from Department of Telecommunication (DOT)/Govt. of India or it's entrusted agencies and comply with all the guidelines issued by Department of Telecommunication (DOT)/Govt. of India or it's entrusted agencies from time to time. Any Law / instruction issued by Local Authority in this regard. | |
| 11 | The empanelled Service Provider shall target to provide Wi-Fi internet for each user at nominal cost for availing internet Data offer of (1GB per day per user on FUP basis) with the fall down speed of 128 kbps. | |

I have also enclosed all relevant documents in support of my claims, (as above) in the following pages.

Signature of Bidder with date

Name:

Designation:

Organization Name:

Contact No. :

E-mail Id:

<<Organization Letter Head>>

DECLARATION SHEET

We, _____ hereby certify that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

The prices quoted in the financial bids are subsidized due to academic discount given to NIT Durgapur.

| | |
|--|---|
| We, further specifically certify that our organization has not been Black Listed/De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years. | NAME & ADDRESS OF THE Vendor/ Manufacturer / Agent |
| Phone No.: | |
| Fax | |
| E-mail | |
| Contact Person Name | |
| Mobile Number | |
| TIN Number | |
| PAN Number | |
| (In case of on-line payment of Tender Fees) UTR No. (For Tender Fee) | |
| (In case of on-line payment of EMD) UTR No. (For EMD) | |

(Signature of the Bidder with date)

Name:

Seal of the Company

LIST OF GOVT. ORGANIZATION/DEPTT

| List of Government Organizations for whom the Bidder has undertaken such Services during last five years (must be supported with work orders) | | | |
|--|--|-------------------------------|--------------------|
| Sl. No. | Name of the organization with address | Name of Contact Person | Contact No. |
| | | | |
| | | | |
| | | | |

Signature of Bidder with date

Name:

Designation:

Organization Name:

Contact No. :

E-mail Id:

SUBMISSION OF BID

The Online bids (complete in all respect) must be uploaded online in **two** Envelops as explained below:

| Envelope – 1 (Following documents to be provided as single PDF file) | | | |
|--|---------------|--|------------|
| Sl. No. | Documents | Content | File Types |
| 1 | TECHNICAL BID | Compliance Sheet as per Annexure – I | .pdf |
| 2 | | Organization Declaration Sheet as per Annexure - II | .pdf |
| 3 | | List of organizations/ clients where the same products have been supplied (in last two years) along with their Contact number(s). (Annexure-III) | .pdf |
| 4 | | Technical supporting documents in support of all claims | .pdf |
| Envelope – 2 | | | |
| Sl. No. | TYPES | Content | File Types |
| 1 | Financial Bid | Price bid should be submitted in .xls format | .xls |