



राष्ट्रीय डिज़ाइन संस्थान
National Institute of Design
मध्यप्रदेश Madhya Pradesh

Tender Enquiry No. NIDMP/1-80/500MbpsILL tender/21-22 Dated: 22.06.2021

**Notice Inviting E-Tender for
500Mbps (1:1) Internet leased line
connection on RF link at NID Madhya
Pradesh**

**National Institute of Design, Madhya
Pradesh**

(An Institute of National Importance under the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India)

Acharpura, Eint Khedi, Post Arwaliya, Bhopal (MP) – 462038

Tele No. 0755-6721000 Website: www.nidmp.ac.in

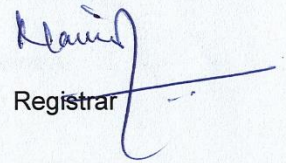
Subject: Notice Inviting E-Tender for 500Mbps (1:1) Internet leased line connection on RF link at NID Madhya Pradesh.

On behalf of Director, National Institute of Design, Madhya Pradesh (NID MP), online proposal (Technical and Financial bids) are invited from eligible and reputed service providers for RF link Internet Lease Line (ILL) of fully dedicated, unshared & high quality 500 Mbps symmetric bandwidth without any compression factor (1:1) on RF link, as given in schedule of requirement of this tender.

Schedule of Tender

Tender enquiry Number	NIDMP/1-80/ /2020-21	Internet
Date/ time of release of tender through e-procurement solution.	22.06.2021	6.00 PM
Last Date/ time of submission of queries/observations, if any for clarification through e-mail to procurement@nidmp.ac.in, tenders@nidmp.ac.in	28.06.2021	6:00 PM
Date/ time of pre-bid meeting through online mode at National Institute of Design, Madhya Pradesh, Acharpura, Eint Khedi, Post Arwaliya, Bhopal (MP) – 462038 Link for online meeting using google meet: https://meet.google.com/znf-pyax-oow	30.06.2021	11.00 AM
Start date/ time of submission of online bid	22.06.2021	6.00 PM
Last date/ time of submission of online bid	20.07.2021	4.00 PM
Date/ time of opening of Technical bid	23.07.2021	11.00 AM
Date/ time of opening of Financial bid	Will be notified later	

Detailed Technical Specifications, Terms and Conditions, Scope of Work, various format and Performa for submitting the proposal are described in this tender document and its Annexures. For any query, please send email to procurement@nidmp.ac.in/ tenders@nidmp.ac.in or contact on Phone No. 0755-6721007.


Registrar

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Instructions to Bidders

1. Parties

The parties to the contract are the Tendering Firm/ Agency (Bidder) and National Institute of Design, Madhya Pradesh (NID MP).

2. Two Bid System

- (i) Tender must be submitted as per two bid system (Technical and Financial). Both the bids must be submitted online, giving full particulars on website www.eprocure.gov.in on or before **the last date and time of submission of e-bid.**
- (ii) **Financial bid submitted online only on www.eprocure.gov.in will be considered and if submitted in any other form will be not considered and rejected.**
- (iii) The Technical bid should be complete in all respects and should contain all the information asked for. The technical bid should not contain any Financial related rates/bid. The Technical bid should be complete to indicate that products and services asked for are quoted.
- (iv) The Financial Bid must give all relevant price information and should not contradict the Technical bid in any manner.
- (v) Bidder can download the bid document and further addendum/ corrigendum(s), if any for free on www.eprocure.gov.in and upload the same on or before last date of submission of tender.
- (vi) Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submits a Bid not substantially responsive to the bidding documents in every respect may result in the rejection of the Bid.
- (vii) At any time prior to the deadline for submission of bids, NID MP, for any reason, whether at its own initiative or in response to the clarifications requested by prospective bidders may modify the bidding documents by amendment & publish the same on website.
- (viii) Any amendments/ corrigendum/ modifications will be notified on www.nidmp.ac.in and www.eprocure.gov.in websites only. Bidders are advised to regularly browse these websites till last date of submission of tender. These amendments/ corrigendum/ modifications will be binding on them.

- (ix) The Bidder shall be deemed to have carefully examined all contract documents to his entire satisfaction. Any lack of information shall not in any way relieve the Bidder of his responsibility to fulfill his obligation under the contract.

3. Terms and Conditions

- (i) Terms and conditions for Bidders who participate in this Tender are specified in the section named "Terms and Conditions". These terms and conditions are binding on all the Bidders. These terms and conditions will be part of the purchase order.
- (ii) The Bidder should be agreeable to all the terms and conditions specified in the tender document. Conditional bids are liable for outright rejection.
- (iii) Provision of Bid Security/ Earnest Money Deposit (EMD) has been waived off in terms of Department of Expenditure, Ministry of Finance, Government of India Office Memorandum dated 12.11.2020. However, if the Bidder withdraws or modifies its bid during period of validity etc., the Bidder will be suspended from participating in the tender processes of National Institute of Design, Madhya Pradesh for a period of three years. In addition, the bidder may be blacklisted, debarred for a longer period of time and penalty may be imposed on him/ her.

4. Bid validity Period

The bid should be valid for a period of 120 days from the date of the opening of technical bids.

5. Address for Communication and delivery/ installation of equipment:

National Institute of Design, Madhya Pradesh,
Acharpura, Eint Khedi, Post Arwaliya, Bhopal (MP) – 462038

6. Modification and Withdrawal of Bids

- (i) Bidders are allowed to modify or withdraw their bids any time before the last date and time specified for closing of the receiving period. No bid can be modified or withdrawn by a Bidder, after the closing date and time for submission of bids.
- (ii) In case the Bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rate, the aforesaid amount of Security Deposit, will be forfeited by the Institute. Besides this, the Bidder may also be liable to be debarred/ blacklisted from participating in the tendering process of NID MP in future and/or suitable penalty may be levied.

7. Preliminary Scrutiny

- (i) NID MP will scrutinize the e-bids received to determine whether they are complete and as per Tender requirement, whether technical documentation as asked for and necessary to evaluate the bid has been submitted, whether the documents have been properly signed and whether all the items are supplied as per the requirements.
- (ii) NID MP may, at its discretion, waive any minor non-conformity or any minor irregularity in the bid. This waiver shall be binding on all the Bidders and NID MP reserves the right for such waivers.

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8. Clarification on Bids received

To assist in the scrutiny, evaluation and comparison of bids, NID MP may, at its discretion, ask some or all the Bidders for clarifications on the bid made by them. The request for such clarifications and the Bidder response will necessarily be in writing.

9. No Commitment to Accept Lowest or Any Bid

- (i) NID MP is under no obligation to accept the lowest or any other bid received in response to this tender and reserves its right to reject any or all the bids including incomplete bids without assigning any reason whatsoever.
- (ii) NID MP will not be obliged to meet and have discussions with any Bidder and / or to entertain any representations.

10. Submission of Technical Details

- (i) It is mandatory to provide the technical information/bid in the exact format of (Annexure I) given in this Tender and upload document in support.
- (ii) The bid may be rejected by the NID MP in case of non-adherence to the format or partial submission of technical information as per the format given in the bid.

11. Format for Technical bid

The Technical bid should be made in an organized, structured and neat manner. The suggested sequence of uploading of documents in technical bid is as follows:

- (i) Covering letter. This should be as per Annexure II.
- (ii) Technical bid as per Specifications as given in Annexure I, complete with all the columns filled in.
- (iii) Details of support capabilities in Bhopal (Annexure III).
- (iv) Undertaking against blacklisting (Annexure IV).

12. Financial Bid

- (i) The Financial Bid should be uploaded separately in the prescribed format of BOQ available on online procurement portal. The Financial bid Form shall contain only price details for items.
- (ii) All taxes and levies shall be included in quoted price for items/ equipment supplied and installed and will be borne by the Bidder only. No other charges such as packing, forwarding, cartage, insurance, loading and unloading, entry tax, demo, etc. will be allowed.
- (iii) The consolidated price quoted shall be firm and final and payable for the goods supplied and commissioned at NID MP campus. Rates shall be valid for the entire duration of the contract.

13. Erasures or Alterations

The bids containing erasures or alterations will not be considered. Correct technical information of the product/services being supplied must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable.

14. Rejection of incomplete and conditional tenders

The incomplete and conditional tenders will be rejected. Quoting unrealistic rates (abnormally high or abnormally low) for any individual item will result in rejection of bid for that particular item.

15. Criteria for Evaluation of Bids

- (i) Online bids (complete in all respect) will be opened as per stipulated time and date indicated in Notice Inviting Tender of the tender document in presence of Bidder/ authorized representative of Bidder, if available at National Institute of Design, Madhya Pradesh, Acharpura, Eint Khedi, Post Arwaliya, Bhopal (MP) – 462038.
- (ii) The evaluation of bids will be done by a Tender Evaluation Committee (TEC) first on the basis of technical information furnished in form as per Annexure I to IV which is an eliminatory round and then on the basis of commercial information furnished in form as per Financial Bid.
- (iii) The criteria prescribed in respect of specifications of items, years of operation in the business, experience of similar class of work completed etc will first be scrutinized and the Bidder’s eligibility for the work will be determined.
- (iv) As a part of the process to evaluate the technical bids, Tender Evaluation Committee may also ask the Bidders to make a presentation/ demonstration before it.
- (v) After evaluating the technical bids and on acceptance, then only financial bids will be opened.

- (vi) L1 bidder would be decided for the complete work. NID MP will award work to the Bidder whose bid has been found to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the Bidder is determined to be competent to perform the contract satisfactorily. NID MP shall however not bind itself to accept the lowest or any tender bid, wholly or in part.
- (vii) At the time of opening of Financial Bids, the price of each Bidder shall be read out on the spot. However, it shall be noted that the final Financial Bid prices would be arrived at after detailed scrutiny/ correction of arithmetical errors in the Financial Bid, if any.
- (viii) It must be kept in view that no decision will be given by the Tender Evaluation Committee. Any inferences drawn during the meeting of this Committee by the Bidders or their representatives will be their own view and the Institute will not abide by the same.
- (ix) Supply order shall be awarded on the basis of bid value of individual items.

16. NID MP's Rights

- (i) NID MP reserves the right to accept/ reject any or all the bids in whole or in part and annul the bidding process without assigning any reason whatsoever and is not bound to accept the lowest tender.
- (ii) NID MP also reserves the right to modify and/ or relax, any terms & conditions of this tender document before last date of submission of tenders to safeguard its interest.
- (iii) Any failure on the part of the Bidder to observe the prescribed procedure and any attempt to canvass / influence NID MP for furtherance of his/ her interest, the Bidder's quotation will be cancelled forthwith. The decision of NID MP in this regard will be final.
- (iv) NID MP reserves the right to cancel the tender process without assigning any reason whatsoever, at any stage, in case of any change in requirement.
- (v) NID MP reserves the right to award the work to more than one Bidder.
- (vi) NID MP reserves the right to blacklist a Bidder for a suitable period in case the Bidder fails to honour its bid after award of work without sufficient grounds.
- (vii) NID MP reserves the right to increase or decrease the quantity of goods and services originally specified in the tender without any change in unit price or other terms and conditions in the event of changes in requirement. No Bidder

will be allowed to change the Financial bid if NID MP decides to drop any items from the schedule.

- (viii) All the items and services, for which financial bids are submitted, should be genuine and of the specified branded company/ service quality acceptable to IITs/ IIMs etc. If the material supplied is found to be of non-genuine/ substandard quality, the same will be returned/ replaced at the cost of the Bidder and the NID MP will not be responsible for any loss to the concerned Bidder for such supply. Similarly, deficient service shall be rejected without any cost to NID MP.
- (ix) The tender document is valid for a period of six months from the date of issue. If supply order is not issued within this period, the process will have to start afresh.

17. Online Bid Form

The bidder shall complete the online bid form and the appropriate price schedule furnished in the online bidding documents, indicating, inter alia for the goods/ services to be supplied, a brief description of the goods/ services, quantity and prices.

18. Technical eligibility

The bidder must fulfill the following requirements for technical eligibility: -

- (i) DOT/ TRAI certified. Proof of the DOT/ TRAI certificate must be submitted with the technical bid.
- (ii) The bidder must have 'Class A' ISP license and minimum 5 years of experience in the field of ISP with 'Class A' License.
- (iii) The bidder must have minimum international capacity (from international gateway in India up to International Points of Presence) of at least STM16 & must be connected through at least two International gateways (trans-pacific & trans-atlantic) to provide redundancy and to protect against seismic induced disasters.
- (iv) The bidder must have a minimum average turnover of Rs. 10 crores annually during the last three financial years consecutively for the telecom sector only. Attested & audited copies of the company's annual accounts for the years 2017-18, 2018-19 and 2019-20 have to be uploaded along with the bid.
- (v) The bidder must have their own optical fiber ring backbone in Bhopal for intercity data transport.
- (vi) Bidder should have fully resilient and self-healing network architecture, on fiber medium, from the international gateway in India up to the International Points of Presence.
- (vii) The bidder must have completed at least two similar works in the last 3 years. Copies of work orders and completion certificates issued by the User

Organization for the work successfully executed during last three years should be uploaded with the technical bid.

(viii) Bidder should have an office in the Bhopal (M.P).

19. Responsibilities of the Bidder

- (i) The 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/WPC charges etc.
- (ii) Bidder should have a state-of-the-art Network Management Center and Network Operation Center which operates on a 24*7 basis. Bidder should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.
- (iii) Bidder should have well defined capabilities and procedures to track call resolution progress status and provide the updates to the customer. In addition, ISP should have well defined management and technical escalation procedures.
- (iv) The Bidder should have well-equipped O&M Centre, staffed with experience personnel for Operations & Maintenance.
- (v) The bidder should have multiple connectivity from various service providers at their end in order to avoid break in services.
- (vi) Bidder should have online tools to monitor the link performance.
- (vii) Bidder has to submit their clientele list.
- (viii) Bidder should have provided the DDOS mitigation. (Undertaking or appropriate proof must be submitted)

20. Security Deposit

- (i) Prior to expiration of the period of Bid validity, NID Madhya Pradesh will notify the successful Bidder and issue a work order/ purchase order after which the bidder needs to submit the security deposit in the form of Bank Guarantee (BG)/ Demand Draft/ FDR within fifteen (15) working days of receipt of award. The Bank Guarantee/ Demand Draft/ FDR shall be equal to 3% of the value of contract. The Bank Guarantee shall be valid for a duration of Warranty period/ contract period plus 60 days.
- (ii) The Bank Guarantee/ Demand Draft/ FDR will remain with NID MP for the period of warranty period/ contract period plus 60 days and will be returned to the selected bidder after certification by IT Services- NID Madhya Pradesh. No interest will be payable on the security deposit.
- (iii) NID MP shall be at liberty to set off/adjust the proceeds of the Bank Guarantee/ Demand Draft towards the loss, if any, sustained due to the Bidder's failure to complete its obligations under the contract. This is without prejudice

to the NID MP's right to proceed against the Bidder in the event of the security being not enough to fully cover the loss/damage.

Scope of Work

21. The scope of work in the proposed tender includes Supply, Installation, Commissioning, Maintenance & support of Internet Leased Line of fully dedicated, unshared & High Quality 500 Mbps symmetric bandwidth without any compression factor (1:1) on Radio Frequency (RF) link to National Institute of Design Madhya Pradesh Acharpura, Eint Khedi, Post Arwaliya, Bhopal (MP) – 462038 for a period of 1 year as per technical specifications stated below:

S. No.	Product	Quantity
1	500 Mbps (1:1) Leased Line Internet connection on Radio Frequency (RF) .	1
2	Public IP Address (Minimum)	16

* IF services during the work award year are found to be satisfactory, the institute may decide to renew the contract for maximum period of another 02 years, one year at a time, with the same terms and conditions of the tender.

22. The link should meet the following requirements:
- (i) 500Mbps committed bandwidth is required round the clock 24*7 basis.
 - (ii) It should be a direct single hop RF link from the service provider to NID MP to provide seamless and reliable services.
 - (iii) Bidder should provide the tool to monitor the bandwidth/network performance.
 - (iv) Installation of 500 Mbps Internet leased line is the sole responsibility of the vendor.
 - (v) The proposed link to be terminated at the UTM.
 - (vi) Bidder should be responsible for provisioning end-to-end solution.
 - (vii) The bidder should have Toll Free number/ support number for fault registering within India and should provide support on 24x7 basis.
 - (viii) Bidder should provide all necessary equipment for connectivity.
 - (ix) The vendor has to provide onsite support, when required.
 - (x) Vendor has to mention the escalation procedure and matrix for customer complaints.
 - (xi) Service Level Agreement (SLA) should commit at least 99% service availability, including the last mile connectivity. Any fault in the internet connectivity will need to be resolved by the vendor as per the following schedule:
 - a) On failure of Internet Link, Link should be restored immediately,
 - b) The actual uptime on Internet Link to be calculated in respective month and will be measured against total uptime hours 99.50%. The response time for attending the faults will be two hours (maximum) once complaint is lodged.
 - (xii) Penalty for downtime will apply as under:

- a) Actual Uptime% $\geq 99.00\%$ - No Credit
- b) Actual Uptime% $< 99.00\%$ and $\geq 96\%$ - 5% monthly rental penalty
- c) Actual Uptime% $< 96\%$ and $\geq 93\%$ - 10% monthly rental penalty
- d) Actual Uptime% $< 93\%$ and $\geq 90\%$ - 15% Monthly rental penalty

(xiii) Calculation of Actual Uptime % = $(\text{Actual Uptime Hours} / \text{Total Uptime hours}) \times 100$

Total Uptime hours = No of days in month $\times 24$

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

(xiv) If the Actual Uptime is less than 90% then penalty will be charged 20% monthly rental.

(xv) In case the service is not satisfactory ($< 90\%$) for two consecutive months due to whatsoever reason the service contract will stand cancelled automatically and the institute will have no liability.

23. The scope of the work includes supply, installation and commissioning of related hardware and software for setting up Internet connection at NID MP. The scope of work also includes configuration of all related hardware and software including any training to the operation team of the institute, if required. The ISP shall accomplish any jobs, services that are not mentioned above but are required for completion of project, without any extra charges for completeness of the work under contract. Please note that the price quoted would include conveyance and any other incidental charge.

General Terms and Conditions:

24. Payment

Leased line rental payment will be made on quarterly basis, only after the completion of each quarter and on submission of GST compliant invoice.

25. Order Cancellation

NID MP reserves its right to cancel the Purchase Order at any time by assigning appropriate reasons in the event of one or more of the following conditions:

- (i) Delay in delivery beyond the specified period for delivery.
- (ii) Delay in installation beyond specified period in the Tender.
- (iii) Serious discrepancy noticed during the inspection.

26. Support

Bidders are also required to submit details like address of the nearest center, details of support escalation matrix, number of service engineers available along with their names, telephone/mobile numbers, for warranty service etc.

27. Termination

- (i) NID MP may at any time terminate the contract by giving written notice to the Bidder if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the NID MP.
- (ii) In case the service is not satisfactory (uptime <90%) for two consecutive months due to whatsoever reason, the service contract will stand cancelled automatically and the Institute will have no liability.

28. Subcontracts

The Bidder shall not assign to others, in whole or in part, their obligation to perform under the contract, except with the NID MP's prior written consent.

29. Indemnity

Bidder shall indemnify, protect and save NID MP against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the items supplied by Bidder.

30. Force Majeure

- (i) Bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the Bidder, i.e. Force Majeure.
- (ii) For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the Bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earthquake, natural calamity and fire, events not foreseeable but does not include the Bidder's fault or negligence or carelessness on the part of the Bidder, resulting in such a situation.
- (iii) In the event of any such intervening Force Majeure, the Bidder shall notify NID in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by NID, the Bidder shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- (iv) In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, NID MP and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of NID MP shall be final and binding on the Bidder.

31. **Resolution of Disputes**

All disputes and differences of any kind whatsoever, arising out of or in connection with this Bid or in the discharge of any obligation arising under this Bid (whether during the progress of the work or after completion of such work and whether before or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators, one to be nominated by each party, and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of the arbitration shall be **Bhopal**.

32. **Jurisdiction**

In the event of any dispute not resolved amicably as enumerated in clause above, Bhopal shall be considered as the place of execution of this contract arrangement and only courts in Bhopal alone shall have jurisdiction in the matter.

Annexure I – Technical Bid

S. No.	Particulars	Details
1.	Name & Postal address of Bidder: Telephones Nos.: - Fax Nos.: - E-mail: - Mobile Nos.: -	
2.	Name & address of Owners/ Partners/ Directors:	
3.	Nature of Firm/ Agency (Sole/ Partnership/ otherwise):	
4.	GST Registration No. (Upload copy):	
5.	PAN No. (Upload copy):	
6.	Details of the turnover for the last three financial years (indicate year-wise and upload audited document) : (i) FY 2017-18 - (ii) FY 2018-19 - (iii) FY 2019-20 -	
7.	Upload Supply orders/ Completion certificates as per details given in tender in support of experience for having undertaken a similar work in the last three years.	
8.	Has your organization been placed in defaulter category or debarred by any Govt. Department/ PSU/ Autonomous Body? -	
9.	Bank Details:	
10.	Location where Services is to be provided (Last Mile).	National Institute of Design, Madhya Pradesh, Acharpura, Eint Khedi, Post Arwaliya, Bhopal (MP) – 462038
11.	Speed of the circuit.	Dedicated Internet Leased Line on RF Link 500 Mbps (1:1) Internet.
12.	Wireline /Wireless (To be mentioned)	Wireless Through RF
13.	Service Features Redundancy in% Packet Loss/Drop in % Latency in ms	- - -

	Throughput RTD in ms Uptime/Availability in% SLA provided (Yes/ No) No. of IP's Provided (Note: Minimum 16 IP's Required)	- - - - -
14.	Equipment's provided by ISP for establishing connectivity owned by ISP (Make & model)	
15.	Any optional items/ services provided excluding the above-mentioned items/ services.	
16.	Time Required to operationalize the circuit	Within 4 weeks from the date of P. O.
17.	Single Point of Contact. Please provide the details.	
18.	Brief Synopsis of ISP highlighting their presence, infrastructure etc.	

* Institute has a right to terminate the service at any time.

Check list to the documents to be submitted for Technical Suitability

S. No	Check List of Documents/ Undertakings	Yes/ No	Page No.	Remarks (Give reasons if answer is No)
1.	Is copy of GST No. certificate uploaded?			
2.	Is copy of PAN No. certificate uploaded?			
3.	Is copy of DOT/ TRAI certificate uploaded?			
4.	Is proof of minimum 5 years of experience in the field of ISP with 'Class A' License uploaded?			
5.	Is proof of having minimum international capacity (from international gateway in India up to International Points of Presence) of at least STM16 & must be connected through at least two International gateways (trans-			

	pacific & trans-atlantic) to provide redundancy and to protect against seismic induced disasters uploaded?			
6.	Is proof of having minimum average turnover of Rs. 10 crores annually during the financial years 2017-18, 2018-19 and 2019-20 consecutively for the telecom sector only uploaded?			
7.	Is proof of having completed at least two similar works in the last 3 years (Copies of work orders and completion certificates) uploaded?			
8.	Is proof of having an office in the Bhopal (M.P) uploaded?			
9.	Is Bidder's clientele list uploaded?			
10.	Is undertaking/ proof of providing the DDOS mitigation uploaded?			
11.	Whether an undertaking against blacklisting by an authorized signatory of the company uploaded?			

Place:

Signature of the Proprietor/ Authorized Signatory

Date:

Rubber Seal indicating complete address

Annexure II - Covering letter format

Date: _____ 2021

Bid Reference No.: _____

The Registrar

National Institute of Design, Madhya Pradesh Acharpura, Eint Khedi,
Post Arwaliya, Bhopal (MP) – 462038

1. Having examined the Tender document including all annexures, the receipt of which is hereby duly acknowledged, we, the undersigned, bid to provide the services in conformity with the said Tender in accordance with the Schedule of Prices indicated in the Financial bid.
2. If our bid is accepted, we undertake to commence the services within 4 weeks from the date of receipt of your Notification of Award / Letter of Intent.
3. We agree to abide by this bid till 120 days from the date of opening of the technical bid by NID MP and our bid shall remain binding upon us and may be accepted by NID MP any time before the expiration of that period.
4. Until a formal contract is prepared and executed, this bid, together with NID MP's written acceptance thereof and NID MP's notification of award, shall constitute a binding contract between us.
5. We understand that NID MP is not bound to accept the lowest or any bid NID MP may receive without assigning any reason whatsoever.

Place: _____ Signature of the Proprietor/ Authorized Signatory

Date: _____ Rubber Seal indicating complete address

Annexure III - Details of Service Support Capabilities in Bhopal

Name of the Person	
Postal Address	
Contact numbers *	
Number of engineers with their qualification, expertise in the field	
Time required to report to a call	

Support escalation metrics.

Issue Report /Escalation Level	Name of Resource Person	Contact Number
Routine Repair/ Maintenance person		
Escalation Level 1		
Escalation Level 2		
Final Escalation Level		

Place: Signature of the Proprietor/ Authorized Signatory

Date: Rubber Seal indicating complete address

Annexure IV – Undertaking against Blacklisting

It is certified that my Firm/ Agency/ Company has never been blacklisted by any of the Departments/ Autonomous Institutions/ Universities/ Public Sector Undertakings of the Government of India or state Government and no criminal case is pending against the said Firm/ Agency/ Company as on

Signature of the Bidder _____ Name of the Signatory _____

Name of the Firm/ Agency _____

Seal of the Firm/ Agency _____

Place: _____ Date: ____