



To,

Sub: Enquiry for procurement of IPV6 compliant 4 Mbps / 2 Mbps Internet Lease Line at BHEL, ROD Mumbai.

BHEL, a Govt. Of India Undertaking having its Regional Operation Division, Mumbai office at 14th / 15th Floor, World Trade Centre –I, Cuffe Parade, Mumbai invites offer from interested bidders located in Mumbai for procurement of IPV6 compliant Internet Lease Line with bandwidth 4Mbps / 2 Mbps capable of maintaining dual stack feature (should route both ipv6 and ipv4 traffic), along with maintenance of Cisco 881-K9 router (for routing Internet traffic) available with BHEL, ROD Mumbai for a period of two years from the date of commencement of contract (which will be certified by BHEL Engineer). The contract will be further extendible by a period of 1 year at the same rates, terms and conditions and at sole discretion of BHEL. The contract will commence from 29th Nov, 2015. **The work will be awarded for either 4 Mbps line or for 2 Mbps line and the choice of bandwidth for which the work is to be awarded will be at discretion of BHEL, ROD Mumbai.**

Scope:

CISCO ROUTER:

BHEL, ROD Mumbai is having CISCO 881-K9 router for routing Internet traffic. NATing has been done in this router. The contractor is required to manage this router and provide maintenance service for the same for entire contract period, including extension period (if applicable). Any kind of change in router configuration as and when demanded by BHEL is to be done by the contractor and after the change is successfully done, the router configuration should be backed up by the contractor. In case of failure of router or configuration damage, it will be the responsibility of the contractor to bring the router up with last backed up configuration.

INTERNET LEASE LINE REQUIREMENT

BHEL, ROD Mumbai requires Internet Lease Line (ILL) as per the details here. The Term 'ILL' or 'Internet Leased Line' used hereafter shall mean Internet Lease Line with bandwidth of 4 MBPS / 2 Mbps (1:1) including last mile on Optical Fibre Cable and 4 MBPS / 2 Mbps 1:1 Internet port and bandwidth from ISP and any hardware, software,

including Warranty & Maintenance Support etc. required for entire contract period at BHEL, ROD Mumbai. It also includes providing external IPV4 & IPV6 address pool. The Bidder should provide access network for providing last mile (local loop) at BHEL, ROD Mumbai using Optic Fibre Cable (OFC) with termination within the building where Internet Lease Line is required. End connection on router will be on Ethernet port.

So, the scope of work includes:

1. Setting up Internet Lease Line of 4 Mbps / 2 Mbps bandwidth (whichever is required as per BHEL work order/LOI), compliant to IPV6 and maintenance of the same
2. Maintenance of Cisco 881-K9 series router for entire contract period along with backing up the configurations whenever there occurs any change in the same.
3. Provision of pool of external IPV6 and IPV4 addresses.

Offer submission:

The offer is to be submitted in three parts. Pre-Qualification Criteria, Techno-Commercial Offer and Financial Offer in three separate sealed envelopes "A", "B" & "C", put inside a single big cover marked as **"Offer for procurement of IPV6 compliant 4 Mbps / 2 Mbps Internet Lease Line at BHEL, ROD Mumbai against Tender Ref: RE/MUM/SYS/ILL dtd. 20/07/2015"**. Your sealed offer, addressed to **AGM (MS&SYS), BHEL, ROD, Mumbai, 14th/15th Floor, World Trade Centre-I, Cuffe Parade, Mumbai - 400005** must reach BHEL, ROD Mumbai office by 03/08/2015, 1500 Hrs and dropped in the Tender Box placed on 15th Floor near the Security table. The offer shall be opened on 03/08/2015 at 1530 hrs in our premises. All bidders are suggested to be present during the opening of offers. The parties may visit the premises to analyze the current connectivity setup, whenever reqd. before submitting the offers.

Pre-Qualification Criteria (Envelop A):

The pre-qualification criteria envelop must contain the following:

- 1) A copy of valid ISP License issued by Department of Telecommunications. Copy to be provided.
- 2) At least three performance certificates from three different organizations, on reliability and satisfactory performance of Internet Lease Line services provided to them by you.
- 3) The bidder should have office in Mumbai. Organization chart along with office address of Mumbai office to be enclosed as proof.
- 4) Average Annual Turnover for the last three years in the required field should be at least 50 Lakhs. CA certified last 3 years financial turnover details to be enclosed.

- 5) Bidders should have experience of successfully completed implementation of Internet connectivity on Lease Line on OFC during last three years. Purchase orders and completion certificates to be provided as proof.
- 6) The bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted in any Units / Regions / Offices of BHEL. A self certified declaration duly signed by authorized signatory to be enclosed as proof in this regard.

The bidder(s) not submitting all the documents with respect to the pre-qualification criteria as given above will not be considered for the tender. The techno commercial as well as price bid of such bidders will not be considered. The bidders qualifying the pre qualification criteria will only be considered for techno commercial opening. The bidders qualifying technically will only be considered for price bid opening.

Techno-commercial offer (Envelop B):-

The techno-commercial offer shall contain the following

- 1) All tender documents duly signed and stamped respectively for acceptance along with all data / documents sought for in the specification.
- 2) Letter of Compliance duly signed and stamped on Company's letter head.
- 3) Blank signed copy of the financial offer "C" to enable us know that you have quoted for all the items and without any modification to price bid schedule in the financial offer.
- 4) All documents mentioned at Annexure-A1 and A2 to be provided as part of techno commercial bid.

Financial Offer (Envelop C) : -

The financial offer shall be quoted, exclusive of taxes and levies for both 4 Mbps and 2 Mbps line, as per Annexure B

Earnest Money Deposit:

1. A Demand Draft in favour of BHEL, for Rs 10,000/- towards Earnest Money.
2. If the bidder declines to accept the LOI or is unable to accept the work which has been awarded on the basis of the offer received from the bidder or revokes the offer within the validity period of the offer, the earnest money shall stand forfeited.
3. EMD of successful bidder shall be adjusted towards part of the security deposit payable by DD.
4. EMD of all unsuccessful bidders will be returned within a month of placement of LOI/Work Order on successful bidder
5. Offers without EMD will not be considered.

Security Deposit:

- a) Security deposit of 10% of the order value shall be collected from the successful tenderer.
- b) Security deposit may be furnished in any forms
 - i) Cash (as permissible under the Income Tax Act)
 - ii) Pay Order, Demand Draft in favor of BHEL.
 - iii) Local cheques of scheduled banks, subject to realization.
 - iv) Securities available from Post Offices such as National Savings Certificates, Kisan Vikas Patras etc. (Certificates should be held in the name of Contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back).
 - v) Bank Guarantee from Scheduled Banks / Public Financial Institutions as defined in the Companies Act. The Bank Guarantee format should have the approval of BHEL.
 - vi) Fixed Deposit Receipt issued by Scheduled Banks / Public Financial Institutions as defined in the Companies Act. The FDR should be in the name of the contractor, A/C BHEL, duly discharged on the back.
 - vii) Security deposit may be submitted within 2 working days from the date of issue of LOI.

The security deposit will not carry any interest. Security deposit will be returned 3 months after the successful completion of contract period.

BHEL reserves the right to place order and / or reject any or all the offers without assigning any reasons thereof. It also reserves the right to delete one or more items from the list without assigning any reasons thereof.

Payment Terms:

- 1) 100% payment will be made within 20 days after the successful completion of work including cost of material, setting up, installation and configuration of the ILL and the scope of work as defined on the initial pages of tender.
- 2) Internet Lease Line and Router Maintenance bill payments will be made on quarterly basis, after successful completion of quarter, within 20 days after receipt of original bills along with **system uptime report**.

Systems uptime:

As the devices/services being purchased/procured fall under highly critical category, the minimum system uptime should be 98%. In case, Internet Lease Line goes down for more than 3 days per 6 months, Rs. 1000 per day will be deducted from the running quarterly bills of the contractor. **Also, unavailability of Internet service is considered as an incident as per our ISMS policy of BHEL, ROD Mumbai. Hence, the**

contractor should give priority to maintaining the uptime of the line. In case, the vendor performance for system uptime is found unsatisfactory and affecting our business, BHEL will reserve the right to short close the contract and take suitable action against the vendor which will include forfeiting the security deposit or black listing the vendor.

Tender Evaluation:

Evaluation of offer will be done on overall L1 basis of technically qualified parties.

Customer Support:

The Service Provider shall implement a centralized help desk for logging the complaints. Service Provider shall provide a toll free/Universal number for complaint logging. The service window for the support shall be 24x7x365. All calls should be logged and a trouble ticket should be raised within 05 minutes from the time of information on that call. The Service Provider shall mark all trouble tickets as "closed" upon resolution of the issue noted. Each call has to be responded within 20 minutes of complaint logging by BHEL or BHEL authorized agency.

Insurance:

Insurance for the complete Systems/Goods shall be arranged by the Bidder at his own risk and cost during transit, movement, storage and throughout the period of lease. Purchaser, under any circumstances, will not be responsible for any loss/damage/theft of any Systems/goods, due to any reasons, whatsoever. Claim(s) etc., if any, will be dealt with the underwriters directly by the Bidder.

Confidentiality:

Bidder and its representatives shall, at all times, undertake to maintain complete confidentiality and integrity of all data, information, software, drawings & documents, etc. belonging to the Purchaser and also of the Systems, procedures, reports, input documents, manuals, results and any other company documents discussed and/or finalized during the course of execution of the order/contract.

Additional Facility/ Upgrade Required In Future:

In case any additional facility/ upgrade is required, the Bidder shall provide the same at mutually agreed terms.

Rate Contract:

The Internet Lease Line contract will be a rate contract for two years.. BHEL reserves the right to extend the contract for a further period of one year on the same rates, terms and conditions to the successful bidder. However if the services are found to be

unsatisfactory, BHEL reserves the right to short close the contract. BHEL also reserves the right to short close the contract in case, the scope of work of contract changes during the contract period and may re-tender as per new scope of work.

Delivery :

The 4 Mbps / 2 Mbps IPV6 compliant Internet Lease Line should be operational and ready to use within 5 weeks from the date of issue of the work order or by 29th Nov, 2015 whichever is later.

Warranty :

All the material required to setup ILL shall carry at least one year of free warranty from the date of supply. The maintenance charges for the router will be paid quarterly, after successful completion of the quarter.

Penalty For Late Delivery :

For the delay in delivery, penalty shall be levied at the rate of 1.0% per week (or part thereof) subject to maximum of 5% of the contract value. This penalty will be deducted from the first quarter charges, in case the penalty amount to be deducted is more than the first quarter charges, the same will be adjusted from the consecutive quarter.

Contract Value:

The contract value shall be exclusive of:

- a) All applicable taxes and duties applicable at present, all spares, Service charges, labor charges, octroi.
- b) Any taxes or duties levied by Govt. of India after the issue of contract will be reimbursed by BHEL

Validity of Offers

The quotation submitted by the vendor should be valid for a minimum period of 30 days.

Vendors may visit the premises for survey before submission of the offers.

You may submit your most competitive offer by due date. In case, you are not able to submit your offer, please send us regret letter.

Thanking You.

Yours sincerely,

-SD-

(Julie Srivastava)

AGM (MS&SYS)

ANNEXURE-A1**Technical Requirements**

Sr. No.	Description	Agreed/Not agreed	Qty.	Unit
	Devices			
1.	Providing Internet Lease Line of 4 MBPS / 2 Mbps bandwidth (whichever is required as per LOI/work order that will be issued by BHEL) compliant to IPV6		1	Nos.
2.	Management of Cisco 881-K9 series router for routing Internet traffic for entire contract period by the contractor		1	Nos.
3.	Provision of call logging and ticket raising facility			
4.	Will adhere to system uptime requirement			

SIGNATURE AND SEAL OF TENDERER

ANNEXURE-A2**Documents to be enclosed**

1. Company profile
2. Name of contact person with designation and Phone, fax, e-mail address.
3. PAN No. / ST No. / Regn. No.
4. Client list with contact person name, designation and telephone number where ever ILL service has been provided by the firm.
5. The bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted in any Units / Regions / Offices of BHEL. A self certified declaration duly signed by the authorized signatory of the bidder, to be provided in this regard, on the organization's letter head.
6. RTGS details, if available.

SIGNATURE AND SEAL OF TENDERER

ANNEXURE –B**FINANCIAL BID****A.**

S. No.	Description	Qty.	Unit	Cost of supply (Rs.)	Type of Tax applicable	Tax value (Rs.)
	Devices					
A.1	Total cost of material required to set up IPV6 compliant 4 Mbps Internet lease line(including installation and configuration)		Lump sum			
	Services			Cost of services (Rs.)		
A.2	Total annual cost of Internet Lease Line (4 Mbps) compliant to IPV6	1	Nos.			
A.3	Total annual cost of maintenance and management of existing Cisco 881-K9 router available with BHEL to route Internet traffic	1	Nos.			

B.

S. No.	Description	Qty.	Unit	Cost of supply (Rs.)	Type of Tax applicable	Tax value (Rs.)
	Devices					
B.1	Total cost of material required to set up IPV6 compliant 2 Mbps Internet lease line(including installation and configuration)		Lump sum			
	Services			Cost of services (Rs.)		
B.2	Total annual cost of Internet Lease Line (2 Mbps) compliant to IPV6	1	Nos.			
B.3	Total annual cost of maintenance and management of existing Cisco 881-K9 router available with BHEL to route Internet traffic	1	Nos.			

NOTE:

- 1) In case, BHEL decides to award work for 4 Mbps lease line, then evaluation of the price bid will be done on the basis of Total Cost of supply/services +Taxes i.e. cost +tax as per S. No. A.1+A.2+A.3
- 2) In case, BHEL decides to award work for 2 Mbps lease line, then evaluation of the price bid will be done on the basis of Total Cost of supply/services +Taxes i.e. cost +tax as per S. No. B.1+B.2+B.3
- 3) The above prices are exclusive of Service taxes, Octroi, Sales Tax, VAT & levies applicable as on due date of tender submission.
- 4) Any subsequent changes in the taxes & levies as per notification will be reimbursed against submission of such notification along with the invoices.
- 5) BHEL reserves the right to place order either on 4 Mbps or on 2 Mbps Internet Lease Line. The order will be placed on L1 bidder of respective category i.e. 4 Mbps or 2 Mbps, accordingly. i.e. if BHEL opts for placing order for 4 Mbps lease line, the order will be placed on L1 bidder offering 4 Mbps lease line and if BHEL opts for placing order for 2 Mbps lease line, the order will be placed on L1 bidder offering 2 Mbps lease line

SIGNATURE AND SEAL OF TENDERER

(Letter of compliance in Company's Letter Head)

Date :

To,
Sr. Deputy General Manager
M/s Bharat Heavy Electricals Limited,
14th Floor, World Trade Centre-1,
Cuffe Parade, Mumbai –5

Sub: Your Tender no RE/MUM/SYS/ILL due on 03/08/2015.

Dear Sir,

With reference to your above tender, we hereby confirm that all the terms and conditions of your above tender are acceptable to us and our offer is based on the same.

We have submitted the price bid in your price bid format only without any deviations/conditions.

We also confirm that any deviations/conditions in the financial bid will not be entertained / considered by BHEL.

Thanking you,

Yours faithfully,

SIGNATURE AND SEAL OF TENDERER