

GUJARAT METRO RAIL CORPORATION (GMRC) LIMITED

(SPV of Government of India and Government of Gujarat)

[Formerly known as Metro-Link Express for Gandhinagar and Ahmedabad (MEGA) Company Limited]

Tender for "Internet Leased Line at GMRC Offices"

Tender No.	: GMRC/IT/Internet/2019
Date	: 12-Jul-2019
Last date of submission of bid	: 05-Aug-2019 till 15:00hours
Tender Fee	: Rs. 1000/-
EMD	: Rs. 12,000/-

Registered Office:

Block No.1, First Floor, Karmayogi Bhavan, Behind Nrman Bhavan, Sector 10/A,
Gandhinagar: 382010.

Corporate Office:

802,803 8th Floor, GNFC Info Tower, Sarkhej-Gandhinagar Highway,
Bodakdev, Ahmedabad - 380054, Gujarat.

Contact No: +91-7574892868

Email: info@gujaratmetrorail.com

Signature & Stamp of Bidder

Table of Contents

Table of Contents.....	2
Press Notification	3
1. Bid summary.....	4
2. Key Details and Programme of the Tender	5
3. Eligibility criteria of the bidder	6
4. Service Level Requirement	7
5. Penalty Clause.....	7
6. Bid Submission.....	7
7. Terms and Conditions	8
8. Annexure A (Financial Bid format).....	12
9. Annexure B (PBG Format)	13
10. Bid submission checklist	16

Press Notification



GUJARAT METRO RAIL CORPORATION (GMRC) LIMITED
(Formerly known as Metro Link Express for Gandhinagar and Ahmedabad (MEGA) Co. Ltd.)

(A Joint Venture of Govt. of Gujarat and Govt. of India)
Block No.1, First Floor, Karmayogi Bhavan, Behind Nirman Bhavan,
Sector 10/A, Gandhinagar: 382010,
Gujarat, India

TENDER NOTIFICATION No: GMRC/IT/Internet/2019

Date: 12-07-2019

E-Tenders are invited from reputed and experienced Service Providers for the following tender:

Tender Name	Tender Fees
"Internet Leased Line at GMRC Offices	INR 1,000/-

Interested bidders are requested to visit <https://gmrc.nprocure.com> for eligibility criteria, applying/ downloading the tender document. The last date and time for Bid Submissions of Tender is 15:00 Hrs on 05-Aug-2019.

Any alterations in Eligibility Criteria cum Qualification Requirements, and terms of the Tender Document, or any amendment to the Tender Document, etc, will be uploaded on <https://gmrc.nprocure.com> and GMRC's Website www.gujaratmetrorail.com without any obligation or press notification or other proclamation.

Managing Director
GMRC, Gandhinagar

Signature & Stamp of Bidder

1. Bid summary

Gujarat Metro Rail Corporation (GMRC) Limited (herein after referred to as GMRC), hereby invites physical sealed offers for providing "Internet Leased Lines to GMRC offices as tabulated below.

#	Location	Bandwidth required	Primary / Secondary
1	GMRC, GNFC Info Tower – 6th & 8th Floor, S G Highway, Ahmedabad	12 Mbps	Primary
2	GMRC, GNFC Info Tower – 6th & 8th Floor, S G Highway, Ahmedabad	06 Mbps	Secondary
3	GMRC, Karmayogi Bhavan, 1st Floor, Gandhinagar	12 Mbps	Primary
4	GMRC, Karmayogi Bhavan, 1st Floor, Gandhinagar	08 Mbps	Secondary
5	GMRC, Karmayogi Bhavan, 3rd Floor, Gandhinagar	12 Mbps	Primary
6	GMRC, 7 th floor, Shree Rang Heights building, Koba (Between Gandhinagar and Ahmedabad)	03 Mbps	Primary
	Total	53 Mbps	

Detail BOM and financial Bid Format is enclosed at **Annexure A**.

Your bid should reach at our office on or before the last date & time as mentioned in this document in sealed envelope with the heading "Bid for Internet Leased Line".
(Technical bid : physical submission. Financial bid: online submission only).

Signature & Stamp of Bidder

2. Key Details and Programme of the Tender

SN	Tender No.	GMRC/IT/Internet/2019
1	Tender Type	Open Tender
2	Date of issue of Tender Notification	12-Jul-2019
3	Name of Work	To provide Internet Leased Line at GMRC Offices
4	Contract period of the Work	One year from the date of work order (may be further extended year by year for 2 more years on mutual agreement of both parties)
5	Tender Fee (Tender fee Non Refundable)	INR 1,000/- (One thousand) only in the form of Demand Draft/Pay order/Banker's Cheque in favour of "Gujarat Metro Rail Corporation (GMRC) Limited" payable at Gandhinagar / Ahmedabad (Gujarat).
6	Tender Security Amount (EMD - Refundable)	Rs. 12,000 (Rs. Twelve thousand) only in the form of Demand Draft/Pay order/Banker's Cheque in favour of "Gujarat Metro Rail Corporation (GMRC) Limited" payable at Gandhinagar / Ahmedabad (Gujarat).
7	Last Date of Submission of Query/Clarifications From Tenderer	<ul style="list-style-type: none"> • 23-Jul-2019 up to 18:00 hrs • Queries /clarifications from bidders after due date and time shall not be acknowledged • To be submitted via e-mail only. (to: sudhanshu@gujaratmetrorail.com)
8	Contact Person for clarification of Queries	DGM(IT), GMRC, Block-1, First floor, Karmayogi Bhavan, sector-10A, Gandhinagar, 382010 Email: sudhanshu@gujaratmetrorail.com Ph: 079-23248572 ext: 534, 7574892868
9	Last Date and time of submission of E-Tender (i.e. Financial Bid) & Technical Bid in physical form	<p>05-Aug-2019, 15:00 Hrs</p> <p>Financial Bid is to be filled up on the online portal https://gmrc.nprocure.com as per details required to be provided and mentioned in the Pricing Document of the Tender document.</p> <p>Technical Bid is to be submitted physically in printed and duly signed. The address and other details are</p>

Signature & Stamp of Bidder

		given hereinafter.
10	Opening of Technical Bid	On the day of submission of Filled-In Technical Bid at 15:30 Hrs (IST)
11	Date and Time of opening of online Financial bid	Will be intimated later to technically qualified bidders through e-mail/ phone.
12	Venue of physical submission of Technical Bid (i.e. Technical Bid comprises of Tender fees, Tender Guarantee, Technical Bid & signed copy of Tender Document, Addenda & Clarifications)	Senior Deputy General Manager- Civil & Procurement, GUJARAT METRO RAIL CORPORATION (GMRC) LIMITED (A Joint Venture of Govt. of Gujarat and Govt. of India) Block No.1, First Floor, Karmayogi Bhavan, Behind Nirman Bhavan, Sector 10/A, Gandhinagar: 382010, Gujarat, India
13	Language of Bid	English
14	Bid Validity Period	180 Days from Last date of submission
15	Performance Bank Guarantee	10% of the Annual Contract Value (INR)
16	Performance Security Validity Period	1 month after expiration of all the contractual obligations

3. Eligibility criteria of the bidder

#	Criteria	Supporting document to be submitted
1	The ISP (Internet Service Provider) should be registered at least for 5 years as on 31.03.2019 as company in India under the Companies Act, 1956.	Copy of Registration certificate
2	The ISP should be having a valid Class "A" or Class "B" or unified license from DoT.	Copy of certificate
3	The ISP should have successfully provided internet leased line (1:1) connectivity to at least 3 PSU/GoG/ GOI entities for at least 1 year.	Client certificate OR Contact details of the client
4	The ISP should not have been blacklisted/ banned/ disqualified/ declared ineligible/ declared having delivered dissatisfactory performance by any State & Central Governments dept./Organization/Board/Corporation/ PSU for providing the required services.	Self certified
5	The ISP should be registered for GST.	Copy of GST number
6	The ISP should have its registered office or support center in Ahmedabad / Gandhinagar.	Provide address
7	For existing ISP of GMRC (MEGA): Service must be provided as per agreed SLA.	GMRC will evaluate

Signature & Stamp of Bidder

4. Service Level Requirement

Successful Bidder will comply with following Service Level Agreement:

- a) Assured 99.5% uptime .
- b) Assured Packet Loss <1%.
- c) Mean Time to Resolve (MTTR) 3 hours (Max).
- d) 24x7 helpdesk facility to register complaints.
- e) 24*7 technical support online.
- f) 8/16 Real and dedicated IP addresses with bandwidth.
- g) Bandwidth on demand: Need to provide additional bandwidth on demand by 50% extra instantly two to three times a month without any additional cost.

5. Penalty Clause

5.1 Uptime will be measured quarterly.

- If Uptime $\geq 99.5\%$ then no penalty.
- If Uptime $< 99.5\%$ but $\geq 97.5\%$, then 2% penalty of the quarterly contract value.
- If Uptime $< 97.5\%$ but $\geq 95.0\%$, then 5% penalty of the quarterly contract value.
- If Uptime $< 95.0\%$ but $\geq 90.0\%$, then 10% penalty of the quarterly contract value.
- If Uptime $< 90.0\%$, then 25% penalty of the quarterly contract value AND it is sufficient cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.

5.2 Bandwidth will be monitored daily, penalty will be calculated on quarterly average.

- If Bandwidth $\geq 99.5\%$ of the required bandwidth, then no penalty.
- If Bandwidth $< 99.5\%$ but $\geq 97.5\%$ of the required bandwidth, then 2% penalty of the quarterly contract value.
- If Bandwidth $< 97.5\%$ but $\geq 95.0\%$ of the required bandwidth, then 5% penalty of the quarterly contract value.
- If Bandwidth $< 95.0\%$ but $\geq 90.0\%$ of the required bandwidth, then 10% penalty of the quarterly contract value.
- If Bandwidth $< 90.0\%$ then required bandwidth, then 25% penalty of the quarterly contract value AND it is sufficient cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.

6. Bid Submission

The bidders are advised to refer the following points before submitting their bid on or before due date as mentioned in the tender document.

Signature & Stamp of Bidder

(a) Envelope – 1 : The Tenderer shall submit the Tender Fees, Tender Guarantee in a separate sealed envelope.

(b) Envelope – 2 : The Tenderer shall seal the Qualification cum Technical Packet (QCT), duly super-scribing the envelop as “Qualification cum Technical Packet”.

(a) Envelope – 3 : The Tender shall seal one set of “Tender Document and Addenda” package in a separate envelope.

The above mentioned three envelops namely, (a) Tender Fees & Guarantee, (b) Qualification cum Technical Packet, (c) Tender Document and Addenda Envelope shall be kept in an outer envelope. Thus, there will be one outermost envelope containing three envelopes, as mentioned above.

7. Terms and Conditions

1. The Tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of **DGM (IT), Gujarat Metro Rail Corporation Ltd.** (A Joint Venture of Govt. of Gujarat and Govt. of India) ,Block No.1, First Floor, Karmayogi Bhavan, Behind Nirman Bhavan, Sector 10/A, Gandhinagar:-382010, Gujarat, India.
2. The intending tenderers must be registered on e-tendering portal <https://gmrc.nprocure.com>. Those who are not registered on the e-tendering portal shall be required to get registered beforehand. After registration, the tenderer will get user id and password. On login, tenderer can participate in tendering process and can witness various activities of the process.
3. The Tenderer shall submit the Tender Fees, Tender Security (Envelope-1), Technical Bid (Envelope-2) and Signed and stamped tender document along with Addendum and clarifications (Envelope-3) in physical form only.

Financial Bid is not to be submitted in the physical form and it must be submitted online only at <https://gmrc.nprocure.com>.

Both the submissions are to be submitted on the same day as per date and time mentioned in NIT. The Tenderer may note that the non – submission of any of their Tender (i.e., Technical or Financial) shall be liable to non-responsive and summarily rejected.

4. Submission of Tender after due date and time shall not be accepted under any circumstances. It shall be the responsibility of the Tenderer to ensure that his Tender is uploaded online on e-tendering website <https://gmrc.nprocure.com> before the last date and time of submission. GMRC will not be responsible for non-receipt of tender submission in physical form as mentioned above due to any delay and/or loss etc.

Signature & Stamp of Bidder

5. **Help-Desk Link for E-Tendering:-**

In case Tenderers need any clarifications or if training required to participate in online tenders, they can contact (n) Procure Support team:-

(n)Code Solutions-A division of GNFC Ltd.,

(n)Procure Cell

304, GNFC Infotower, S.G. Road, Bodakdev, Ahmedabad – 380054 (Gujarat)

Contact Details

Fax : +91-79-40007533

E-mail : nprocure@ncode.in

TOLL FREE NUMBER : 1800-419-4632

6. **Operating System & System Requirements**

Opening Website in IE 8/9/10 - Open IE ->Menu Bar -> Tools-> Compatibility View Settings -> Add website in compatibility view ->Select below option only "Display all **Opening Website in IE 11.** - Open IE ->Menu Bar -> Tools-> Compatibility View Settings -> Add website in compatibility view ->Select below option only "Display Intranet Sites in Compatibility View". Don't Close IE. And open the website.

New DSC Purchase & Renewal L: 079 – 66743289/ 66743300 / 200

Email Id :	dscsupport@ncode.in
	dscsales@ncode.in
DSC Support Toll Free Number	1800 - 419 – 4455
<u>(n)Procure Bidding Manuals</u>	https://www.nprocure.com/html/ummanuals_vendor.asp

7. Addendum/corrigendum, if any will not be published in the newspapers but the same will be uploaded on GMRC website www.gujaratmetrorail.com & on <https://gmrc.nprocure.com>.
8. Service to be provided at specified GMRC locations.
9. Payment will be done by GMRC, Gandhinagar as below:
 - (a) Quarterly advance.
 - (b) Installation cost will be paid after successful installation.
10. GMRC reserves the right to change any bid condition or quantity of any item even after inviting/opening the bids, with/without prior notification.
11. GMRC reserves the right to cancel any or all of the bids without assigning any reasons.
12. In case of any dispute, GMRC MD's decision will be final abide to all.
13. All correction/addition/deletion shall require authorized countersign.

Signature & Stamp of Bidder

14. Bidder may remain present at the time of technical bid opening.
15. Evaluation of Bids:
 - (a) Bid will be evaluated for the following:
 - i. Submission of Tender fee and EMD.
 - ii. Eligibility as per criteria
 - iii. Item specifications with respect to our requirement
 - iv. Correctness of the bid as per all the terms and conditions.
 - v. If all above documents are submitted and match as per criteria, then only bidder will be considered as technically qualified for comparison of commercial offer.
 - (b) Final Price = Total of all items as (basic price without tax* quantity)
 - (c) Successful bidder will be L1 as per final price as above.
 - (d) GMRC may call L1 bidder for further negotiation.
 - (e) In case of multiple bidders offer to supply at L1 rate or for this tender related any matter, GMRC MD's decision will be final and abide to all the bidders.
 - (f) GMRC may decide to give PO as per item wise L1 or all over L1.**
 - (g) Different vendors will be selected for primary and secondary service (L1 and L2).**
16. Your bid should reach at our office as mentioned below:
17. Do not email your offer.
18. The technical bids will be opened on date as mentioned in this document. Bid will be opened in the presence of the GMRC committee members and representatives of the bidders, who have submitted valid bids. The representative will be held responsible for all commitments made on behalf of the bidder and that will be considered valid for all further dealings related to this tender process.
19. Contract period will be 1 year from 01-Aug-2019 which may be further extended year by year for 2 more years on mutual agreement of both parties.
20. The successful bidder has to submit Performance Bank Guarantee as per Annexure B @ 10% of total order value within 15 days from the date of issue of Work Order for the duration as detailed above. (The draft of Performance Bank Guarantee is attached herewith).
21. Unsuccessful bidder's E.M.D. will be discharged/ refunded within 7 days after the expiration of the period of bid validity.
22. The successful Bidder's E.M.D. will be discharged upon the Bidder signing the Contract as per Annexure C, and furnishing the performance security @ 10% of the order value or within 15 days after the expiration of the period of bid validity whichever is later.
23. The E.M.D. may be forfeited:
 - (a) If Bidder withdraws its bid during the period of bid validity.
 - (b) in case of a successful Bidder, if the Bidder fails:
 - i. to sign the Contract as mentioned above or
 - ii. to furnish Performance Bank guarantee as mentioned above.

Signature & Stamp of Bidder

24. Please address all queries and correspondence to:

DGM(IT),
GMRC,
Block No.1, First Floor, Karmayogi Bhavan,
B/h Nirman Bhavan, Sector 10/A,
Gandhinagar-382010
M +91 7574892868
E-mail: sudhanshu@gujaratmetrorail.com

Signature & Stamp of Bidder

8. Annexure A (Financial Bid format)

Financial bid format

#	Location	Band width (Mbps)	One time installation charges (if any) (Rs.)			Bandwidth charges for 1 year (Rs.)			Total Charges (including taxes) (Rs.)		
			One time charges (A)	Tax (if any) (B)	One time total charges (C=A+B)	Band width charges (D)	Tax (if any) (E)	Band width total charges (F=D+E)	Total without tax (G=A+D)	Total tax (H = B + E)	Total cost with tax (I = G + H)
1	GMRC,	12									
2	GNFC Infotower, S G Highway, Ahmedabad	06									
3	GMRC,	12									
4	Karmayogi Bhavan, 1 st floor, Gandhinagar	08									
5	GMRC, Karmayogi Bhavan – 3 rd floor, Gandhinagar	12									
6	GMRC, 2 nd floor, Shree Rang Heights building, Koba (Between Gandhinagar and Ahmedabad)	03									
Total		53									

Total charges (G as above) will be considered for price comparison.

Signature & Stamp of Bidder

9. Annexure B (PBG Format)

**Performa of Contract-cum-Equipment
Performance Bank Guarantee**
(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No.

Date:

To

Name & Address of the Purchaser/Indenter

Dear Sir,

In consideration of Name & Address of the Purchaser/Indenter, Metro Link Express for Gandhinagar and Ahmedabad (GMRC) Company Limited, Gandhinagar (hereinafter referred to as the OWNER/PURCHASER which expression shall unless repugnant to the context or meaning thereof include successors, administrators and assigns) having awarded to M/s.

..... having Principal Office at (hereinafter referred to as the "SELLER" which expression shall unless repugnant to the context or meaning thereof include their respective successors, administrators, executors and assigns) the supply of by issue of Purchase Order No..... Dated issued by GMRC and the same having been accepted by the SELLER resulting into CONTRACT for supplies of materials/equipments as mentioned in the said purchase order and the SELLER having agreed to provide a Contract Performance and Warranty Guarantee for faithful performance of the aforementioned contract and warranty quality to the OWNER/PURCHASER, having Head Office at (hereinafter referred to as the 'Bank' which expressly shall, unless repugnant to the context or meaning thereof include successors, administrators, executors and assigns) do hereby guarantee to undertake to pay the sum of Rs..... (Rupees) to the OWNER/PURCHASER on demand at any time up to.....

Signature & Stamp of Bidder

without a reference to the SELLER. Any such demand made by the OWNER/PURCHASER on the Bank shall be conclusive and binding notwithstanding any difference between Tribunals, Arbitrator or any other authority.

The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee. OWNER/PURCHASER shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance by the SELLER of the aforementioned CONTRACT. The OWNER/PURCHASER shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the SELLER, and to exercise the same at any time in any manner, and either to enforce to forebear to enforce any covenants contained or implied, in the aforementioned CONTRACT between the OWNER/PURCHASER and the SELLER or any other course of or remedy or security available to the OWNER/PURCHASER.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHASER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PURCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and notwithstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Notwithstanding anything contained herein above our liability under this Guarantee is restricted to Rs.(Rupees) and it shall remain in force up to and includingand shall be extended from time to time for such period as may be desired by the SELLER on whose behalf this guarantee has been given.

Signature & Stamp of Bidder

Dated aton thisday of2015.

.....
Signed and delivered by

.....
For & on Behalf of

Name of the Bank & Branch & Its official Address

Signature & Stamp of Bidder

10. Bid submission checklist

Bid submission Checklist

Srno	Item	Content	Attached ? (Yes / No)
1	Main envelope	Covering letter, Envelope:1, Envelope:2, Envelope:3	
2	Envelope:1	Tender fee, EMD	
3	Envelope:2	Technical proposal, Eligibility criteria supporting documents, PAN no. copy	
4	Envelope:3	Signed, stamped, tender document	
5	Financial bid (only online)	Only online	Only online

Signature & Stamp of Bidder
