Notice Inviting Tender for Implementation of Managed Services of MPLS VPN (WAN) at 6 Locations of EPI (Data Centre-Faridabad, CO-New Delhi, ERO-Kolkata, NERO-Guwahati, SRO-Chennai, and WRO-Mumbai) and Implementation of Managed Services of Internet Leased Line at 5 Locations of EPI (CO-New Delhi, ERO-Kolkata, NERO-Guwahati, SRO-Chennai, and WRO-Mumbai).

TENDER NOTICE NO: DLI/CON/ITD/470 DATED 12.06.2015

Sealed Tenders are invited in two separate sealed covers for Implementation of aforesaid work as per scope of work and Technical Specifications attached at Annexure-I (A & B).

The detailed description, Scope of work, technical specifications, instructions to bidders etc. are as follows:

1. **Details of the project:**

Location A: EPIL (CO), Core-3 Scope Complex, 7 Lodhi Road, New Delhi.
Location B: EPIL (RO), 50, Chowringhee Road, Kolkata.
Location C: EPIL (RO), Bakhtawar 6A, 6th Floor Nariman Point, Mumbai.
Location D: EPIL (RO), 3D East Coast Chambers 92, GN Chetty Road, T.Nagar, Chennai.
Location E: EPIL (RO), 4th Floor Hindustan Tower Jawahar Nagar National Highway No.37 Beltola, Guwahati-781022
Location F: EPIL Data Centre, BSNL IDC, BSNL Telephone Exch. Building, DLF Industrial Area Faridabad-121001

2. **Data Sheet**

Brief information related to purchase, clarification and submission of Tender document :-

<table>
<thead>
<tr>
<th>S.no</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Cost of Tender document</td>
<td>Rs. 2,000 (Non-refundable) in the form of crossed demand draft from any nationalized/scheduled Bank in favor of ‘Engineering Projects (India) Ltd’, payable at New Delhi.</td>
</tr>
<tr>
<td>2.</td>
<td>Publishing of the Tender</td>
<td>12.06.2015</td>
</tr>
<tr>
<td>3.</td>
<td>Last date for submission of queries to Tenders through E-mail. Reply to queries shall be clarified in the Pre Bid Meeting.</td>
<td>19.06.2015</td>
</tr>
<tr>
<td>4.</td>
<td>Date &amp;Time of Pre Bid Meeting.</td>
<td>23.06.2015</td>
</tr>
<tr>
<td>5.</td>
<td>Earnest Money Deposit</td>
<td>Rs. 33,000/- (Refundable) in the form of crossed demand Draft from any nationalized/scheduled Bank in favour of</td>
</tr>
</tbody>
</table>
6. **Address for submission of Tender document**

   Group General Manager (Contracts)  
   Engineering Projects (India) Ltd,  
   3rd floor, Core 3, Scope Complex,  
   7, Lodhi Road, New Delhi – 110003,  
   Ph: 011-24361666, 011-24361804  
   Fax: 011-24363426  
   E-mail: contracts@epi.gov.in

7. **Date from which Document available for download**

   12.06.2015

8. **Last date and time for submission of Tenders**

   26.06.2015 upto 01:00 pm

9. **Bid Opening (Techno-Commercial)**  
   Date & Time  
   26.06.2015 at 03:00 pm

10. **Date & Time from which Price Bid Opening**

    Will be informed to the technically qualified bidders separately.
### 3. Prequalification Criteria

<table>
<thead>
<tr>
<th>S.no</th>
<th>Criteria</th>
<th>Supporting Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The organizations that have their own back-bone NETWORK on fiber and with a Class A ISP license which is currently valid are only eligible to apply.</td>
<td>(Attach copy of certificate)</td>
</tr>
<tr>
<td>2.</td>
<td>The Bidders should have their own NLD backbone network and National Long Distance (NLD) &amp; VPN service provider license from Dept. of Telecommunication, Ministry of Communication and Information Technology, Govt. of India.</td>
<td>(Attach copy of certificate)</td>
</tr>
<tr>
<td>3.</td>
<td>The bidders should have their own Network operating centre (NOC) for trouble shooting round the clock to ensure uninterrupted services. The Network management centre should work proactively towards network monitoring &amp; management.</td>
<td>Attach Undertaking indicating Address &amp; Telephone no. of NOC</td>
</tr>
<tr>
<td>4.</td>
<td>The bidders should submit 3 work order copies out of which at least one order should be from Govt./PSU and one work order should have installations of more than 100 sites of MPLS network. For these orders installation &amp; commissioning should have been completed and system should be operative and running satisfactorily. Customer acceptance certificate and/or customer satisfaction certificate should be attached.</td>
<td>Attach copy of certificates.</td>
</tr>
<tr>
<td>5.</td>
<td>The bidder’s organization should be profit making at least for 2 years in the last three financial years but last year must be profit making.</td>
<td>(Attach Audited balance sheet for 3 years ending 31.03.2014)</td>
</tr>
<tr>
<td>6.</td>
<td>The ISP should not have been blacklisted in any of the Central or State Government departments including PSU's.</td>
<td>(Attach undertaking).</td>
</tr>
<tr>
<td>7.</td>
<td>The bidder should have registration of Sales Tax / VAT &amp; Service Tax</td>
<td>(Attach copy of certificate)</td>
</tr>
<tr>
<td>8.</td>
<td>PAN No. is to be indicated and a copy is to be enclosed.</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>The Bidder (ISP) must be capable of delivering the latest version of internet protocol i.e. IPv6 as per the guidelines of gov't. of India, as and when required.</td>
<td>(Attach undertaking).</td>
</tr>
<tr>
<td>10.</td>
<td>Should have valid ISO 9001 certification</td>
<td>(Attach copy of certificate)</td>
</tr>
</tbody>
</table>
11. Call logging and Status update.
   a. The ISP should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.
   b. The ISP should have single Toll Free number for all the call logging and status update.
   c. The ISP 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 procedure.

(Attach Undertaking).

4. Scope of work
The scope of work shall consist of managed MPLS-VPN and Internet Leased Line (ILL) at EPI network covering 6 locations & 5 locations respectively for 5 years renewable on yearly basis as indicated. The date of start of contract period for managed MPLS-VPN and Internet Leased Line (ILL) services shall be reckoned from the date of issue of acceptance test certificate by EPI for the entire network. The locations are classified as per criteria given below:

<table>
<thead>
<tr>
<th>Class Of Locations</th>
<th>Description / Criteria</th>
<th>Last Mile Media Required</th>
<th>No of Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical Site</td>
<td>Faridabad / New Delhi</td>
<td>Fiber</td>
<td>2</td>
</tr>
<tr>
<td>Normal Sites</td>
<td>Chennai/ Mumbai/Kolkata</td>
<td>Fiber/Copper</td>
<td>3</td>
</tr>
<tr>
<td>Remote Sites</td>
<td>Guwahati</td>
<td>Fiber/ Copper/RF</td>
<td>1</td>
</tr>
</tbody>
</table>

The scope shall cover equipment, accessories & works as detailed below:

i. Providing dedicated MPLS with 1:1 committed information rate at the Central location (Data Centre) and 1:1 committed information rate at other locations and providing dedicated Internet Leased Line (ILL) with 1:1 committed information rate at the Central location (New Delhi) and 1:1 committed information rate at other locations.

ii. Supply, Installation, Configuration, Commissioning and Maintenance of last mile, modems, hardware/software, last mile equipment etc. during contract period.

iii. Provisioning of Last Mile from EPI’s location to the Service Provider’s nearest PoP.

iv. Bidder shall provide web based portal/dashboard in order to monitor links.

v. The bidder should provide last miles as per Class of Locations mentioned above. No Other Media will be accepted.

vi. The MPLS VPN and ILL should be fully secured and should fulfil the security requirement as IT – ACT applicable during contract period.

vii. Configuration Management: The service provider shall take regular backup of configuration of all the CPE devices. Proper configuration management should be implemented. Any configuration change shall be undertaken after advance intimation to and consultation with EPI IT team and after analysing the impact of the change.

viii. IPv6 Compliance: The network should be fully IPV4/ IPv6 compliant. So that if required in future EPI will procure IPV6 addresses on the Internet lines which they will be hiring from the successful bidder. It should be possible to run both IPv4 &
IPv6 concurrently on the network. Internet IP Addresses for both IPV4 & IPV6 are to be provided (if required).

ix. The proposed network should support voice over IP/ Video Conferencing applications.

x. The Implementation of MPLS VPN (WAN) & Internet Leased Line at all locations must be completed within Eight weeks from the date of placement of work/supply/purchase order.

xi. The necessary clearance certificates from statutory authority are must for the commissioning of the work.

xii. If services provided by successful bidder found satisfactory, the services shall be renewed on yearly basis during the 5 years Contract period.

xiii. The total Annual Recurring charges including Bandwidth charges & Rental Charges for all required hardware/software shall start only after final commissioning of entire network as a whole for all locations.

xiv. The ISP must provide entire connectivity up to the switch level

xv. Liaisoning with DOT/BSNL for obtaining point to point connectivity between ISP node, Our Data centre and all other locations in case of requirement.

xvi. Charges for all formalities/ Liaisoning /maintenance with Service Providers for the above work will be the responsibility of Successful Bidder

xvii. Static IP addresses to be provided by the ISP at each location as per requirement.

xviii. Supporting technical brochures / literatures / catalogues indicating each feature in respect of offered model and make must be submitted along with the offer.

xix. MPLS network is dedicated for only the MPLS VPN services and doesn’t mix with the Internet. Completely isolated from the Internet routes to eliminate any security threats from the internet users. The MPLS network is connected to the Internet only at a gateway level with Firewall protection.

xx. EPI can increase/ decrease the location during the contract period. In case of requirement of MPLS/ILL for additional location, separate work order will be issued at ordered price of the bandwidth after checking the feasibility of the location.

xxi. It will be the responsibility of the Successful Bidder to show proper working of link by browsing the internet, availability of ordered bandwidth and maintaining all SLA parameters under limit. EPI may also ask the bidder to demonstrate the availability of ordered bandwidth through the use of industry standard test instruments.

4a). Network Management:

The Service Provider shall do proactive monitoring and fault management of the network on an End–to-End basis remotely from its own Network Operations Center (NOC) and provide the following link wise report on monthly basis:

i. Link downtime / Uptime analysis report.

ii. Traffic monitoring, bandwidth utilization report with committed information rate for all links and MPLS ports.

iii. Network availability reports as per Service Level Parameters defined.

iv. Throughput, Latency, Jitter for all the locations

v. The Service Provider shall allocate to EPI, one User-id & Password for web access to monitor in real time all network statistics and reports as mentioned above. The Service Provider shall provide a Web Console of the bidder’s NOC. The web console shall allow EPI to view the details of the SLA metrics including Packet loss, Jitter and Latency, performance, availability and interface status in real-time.
The Web Based Network Monitoring Portal services available from the bidder should comprehensively address all the issues relating to performance, availability and uptime etc. The Web Based Network Monitoring Portal of the bidder should have the following features:

i. Portal should be capable of inter working with SNMP agents of routers supplied as well as routers.
ii. Portal should offer GUI and Web browser based interaction for the user.
iii. Portal should be possible to monitor the complete network from a single point
iv. Portal should provide the statistics regarding resource utilization and faults in the network
v. Portal should be able to detect the number of active and faulty links and routers on the network at any given time.
vi. Portal should offer tabular information giving percentage uptimes of individual links on a monthly basis.

4b). Security on MPLS Network

i. The MPLS-VPN should be fully secured and should fulfil the security requirements as per the IT-Act applicable at the time of implementation
ii. The VPN implementation proposed should be as per the prevailing laws and Bidder has to ensure that the proposed MPLS-VPN complies with all regulatory requirements in force from time to time. The equipment being installed shall meet latest recommendations and standard.
iii. The Network should have safeguards and security against unauthorized access, tapping and sniffing of data on the WAN.
iv. The operation & configuration of routers, last mile equipment etc will be responsibility of service provider at all locations.

5. Scope of Warranty, Maintenance and Support

i. Maintenance support service (24/7/365).
ii. Warranty/Support for hardware/software till completion of the contract.

6. Acceptance Test Procedure

i. The acceptance test to be conducted by IT division, EPI shall involve successful commissioning of connectivity at all the sites connected under EPI MPLS & ILL network. The said connectivity shall be checked for a minimum period of 24 hrs. for the availability and its end to end communication for the purpose of data transfer and other applications as well as meeting the SLA parameters as specified in the Tender document.
ii. On the successful completion of Acceptance Test, the installation/acceptance certificate signed by the authorized representative(s) of EPI will be issued to the successful bidder.
7. Service Level Agreement (SLA)

Quality of Links

Quality of any link is measured in terms of latency, packet loss and jitter. The terms are defined as follows:

Latency

“Latency” refers to the average time required for round-trip packet transfers between two end points on the selected portions of the MPLS & ILL network. The MPLS WAN Bandwidth Service Provider is expected to give end-to-end Latency of less than 90 ms at Level as mentioned below in this section.

Packet Loss

“Packet Loss” refers to the percentage of voice/video packets lost over a period of time over a network segment. The MPLS/Internet Bandwidth Provider is expected to ensure that maximum end-to-end packet loss will be less than 1% at all the Levels as mentioned below in this section.

Jitter

“Jitter” is calculated as the variance of the round-trip delay measurements by sending out multiple packets over a network segment with equal time spacing between each interval. This is measured using UDP jitter packets or any other methodology used by the Lead Bidder. MPLS/Internet Bandwidth Service Provider is expected to ensure that the end-to-end Jitter will be not more than 20 ms (millisecond) at all the Levels and is to be monitored constantly.

MPLS/ILL is up all the time. The minimum performance acceptable and penalty on Service Level Agreement (SLA) will be as follows:-

<table>
<thead>
<tr>
<th>S.no</th>
<th>Parameters</th>
<th>Minimum Performance Required for links</th>
<th>Breech of SLA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>End-to-End (CPE to CPE) Network availability at all Locations</td>
<td>99.50 % (Last Mile = Fiber) &lt;br&gt; 98.50 % (Last Mile = Copper/RF)</td>
<td>&lt; 96 %</td>
</tr>
<tr>
<td>2.</td>
<td>End-to-End Network Maximum Time to Repair (MTTR) for all locations</td>
<td>4 hours (Response &amp; Rectification) &lt;br&gt; &amp; 24 hours (in case of replacement of equipment.)</td>
<td>&gt; 24 hours</td>
</tr>
<tr>
<td>3.</td>
<td>Latency</td>
<td>&lt;= 90 MS (Last Mile = Fiber) &lt;br&gt; &lt;= 120 MS (Last Mile = Copper/RF)</td>
<td>&gt; 90 MS &lt;br&gt; &gt; 120 MS</td>
</tr>
<tr>
<td>4.</td>
<td>Jitter</td>
<td>&lt;= 20 MS</td>
<td>&gt; 20 MS</td>
</tr>
<tr>
<td>5.</td>
<td>Packet Loss</td>
<td>1 %</td>
<td>&gt; 1 %</td>
</tr>
</tbody>
</table>
**Note:** In case any of the above parameters for any link are falling under “Breech of SLA” mentioned above, it will be treated as downtime. The methodology to calculate downtime is described in the section below.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>MPLS should be fully secured</td>
<td>Details of Security system/policies implemented should be furnished</td>
</tr>
<tr>
<td>2</td>
<td>24x7 Helpdesk at Vendors Network Operations Center (NOC)</td>
<td>Escalation matrix should be provided</td>
</tr>
</tbody>
</table>

### 8. Special Terms & Conditions

#### (I) UPTIME

- Successful Bidder assures a minimum availability (Uptime) of 99.50% (Fiber) and 98.5% (Copper/RF) for each location of the said work. The uptime/downtime will be estimated separately for each location. Availability of service shall be worked out quarterly basis for the purpose of computing penalties. The availability of service and rebate structure is given below:

- Availability of service shall be assessed by the following three formulas;
  
  \[
  \text{Unavailability of service (UoS)} = \frac{\text{(Outage Duration)}}{\text{(No. of days in the quarter)*24}}
  \]

- Outage Duration is the sum total of disruption period for the reporting quarter (Measured in hours) for the leased circuit.
- Availability of service (AoS) = (1 - UoS) X 100%

#### (II) Uptime Penalty in % of total quarterly payment

<table>
<thead>
<tr>
<th>S.no</th>
<th>Availability</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Upto 99.50 % (Last Mile = Fiber)</td>
<td>0 %</td>
</tr>
<tr>
<td></td>
<td>Upto 98.50 % (Last Mile = Copper/RF)</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Below 99.50 % &amp; Upto 99 % (Last Mile = Fiber)</td>
<td>2 %</td>
</tr>
<tr>
<td></td>
<td>Below 98.50 % &amp; Upto 98 % (Last Mile = Copper/RF)</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Below 99 % &amp; Upto 98.5 % (Last Mile = Fiber)</td>
<td>5 %</td>
</tr>
<tr>
<td></td>
<td>Below 98 % &amp; Upto 97.5 % (Last Mile = Copper/RF)</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Below 98.5 % &amp; Upto 98 % (Last Mile = Fiber)</td>
<td>10 %</td>
</tr>
<tr>
<td></td>
<td>Below 97.5 % &amp; Upto 97 % (Last Mile = Copper/RF)</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Below 98 % &amp; Upto 97.5 % (Last Mile = Fiber)</td>
<td>15 %</td>
</tr>
<tr>
<td></td>
<td>Below 97 % &amp; Upto 96.5 % (Last Mile = Copper/RF)</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Below 97.5 % &amp; Upto 96 % (Last Mile = Fiber)</td>
<td>20 %</td>
</tr>
<tr>
<td></td>
<td>Below 96.5 % &amp; Upto 96 % (Last Mile = Copper/RF)</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Below 96 % (Shall be declared unsatisfactory services)</td>
<td>100%</td>
</tr>
</tbody>
</table>
➤ Security Deposit cum performance bank guarantee shall be finally released on furnishing a certificate by the Successful Bidder that no outstanding payment is pending with EPI.
➤ On account of unsatisfactory services, the contract of party may be terminated. If the contract of the party is terminated on account of unsatisfactory services his Security Deposit cum performance bank guarantee will be forfeited & no payment shall be released for that quarter and he will not be allowed to participate in future tenders of EPI.
➤ In case of deduction on A/c of downtime, TDS, the deducted amount should not be shown as outstanding in the subsequent bills.
➤ Downtime shall be calculated month/quarter wise and circuit wise

(iii) Contract Period

The Contract shall be for a period of 5 years renewable on yearly basis on satisfactory services of the Contractor. The contract can be terminated fully or partly by EPI by giving 3 months’ notice in case of shifting of data centre, closure of any region etc.

(iv) Payment Terms

"EPI will not make any advance payment. Payment will be made prorata on quarterly basis at the end of every quarter based on fulfillment of SLA parameters after adjustment of TDS & penalty (if any) due to non-compliance of SLA."

The billing shall be centralized and the payment for all location will be released from Deptt. of IT, EPI Corporate Office New Delhi.

(v) Clause 72.1 of GCC stand modified as under compensation for delay.

"If the contractor fails to maintain the required progress of work which results in delay in the completion of the work and start of managed MPLS-VPN and Internet Leased Line (ILL) services for entire network, he shall, without prejudice to any other right or remedy available under the law to EPI on account of such breach, pay as agreed compensation for delay at the rate of 1%of total annual recurring charges per week of delay or part thereof subject to maximum 10% of total annual recurring charges. The amount of compensation may be adjusted or set-off against any sum payable to the Contractor under this or any other contract with EPI even after completion of the work.

(vi) Jurisdiction

All actions at law or suits arising out of or in connection with this contract or the subject matter thereof will be instituted in the Delhi court alone.

(vii) Clause 76.1(Arbitration) of GCC stands deleted.

9. All other terms and conditions are as per GPC & GCC of EPI. Bidders are requested to see GPC and GCC of EPI before submission of bids-Download from EPI website under option Menu Tender.
10. Instructions to Bidders

10 a). Introduction

i. Sealed tenders in the prescribed form are invited by Engineering Projects (India) Limited, New Delhi as per details given below.

The tender is for 'Implementation of Managed Services of MPLS VPN (WAN) at 6 Locations of EPI (Data Centre-Faridabad, CO-New Delhi, ERO-Kolkata, NERO-Guwahati, SRO-Chennai, and WRO-Mumbai) and Implementation of Managed Services of Internet Leased Line at 5 Locations of EPI (CO-New Delhi, ERO-Kolkata, NERO-Guwahati, SRO-Chennai, and WRO-Mumbai)' as described in Notice Inviting Tender. The bidder is required to sign each page of 'Tender Documents' and return the complete 'Tender Documents' duly signed and stamped on each page.

ii. Tenders complete in all respects must be received at the address given in the 'Data sheet' not later than the time and date indicated therein. Tenders shall be submitted in sealed envelope marked “Implementation of Managed Services of MPLS VPN (WAN) at 6 Locations of EPI (Data Centre-Faridabad, CO-New Delhi, ERO-Kolkata, NERO-Guwahati, SRO-Chennai, and WRO-Mumbai) and Implementation of Managed Services of Internet Leased Line at 5 Locations of EPI (CO-New Delhi, ERO-Kolkata, NERO-Guwahati, SRO-Chennai, and WRO-Mumbai)” at the following address:

Group General Manager (Contracts),
Engineering Projects (India) Ltd,
3rd floor, Core 3, Scope Complex,
Lodhi Road, New Delhi – 110003,
Ph: 011- 24361666, 011- 24361804
Fax: 011- 24363426
E-mail: contracts@epi.gov.in

10 b). The bidder is required to submit their offer in 2 separate sealed and super scribed envelopes indicating the following:-

1st Envelope (Techno-Commercial Bid)

(i) The bidders are requested to furnish the documents required for pre-qualification in this envelope. In this envelope the bidder should also keep the EMD, Tender Document fee, complete 'Tender Documents' along with supporting documents un-priced copy of price bid duly signed and stamped on each page as a token of their acceptance of all terms & conditions and confirmation of having quoted for all items in the tender, deviation sheet and super scribe the envelope with “Techno-Commercial Bid”.

(ii) A brief description of the bidder's firm and an outline of recent experience on assignments/projects.

(iii) All supporting documents related to qualification criteria.
(iv) Unpriced Price-Bid as given in Annexure II (A&B) along with detailed BOM, Specification and licensing policy.
(v) Vendor General Information, Abstract of Terms and Conditions, Relevant experience, Network solution proposed, Deviation from Technical Specification (if any), Deviation from Commercial Terms & Conditions (if any), Maintenance and support details (5 years from the date of Installation).

The technical proposal, inter alia, would check

- Overall completeness and compliance with the bid requirements,
- The technical merits of solution, Pre-qualification criteria, Service methodology, Customer Satisfaction Report, deviation from the specified bid requirements and suitability of the technical features offered, quality, function and operation included in the bid.

2nd Envelope (Price Bid)

i. The form of Price Bid duly filled in with the rates both in words and figures in the same form as issued to bidders should be submitted in this envelope, with superscription “Price Bid”. No terms and conditions or deviations if any or any other thing should be kept in this envelope. The Bidders should quote the price of their services in Indian Rupees only and payment shall be made in Indian Rupees only and all statutory deductions shall be made by EPI as per rates prevalent on the date of payment.

ii. If there is a discrepancy between words and figures, the amount in words will prevail. If a bidder does not accept the correction of errors, its proposal will be rejected and its bid security may be forfeited.

10 c). Other instruction to bidders

i. EPI reserves the right to postpone the tender submission date and issue required amendment, if any. Selected bidders may be called for discussions/ clarifications/ presentation after the tenders have been scrutinized.

ii. No deviation shall be allowed from the terms and conditions stipulated in the 'Tender Documents' and tender containing deviations are liable to be rejected. If any Deviation is inescapable, the same must be specified in a separate 'Deviation Sheet' and kept in 1st envelope along with techno-commercial bid, otherwise, the bidder shall be deemed to have accepted all conditions specified in these 'Tender Documents'. EPI does not bind itself to accept any or all deviations. EPI reserves its right to reject such tenders without any further correspondence with the bidder and their price bid shall not be opened.

iii. The tender shall remain open for acceptance for a period of 90 days from the last date of receiving the tender by EPI. If any bidder withdraws his tender before the said period or makes any modifications in the terms and conditions of the tender
which are not acceptable, Engineering Projects (India) Limited without prejudice to any other right or remedy shall be at liberty to forfeit the Earnest Money deposited.

iv. Bidders are requested to send their queries regarding ‘Tender Documents’ if any in writing by post or fax or email latest by 19.06.2015 and to the address specified in the Data sheet.

v. These ‘Instructions to bidders’ shall form part of the ‘Tender documents’.

vi. Submission of a tender by the bidder implies that he has read the complete contract documents and has made himself aware of the scope, terms & condition and specifications of the work to be done. No claim of tenders whatsoever, within the purview of this clause, shall be entertained at any stage.

vii. EPI takes no responsibility for tenders lost/delayed in postal transit and therefore, bidders should lodge their tenders sufficiently in advance.

viii. EPI reserves the right to reject any or all tenders or annul this process at any stage and also the right to place orders for full or part work without assigning any reasons thereof. The bidder shall have no claim on EPI on this account whatsoever.

ix. In the event of award of work, the successful bidder must furnish the Security Deposit cum performance bank guarantee equivalent to 10% of Total annual charges, valid for 6 months beyond the expiry of the Contract period.

x. EMD of the successful bidder shall be returned on receipt of Security Deposit cum performance bank guarantee after receiving the request letter for the same.

xi. The successful bidder, on award of the work shall not sublet the whole or part of the work without the written permission of EPI.

xii. The words Bidder/Successful Bidder/Contractor/ISP are synonymous.

xiii. EPI reserves the right to split the order.

xiv. The order shall be governed by the Indian laws for the time in force.

xv. Jurisdiction – All disputes shall be subject to Delhi Courts only.

xvi. Tenderer shall clearly certify that the items quoted strictly conform to the specifications, Deviations if any, should be clearly indicated on a separate deviation sheet.

xvii. Prices shall be firm for a period of five years. No escalation shall be payable on any account whatsoever for this period of five years.
10 d). Preparation of Proposal

i) Site Visit

Bidders should contact the EPI's representative for their visit, if required to do the feasibility study. All costs related to the visits shall be borne by the interested bidder.

ii) Cost incidental to preparation of Proposal

Bidders shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. EPI is not bound to accept any proposal, and reserves the right to annul/reject/modify the selection process at any time prior to Contract award, without assigning any reason.

11. The Tenders must be received in the office of EPI not later than the specified date and time. Tenders received after the due date and time or those which are incomplete are liable to be rejected. It is the bidder’s responsibility to submit the completed tender document taking into account all addenda/corrigenda issued.

12. Material deficiencies in providing the information requested may result in rejection of a Proposal

13. The Corrigendum or addendum, extension, cancellation of this NIT, if any, shall be hosted on the EPI’s website www.epi.gov.in /CPP portal www.eprocure.gov.in/. The bidders are required to check EPI’s website /CPP portal regularly for this purpose, to take into account before submission of tender. All Corrigendum and Addendum are to be submitted duly signed & stamped. All bidders are advised to check especially EPI website http://www.epi.gov.in/ regularly.

14. Interested bidders may download the tender document from EPI’s website http://www.epi.gov.in and CPP Portal http://www.eprocure.gov.in/. The tender fees Rs. 2000/- (Rupees Two thousand only) (Non refundable) shall be submitted by the bidder along with their technical bid in Envelope -1.

15. The Tender Fees of Rs. 2000/- (Rupees Two thousand only) (Non refundable) should be in the form of crossed demand draft from any nationalized/scheduled Bank in favor of ‘Engineering Projects (India) Ltd’, payable at New Delhi.
## ABBREVIATIONS

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>BOM</td>
<td>Bill of Material</td>
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<tr>
<td>CPE</td>
<td>Customer Premises Equipment</td>
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<tr>
<td>DC</td>
<td>Data Centre</td>
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<tr>
<td>DR</td>
<td>Data Recovery</td>
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<tr>
<td>EMD</td>
<td>Earnest Money Deposit i.e Bid Security</td>
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<td>EPI</td>
<td>Engineering Projects (India) Ltd</td>
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<tr>
<td>ERP</td>
<td>Enterprise Resource Planning</td>
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<tr>
<td>GPC</td>
<td>General Purchase Conditions</td>
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<tr>
<td>GCC</td>
<td>General Contract Conditions</td>
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<tr>
<td>LOA</td>
<td>Letter of Award</td>
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<td>LOI</td>
<td>Letter of Intent</td>
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<tr>
<td>LAN</td>
<td>Local Area Network</td>
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<tr>
<td>MPLS</td>
<td>Multiprotocol Label Switching</td>
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<tr>
<td>NIT</td>
<td>Notice Inviting Tender</td>
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<td>OEM</td>
<td>Original Equipment Manufacturer</td>
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<td>PSU</td>
<td>Public Sector Undertaking</td>
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<td>SAN</td>
<td>Storage Area Network</td>
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<td>SLA</td>
<td>Service Level Agreement</td>
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<td>VPN</td>
<td>Virtual Private Network</td>
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<tr>
<td>WAN</td>
<td>Wide Area Network</td>
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**Group General Manager (Contracts)**