

**Tender Document for Provisioning of 10 MBPS Internet Lease Line with  
10 Static IP's through Internet Service Provider at Hospitals of Shri  
Saibaba Sansthan Trust, Shirdi.**



**Issued By:**

**Chief Executive Officer,  
SHRI SAIBABA SANSTHAN TRUST**

**Shirdi, Tal- Rahata, Dist-Ahmednagar.**

**Phone No. (02423) – 258667 / 68**

**Website: - [www.sai.org.in](http://www.sai.org.in)**

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## 1 ABBREVIATIONS

SSST	Shri Saibaba Sansthan Trust, Shirdi
EDP	Electronic Data Process
MBPS	Mega Bite Per Second
IP	Internet Protocol
HMIS	Hospital Management Information System
PACS	Pictures Archiving and Communication System
Hospitals	Shri Saibaba (Multispecialty) & Shri Sainath (Charity) Hospital
ISP	Internet Service Provider
EMD	Earnest Money Deposite
GST	Goods Service Tax
PAN	Permanent Account Number
BOQ	Bill of Quantity
PO	Purchase Order
OFC	Optical Fiber Cable
FMS	Facility Management Services

## **2 INVITATION OF TENDER**

- 2.1** Shri Saibaba Sansthan Trust, Shirdi (hereinafter referred to as SSST) invites tender offers from eligible, reputed Internet Service Providers to enter into a contract for Supply, Installation, Integration & Commissioning of 10 MBPS (1:1) Internet lease line with 10 Static IP's to be provisioned at Shri Saibaba Hospital of Shri Saibaba Sansthan Trust, Shirdi as per Terms and Conditions of the tender document. This link will be used as Primary/Secondary link to operate Maharashtra Government Schemes like - Mahatma Jyotiba Phule Jan Arogya Yojana, Online filling of Birth and Death Registration of Patients, Charity related work, web based HMIS software and also used for Hospital related work of Shri Saibaba and Shri Sainath Hospital of Sansthan. The duration of the contract will be of Three years.

## **3 INTRODUCTION**

- 3.1** Shri Saibaba Sansthan Trust, Shirdi, is the Governing and Administrative body of Shri Saibaba's Samadhi Temple and all others temples in these premises, and devoted towards development of Shirdi village.
- 3.2** Shri Saibaba Sansthan wants to implement the best I.T. systems to improve efficiency and effectiveness of management and increase the services to Patients with more facilitation.
- 3.3** Sansthan Hospital has planned to implement HMIS Project which will include department wise application modules, PACS etc. Sansthan Hospital provides Online Services for its Patients which include Mahatma Jyotiba Phule Jan Arogya Yojana, Birth and Death Registration of Patients, Charity related work and Web Based HIS Software etc. This itself implies the importance of the internet link.

## **4 BID DOCUMENT NOTICE**

- 4.1** This bid Document is being Released By EDP Department Shri Saibaba Hospitals, and Published by the Chief Executive Officer, Shri Saibaba Sansthan Trust, Shirdi for the Project "Supply, Installation, integration & Commissioning of 10 MBPS (1:1) Internet lease line with 10 Static IP's for Three year to be provisioned at Shri Saibaba Hospital of Shri Saibaba Sansthan Trust, Shirdi."
- 4.2** Bidder agencies are advised to study this bid document carefully before submitting their bids in response to the Bid Notice. Submission of a bid in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- 4.3** Bidders should submit two cover (Technical and financial) e-tenders online on the website <http://www.mahatenders.gov.in>. The bids for each part will be evaluated separately online only.

**This bid document is not transferable.**

## 5 PRE-QUALIFYING DOCUMENT

### 5.1 Pre-Qualifying Document shall consist of following:-

Sr. No.	Qualification Criteria	Documentary Evidence
1.	Valid Certificate of Registration of firm/company.	Copy of Valid Certificate./ Shop Act License.
2.	Document showing a valid ISP License No. (with date) and Category-A or Category-B ISP along with a copy of the License agreement for the provision of Internet Service issued by Government of India to be enclosed.	Copy of Valid Certificate.
3.	The bidder should be a company registered under Indian Companies Act, 1956 OR a Partnership Firm registered under Indian Partnership Act, 1932.	Copy of Certificate of Registration/Incorporation.
4.	Bidder should have valid Income Tax returns for the last three assessment years (i.e. 2015-16, 2016-17, 2017-18).	Provide documentary proof of Income Tax returns for the last three assessment years.
5.	Bidder should have valid documentary proof of GST Registration.	Copy of GST Registration Certificate/Number.
6.	Bidder should have valid documentary proof of PAN Registration.	Copy of PAN Registration Certificate/Number.
7.	Bidders should not have been blacklisted by any Government / Private Organization.	Self-Declaration Document on Rs. 100 Stamp Paper.
8.	The bidder should submit the information of Point of Contact Person on their Letter Head.	Relevant document as per Format of "Annexure – A".

## 6 TENDERING PROCEDURE

**6.1** Online tenders are invited from eligible, reputed Internet Service Providers to Supply, Installation, integration & Commissioning of 10 MBPS (1:1) Internet lease line with 10 static IP's for Three year to be provisioned at Shri Saibaba Hospital of Shri Saibaba Sansthan Trust, Shirdi. The tender will be received in the form of e-tenders. The tender document will be available from Dt. 19/12 /2018 to Dt. 03/01/2019 up to 5.00 pm. on <http://www.mahatenders.gov.in> for downloading. The tender has view access/weblink only on the website of SSST. i.e. [www.sai.org.in](http://www.sai.org.in) under Tender Menu.

## 7 INSTRUCTION TO BIDDERS

**7.1** Bidders are advised to study all instructions, forms, terms, requirements and other information in the bid document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications. The response to this bid should be full and complete in all respects. Failure to furnish all/any information required by the bid document or submission of a bid may result in rejection of its bid.

**7.2** The Bidder is responsible for all costs incurred in connection with participation in this process. Costs incurred in the conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of bid, in providing any additional information required by SSST to facilitate the evaluation process, and

in negotiating a definitive Contract or all such activities related to the bid process. SSST will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

## 8 LANGUAGE OF BIDS

- 8.1 The bids and all correspondence and documents relating to the bids exchanged between the Vendor and the SSST, shall be written in the English language, provided that any printed literature furnished by the Vendor/bidder may be in any another language as long as the same is accompanied by an English translation in which case, for purposes of interpretation of the Bid, the English translation shall govern.

## 9 PROJECT SCHEDULE

Sr. No.	Title	Particulars
1.	Online Tender Publish Date	Dt. 19/12/2018 Time- 10:00 am
2.	Online Documents Download/Sales Start Date	Dt. 19/12/2018 Time- 10:00 am
3.	Online Documents Download/Sales Close Date	Dt. 03/01/2019 Time- 05:00 pm
4.	Online Bid Submission Start Date	Dt. 26/12/2018 Time- 12:00 pm
5.	Online Bid Submission Close Date	Dt. 03/01/2019 Time- 05:00 pm
6.	Pre-Bid Meeting Date & Time	Dt. 24/12/2018 Time- 11:00 am
7.	Online Technical Bid Opening Date	Dt. 05/01/2019 Time- 11:00 am

## 10 COST DETAILS

Sr. No.	Item	Cost
1.	Tender Form Fee (Non Refundable)	Rs. 2,200/- Online Only
2.	EMD - Earnest Money Deposit	Rs. 11,000 /- Online Only
3.	Details Online	<a href="http://www.mahatenders.gov.in">www.mahatenders.gov.in</a>

## 11 PRE-BID TENDER MEETING

- 11.1 Pre-bid meeting will be held on Dt. 24/12/2018 @ 11:00 am.
- 11.2 Venue –Shri Saibaba Sansthan Trust, Shirdi.
- 11.3 Interested bidders would attend the meeting personally in Shirdi for their queries.
- 11.4 SSST will host a Pre-bid Meeting for queries (if any) by the prospective bidders. The representatives of the bidders may attend the pre-bid meeting at their own cost. The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their doubts / seek clarification or additional information, necessary for them to submit their bid.
- 11.5 All enquiries from the bidders relating to this bid must be submitted to the designated contact person of the EDP Department. The queries should necessarily be submitted in the following format as a Microsoft Word/Spreadsheet document.

Sr. No.	Page No.	Clause	Clause Sr. No.	Content of RFP requiring clarification	Clarification Required

- 11.6 Deadline for Submission of Pre-Bid Meeting Queries - Dt. 24/12/2018 till 05:00 pm.

It should be submitted by hand or by E-mail on following mail ID.  
**[hospital.edp@sai.org.in](mailto:hospital.edp@sai.org.in)**

- 11.7 After deadline submitted queries will not consider.
- 11.8 Authorization letter on the letterhead or e-mail of the Bidder in the name of the person attending the pre-bid meeting needs to be submitted during or before the pre-bid meeting. Queries submitted post specified deadline or which do not adhere to the specified format may not be responded. All the responses to the queries (clarifications / corrigendum) shall be made available on the Government e-Tender website [www.mahatenders.gov.in](http://www.mahatenders.gov.in)
- 11.9 The intending bidders are requested to make it convenient to attend the pre bid meeting and also visit the site so that there be no communication gap and they are aware of the requirements of SSST.

## **12 TECHNICAL BID**

- 12.1 Technical bid will be held on Dt. 05/01/2019 @ 11:00 am.
- 12.2 Venue –Shri Saibaba Sansthan Trust, Shirdi.
- 12.3 Technical bid must be submitted / uploaded online on [www.mahatenders.gov.in](http://www.mahatenders.gov.in) before the scheduled date and time.

(NOTE: - Technical Bid must be submitted online only)

### **12.4 Opening of Technical Bid**

- 12.4.1 SSST shall open the Technical Bids in the presence of Bidders designated representatives.
- 12.4.2 Only bids that are opened and read out at the opening of Technical bid and are accompanied of all prequalifying documents and EMD & Tender Fee shall be considered further.
- 12.4.3 All the bids shall be opened one at a time, reading out the name of the Bidder, the presence of prequalifying documents and EMD & Tender Fee, and any other details as SSST may consider appropriate.
- 12.4.4 SSST shall prepare a record of the Technical bid opening that shall include, at a minimum: the name of the Bidder and the presence or absence of prequalifying documents, EMD & Tender Fee. The Bidders' representatives who are present shall be requested to sign the attendance sheet.
- 12.4.5 Once the Technical bids are opened each bid will be checked for pre-qualification criteria.

## **13 COMMERCIAL BID**

- 13.1 The Bidder should quote his offer online in BOQ provided.
- 13.2 Rates should include all the applicable Taxes & Levies for Three years.

(NOTE: - Commercial Bid must be submitted online only)

### **13.3 Opening of Commercial Bid**

- 13.3.1 The Commercial bids of Vendors, whose Technical Bids qualify, will be opened by SSST.
- 13.3.2 SSST shall simultaneously notify date, time and location of opening the Commercial Bid to bidders who have cleared the technical evaluation.
- 13.3.3 SSST shall prepare a record of the Commercial bid opening that shall include, at a minimum: the name of the Bidder.
- 13.3.4 The Bidder's representatives who are present shall be requested to sign the attendance sheet.
- 13.3.5 Commercial Bids from bidders who have failed to qualify in evaluation of the technical bid will not be opened.
- 13.3.6 Only bids that are opened and read out at the bid opening shall be considered further.



13.3.7 Only L1 Bidder shall Awarded the PO

#### **14 EARNEST MONEY DEPOSIT (EMD) and TENDER FEES**

- 14.1** Only online of Earnest Money Deposit (EMD) Rs.11,000/- (Rs. Eleven Thousand only) and Tender Fee of Rs.2,200/- (Rs. Two Thousand Two Hundred only) will be consider.
- 14.2** No interest shall be paid by SSST towards the deposited EMD.
- 14.3** Offers without Earnest Money Deposit (EMD) & Tender Fee will be rejected.
- 14.4** The earnest money of unsuccessful bidders will be returned on finalization of the tender. The Earnest Money Deposit of successful bidder will be returned on receipt of security deposit/performance bond.
- 14.5** Bidders shall submit, along with their Bids, EMD amount, and it shall be paid in Online only.
- 14.6** The bidders shall pay the EMD and Tender Fees through online on [www.mahatenders.gov.in](http://www.mahatenders.gov.in) website while 'Online Bid Submission' on specified date.
- 14.7** Only Online submission will be considered. Manually submission of the tender document will not be considered.
- 14.8** In case a bid is submitted without the EMD & Tender Fee as mentioned above then SSST reserves the right to reject the bid without providing opportunity for any further correspondence to the Bidder concerned.
- 14.9** EMD + Security deposit of 5% of the total cost of the project will be recovered from the first bill paid to the successful bidder.
- 14.10** The EMD may be forfeited in any of the following cases:
- 14.11** If a Bidder withdraws its bid or increases its quoted prices during the period of bid validity or its extended period, if any
- 14.12** In the case of a successful Bidder, if the Bidder fails to sign the Contract within specified time.
- 14.13** During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- 14.14** During the bid process, if any information is found wrong / manipulated / hidden in the bid.
- 14.15** The decision of SSST regarding forfeiture of the EMD and rejection of bid shall be final and shall not be called upon question under any circumstances.

#### **15 FORMAT OF PRICE CHART**

Nos.	Item description	Quantity	Total Price with all Taxes
1	Supply, Installation, integration & Commissioning of 10 MBPS (1:1) Internet lease line with 10 Static IP's for Three year	1	BOQ will be consider Online only on the website <a href="http://www.mahatenders.gov.in">www.mahatenders.gov.in</a>
Total Cost :			BOQ will be consider Online only on the website <a href="http://www.mahatenders.gov.in">www.mahatenders.gov.in</a>

#### **Contact Information**

**E-mail:** [hospital.edp@sai.org.in](mailto:hospital.edp@sai.org.in)

**Phone No:** 02423-258668 / 67

#### **16 REJECTION OF BIDS**

- 16.1** Canvassing by the bidders in any form, unsolicited letters and post tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected by SSST, Shirdi, SSST reserves the right to reject any or all of the bids

without assigning any reason thereof.

#### **17 INDEMNITY**

**17.1** The successful bidder shall at all times indemnify SSST towards any loss/damage caused or any claim raised against SSST by any party/third party consequent to the contract to 10 mbps Premium Uncompressed Internet lease line (1:1 Ratio, Full Duplex), for a period of Three Year. The successful bidder shall be liable, in accordance with the Indian Laws and Regulations for any accident or damage incurred or claims rise against SSST during the period of supply and installation of the 10 mbps Internet lease line. The successful bidder shall also provide all insurance including third party insurance as may be necessary to cover the risk. No extra payment would be made to the successful bidder on this account.

#### **18 ARBITRATION**

**18.1** All the disputes and differences arising out or in any way touching or concerning the bid shall be referred to the sole arbitrator appointed by the Chief Executive Officer, Shri Saibaba Sansthan Trust, Shirdi. Awards of such arbitration shall be final and binding on the parties of the agreement. No party will have any objection if the person so appointed is or was in the employment of the SSST and as an employee of the Shri Saibaba Sansthan Trust, Shirdi had during the course of his duties expressed views on all or any of the matters of difference or dispute. The award of such arbitration shall be final and binding on both the parties. The arbitration proceedings shall be held in Shirdi.

#### **19 PENALTY CLAUSE**

Sr. No.	Downtime	Penalty
01	2 hrs to 10 hrs of downtime cumulative per quarter.	1% of the annual charge as penalty
02	10 hrs to 24 hrs of downtime cumulative per quarter	3% of the annual charge as a penalty
03	More than 24 hrs of downtime Cumulative per quarter	SSST may process Revocation of contract & forfeiture of Security Deposit

**19.1** The total uptime calculations based on total Uptime Minutes Minus Downtime Minutes.

#### **20 RIGHT TO TERMINATE THE PROCESS**

**20.1** SSST may terminate the bid process at any time and without assigning any reason. SSST makes no commitments, express or implied, that this process will result in a business transaction with anyone.

**20.2** This bid document does not constitute an offer by SSST. The Bidder's participation in this process may result in SSST selecting the Bidder to engage in further discussions and negotiations towards execution of a contract. The commencement of such negotiations does not, however, signify a commitment by SSST to execute a contract or to continue negotiations. SSST may terminate negotiations at any time without assigning any reason.

## **21 SUBMISSION OF BIDS**

- 21.1** Complete bidding process will be online. All the notification and details related to this bid notice hereafter will be published online on web site [www.mahatenders.gov.in](http://www.mahatenders.gov.in) and viewable access/weblink can be have on SSST's official website – [www.sai.org.in](http://www.sai.org.in)
- 21.2** Bidding documents can be seen, downloaded and submitted in electronic format on the Government website [www.mahatenders.gov.in](http://www.mahatenders.gov.in) The deadline for submission of bid is specified in a section of Project Schedule of this document.
- 21.3** Online Bids must be accompanied with scanned copies of Pre-Qualifying Documents, the EMD & Tender Fee.
- 21.4** Bid shall be treated as invalid if scanned copies are not submitted online along with the bid.
- 21.5** The Physical form of the Demand Draft submitted will be rejected. Only EMD and Tender fee online will be accepted.
- 21.6** Technical bids will be opened online on [www.mahatenders.gov.in](http://www.mahatenders.gov.in) website. The details pertaining to time, date and place can be found in section Project Schedule of this document.
- 21.7** Bidder may be requested to submit original documents for verification during evaluation of technical bids as and when required.
- 21.8** Time and date of opening of Commercial bid will be informed by email to technically qualified bidders.
- 21.9** The SSST reserves the right to accept/reject any deviation in the Bid by Vendor.
- 21.10** The submitted Bid will not be returned to the Vendor after the whatsoever decision is made.
- 21.11** The Bid terms and conditions must be clearly typed or legibly written and have the full name and address of the Vendor. Each and every page shall have the signature and seal of the authorized representative of Vendor.
- 21.12** A copy of GST registration certificate duly attested.
- 21.13** Last date and time for online Bid submission is Dt.03/01/2019 upto 5:00 PM @ website: [www.mahatenders.gov.in](http://www.mahatenders.gov.in)
- 21.14** All responses that are received after the due date/time will be treated as invalid and would not be accepted.
- 21.15** Technical Bid Should be submitted online on website [www.mahatenders.gov.in](http://www.mahatenders.gov.in) Online Document will be considered only.
- 21.16** Financial Bid must be submitted online only on website [www.mahatenders.gov.in](http://www.mahatenders.gov.in)

## **22 LATE BIDS**

- 22.1** Any Bid received after the Bid due date and time prescribed in the Bid Document shall be rejected.
- 22.2** Telegraphic/fax/E-mail offers whether sent directly will not be considered and shall be rejected.

## **23 FORCE D' MAJORE**

- 23.1** The Vendor shall not be liable for forfeiture of its performance security, liquidated damage or termination for default; if and to the extent that it's delays in performance or other failure to perform its obligations under the Agreement is the result of an event of Force D' Majeure. For the purpose of this clause "Force D' Majeure" means an event beyond the control of the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events shall mean and limited to, war or revolution, riot, earthquake, fires, floods, epidemic, quarantine restrictions, freight

embargo and terrorist attack, strike or lock-out (only those exceeding 10 continuous days) If a "Force D' Majeure" situation arises, the Vendor shall promptly notify SSST in writing of such condition and the clause thereof Vendor shall notify SSST by registered letter duly certified by Local Chamber of Commerce of Statuary Authorities, the beginning and end of the above causes of delay within 7 (seven) days for occurrence and cessation of such conditions, in the event of delay lasting over one month, if arising of causes of Force D' majeure, SSST reserves the right to cancel the order and the provisions/articles governing termination of order shall apply. Unless otherwise directed by the SSST in writing the Vendor shall continue to perform their obligations under the Agreement as far as reasonably practical, and shall adopt all reasonable alternative means for performance not prevented by "Force D' Majeure" clause. For delays arising out of Force D' majeure, the Vendor shall not claim extension in completion date for a period exceeding the period of delay attributable to the causes of force D' majeure and neither SSST nor the seller shall be liable to pay extra costs provided it is mutually established that Force D' majeure conditions did actually exist.

## **24 PAYMENT TERMS**

### **24.1 The SSST proposes the following payment terms:**

- 24.1.1 After successful installation and implementation of 10 mbps Premium Uncompressed Internet lease line (1:1 Ratio, Full Duplex) with 10 Static IP's Quarterly payment system will start.
- 24.1.2 Quarterly payment will be start after date of successful installation and implementation of 10 mbps Premium Uncompressed Internet lease line (1:1 Ratio, Full Duplex) with 10 Static IP's.
- 24.1.3 Quarterly payment will be made after satisfactory completion of every quarter and against submission of invoice.
- 24.1.4 The payment will be done within three years on quarterly basis.
- 24.1.5 Hardware Charges: Any Hardware if required for commissioning of this link will be provided and maintained by the bidder at its own cost.

### **24.2 Other Information related to Payment Terms:**

- 24.2.1 The currency of payments shall be Indian Rupees. The prices quoted by the Vendor shall be in Indian rupees, firm and not subject to any escalation if the order is placed within the validity period (No request for enhancement of rates will be entertained in the interim period of three years on any pretext)
- 24.2.2 Arithmetical errors will be rectified on the following basis:
- 24.2.3 If there is discrepancy between words and figures, the lower of the two shall be treated as final. If the Vendor does not accept this procedure, the Bid will be rejected
- 24.2.4 The Vendor will submit its quotations after carefully examining the documents/conditions.
- 24.2.5 The Vendor must obtain for itself on its own responsibility and at its own expenses all the information necessary to enable it to prepare a proper quotation, and submission of the same.
- 24.2.6 Any other Tax / Levies such as Sales Tax / Octroi / Entry Tax/ Trade Tax/ Service Tax, VAT, GST etc. which may be applicable and payable on actual basis wherever applicable at the place of delivery should be included in the financial Bid.
- 24.2.7 For indigenous goods the price should be on FOR SSST, Shirdi basis inclusive of all levies and duties wherever applicable which should be indicated clearly as specified

in proforma.

## **25 UPTIME OBLIGATIONS**

- 25.1** The Tenderer will maintain the Equipment & Services for efficient running at all times during the contract period. However, average uptime during a quarter should not be less than 99.5%.
- 25.2** The total uptime calculations are based on total year uptime minus downtime minutes.

## **26 RESPONSIBILITIES UNDER THE CONTRACT**

- 26.1** The short-listed ISP would be responsible for the following during the period of contract:
- 26.1.1** Provision of Internet Bandwidth connectivity at Shri Saibaba Sansthan Trust, Shirdi.
- 26.1.2** All repairs and maintenance of the equipment installed for the provisioning of services.
- 26.1.3** Demonstration of the uplink and downlink from your gateway located to the department as and when required.
- 26.1.4** The Internet Bandwidth should be on 1:1 full duplex basis, with an uptime of 99.5%. Uptime availability will be calculated on a quarterly basis.

## **27 DISPUTE RESOLUTION**

- 27.1** In case any dispute arises between the parties, the jurisdiction shall vest at Rahata/ Kopergaon/ High Court Bombay, Bench at Aurangabad, Aurangabad Courts only, No other court will have Jurisdiction over the matters.

## **28 STAMP DUTY**

- 28.1** The stamp duty if applicable will be borne by the Vendor.

## **29 WARRANTY / GUARANTEE**

- 29.1** The Vendor shall be responsible for the Operation and maintenance (O&M) support of the entire system during the contract period for 3 Years.
- 29.2** The Vendor will provide on-site post implementation support.
- 29.3** On stabilization of all the hardware solution for the both Hospitals, the Vendor must provide Post Implementation Support (including warranty) till the end of contractual period.
- 29.4** The Vendor shall also deploy IT handholding team at the Hospital to provide handholding support to the users.
- 29.5** The Vendor should provide a centralized Helpdesk and Incident Management Support from Department of EDP of the Hospital, till the end of contractual period.

## **30 MAINTENANCE & SUPPORT SERVICE / FMS**

- 30.1** The Tenderer will maintain the Equipment & Services for efficient running at all times during the contract period. However, average uptime during a quarter should not be less than 99.5%.
- 30.2** The total uptime calculations are based on total year uptime minus downtime minutes.

## **31 ACCEPTANCE OF TENDER**

- 31.1** If the bidder complies with all the documents mentioned in the "Point no. 4", only then he becomes eligible for the commercial bid opening. Incomplete technical bids

will be rejected & their commercial bids will not be opened.

### **32 TERMS AND CONDITIONS OF THE TENDER**

- 32.1** Tenderer should be a Category Class A / Class B Internet Service Providers as certified by TRAI. The tenderer company must have requisite infrastructure and resources to successfully execute the order/ project and provide services in Shri Saibaba Sansthan Trust, Shirdi and should have a valid ISP license from Government of India.
- 32.2** The ISP must have adequate support facility to provide 24 x 7 supports.
- 32.3** The ISP should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.
- 32.4** The ISP should assign a single point of contact to Shri Saibaba Sansthan for call logging and status update.
- 32.5** The ISP should have well defined capabilities and procedures to track call resolution progress status and provide the updates to the customer.
- 32.6** In addition, ISP should have well defined management and technical escalation procedures.
- 32.7** The tender notice shall form a part of the contract agreement.
- 32.8** ISP should share escalation matrix to co-ordinate with them for any emergency.
- 32.9** The connectivity should be on wired (OFC) network or Wireless Network of a licensed basic telecom service provider to the locations as specified or required. This link should be of 6 Mbps (1:1) capacity with scope of further increasing it, if needed. It should be a premium uncompressed Internet leased line, to be terminated on Ethernet port with an uptime of 99.5%.
- 32.10** The tenderer would ensure that the local loop provisioning, if required does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. All the licensing requirements for compliance with such regulations will be responsibility of the Tenderer at his own cost.
- 32.11** A time period of 3 weeks would be given to the successful bidder to commission the lease line. The ISP would bear financial penalties @ RS. 5000/day for any delay in installation beyond this period due to any reasons or inadequate statutory approvals.
- 32.12** Right is reserved by Chief Executive Officer, SSST, Shirdi to reject any or all tenders without assigning any reason thereof.
- 32.13** Tenders who do not fulfill any conditions or are incomplete in any respect are liable to be rejected.
- 32.14** Any false or misleading representations in the submitted forms, statements and attachments submitted in proof of the qualification requirements will lead to disqualification.
- 32.15** The bidding is open to all qualified Tenderers who fully meet the above mentioned qualifying requirements.
- 32.16** The SSSTS reserves the right to carry out the capability assessment of the tenderers and the SSST's decision shall be final in this regard.
- 32.17** The bidder should have a solution for future scalability of bandwidth.
- 32.18** Last date and time for online Bid submission is Dt. 03/01/2019 upto 5:00 PM @ website: [www.mahatenders.gov.in](http://www.mahatenders.gov.in) Sealed Quotation or received after scheduled date and time will not be accepted.
- 32.19** Technical Bid should contain qualification documents
- 32.20** Shri Saibaba Sansthan Trust, Shirdi reserves the right to accept or reject any or all Applications/ Tenders and to annul the qualifications process at any time without any liability or any obligation for such acceptance, rejection or annulment without assigning any reasons.

### **33 SECURITY DEPOSIT**

- 33.1** Security Deposit will be for an amount equivalent to 5% of the total contract value.
- 33.2** Security Deposit should be submitted by the winning Bidder within 8 days from the Date of Work Order OR it will be deducted from 1st Bill of Payment. Sansthan Bank Account details are given as below:

<b>Sr. No.</b>	<b>Mode of Payment</b>	<b>Bank Details</b>
1.	Online Transaction (NEFT/RTGS) Account Details	Bank Name :- Corporation Bank Branch :- Shirdi Saving Account Name :- Executive Officer, Shri Saibaba Sansthan Trust, Shirdi Account Number – 146400101000001 IFSC Code – CORP0001464

- 33.3** No interest shall be payable on the Security Deposit.
- 33.4** All legal charges and incidental expenses in this respect shall be borne and paid by the successful Bidder.
- 33.5** Security Deposit will be returned to the Bidder after successful completion of the period.

**Annexure "A"**  
**Information of Contact Person**

Full Name of Authorized Person: –	<hr/> <hr/>
Company Name: –	<hr/> <hr/> <hr/>
Designation: –	<hr/> <hr/>
Address: –	<hr/> <hr/> <hr/> <hr/>
Email Id: –	<hr/> <hr/>
Contact No: –	<hr/>

Seal Of company

Signature Authority

**Sd-**  
**(Smt. Rubal Agarwal, I.A.S.)**  
**Chief Executive Officer,**  
**Shri Saibaba Sansthan Trust, Shirdi**