

The Executive Director, THSTI

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**Notice Inviting Tender (NIT) for
“Hiring of Internet Lease Line”**

F. No. THSTI-18025/2/2025-TECH-THSTI

Date: 07/03/2025

Tender document can be downloaded from the following websites:

www.thsti.res.in

www.eprocure.gov.in/eprocure/app

Address To:

Executive Director

BRIC-Translational Health Science and Technology Institute (THSTI) ,

Faridabad - 121001

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SECTION-I

NOTICE INVITING TENDER (NIT)

THSTI invites **online bids on two bid system** (Technical bid and Commercial bid) from eligible and experienced Internet Service Providers (ISPs) for providing the 02 GBPS Internet Lease Line (ILL) on a **1:1 unshared basis** requirements over Fiber with DDoS Detection & Mitigation Services to protect against 5 GB of DDoS data/traffic), at newly constructed Medical Research Center (MRC), 3rd Milestone, NCR Biotech Science Cluster, Faridabad Gurugram Expressway, Faridabad, Haryana, Pin Code – 121001, as Primary Internet Leased Line Connectivity.

The selected service provider must ensure seamless connectivity, required hardware, and technical support as per the scope of work.

TENDER SCHEDULE/ BID-DATA SHEET

Date of Issue/Publishing	:	10/03/2025 at 1130 Hrs.
Last Date and Time for receipt of queries	:	17/03/2025 at 1000 Hrs.
Pre Bid Meeting	:	17/03/2025 at 1100 Hrs.
Start date and time of submission of Bid	:	10/03/2025 at 1130 Hrs.
Last Date and Time for submission of Bids	:	25/03/2025 at 1130 Hrs.
Tender Fee in INR	:	Rs. 500/- +18% GST (Non Refundable) using online payment mode
Number of Covers	:	Two (Technical & Commercial)
Estimated Value of works	:	Rs. 32.45 Lakhs (approx.)
Refundable EMD (Earnest Money Deposit)	:	2% of estimated bid value i.e. Rs. 64,900/-
Performance Security	:	5% of awarded bid value
Contact detail	:	As mentioned on cover page
Bid Validity	:	180 days from the date of opening

Note: -

- (i) Bids submitted with incomplete information or information not in conformity with the Bid Documents will summarily be rejected. While submitting the Bids, the Bidders must exercise utmost care to fill up the bid in all respect as per the specified terms and conditions.
- (ii) The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the tender exercise.
- (iii) In case, the last date of receipt of tenders and / or the day of opening of tender is declared as a Public Holiday or there is non- functioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose at same time. No separate intimation will be given.

Administrative Officer (S&P)
THSTI, Faridabad

ABOUT THSTI

The **Translational Health Science and Technology Institute (THSTI)** is an autonomous institute under the **Department of Biotechnology (DBT), Ministry of Science and Technology, Government of India**. Located at the **NCR Biotech Science Cluster, Faridabad**, THSTI is dedicated to **multidisciplinary translational research** in the field of biomedical sciences.

THSTI plays a crucial role in advancing **public health innovations, vaccine development, diagnostics, therapeutics, and drug discovery** through its state-of-the-art research facilities and collaborations with national and international organizations. The institute is structured into various specialized centers, focusing on **infectious diseases, maternal and child health, metabolic disorders, and bioengineering**.

With a mission to bridge the gap between **basic science and clinical applications**.

SECTION-II

SCOPE OF WORK

Providing the 02 GBPS 1:1 Dedicated Unshared Internet Leased Bandwidth Requirements over Fiber:

S.NO.	Features	Specifications/Descriptions
1	Dedicated Symmetric Internet Bandwidth	Dedicated Symmetric Internet bandwidth by peering with local POP of bidder to the site. The bidder must guarantee availability of 1:1 bandwidth on their backbone at the site from their peering PoP gateway router.
2	Provision of Increase in Bandwidth with the offered hardware and setup	The Institutions may in further have a requirement to increase the bandwidth of the offered service. The bidder should specify the hardware and link limit upto the maximum supported bandwidth on the offered hardware/link.
3	Implementation of Software at client side.	The Bidder shall provide web access of its Performance monitoring portal.
4	Hardware for Termination	a. Router, Mux/Modem, and any other hardware required to be provided by ISP.
b. Supplied hardware should be included in the services and it will be the property of the ISP only.		
c. Maintenance of Hardware supplied by ISP will be the responsibility of ISP only		
5	Diagram and Charts	Networking diagram between client, ISP and Gateway Bar chart Indicating the proposed schedule of completion
6	Services	Internet Router port at ISP Gateway for required bandwidth
7	Configuration	Configure the Hardware (Modem/Router etc.) and software cost of this should be included in the pack
8	Installation	Installation and commissioning of the link with appropriate wiring. Cost of this should be included in the package.
9	DNS Services	The ISP should provide DNS services including reverse Lookups.
10	Static IP Addresses	the ISP must allocate at least 48 IPv4 and /64 IPv6 addresses
11	DDos Multiplier	The ISP should provide DDoS mitigation services with a minimum handling capacity of 5 Gbps or more.
12	Latency	domestic it would be @80ms and for International it shall not exceed

S.NO.	Features	Specifications/Descriptions
		from 250ms and Bidders should have their own international IP gateway.
14	The ISP must be a Category A provider with a Unified License, a minimum of two cable landing stations in India, and peering with NIXI at three locations, with relevant documentary proof submitted.	
15		Last mile connectivity should be on own Fiber only. The bid(s) of those bidder(s) who do not have adequate facilities and capabilities of their own last mile connectivity to provide comprehensive maintenance support during the contract period shall be summarily rejected. No third party arrangement for the last mile or local loop will be accepted

SECTION-III

INSTRUCTIONS TO BIDDERS

DEFINITIONS:

In this Contract, the following terms shall be interpreted as indicated below:

- a) "Vendor or Contractor or Service Provider" shall mean the successful Bidder to whom the contract has been awarded and with whom the Tendering Authority signs the contract for rendering of goods and services.
- b) "Contract" means the agreement entered into between the Tendering Authority and the Vendor, as recorded in the document signed by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein;
- c) "Bidder" means any firm having a proper legal Agreement between the parties with the lead firm taking the full responsibility of managing the project as required in the tender. The word "Bidder" when used in the pre-award period shall be synonymous with "Vendor" which shall be used after award of the contract.
- d) "The Contract Price" means the price payable/receivable to the Successful Bidder under the Contract for the full and proper performance of its contractual obligations;
- e) "The Goods" means all the all the material/ services, which the Vendor is required to supply to the Tendering Authority under the Contract;
- f) "Services" means services ancillary to the supply of the Goods, such as transportation and insurance and any other incidental services and other obligations of the Vendor covered under the Contract;
- g) "THSTI" means Translational Health Science and Technology Institute

LOCATION FOR PROVIDING INTERNET LEASED LINE

- a) Installation and Commissioning of Internet Lease Line Services including delivery of the required hardware & software will be at the MRC Building, Translational Health Science and Technology Institute, 3rd Milestone, NCR Biotech Science Cluster, Faridabad Gurugram Expressway, Faridabad, Haryana 121001 at the risk and cost of the successful bidder.

INSTALLATION REQUIREMENT

- a) The installation of the Connectivity shall be carried out in the THSTI, NCR Biotech Science Cluster.
- b) Any statutory requirement for installation and working of all equipment of the ordered Fiber Connectivity shall be responsibility of the bidder.

- c) All applicable statutory permissions from various authorities may be the sole responsibility of the bidder.

TENDER FEE AND EARNEST MONEY DEPOSIT (EMD):

Bidders should submit the applicable tender fee and EMD through online mode or in the form of DD/FDR/NEFT in the name of Translational Health Science and Technology Institute (THSTI) Payable at Faridabad.

The Technical Bid without Tender fees and EMD would be considered as UNRESPONSIVE and will not be considered for evaluation. NSIC/ MSME registered bidders must submit copy of valid NSIC / MSME Registration Certificate under relevant category for exemption of EMD/Tender Fee.

Validity of Bid:

- a) Bids shall remain valid for a period of **180 days from** the date of bid opening.
- b) Bid Evaluation Process:
- a. The Technical Bids shall be evaluated by the Tender Evaluation Committee. The Financial Bids shall be opened only for those bidders who shall be declared technically eligible after evaluation of technical bids by the Tender Evaluation Committee.

Performance Bank Guarantee

The service provider shall submit the Performance Bank Guarantees (PBG) as per **Annexure- 7**

- a) for 5% of the value of Letter of Award (LOA) on a non- judicial stamp paper of appropriate value issued by any Scheduled Bank within 15 days from the date of issue of LOA.
- b) Performance Bank Guarantees should remain valid for a period of 2 months beyond the date of completion of all contractual obligations of the agency including warranty obligations.
- c) The proceeds of the performance security shall be payable to the **Executive Director, THSTI** as compensation for any loss resulting from the agency's failure to complete its obligations under the Contract.
- d) If the successful Bidder fails to furnish a Performance Bank Guarantee, then the Earnest Money Deposit shall be liable to be forfeited by the THSTI.

Contract Period

- a) The Contract shall be initially awarded for a period of One (1) year and the same may be extended on year to year basis for a maximum period of Five (5) years based on satisfactory performance and with the same terms & conditions and price agreed at the time of LOA.

Payment:

- a) The payment shall be made on quarterly basis after certification of performance by the authorized official of THSTI

Time Schedule:

- a) Potential suppliers should provide detailed activities time schedule, which represents the shortest practical time to complete all necessary tasks and meet the obligations of the requirements which should not exceed 45 days after the placement of order and subject to the approvals by THSTI for laying of Optical Fiber cables.
- b) All significant activities must be included, including those associated with the delivery, installation and commissioning of the Internet Bandwidth.
- c) The delay in meeting the activities schedule will call for a penalty @ 1% per week subject to maximum 10% of the contract value. THSTI reserves the right to terminate the contract if delay is beyond 10 weeks.

TRAINING REQUIREMENTS

- a) Training shall consist of on-site group and individual training of all staff associated with the system.

MAINTENANCE AND SUPPORT

- a) The vendors shall furnish the details of their local centers to support and shall deploy only trained service personnel to resolve the issues which may arise. Maximum time to repair (resolve & recover) a reported break down should be Four hours. Time for this purpose shall be measured as interval between the time of reporting the problem and the time when the problem is fully solved making the faulty components/functions fully operational.
- b) Vendor and OEM support strategy should have a 24 X 7 support. Support from vendor (and OEM if applicable) should be on site whenever a faulty part is to be replaced, the replacement should be a new part with the matching OEM part number to the replaced part.
- c) THSTI shall not be responsible for damage to the systems due to external circumstances such as earthquakes, floods, fires, riots etc.
- d) Vendor shall maintain the sufficient Spares for maintaining required uptime guarantee

UPTIME GUARANTEE

THSTI expects very high availability and reliability of the ILL throughout its leasing to THSTI. The expected support SLAs during leased period are as per below:

- a) Mean Time to Resolve (MTTR): Service Levels
Last Mile Complaints: 4 clock Hrs.
Backbone/System/HW Faults: 8 clock Hrs.
- b) Link Availability: 99.5% calculated on 24x7 basis for the every month.
- c) Packet Losses: Less than 0.5% (Average over 1000 Ping) at any given point of time to any part of globe.
- d) Latency: Less than 300 ms from THSTI to ISP tier1 peering point

SPECIFICATIONS

- a) The Technical Specifications are the minimum requirements of the Purchaser. The Tenderer is at liberty to indicate higher specifications than the minimum level. The Purchaser reserves the right to place order at the higher specifications offered by the Tenderer.

NON TRANSFERABLE TENDER

- a) Neither the contract nor any rights granted under the contract may be sold, leased / sublet, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the THSTI.

PRICE/FINANCIAL BID INSTRUCTION

- a) Commercial Offer as per **Annexure 1** shall be submitted.
- b) It should give all relevant price information and should not contradict the Technical Offer in any manner.
- c) The prices quoted in the commercial bid should be without any conditions.
- d) The bidder should submit an undertaking that there are no deviations to the specifications mentioned in the tender either with the technical or commercial bids submitted.
- e) The price schedule must be filled in completely, without any error, erasures or alterations.
- f) The commercial offer shall be on a fixed price basis. No price variation should be asked for relating to increase in dollar price variation. Taxes will be additional as applicable at the time of billing.
- g) Prices quoted will be firm for the entire period of Contract. All prices to be quoted in Indian

Rupees, exclusive of all applicable taxes and GST. Taxes and GST will be additional as applicable at the time of billing.

- h) It is the responsibility of the Vendor to clearly identify all costs associated with any item or series of items in this BID.
- i) The Vendor must include and complete all parts of the cost Proposal in a clear and accurate manner. Omissions, errors, misrepresentations, or inadequate details in the Vendor's cost proposal will be considered as valid ground for rejection of the Vendor's proposal. Costs that are not clearly identified will be borne by the Vendor.

COMPLETENESS OF TENDER OFFER

The Tenderer is expected to examine all instructions, forms, terms, conditions and specifications in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender offer not substantially responsive in every respect to the tender documents will be at the Tenderer's risk and may result in rejection of its tender offer. The tender offer is liable to be rejected outright without any intimation to the Tenderer if complete information as called for in the tender document is not given therein, or if particulars asked for in the Forms / Performa in the tender are not fully furnished.

SIGNING OF TENDERS

- a) The authorized signatory of the Tenderer shall possess Digital Signature Certificate (DSC) for submission of tender documents and MTF. The DSC holder/authorized signatory signing the tender shall state in what capacity he is/ they are, signing the tender, e.g., as sole proprietor of the firm, or as a Secretary/Manager/Director etc., of a Limited Company. In case of a Registered Partnership firm, the names of all partners shall be disclosed and the tender shall be signed by all the partners or by their duly constituted attorney, having authority to bind all the partners in all matters pertaining to the contract. The original or an attested copy, of the registered partnership deed along with duly executed Power of Attorney on a non-judicial stamp paper of appropriate value attested by a Notary (if applicable) shall be scanned and uploaded along with the tender. In case of limited company, the names of all the Directors shall be mentioned, and a copy of the Resolution passed by the Company authorizing the person signing the tender to do so on behalf of the company shall be scanned and uploaded along with a copy of the Memorandum and Articles of Association of the Company.
- b) The Digital Signature Certificate (DSC) holder signing the tender, or any documents forming part

of the tender, on behalf of another, or on behalf of a firm shall be responsible to submit a proper Power of Attorney duly executed on a non-judicial stamp paper of appropriate value attested by a Notary in his favour, stating that he has authority to bind such other person, or the firm, as the case may be, in all matters, pertaining to the Contract. If the Digital Signature Certificate (DSC) holder so signing the tender fails to upload the said Power of Attorney his tender shall be summarily rejected without prejudice to any other right of the Corporation under the law.

- c) The Power of Attorney should be signed by all the partners in the case of a partnership concern, by the proprietor in the case of proprietary concern, and by the person who by his signature can bind the company in the case of a limited company. The Power of Attorney duly signed should be scanned & uploaded.

DOCUMENTS COMPRISING THE TENDER

- a) The tender shall comprise of Part–A Technical Bid and Part-B Price/ Financial Bid and all its Annexures and all supporting documents and attachments. The Bids complete in all respect including all attachments, annexures, and supporting documents as prescribed in this Tender Document shall be uploaded by the authorized signatory as stipulated in the Tender. Hard copy of the tender documents will not be accepted.
- b) The filled and signed attachments and supporting documents are to be scanned and uploaded at the space/packet provided in the CPPP portal. The original Attachments from the successful tenderer will be collected at the time of awarding of the contract.

Technical Bid shall include the following:

- a) All supporting documents except tender document have to be scanned and uploaded in Technical Bid. Price/Financial Bid as per Part-B has to be scanned, encrypted and uploaded at the requisite places in the CPPP Portal.
- b) All the Annexures of the Tender document duly signed on each page by the Tenderer should be scanned and uploaded in the CPPP Portal.
- c) Scanned copy of instruments/Tender fees/ DD No. as evidence for payment of EMD.
- d) Self-attested Scanned copies of Authority of Authorized Signatory/ Power of Attorney/ Partnership deed/ Memorandum of Association/Articles of Association/ Authority of BOD of a Company, Experience certificates, PAN Card & GST Registration Certificate etc. as the case may be and as stipulated in the Tender document.
- e) The Digital Signature Certificate (DSC) holder signing the tender, or any documents forming part of the tender, on behalf of another, or on behalf of a firm shall be responsible to submit a proper

Power of Attorney duly executed on a non- judicial stamp paper of appropriate value attested by a Notary in his favour, stating that he has authority to bind such other person, or the firm, as the case may be, in all matters, pertaining to the Contract

- f) Tenders which do not comply with these instructions shall be summarily rejected.
- g) The Tenderer shall bear all costs associated with the preparation and submission of its tender. THSTI will in no case be responsible or liable for these costs, regardless of outcome of the Tendering process.
- h) The Tenderers shall submit the Price/Financial Bid in prescribed format clearly indicating the rates in both figures and words, in Indian Rupees (INR), duly signed by the Authorized Signatory. In the event of any difference between figures and words, the amount indicated in words shall prevail.
- i) The rates quoted by Tenderer shall be applicable & firm throughout the period of the contract.
- j) The THSTI is not responsible for non-submission of Tender within the specified date and time due to any reason.
- k) Service providers are requested to read the instructions contained therein carefully & meticulously for submission of tenders through CPPP portal.
- l) Any attempt by Tenderer to change the format of any appendix/annexure of tender document while uploading or any attempt to tinker with the software of the portal will render his bid document liable for cancellation and his subsequent blacklisting.
- m) Tender document not accompanied by all the Schedules/Annexures intact and duly filled in and signed shall be rejected.
- n) The THSTI shall not be liable for any omission, mistake or error on the part of the Tenderer in submitting the Tender.
- o) The Technical offer should include all items but not limited to asked for in scope of work.
- p) The Technical bid should be complete in all respects with all the columns filled in including "Accepted / Deviations".
- q) The Technical Specifications are the minimum requirements of the purchaser. The Tenderer is at liberty to indicate higher specifications than the minimum level EXCEPT THE BANDWIDTH. The purchaser reserves the right to place order at the higher specifications offered by the Tenderer.
- r) Filling up of the Technical Detail Form using terms such as "ok", "acceptable", "noted", "as given in brochure / manual" is not acceptable. The Purchaser may treat offers not adhering to these guidelines as unacceptable.

SECTION-IV

PRE QUALIFICATION CRITERIA

Technical specification and requirements for Internet connectivity Leased Line (1:1 uncompressed and unshared with last mile on optical fiber cable) for MRC Building of THSTI for a period of (01) one year.

S.No	Prequalification Criteria	Supporting documents	Doc. Provided (Y/N)
1.	<p>The bidder (Internet Service Provider) must hold a valid Unified License (UL) issued by the Department of Telecommunications (DoT), Government of India for Category A ISP operations.</p> <p>Alternatively, the bidder must possess a valid Category A ISP License or a Pan-India Unified Access Service License (UASL) issued by the Ministry of Communications and Information Technology, Government of India at the time of bid submission.</p>	<p>The bidder must provide documentary proof of their valid license, including a copy of the authorization certificate issued by DoT.</p>	
2.	<p>The bidder must have direct ownership and access to at least two (2) International Internet Gateways to ensure redundancy, seamless global connectivity, and optimized internet routing.</p> <p>These gateways must be connected through separate Optical Fiber Cable (OFC) routes, one via the Trans-Atlantic path and the other via the Trans-Pacific path.</p> <p>The ISP must provide details of the international peering agreements and network architecture demonstrating the use of multiple undersea cable routes to prevent a single point of failure.</p>	<p>The ISP must submit supporting documents verifying its international gateway infrastructure and peering arrangements with global Tier-1 ISPs.</p>	
3.	<p>The bidder must have a dedicated and fully operational Network Operations Center (NOC) within India, ensuring 24x7 network monitoring, fault detection, and issue resolution.</p> <p>The NOC must be capable of real-time monitoring of bandwidth usage, latency, and potential cyber threats.</p>	<p>The bidder must submit details regarding the location, staffing, and technological capabilities of its NOC, including its ability to provide proactive troubleshooting</p>	

		and service escalation mechanisms.	
4.	<p>The bidder must possess valid ISO certifications to demonstrate compliance with industry standards for information security and service quality. Acceptable certifications include:</p> <p>ISP 0991:2015 (or latest) for quality assurance in ISP services.</p> <p>ISO 27001:2013 (or latest) for Information Security Management Systems (ISMS).</p>	The bidder must submit copies of valid certification documents along with the bid proposal.	
5.	<p>The bidder must have a minimum of five (5) years of experience in providing Internet Leased Line (ILL) services in India.</p> <p>The bidder must have successfully executed and maintained similar projects for large government research institutions,</p>	Work Completion Certificate need to be enclosed	
6.	<p>A list of previous contracts of similar nature executed in India over the last five years.</p> <p>Client references, work orders, and completion certificates.</p> <p>Details of service performance, uptime commitment, and bandwidth delivery for existing contracts.</p> <p>The Bidder should have its own dedicated facility to provide DDOS Detection and Mitigation Services.</p>	Copies need to be enclosed	
7.	<p>The bidder must be incorporated and registered in India under the Indian Companies Act 1956/ LLP Act 2008 / Partnership Act 1932 and should be in operation in India for a minimum period of 5 years as on 31st March, 2023.</p>	Attested Copy of Certificate of Incorporation	
8.	<p>The Bidder must have an average annual Turnover of minimum INR 25 Crores during the last 3 financial years ending 31st March, 2024.</p>	Copy of Audited Balance Sheets and P/L statements for the last three financial years as on	

		31.3.2024	
9.	<p>Work Experience:-</p> <p>During last 5 years ending last day of month previous to the one in which applications are invited bidder should have any one of the following experiences:-</p> <p>a) The bidders should have successfully completed three similar works costing not less than the amount equal to Rs.10 Lacs each or more OR</p> <p>b) Two similar completed works costing not less than the amount equal to Rs.15 Lacs each or more OR</p> <p>c) One similar completed works costing not less than the equal to Rs. 20 Lacs or more</p>	<p>Copy of work Orders/POs with completion certificates.</p>	
10.	<p>Copy of following:</p> <p>a) Permanent Account Number (PAN)</p> <p>b) GST Registration Number</p>	Copies need to be enclosed	
11.	Bidder should not have been blacklisted by Govt. of India/State Government/Central PSU at the time of bid submission date	In prescribed format at Annexure 6	
12	<p>The tenderer may visit / examine the site and its surrounding to assess the accessibility and asses the scope of work before submitting their offer. No claims later on shall be entertained. The tenderers shall arrange & maintain at his own cost all materials, T & P, Water and facility for workers for executing the work. The signature on site visit certificate is must be required.</p>	In prescribed format at Annexure 10	

SECTION-V

OPENING AND EVALUATION OF TECHNICAL BIDS

- a) The Technical Bids will be opened online at CPP Portal as per the schedule indicated in the Tender and evaluated as per the Tender terms & Conditions and Instructions.
- b) To assist in the scrutiny, evaluation and comparison of offer, the Purchaser may, at its discretion, ask some or all Tenderers for technical clarification of their offer.
- c) The request for such clarification and the response shall be in writing. To speed up the response process, the Purchaser, at its discretion, may ask for any technical clarification to be submitted by means of facsimile by the Tenderer. In such cases, original copy of the document describing the technical clarification must be sent to the Purchaser by means of courier / in person.
- d) The Purchaser will shortlist technically qualifying Tenderers and Commercial offers of only these Tenderers will be opened.

OPENING AND EVALUATION OF PRICE/FINANCIAL BIDS

- a) Price/Financial Bids of only technically qualified Tenderer (s) will be opened online at CPP portal only.
- b) Price/Financial Bids will be opened by the Evaluation Committee appointed by THSTI. The Evaluation Committee, after determining whether the Price Bids are complete and without errors, shall determine the lowest Price/Financial Bid (L-1).

AUTHORISED SIGNATORY

- a) The selected bidder shall indicate the authorized signatories who can discuss and correspond with the THSTI, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract, a certified copy of the extract of the resolution of their Board, authenticated by Board Secretary, authorizing an official or officials of the bidder or a Power of Attorney copy, to discuss, sign agreements / contracts with the THSTI. The bidder shall furnish proof of signature identification for above purposes as required by the THSTI.

ONLY ONE SUBMISSION PERMITTED

- a) Only one submission of response to tender by each Vendor will be permitted. Only one submission is permitted through the lead vendor / consultant. All submissions, including any Banking documents, will become the property of THSTI. Recipients shall be deemed to license, and grant all rights to, THSTI to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

SECTION–VI

AWARD CRITERIA

- a) Contract will be awarded to the Technically Qualified Tenderer whose Commercial Offer has been determined to be lowest evaluated offer with the right of THSTI to negotiate still for a better price. The Commercial Offer will be considered in totality for the Entire Project. Individual Cost Components will not be considered in isolation for determining the Lowest Commercial Offer. Contract may be awarded even if only one bidder qualifies Technical / Commercial offer. However, THSTI reserves the right to take appropriate decisions in such case which shall be final.

RIGHT TO ALTER ITEMS

- a) The Purchaser reserves the right to award the contract for 2Gbps 1:1dedicated wired Internet Leased Line Uncompressed and Unshared (with DDoS Detection & Mitigation Services to protect against 5 GB of DDoS data/traffic). Last mile delivery on Fiber only.
- b) The Purchaser reserves the right to delete items from the schedule of requirements specified in the tender. The Purchaser also reserves the right to increase or decrease the quantity.

SECTION–VII

TERMS AND CONDITIONS OF CONTRACT

1. NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER

- a) THSTI shall be under no obligation to accept the lowest or any other offer, including those received late or incomplete offers, without assigning any reason whatsoever.
- b) THSTI reserves the right to make any changes in the terms and conditions of the tender.

2. PAYMENT TERMS

- a) Payment for Fixed (One Time) Charges will be made by THSTI after successful Installation, Testing, Commissioning of the System and Acceptance by the Tendering Evaluation Committee.
- b) Payments will be made by THSTI on quarterly basis for the Recurring Charges against the consolidated Bill raised to THSTI only after the completion of each quarter subject to satisfactory performance. It will be the responsibility of the Service Provider to provide reports of Bandwidth usage and traffic to demonstrate that the SLA is being met.
- c) Payment of taxes, GST and other applicable Government levies will be made according to the rules and regulations as existing on the date of the payment.

3. LIQUIDATED DAMAGES

- a) For any delay in Installation and Commissioning, the THSTI will charge penalty of 0.5% of the order value/week or part thereof, subject to the cost not exceeding 10% of the contract value.

4. WARRANTY AND ANNUAL MAINTENANCE CONTRACT (AMC)

- a) The Internet with related equipment and communication links installed by the vendor shall have a comprehensive onsite warranty for the entire period of the Service Contract after the successful commissioning and acceptance.

- b) The bidder shall ensure an uptime of 99.5% for the entire duration.
- c) ISP will ensure maintaining services from the nearest service centre which should be well equipped with service engineers and sufficient spares. The vendor will do preventive maintenance once a month for upkeep of the system.

5. EXECUTION OF SLA / NDA

The vender should execute:

- a) A Service Level Agreement (SLA), which would include all the services and terms and conditions of the services to be extended as detailed herein and as maybe prescribed by the THSTI and
- b) Non-disclosure Agreement (NDA). The vendor should execute the SLA and NDA within 15 days from the date of acceptance of Letter of Appointment.

6. OPERATIONAL TRAINING

- a) A comprehensive Training Plan is to be submitted along with the Technical Proposal.
- b) Bid price shall include training on the system for the THSTI staff who will be the end users of the system.
- c) The training will be as per the satisfaction of the client / end user.

7. CANCELLATION OF CONTRACT AND COMPENSATION (EXIT CLAUSE)

The THSTI reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the THSTI on the following circumstances:

- a) The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
- b) The bidder goes into liquidation voluntarily or otherwise.
- c) The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory by the THSTI.
- d) In addition to Clauses 8(a) & 8(b) above, if, after the award of the contract, the selected bidder does not perform satisfactorily or delays execution of the contract, the THSTI reserves the right to get the balance contract executed by another party of

its choice by giving 1 (One) month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the THSTI may have to incur to carry out bidding process for the execution of the balance of the contract.

- e) The THSTI reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order.
- f) The purchaser shall be entitled and it shall be lawful on his part to forfeit the amount of Performance Bank Guarantee in whole or in part in the event of any default, failure or neglect on part of the contractor in fulfillment or performance of the contract under reference in all respects satisfaction of the purchaser. The purchaser shall be entitled to deduct from the amount of Performance Bank Guarantee any loss or damage which the purchaser may suffer or be put by any reason of or due to any act or other default recoverable by the purchaser from the contract. The losses recoverable by the purchaser from the Performance Bank Guarantee shall include all losses incurred by the purchaser during the warranty period on account of failure of equipment or delay in attending the equipment by the contractor during the warranty period as per stipulations of the contract.

8. Subcontracts:

- a) No Subcontracts is permissible unless it is clearly declared or mentioned by the bidder in their bid with appropriate reasons/justification for subcontracts, submitted to THSTI.

9. Force majeure

- a) The right of the Bidder to proceed with the work shall not be terminated because of any delay in the completion of the work due to unforeseeable causes beyond the control and without the fault or negligence of the Bidder, including but not limited to acts of god, or of the public enemy, restraints of a sovereign state, floods, unusual severe weather conditions.

10. Arbitration:

- a) Any claim, dispute or difference arising out of or in connection with this agreement and which cannot be settled by mutual consultations, shall be referred to sole Arbitration or an Arbitrator to be appointed by mutual consultations. The award of the Arbitrator shall be final and binding between the parties as per the terms and conditions of the Agreement to be executed on award of contract. The Arbitration proceeding shall be governed by the Arbitration and Conciliation Ordinance dated 26th March, 1996 and shall be conducted in New Delhi.

11. Jurisdiction of Dispute:

- a) All dispute(s) under this contract shall be subject to the jurisdiction of Delhi High Court.

12. Terms not expressly provided for

- a) In case this tender document does not contain a provision or terms for dealing with a situation they may arise during the execution of the works, the relevant provisions contained in the General Financial Rule 2017 or other relevant rule of the Govt. of India shall be followed in such cases and the same will be binding on the Bidder.

SECTION-VIII

ANNEXURES

Financial Bid

(Figures in Rs.)

Sr. No.	Description	Qty.	Period	Monthly Rate	Annual Amount	GST	Total Amount (Rs.)
Part A:							
1	Recurring charges for 2Gbps Internet Lease Line (1:1 uncompressed and unshared with last mile on fiber),	01	12 Months				
Total of Part A							
Part B							
2	One time installation and commissioning charges for 2 Gbps lease line	Lump sum (one time fixed payment during the currency of contract)					
Total of Part B							
Grand Total (A+B) (INR)							

Total Amount in words:

Note: The above rates should be inclusive of all applicable duties & Taxes.

Signature with Stamp of Authorized Person

Date:

Full Name:

Place:

Company's Seal:

Tender Response Cover Letter

Original signed copy on company letter head

[Date]

To,
Executive Director
Translational Health Science and Technology Institute
3rd Milestone NCR Biotech Science Cluster
Faridabad Gurugram Expressway
Faridabad, Haryana, 121001

Dear Sir,

Subject: Response to Tender for ‘Providing Internet Leased Line’

Having examined the TENDER, the receipt of which is hereby duly acknowledged, we, the undersigned, offer for **Tender for Providing Internet Leased Line’** as required and outlined in the TENDER and agrees to abide by this response for a period of 180 days from the last date for submission of TENDER response.

The following persons will be the authorized representative of our company/ organization for all future correspondence between the THSTI and our organization till the completion of the project.

Details	Primary Contact	Secondary Contact	Executive Contact
Name:			
Title:			
Company Name:			
Address:			
Phone:			
Mobile:			
Fax:			
E-mail:			

We fully understand that in the event of any change in our contact details, it is our responsibility to inform THSTI about the new details. We fully understand that THSTI shall not be responsible for non-receipt or non-delivery of any communication and/or any missing communication from the THSTI to us, in the event that reasonable prior notice of any change in the authorized person (s) of the company is not provided to THSTI.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to the THSTI is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead THSTI in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading, we are liable to be dismissed from the selection process or, in the event of our selection, our contract is liable to be terminated.

We agree for unconditional acceptance of all the terms and conditions set out in this TENDER document.

We agree that you are not bound to accept any response that you may receive from us. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the TENDER response.

It is hereby confirmed that

I /We are entitled to act on behalf of our company/corporation/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature:

Name: .

Designation:

Date:

Declaration

I, _____ Son/Daughter of Shri _____
_____ Proprietor / Partner / Director / Authorized Signatory of
_____ competent to sign this declaration and execute
this bid document.

I have carefully read and understood all the terms and conditions of the bid and hereby convey my acceptance of the same.

The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/ we, am/ are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my bid at any stage besides liabilities towards prosecution under appropriate law.

Signature:

Name:

Designation:

Date:

Executive Summary of the Proposed Solution

Bidders are required to provide an executive summary of the solution provided along with schematic layout, link built-up from nearest POP and thereafter to backbone, solution highlights and lowlights etc.

Deviations Sheet

Please specify any deviations, if any, you wish to seek from the tender conditions. In case of no such mention in this section, it shall be presumed that you accept all scope, terms and conditions of this document.

Technical Deviations:

Any other:

UNDERTAKING

This is to confirm that we M/s _____
(give full address) have not been blacklisted/banned/debarred in any of the government department and public sector undertaking /enterprise in India and central Vigilance commission, in last three financial years.

If the above information found false at any stage after the placement of Work Order, THSTI, (hereinafter called Buyer) will have full right to cancel the Purchase / Work Order and forfeit the Performance Guarantee. All the direct and indirect cost related to the cancellation of the order will be borne by us besides any legal action by THSTI which may be deemed fit at that point of time.

Authorized Signatory

Performance Bank Guarantee**Form of Performance Bank Guarantee/Bank Guarantee**

BG No.:..... Date.....

From The Name of the Bank	To Translational Health Science Technology Institute, NCR Biotech Science Cluster- Faridabad 121001
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In consideration of the Translational Health Science and Technology Institute, NCR Biotech Science Cluster- Faridabad (hereinafter called "The INSTITUTE") having offered to accept the terms and conditions of the proposed agreement between The Institute.....and..... (hereinafter called "the Contractor(s)"for the work..... (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank guarantee for Rs..... (Rupees.....only) as a security/guarantee form the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.

1. We (hereinafter referred to as the "Bank") hereby undertake to (Indicate the name of the Bank) Pay to the Institute an amount not exceeding Rs..... (Rupees..... only) on demand.
2. We...(indicate the name of the Bank) Do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on a demand from the Institute stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....only).
3. We, The said Bank, further undertake to pay to the Institute any money so demanded notwithstanding any disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder, and the contractor(s) shall have no claim against us for making such payment.
4. We (indicate the name of the Bank) further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be

enforceable till all the dues of the Institute under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, as per the terms and conditions of the said agreement have been fully and properly carried out by the said contractor(s), and accordingly discharges this guarantee.

5. We.....(Name of the bank)..... further agree with the Institute that the Institute shall have the fullest liberty without our consent, and without effecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Institute against the said contractor(s), and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said not be relieved from our liability by reason of any such variation or extension being granted to the said contractor(s) or for any forbearance, act of omission on the part of the Institute or any indulgence by the Institute to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
6. This Guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
7. We(Name of the bank)..... lastly under take not to revoke the Guarantee except with the previous consent of the Institute in writing. This bank Guarantee on the Bank or its successors or permitted assigns.
8. We.....(Indicate the name of the Bank)..... lastly undertake not to revoke this Guarantee except with (indicate the name of the Bank) the previous consent of the Institute extended on demand by the Institute. Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs.....(Rupees.....only), and unless a claim/demand is made on the bank in writing on or beforeall your rights under the Guarantee will be forfeited and we shall be relieved and discharged from all liabilities thereunder.

Authorized Signatories of the Bank with name and Seal

Name of the Officer:

Designation:

Code if any:

Date:

Place:

Price Fall Clause Certificate

I/We undertake that we have not offered to supply / supplied / are not supplying same or similar products / systems or sub systems at a price lower than that offered against this tender in respect of any Organization/Ministry/Department of the Govt. of India or its Subsidiaries or other PSU or any other private organization during the currency of the contract and if it is found at any stage that same or similar product/systems or sub systems was supplied by the bidder to any Organization/Ministry/Department of the Govt. of India or its Subsidiaries or other PSU or any other private organization at a lower price during the currency of the contract, then that very price will be applicable to the present case and the difference in the cost would be refunded by the bidder to buyer, if the contract has already been concluded.

I/We also accept that:

1. I/We have to submit a copy of the last (latest) purchase order for the similar/ordered item(s) received from any Organization/Ministry/Department of the Govt. of India or its Subsidiaries or other PSU or any other private organization.
2. We will inform the purchaser of offer to supply/supply of the similar/ordered item(s) at a lower rate to any Organization/Ministry/Department of the Govt. of India or its Subsidiaries or other PSU or any other private organization during the currency of the contract.

Date:

Signature of the Tenderer

Seal of the Firm

FINANCIAL INFORMATION AND SOLVENCY CERTIFICATE

S. No	Name of the bidder	Turnover (Rs. Crores)			Net worth (Rs. Crores)
		2021-22	2022-23	2023-24	2023-24

Note: Submit the audited financial statement/ audited annual report of the last three financial years.

CERTIFICATE FOR SITE INSPECTION

NIT No. . THSTI-18025/2/2025-TECH-THSTI

Notice Inviting Tender (NIT) for “Hiring of Internet Lease Line”

Certified that we..... (Name of tenderer) have visited the site on dated..... and assessed the nature and amount of work involved before submitting our offer. We will be able to complete the works within the stipulated time and also certified that we will be able to execute the work as per specification to suit the site conditions.

Address of site: -

Translational Health Science And Technology Institute
NCR-Biotech Science Cluster at THSTI
3rd mile stone Faridabad - Gurgaon Expressway
Faridabad Haryana-121001