



KERALA UNIVERSITY OF DIGITAL SCIENCES, INNOVATION AND TECHNOLOGY
(Established by Govt. of Kerala Vide Ordinance No: 9 of 2020 dated 18/01/2020)

Technopark Phase IV, Kuracode Mangalapuram, Thonnakkal
Thiruvananthapuram – 695 317, Kerala

Ph: 0471-2788000

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RETENDER

TENDER DOCUMENT

for

**SUPPLY, INSTALLATION, COMMISSIONING, TESTING AND UPKEEP OF THE COMPLETED LINK
OF DARK FIBRE POINT-TO-POINT CONNECTION (OFC) TO CONNECT IT'S MAIN CAMPUS
LOCATED AT TECHNOPARK PHASE 4 (TECHNOCITY) MANGALAPURAM TO THE DIGITAL
UNIVERSITY KERALA TECHNOPARK PHASE 1 CAMPUS, KAZHAKUTTOM**

TENDER NO. KUDSIT/022/DARKFIBRE/2024-25 dtd: 11.11.2024

Tender Notice

Kerala University of Digital Sciences, Innovation and Technology (DUK) was set up by Department of Electronics and Information Technology, Govt. of Kerala hereinafter called as University, invites offers for **“Supply, Installation, Commissioning, Testing and Upkeep of the completed link of Dark Fibre Point-to-Point Connection (OFC) to connect it’s main campus located at Technopark phase 4 (Technocity) Pallipuram to the Digital University Kerala Technopark Phase I Campus, Kazhakuttom”** for an initial period of one year on a rental basis from experienced and qualified service providers, extendable based on satisfactory performance and mutual agreement. This is required for the purpose of extending different network and services of DUK, including the internet, to the Technopark campus.

| | |
|---|--|
| Tender Ref.No. | KUDSIT/022/DARK FIBRE/2024-25 dtd:11.11.2024 |
| Name of Work | “Supply, Installation, Commissioning, Testing and Upkeep of Dark Fibre Point-to-Point Connection (OFC) to connect it’s main campus located at Technopark phase 4 (Technocity) Mangalapuram to the Digital University Kerala Technopark Phase I Campus, Kazhakuttom” |
| Location of Work | Kerala University of Digital Sciences, Innovation and Technology, Technopark Phase IV, Mangalapuram to the DUK Technopark Phase I Campus, Kazhakuttom |
| Earnest Money Deposit | <i>Rs. 4,500/- (Rupees four thousand five hundred only)</i> in the form of DD / BC in favor of “The Registrar, The Kerala University of Digital Sciences, Innovation Technology, payable at Thiruvananthapuram have to be submitted by the bidder. |
| Tender fee | <i>Rs. 1,070/- (Rupees one thousand Seventy only)</i> in the form of DD / BC in favor of “The Kerala University of Digital Sciences, Innovation Technology, payable at Thiruvananthapuram have to be submitted by the bidder. |
| Period of Service | Initially for a period of one year |
| Closing Date & Time for Receipt of bids | 22.11.2024, 03.00 pm |
| Date& Time for Opening of Bid | 22.11.2024, 03.30 pm |
| Contact Person | Campus Administrator, Kerala University of Digital Sciences, Innovation and Technology |
| Site Inspection | Bidder shall visit and inspect the site of the proposed work at their own cost with the verbal/written permission of the authority. |

Sd/-
Registrar

1. Pre-qualifications:

- Vendor/Bidder should be a Class C or higher Service provider recognised by DOT/TRAI
- At least one references for providing an optical fibre-based Leased Line of 100 Mbps or more bandwidth for one year continuously subscribed to the service on or after 01.01.2019. (attach copy)
- Minimum FIVE Number of clients having optical fibre-based Leased Line connectivity of 100 Mbps or more bandwidth subscribed on or after 01.01.2019 (attach copy)
- Fully functional 24x7x365 Customer Service Centre (self declaration)
- The Vendor/Bidder must have at least 5 years of experience in providing network services. (attach copy)

2. Scope of the work:

- To provide a point-to-point dark fibre at DUK on a rental basis. The requirement includes the deployment of a single fibre strand in two distinct paths for redundancy. This includes installation, commissioning, testing and upkeep of the completed link for a one-year period initially. The hardware required for establishing a 1 Gbps connectivity should be provided by the bidder on a rental basis. Extension of the service may be renewed based on satisfactory performance.

3. Responsibilities Under the Contract:

The ISP is responsible for the following:

1. To provide a dark fibre point-to-point connection (OFC) to connect its main campus located at Technopark phase 4 (Technocity) Pallipuram to the DUK Technopark Phase I Campus, Kazhakuttom, on a yearly rental basis. The requirement includes the deployment of a single fibre strand in two distinct paths for redundancy.
2. Installation, commissioning, and configuring of the link and hardware/software (Modem, Router, Media converter, etc), whichever is required.
3. Maintenance support service (24x7x365) via phone, Email and Chat for the link and equipment.
4. ISP or an authorized person from ISP will be required to sign a Service Level Agreement.
5. Either party may terminate the contract after giving a three-month notice.
6. All the supplied equipment (Modem, Router, Media Converter (Ethernet out), etc.) whichever is required, the complete Bill of material along with make, model, and manufacturer part number should be given.
7. The bidder will also be responsible for any civil/electrical work, etc., involved in the completion of the project.
8. Single point contact for all the issues related to connectivity.
9. MTTR is at least 4 hours.

4. Service Level Agreement:

- Multi-Route, Multi-Ring Architecture

- SLA for 98% Service availability on a 24x7x365 basis
- Packet Losses: Less than 1 % (Average over 1000 ping) at any given point in time.
- Latency: Less than 300 ms
- Network Availability: More than 99.5 % per quarter.
- Should provide Rapid On-Site Response

5. Instructions to Bidders

Note: Bidders are requested to note that non-compliance of the following instructions are liable to render their tender being rejected.

1. Bidders should put their endorsement (signature and seal) on each page of the documents submitted.
2. Technical and commercial bid must be submitted in separate sealed envelope quoting Tender No. in the envelope. EMD and Tender Fee must be submitted along with the Technical Bid.
3. The bidder should make no alterations and / or addition to the tender papers. The bidders will be required to furnish **EMD** worth Rs.4,500/- (Rupees four thousand five hundred only) and **cost of Tender** amounting Rs. 1,070/- (Rupees one thousand seventy only) in the form of separate DD / BC in favor of "**The Registrar, The Kerala University of Digital Sciences, Innovation Technology, payable at Thiruvananthapuram**". Without earnest money and cost of tender, the tender will be summarily rejected. The EMD of successful bidder will be kept as security deposit till completion of the defect liability period. EMD of the unsuccessful bidders will be returned after finalization of the tender and acceptance of work order by the successful bidder.
4. Items are to be quoted in Indian Rupees only.
5. No tender will be accepted by fax, e-mail, telex, or any other such means.
6. Acceptance should be given in the format given in Annexure I of this tender document without any alterations.
7. The firm must quote for all the services as given in Annexure II. Partial quoting or omitting will not be accepted and the tender will be rejected.
8. The Financials quoted by the Bidders must inclusive of all taxes/duties in the Commercial bid. The quoted rate shall be inclusive of optical fibre connectivity, supply and installation of any Hardware & Software whichever is required. The contact period will be for initially one year. No other charges are payable extra.
9. The work should be completed within **three weeks** from the awarding of the contract.
10. The payment will be made after the satisfactory completion of the work as described in the document on submission of service reports, bills etc. Statutory taxes and duties will be deducted at source as per Government norms.
11. The quoted rates shall have to be valid for a period of 6(six) months from the date of opening of tender.
12. Bidders should submit all supporting documents in favour of information submitted in the tender. Further, copies of all statutory licenses and documents like PAN, GST etc should be enclosed.

13. Manufacturing license or Authorized Distributor/Principal or Dealer Certificate copy should be enclosed wherever relevant.
14. The company Engineer / Service Person shall have valid ID card or authorization letter from agency.
15. It will be binding on the part of the successful bidder to provide service at the rates quoted.
16. Contentions arising out of issues not mentioned in this tender document will be resolved as per the guidelines followed by the University.
17. Kerala University of Digital Sciences, Innovation and Technology shall be under no obligation to accept the lowest quotation. Further the VC, Kerala University of Digital Sciences, Innovation and Technology reserves the right to reject any or all of the tenders without assigning any reasons.
18. All questions, disputes or differences arising under or out of or in connection with the contract, if concluded, shall be referred to the sole arbitrator appointed by the VC, Digital University Kerala.
19. All disputes lie within the jurisdiction of Courts in Thiruvananthapuram.
20. DAMAGE TO PROPERTY- The bidder shall be responsible for all damages to the building site and adjoining properties and for injury caused by the work or workmen to persons, animals, things or to the work of other trades and he / she shall effect any insurance necessary and shall take all necessary precautions and hold the University entirely free from all responsibilities and damages in this respect.
21. FORFEITURE OF EMD- EMD will be forfeited in case of default of any of the above clauses. Further the bidder is liable to compensate Kerala University of Digital Sciences, Innovation and Technology for any loss suffered. All penalties imposed should be deposited by the bidder immediately or may be deducted from any amount due to the bidder.
22. Agreement: The selected firm shall have to sign an agreement on nonjudicial stamp papers of Rs. 200.00 (Two hundred) containing details of terms & conditions after issue of PO to begin the service.
23. Termination of Contract: Kerala University of Digital Sciences, Innovation and Technology can terminate the contract if the vendor fails to perform the maintenance work satisfactorily as per expectation of Kerala University of Digital Sciences, Innovation and Technology. In that case Kerala University of Digital Sciences, Innovation and Technology can terminate the contract immediately stating the actual reason. In Such case, the security deposit will be forfeited. In normal situation, the service will be terminated automatically from the date of issuing of order.
24. FORCE MAJEURE –
 - a. Force majeure clause shall mean and be limited to the following in the execution of the contract placed by the Purchaser: War/hostilities, Riot or Civil commotion, Earth quake, flood, tempest, lightning or other natural physical disaster. Restriction imposed by the Government or other statutory bodies, which is beyond the control of the vendor/contractor.
 - b. Labour / manpower r/ financial / commercial / infrastructural / industrial / power / material / equipment shortage / problems / shortages / difficulties / breakdowns / accidents etc. shall not be considered/treated as force majeure events.

6. Evaluation of Bids and Award of Work

- The Bid of bidder will be opened on the specified date and time. Bids shall, first, be checked for payment of

Earnest Money Deposit. Only those bids found to have duly paid/ submitted Tender Fee and Earnest Money Deposit shall be considered for evaluation.

- Evaluation of Technical Bid: The bids received will then be assessed on the eligibility criteria mentioned in the Notice Inviting Tender. Bids found not meeting the eligibility criteria shall be considered non-responsive and shall be rejected summarily.
- University retains the right to revert back to individual bidders with further clarifications / queries on the Technical Bid. The bidder has to respond to the queries within the specified time mentioned in the covering letter.
- Agreement (Contract) consisting of complete tender document including conditions, bill of quantities, technical proposal and specialized services, drawings, if any, and acceptance thereof together with any correspondence leading thereto, shall be drawn and signed with the awardee within 10 days of the Letter of Award.
- Date of start of work shall be reckoned from the **3rd day** of the issue of the Work Order **and to be completed within three weeks.**
- TERMS OF PAYMENT: The total payment will be made after the satisfactory completion of the work as described in the document on submission of service reports, bills etc.

UNDERTAKING BY THE BIDDER

- I / We have read and examined the Tender document including terms & conditions, list of equipment, scope of work in the Conditions of Contract and all other contents in the tender documents for the work.
- I / We, hereby tender for taking up the service for Supply, Installation, Commissioning, Testing and Upkeep of the completed link of Dark Fibre Point-to-Point Connection (OFC) to connect its main campus located at Technopark phase 4 (Technocity) Mangalapuram to the DUK Technopark Phase I Campus, Kazhakuttom mentioned in the tender document and shall complete the assigned work in accordance with the tender document in all respects.
- We agree to keep the tender valid for 180 days from the last date of its submission and not to make any modifications in its terms and conditions. A sum of Rs. /- will be paid as Earnest Money. If I / we, fail to furnish the prescribed performance guarantee of an amount equal to 5% of the value of contract within 14 days from the date of Purchase Order, I / we agree that the said Vice Chancellor, University or his authorized officer shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money absolutely. Further, if I / we fail to commence work as specified, I / we agree that the Vice Chancellor, University shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the said earnest money and the performance guarantee absolutely, otherwise the said earnest money shall be retained by him towards security deposit to execute all the works referred to in the tender documents upon the terms and conditions contained or referred to therein.
- Further, I / We agree that in case of forfeiture of Earnest Money or both Earnest Money & Performance Guarantee as aforesaid, I / We shall be debarred from participation in the re-tendering process of the work.
- We are aware that we should assign a responsible single point of contact for all service related matters to the University and share his contact details.
- The Complaints during contract execution time shall be resolved by the vendor to the satisfaction of Campus Administrator within one hour from the time of intimation.
- We know that any complaint left responded by the vendor beyond four hours without specific reasons on record shall attract levy of penalty of Rs 1000/- per complaint per day upto 2nd day and Rs 5000/- per complaint per day thereafter recoverable from the Security deposit /performance guarantee or bills payable to the vendor.
- We also know that Works requiring completion time more than one hour shall be responded specifically by the vendor with the scheme and timeline for compliance, to the Campus Administrator within 1 day from the date of intimation.
- I / We hereby declare that I / We shall treat the tender documents, drawings and other records connected with the work as secret / confidential documents and shall not communicate information derived there-from to any person other than a person to whom I / We am / are authorized to communicate the same or use the information in any manner prejudicial to the safety of the State.

Signature of the contractor with seal

Witness Address
Name & Address
Aadhaar No & :Date

BID FORM

To,

Kerala University of Digital Sciences, Innovation and Technology
Technopark Phase IV, Mangalapuram
Thiruvananthapuram 695 317

Dear Sir,

Sub: Bid form

Tender Reference Number:

1. Having examined the conditions of tender contract, the receipt of which is hereby duly acknowledged. I/we undersigned, offer to supply all items and execute all works in conformity with tender specifications referred above and also to the said terms & conditions from the sum shown in the commercial bid(s) attached herewith and made part of this bid.
2. I / We undertake, if our Bid is accepted to complete delivery & commissioning of all Items specified in the contract within three weeks calculated from the date of issue of your purchase order/LOI.
3. We understand that you are not bound to accept the lowest or any bid, you may receive.
4. I / We affirm that I / We have enclosed the acceptance of all terms and conditions and also all brochures detailing the technical specification of the items quoted by me/us.
5. I / We hereby confirm that all the items supplied are in proper working condition and tested successfully.
6. The tender document for the works mentioned above have been obtained by me from the URL <https://duk.ac.in>, the official website of Digital University and I / we hereby certify that I / we have read the entire terms and conditions of the tender document, which shall form part of the contract agreement and I / we shall abide by the conditions / clauses contained therein.
7. My /our GST & PAN Numbers are as follows.

GST Registration Number.

PAN Number.

MSME Details: Yes/No (enclose details)

8. Dated this day of..... 2024.

Duly authorized to sign the bid for and on behalf of -----

[To be submitted in letter head of the supplier]

[To be submitted in letter head of the supplier]

Financial Bid

Tender Enq. No. _____

Total amount for “**Supply, Installation, Commissioning, Testing and Upkeep of the completed link of Dark Fibre Point-to-Point Connection (OFC) to connect its main campus located at Technopark phase 4 (Technocity) Mangalapuram to the DUK Technopark Phase I Campus, Kazhakuttom**” as per the terms and conditions contained in the tender document shall be Rs. _____ (rupees. _____) including all taxes.

| SL No. | Item Description | Monthly Rate (Incl of all taxes) |
|---|---|---|
| 1 | Supply, Installation, Commissioning, Testing and Upkeep of the completed link of Dark Fibre Point-to-Point Connection (OFC) to connect its main campus located at Technopark phase 4 (Technocity) Mangalapuram to the DUK Technopark Phase I Campus, Kazhakuttom for one year on Rental basis | |
| Total Amount including all taxes | | |

[To be submitted in letter head of the supplier]

DECLARATION SHEET

We, hereby certify that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification. This is certified that our organization has been authorized (Copy attached) by the OEM to participate in Tender. We further certified that our organization meets all the conditions of eligibility criteria laid down in this tender document. Moreover, OEM has agreed to support on regular basis with technology / product updates and extend support for the warranty.

| | |
|--|--|
| <p>We, further specifically certify that our organization has not been Blacklisted/De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/Public Sector Undertaking in the last three years.</p> | <p>NAME & ADDRESS OF THE Vendor/ Manufacturer / Bidder</p> |
| <p>1. Phone</p> | |
| <p>2. Fax</p> | |
| <p>3. E-mail</p> | |
| <p>4. Contact Person Name</p> | |
| <p>5. Mobile Number</p> | |
| <p>6. TIN Number</p> | |
| <p>7. PAN Number</p> | |
| <p>8. Kindly provide bank details of the bidder in the following format: a) Name of the Bank: b) Account Number: c) Kindly attach scanned copy of one Cheque book page to enable us to return the EMD to unsuccessful bidder</p> | |

(Authorized Signature with Stamp)

CHECK LIST

| Sl. No. | Description | Yes/No |
|----------------|---|---------------|
| 1. | Technical bid submitted | |
| 2. | Commercial/Financial/Price bid submitted | |
| 3. | Whether quotation is typed? | |
| 4. | Cost of Tender Documents | |
| 5. | Details of Earnest Money Deposit (EMD) | |
| 6. | Signature and seal on each pages of the tender documents including all enclosures | |
| 7. | Undertaking by the bidder Form as per Annexure I | |
| 8. | Bid Form as per Annexure II | |
| 9. | Declaration Form as per Annexure IV | |
| 10. | Copy of reference for providing an optical fibre-based Leased Line of 100 Mbps or more bandwidth for at least one year continuously subscribed to the service on or after 01.01.2019. | |
| 11. | Copy of proof for Minimum FIVE Number of clients having optical fibre-based Leased Line connectivity of 100 Mbps or more bandwidth subscribed on or after 01.01.2019 | |
| 12. | Self declaration for availability of Fully functional 24x7x365 Customer Service Centre. | |
| 13. | Copy of proof for the Vendor/Bidder must have at least 5 years of experience in providing network services. | |
| 14. | Firm Registration Certificate. Vendor/Bidder should be a Class C or higher Service provider recognised by DOT/TRAI | |
| 15. | Proof of address of firm | |
| 16. | GST Certificate | |
| 17. | PAN Card | |
| 18. | Declaration that the firm has not been banned or delisted by any Govt. or quasi Govt. Agency or public sector undertaking in the form of Affidavit | |
| 19. | Any other relevant documents | |