

Bid Corrigendum

GEM/2025/B/6034055-C9

Following terms and conditions supersede all existing "Buyer added Bid Specific Terms and conditions" given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

Buyer Added Bid Specific Additional Terms and Conditions

1. **OPTION CLAUSE:** The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration
2. **AVAILABILITY OF OFFICE OF SERVICE PROVIDER:** An office of the Service Provider must be located in the state of Consignee. **DOCUMENTARY EVIDENCE TO BE SUBMITTED.**
3. **Dedicated /toll Free Telephone No. for Service Support :** BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
4. **Escalation Matrix For Service Support :** Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
5. Bidders can also submit the EMD with Account Payee Demand Draft in favour of **QUALITY COUNCIL OF INDIA** payable at 84000
.
Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
6. Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name **QUALITY COUNCIL OF INDIA**
Account No.
739301000237
IFSC Code
ICIC0007393
Bank Name
ICICI Bank
Branch address
Unit No 1b Millenium Plaza Complex, Sector 27, Gurgaon - 122002
.
Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.
7. Buyer Added text based ATC clauses

Corrigendum-2

The corrigendum 2 is uploaded in ATC document.

Corrigendum-1 and Response to pre-bid queries

The corrigendum and response to pre-bid queries are uploaded in ATC document.

Office Location: 2nd & 3rd Floor of Tower J and 1st & 2nd Floor of Tower K World Trad

e Centre Nauroji Nagar New Delhi -110029

- **Service Period:** Three (3) year i.e. 12 Quarters. The services will be evaluated annually, and if found unsatisfactory, the contract may be terminated after giving the service provider an opportunity to address the concerns.
- **Delivery Period:** One month from the date of award of work
- **SLA (Service Level Agreement):** Agency has to maintain following SLA (Service Level Agreement) points.
 - o Bandwidth with 1:1 uplink & downlink ratio
 - o Service availability of >99%
 - o Average Network packet loss <=0.5%
 - o Provider to ensure Inclusion of active, passive components, network infrastructure for the service delivery
 - o Consistency in required bandwidth
 - o Final output shall be in the means of ethernet drop
 - o Support services 24*7*365
- **Penalties:** Agency shall provide an annual uptime of 99.5% excluding 0.5% Scheduled service maintenance except for force majeure conditions and reasons attributable to customer. For availability less than 99.5%, service credit for the down time shall be given to QCI on pro-rata basis at the end of the year.
- **Hardware:** Agency shall install terminal equipment (Mux) at QCI premises & Bandwidth shall be handed over on Fast Ethernet (FE) Interface. Router and networking accessories shall be provided by the seller. However, if any other hardware like Firewall etc. is required to meet the requirements of QCI, the same shall be arranged by QCI.
- **Payment:** Quarterly advance basis after submission of invoice and supporting documents.
- **Surrender of Link:** One-month advance notice.
- **Static IP:** Minimum 8 Static Public IP have to be provided by Agency for QCI Use.
- The TDS shall be deducted as per policy.
- The successful bidder will not be allowed to participate in the tender for back-up internet lease line for the same premises.

Performance Security: The selected Bidder shall submit irrevocable Performance security, within 15 days from the Notification of award, for a value equivalent to 5% of the contract value. The Performance security submitted in the form of Bank Guarantee shall contain a claim period of three months from the last date of validity. The bank guarantee shall be valid for the period of 36 months from the date of issuance of contract plus three (03) months of claim period. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Bank Guarantee as and when it is due on account of non-completion of the delivery and Warranty period.

The selected vendor can submit e-PBG OR physical copy of Performance Guarantee should be submitted at QCI-HO within 15 days from the notification of award. The selected bidder would be required to send SFMS code while creation of PBG to the IFSC code provided by QCI. In case the selected bidder fails to submit a Performance Guarantee within the time stipulated, QCI at its discretion may cancel the order placed on the selected bidder without giving any notice. QCI shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or QCI incurs any loss due to bidder's negligence in carrying out the project implementation as per t

he agreed terms & conditions.

8. Buyer uploaded ATC document [Click here to view the file](#).

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)

BUYER ADDED BID SPECIFIC TERMS AND CONDITIONS

Name of the work: "Procurement of Internet Lease Line 1000 MBPS at QCI Office, WTC, Nauroji Nagar, New Delhi"

GeM Bid No: GEM/2025/B/6034055

The bid is governed by the terms and conditions in the following order of precedence (i.e. in case of same clause, the clause mentioned in Corrigendum 1 and Corrigendum 2 will supersede the clause mentioned in ATC of GeM bid)

- Corrigendum 2
- Corrigendum 1 and Response to pre-bid queries
- Original GeM bid and ATC document

Date: March 21, 2025

Corrigendum – Procurement of Internet Lease Line 1000 MBPS at QCI Office, WTC, Nauroji Nagar, New Delhi

Corrigendum-2

This is with reference to the GeM bid reference no. GEM/2025/B/6034055 “**Procurement of Internet Lease Line 1000 MBPS at QCI Office, WTC, Nauroji Nagar, New Delhi**”

Below are the changes in mentioned clauses issued vide this corrigendum notification:

S. no.	Description	Original Clause	Revised Clause (Deletion are indicated with a strikethrough and addition are highlighted by an <u>underline</u>)
1	Eligibility criteria- License of ILL	The service provider must possess a Class A license for Internet Leased Line Documents Required:	The service provider must possess a Class A license for Internet Leased Line <u>and International Long Distance (ILD)/ Unified License.</u> <u>AND</u> <u>The service provider must possess a National Long-Distance license and should have at least two owned international gateways</u> Class A license • <u>International Long Distance (ILD)/ Unified License</u> • <u>National Long-Distance license</u> • <u>Undertaking of owning at least two international gateways</u>

Date: March 18, 2025

**Corrigendum – Procurement of Internet Lease Line 1000 MBPS at QCI Office, WTC, Nauroji Nagar,
New Delhi**

Corrigendum-1

This is with reference to the GeM bid reference no. GEM/2025/B/6034055 “**Procurement of Internet Lease Line 1000 MBPS at QCI Office, WTC, Nauroji Nagar, New Delhi**”

Below are the changes in mentioned clauses issued vide this corrigendum notification:

S. no.	Description	Original Clause	Revised Clause (Deletion are indicated with a strikethrough and addition are highlighted by an <u>underline</u>)
1	Eligibility criteria- License of ILL	The service provider must possess a Class A license for Internet Leased Line	The service provider must possess a Class A license for Internet Leased Line <u>and International Long Distance (ILD)/ Unified License.</u>

Date: March 18, 2025

Response to Pre-bid queries

S. No.	Page No.	Tender Original Clause	Clarification Sought and Request for Addition/Deletion and Modification	Reason for amendment (if any)	Response by QCI
1	Page No. 2 (ATC)	The Bidder should have at least 3 work orders/projects in Ministries/ Departments/ Private Organizations for execution of 1000 MBPS Internet Leased Line in the last three years.	We Understand PO/Work Orders/Satisfactory Letters from customers for 1000 Mbps or More can be submitted in last 3 years (2021-22,2022-23,23-24)	–	Yes
2	Page No. 3 (ATC)	The service provider must possess a Class A license for Internet Leased Line	Kindly add Class A with ILD License	–	Kindly refer to corrigendum-1
3	Page No. 2 (ATC)	The bidder must submit a feasibility report for the internet lease line.	Kindly share the format for feasibility report	–	No specific format. The agency to share the report detailing feasibility for internet lease line at the site.
4	Page No. 4	EMD	As per the GEM General Terms and conditions (GTc), sr. No. K, Page No. 4 of 52, the bidder is required to submit the Earnest Money Deposit (EMD) in the form of a Bank Guarantee, Demand Draft, or RTGS. Please confirm that we can submit the EMD in form of Bank Guarantee.	–	Yes, the agency to submit the hardcopy of Bank guarantee at Quality Council of India, Engineers Bhawan, 2 Bahadur Shah Zafar Marg, New Delhi-110002, before proposal end date and time as per GeM portal.
5	Page No. 1	Delivery Period: One month from the date of award of work	Delivery period One month from the date of award of work	We request to change the Delivery timeline to 4-6 weeks as per industry standard	No change.
6	Page No. 1	Static IP	Minimum 8 Static Public IP have to be provided by Agency for QCI Use.	Please confirm if /29 LAN IP pool will work, As it has total 8 number of IP, but usable are 5 Only.	Yes.

7	Page No. 1	Hardware	Agency shall install terminal equipment (Mux) at QCI premises & Bandwidth shall be handed over on Fast Ethernet (FE) Interface. Router and networking accessories shall be provided by the seller. However, if any other hardware like Firewall etc. is required to meet the requirements of QCI, the same shall be arranged by QCI	Though the MUX and related accessories will be provided by SP, please confirm the terminating Device/ CPE. Also confirm if Router is mandatory required or link will directly be terminating on Customer's provided Firewall	CPE device is Firewall. Terminating device depends on Service provider as we are opting Managed Network.
8	Bid Document Page No.4	Link Type (Manageability): Managed	Link Type (Manageability): Managed	Please confirm if Managed ILL link is required, If Yes then Please confirm CPE device, If CPE Device provided by customer then SNMP access to be provided to SP by customer. Please confirm the scope of CPE, it is in SP or customer scope.	Yes, Managed ILL link is required. CPE device will be firewall
9	-	General Query	Bid is to provide 1024 Mb ILL each on both – J & K Tower for 3 years OR 500 Mb ILL each on Both- J & K Tower for 3 years.	-	The agency to provide one link of 1000 Mbps at Server Room, Tower K, Floor 2.
10	–	General Query	UPS Power and Rack is in the scope of the customer. Please confirm	–	MUX - UPS power and rack are in scope of Service provider.
11	–	General Query	Request for at least 10 days extension from the current bid submission date	–	Kindly refer to GeM portal.
12	–	General Query	Please provide full address for link installation along with LAT-LONG'	–	Server Room, Tower K Floor 2, World Trade centre, Nauroji Nagar, New Delhi

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	21-03-2025 15:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	21-03-2025 15:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	120 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Commerce And Industry
Department Name/विभाग का नाम	Department For Promotion Of Industry & Internal Trade
Organisation Name/संगठन का नाम	Quality Council Of India
Office Name/कार्यालय का नाम	Delhi
क्रेता ईमेल/Buyer Email	buyer1.qcin.dl@gembuyer.in
Item Category/मद केटेगरी	Internet Bandwidth and Replication Service - Internet Leased Line; Goverment Service provider, Private Service provider; Class A, Unified; Unified; 1024
Contract Period/अनुबंध अवधि	3 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	168 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

Bid Details/बिड विवरण	
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	4200000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	ICICI
EMD Amount/ईएमडी राशि	84000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	ICICI
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	39

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

Secretary General
Quality Council of India, Engineers Bhawan, 2 Bahadur Shah Zafar Marg, New Delhi-110002

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
5. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Detailed Scope of Service:[1741337062.pdf](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
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11-03-2025 12:00:00	The bidders can send pre-bid queries to procurement@qcin.org only till one day after the pre-bid meeting (till 6 PM). The meeting will be conducted through Microsoft teams and link will be updated here and on QCI website.
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Internet Bandwidth And Replication Service - Internet Leased Line; Government Service Provider, Private Service Provider; Class A, Unified; Unified; 1024 (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Service	Internet Leased Line
Types of Service providers	Government Service provider , Private Service provider
License of Internet lease line (ILL)	Class A , Unified
License of Lease Line (LL/PP)	Unified
Bandwidth Capacity (In Mbps)	1024
DDOS with Internet Lease line Services	NO
Latency within India	Less than 80 ms
Latency outside India	Less than 240 ms
Packet Drop (In percentage)	less than 1
Type of Media	Fibre
Link Type(Manageability)	Managed
Static IP required (For ILL)	8
Router/ Networking Accessories	Provided by Seller
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Links	Additional Requirement/अतिरिक्त आवश्यकता
1	Fanish Chandra Srivastava	110002,2nd floor, institution of engineers, bahadur shah zafar marg	1	N/A

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

3. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

4. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

5. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

QUALITY COUNCIL OF INDIA
payable at
84000

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

6. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

QUALITY COUNCIL OF INDIA
Account No.
739301000237
IFSC Code
ICIC0007393
Bank Name
ICICI Bank
Branch address
Unit No 1b Millenium Plaza Complex, Sector 27, Gurgaon - 122002

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

7. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

- **Office Location:** 2nd & 3rd Floor of Tower J and 1st & 2nd Floor of Tower K World Trade Centre Nauroji Nagar New Delhi -110029
- **Service Period:** Three (3) year i.e. 12 Quarters. The services will be evaluated annually, and if found unsatisfactory, the contract may be terminated after giving the service provider an opportunity to address the concerns.

- **Delivery Period:** One month from the date of award of work
- **SLA (Service Level Agreement):** Agency has to maintain following SLA (Service Level Agreement) points.
 - o Bandwidth with 1:1 uplink & downlink ratio
 - o Service availability of >99%
 - o Average Network packet loss <=0.5%
 - o Provider to ensure Inclusion of active, passive components, network infrastructure for the service delivery
 - o Consistency in required bandwidth
 - o Final output shall be in the means of ethernet drop
 - o Support services 24*7*365
- **Penalties:** Agency shall provide an annual uptime of 99.5% excluding 0.5% Scheduled service maintenance except for force majeure conditions and reasons attributable to customer. For availability less than 99.5%, service credit for the down time shall be given to QCI on pro-rata basis at the end of the year.
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- The TDS shall be deducted as per policy.
- The successful bidder will not be allowed to participate in the tender for back-up internet lease line for the same premises.

Performance Security: The selected Bidder shall submit irrevocable Performance security, within 15 days from the Notification of award, for a value equivalent to 5% of the contract value. The Performance security submitted in the form of Bank Guarantee shall contain a claim period of three months from the last date of validity. The bank guarantee shall be valid for the period of 36 months from the date of issuance of contract plus three (03) months of claim period. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Bank Guarantee as and when it is due on account of non-completion of the delivery and Warranty period.

The selected vendor can submit e-PBG OR physical copy of Performance Guarantee should be submitted at QCI-HO within 15 days from the notification of award. The selected bidder would be required to send SFMS code while creation of PBG to the IFSC code provided by QCI. In case the selected bidder fails to submit a Performance Guarantee within the time stipulated, QCI at its discretion may cancel the order placed on the selected bidder without giving any notice. QCI shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or QCI incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

8. Buyer Added Bid Specific ATC

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action

in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---

BUYER ADDED BID SPECIFIC ADDITIONAL TERMS & CONDITIONS

Name of Work: Procurement of Internet Lease Line 1000 MBPS for a period of 3 years.

- **Office Location:** 2nd & 3rd Floor of Tower J and 1st & 2nd Floor of Tower K World Trade Centre Nauroji Nagar New Delhi -110029
- **Service Period:** Three (3) year i.e. 12 Quarters. The services will be evaluated annually, and if found unsatisfactory, the contract may be terminated after giving the service provider an opportunity to address the concerns.
- **Delivery Period:** One month from the date of award of work
- **SLA (Service Level Agreement):** Agency has to maintain following SLA (Service Level Agreement) points.
 - Bandwidth with 1:1 uplink & downlink ratio
 - Service availability of >99%
 - Average Network packet loss <=0.5%
 - Provider to ensure Inclusion of active, passive components, network infrastructure for the service delivery
 - Consistency in required bandwidth
 - Final output shall be in the means of ethernet drop
 - Support services 24*7*365
- **Penalties:** Agency shall provide an annual uptime of 99.5% excluding 0.5% Scheduled service maintenance except for force majeure conditions and reasons attributable to customer. For availability less than 99.5%, service credit for the down time shall be given to QCI on pro-rata basis at the end of the year.
- **Hardware:** Agency shall install terminal equipment (Mux) at QCI premises & Bandwidth shall be handed over on Fast Ethernet (FE) Interface. Router and networking accessories shall be provided by the seller. However, if any other hardware like Firewall etc. is required to meet the requirements of QCI, the same shall be arranged by QCI.
- **Payment:** Quarterly advance basis after submission of invoice and supporting documents.
- **Surrender of Link:** One-month advance notice.
- **Static IP:** Minimum 8 Static Public IP have to be provided by Agency for QCI Use.
- The TDS shall be deducted as per policy.
- The successful bidder will not be allowed to participate in the tender for back-up internet lease line for the same premises.
- **Eligibility Criteria:**

S. No.	Basic Requirements	Specific Requirements	Documents Required
1	Legal Entity	<p>The Bidder(s) interested in participating in the Selection Process must be a duly registered legal entity in India, under any one of the following categories: -</p> <ul style="list-style-type: none"> • A Limited Liability Partnership ("LLP") registered under the LLP Act, 2008; • an Indian Company ("Company") registered under the Companies Act, 1956/ 2013; • a "Partnership Firm" registered under the Indian Partnership Act, 1932; • a Sole Proprietorship firm, registered as such under the Applicable Laws of India <p>With minimum 3 years of existence at the time of submission of the bid.</p>	<p>Registration documents of the Bidder as a company/firm or any legal entity along with:</p> <ol style="list-style-type: none"> i. Incorporation Certificate of the company ii. PAN Card of the registered legal entity iii. GST certificate of the registered legal entity iv. Certified copy of registered Partnership Deed; copy of Statement filed in the Register of Firms disclosing names, addresses and relevant details of ALL partners of the Partnership Firm v. MSME Certificate (if applicable) vi. Any other supporting document, as may be required

2	License of ILL	The service provider must possess a Class A license for Internet Leased Line	Class A license
4	Average Annual Turnover	The bidding entity must have minimum average annual turnover of ₹ 1.68 crores or more in the last three financial years (i.e., 2021-22, 2022-23 and 2023-24).	i. Audited Financial Statements of FYs 2021-22, 2022-23 and 2023-24; or ii. Turnover certificate by CA (original) with FRN Number and UDIN Number for FYs 2021-22, 2022-23 and 2023-
5	Technical Capability & Experience	The Bidder should have at least 3 work orders/projects in Ministries/ Departments/ Private Organizations for execution of 1000 MBPS Internet Leased Line in the last three years.	Work Order / Work Completion Certificates issued by Client.
6	Non-Blacklisting declaration	The bidder shall not have been blacklisted by any central or state government agency, PSU etc. in the last 5 years preceding the proposal due date.	As per format in Form 4 of Annexure-A signed and stamped on company letterhead
7	Service Support	Bidder/OEM should have a 24X7 service support to address any issues faced by Client	Details of Contact persons along with Escalation Matrix should be provided along with the bid.
8	Feasibility report	The bidder must submit a feasibility report for the internet lease line.	Properly signed and stamped report for feasibility of internet on lease line.

Note: Only technically qualified bidders will be considered for opening and evaluation of financial bid. In financial bid evaluation, bidder who have quoted lowest rate in totality will be the successful bidder and declared as L1 bidder as per GeM portal.

- The bidders are required to submit the **Form 1, 2, 3, and 4 as given in Annexure-A** along with their technical bids.
- The bidders are required to submit the **signed and stamped ATC document** along with their technical bids for technical compliance.
- **Financial bid format:**

S. No.	Description	Annual Cost (₹) (inclusive of taxes) (A)	Total Cost for 3 years (₹) (inclusive of taxes) (B) = (A)*3
1	Internet Lease Line 1000 MBPS		The total of (B) to be put in "Price offer" section on GeM portal

Note – The Technical bid should not include any information related to the Price Bid. If any information related to the Price Bid is contained in the Technical Part of the Bid, the bid shall be declared non-responsive.

- **Submission Details:**
 1. The Applicants shall submit the proposals online through GeM Portal (<https://gem.gov.in>) as per the date and time mentioned on the GeM portal. It is the responsibility of the Applicant to submit the bid before the last date and time on the online portal, and QCI shall not be responsible for any delay due to any of the technical/server issues.
 2. The Applicant shall submit the Proposal in the form and manner specified in this RFP. Bid proposals received in the physical form at the client's address will not be accepted.

For any queries, you may contact the below:
Procurement Team, QCI

Email id: procurement@qcin.org

Form 1: Covering letter with the Proposal in response to RFP Notice

(To be submitted on the Letterhead of the responding firm)

To,

Deputy Director (Accounts),
Quality Council of India,
Institution of Engineers Building,
2nd Floor, 2, Bahadur Shah Zafar Marg,
New Delhi-110002

Subject: Submission of proposal in response to the RFP for **“Procurement of Internet Lease Line 1000 MBPS for a period of 3 years.”**

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP for **“Procurement of Internet Lease Line 1000 MBPS for a period of 3 years.”**, in full conformity with the said RFP document.
2. We undertake, if our proposal is accepted, to adhere to assign a team dedicate to this project.
3. We have read the provisions of RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
4. We undertake, if our proposal is accepted, to adhere to the scope of engagement or such modified plan as may subsequently be mutually agreed between us and QCI or its appointed representatives.
5. We agree to unconditionally accept all the terms and conditions set out in the RFP document and also agree to abide by this bid response for a maximum period of 120 days from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and QCI.
6. We affirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to through this proposal is true, accurate, and complete.
7. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the QCI as to any material fact. We agree that QCI is not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.
8. We confirm that we have not been blacklisted by any central or state government agency, PSU etc. in the last 5 years preceding the Proposal Due Date.

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

Dated this Day of (Year)

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of Vendor

Form 2: Relevant Project Experience for completed projects

Completed Projects:

S. No.	Area/ Location	Client name	Name and Size of the project	Executed Contract Value	Completion date	Nature of works

Form 3: Details of the responding firm

Section No.	S. No.	Particular	Detail
I	COMPANY PROFILE:		
	1.	Name of the Organization * (As appearing on PAN Card)	
	2.	Registered Office Address *	
	3.	SPOC for the bid submitted:	
		Name:	
		Mobile no.:	
		Email Address:	
	4.	Address for Billing Office*	
		Name of Contact Person *	
		Contact No. *	
		Mobile No.	
		E mail ID *	
	5.	Name of Contact Person (Finance & Accounts) *	
		Contact no.	
		Mobile no.	
		E mail ID *	

II	STATUTORY DETAILS:		
	1.	GST Details: -	
		Whether Registered Assessee (Yes or No)	
		If Yes: -	
		GSTIN Number # *	
		Type of Assessee	
	2.	MSME	
		Whether Registered under MSME (Yes or No) *	
		If Yes: -	
		MSME Registration No. and validity date # *	

	3.	Permanent Income Tax No. (PAN) #	
	4.	NATURE OF ENTITY: * PROPRIETOR/PARTNERSHIP/ LPP/ PRIVATE LIMITED /PUBLIC LIMITED/GOVERNMENT	
	5.	WHETHER FUNCTIONING IN A SPECIAL ECONOMIC ZONE. (SEZ) (Yes/ No) *	

III	BANK DETAILS: -		
		Name of Bank	
		Address of Bank	
		Bank Account No.	
		IFSC Code	
		SWIFT CODE (If party's billing address is outside India)	

IV	Details of responding Company		
1.	Current Year Turnover (Rs Crores) from application development and audit related operations in India;		
2.	Company Profile (Operations in India)		
2.1	Average turnover from Indian Operations	(Turnover in Rs Crores)	
2.2	Full-time professional staff engaged in related services	(Number of Staff)	
2.3	Extent of operations in India (national spread) i.e. number of offices in India (client specific / project specific offices should not be taken into account)	(Number of Offices in different cities/towns and their address)	
3.	Company Experience		
3.2	Experience of working on similar Specifications		(Number of Projects and their brief description)

Declaration by Director/ Proprietor/ Partner:

I/We declare that the information furnished above are correct to the best of my/our knowledge / belief. I/We undertake to inform you of any change in above particulars at the earliest.

Form 4: Format for Non-Blacklisting Undertaking

(To be submitted on the Letterhead of the responding firm)

To,
Deputy Director (Finance & Accounts),
Quality Council of India,
Institution of Engineers Building,
2nd Floor, 2, Bahadur Shah Zafar Marg,
New Delhi-110002

Subject: Non-Blacklisting declaration in connection with RFP Ref. No. _____ dated ____ for _____

Dear Sir,

This is to notify you that our Firm/Company/Organisation _____ intends to submit proposal in response to invitation for Tender Ref. No. _____ for <>. In accordance with the above, we declare that:

- a. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this agreement
- b. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities in the last 5 years preceding the Proposal Due Date

Dated this Day of (Year)

(Signature) (In the capacity of)

Duly authorized to sign the Proposal Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of Bidder

Format for Pre-bid query form

S. No.	Clause no., Page no.	Original clause in RFP document	The point on which Clarification required	Reason for amendment (if any)

Bidders are required to submit their queries as per the above format on their letter head duly signed and also share the word file of the above to the procurement@gcin.org within 1 day from the date of conducting of pre-bid meeting.