



ZORAM MEDICAL COLLEGE
(An Autonomous Institute under the Government of Mizoram)
FALKAWN - 796005

No. D-37017/1/2024-ZMC(PROC)

Dated Falkawn, the 6th June, 2024

NOTICE INVITING BID

Sealed tender is hereby invited as per the schedule annexed to this notice on behalf of the Chairman, Procurement Committee of Zoram Medical College from reputed and bonafide Firms/ Agencies, for **Internet Service Provider (ISP) Services For Providing Internet Connectivity With 1Gbps bandwidth in The New Academic Block, Zoram Medical College** which can be obtained at the office Chamber of the Director with a fee of Rs. 500 and will be received by the Director, Zoram Medical College, Falkawn, Mizoram on all working days **on or before 5th July 2024 to 12:00 Noon**. Tenders are to be opened by the Technical Committee under the chairmanship of Director, Zoram Medical College (ZMC), Falkawn, or his authorized representatives at **1:00 PM** on the same day. The Tenderers or their representatives may also be present at the time of opening of the Quotations, if they so desire. Details are also available at www.zmc.edu.in


1	Last Date and time of submission of tender Document	Dt: 5 th July 2024, 12:00 Noon
2	Date and Time of opening of tender Document	Dt: 5 th July 2024, 1:00 pm
3	Earnest money Deposit	Rs. 35,000/-
4	Tender Documents Fee	Rs. 500/-

Sd/- **(ESTHER LAL RUATKIMI)**
Chairman,
Procurement Committee
&
Principal Secretary to
The Govt. of Mizoram
Health & Family Welfare Deptt.
Dated Falkawn, the 6th June, 2024

No. D-37017/1/2024-ZMC(PROC)

Copy to:

1. P.S. to the Hon'ble Minister, Health & Family Welfare, Govt. of Mizoram for info.
2. P.S. to the Principal Secretary, Health & Family Welfare, Govt. of Mizoram for info.
3. The Principal Director, Health & Family Welfare, Govt. of Mizoram for info.
4. The Director, Directorate of Hospital & Medical Education, Govt. of Mizoram for info.
5. The Director, Directorate of Health Services, Govt. of Mizoram, for favour of information.
6. The Medical Superintendent, State Referral Hospital Falkawn, for info.
7. The Website Manager, ZMC, Falkawn for information and necessary action.


(Dr. JOHN ZOHMINGTHANGA)
Director
Zoram Medical College
Mizoram: Falkawn

TERMS AND CONDITIONS FOR INTERNET SERVICE PROVIDER (ISP) FOR PROVIDING INTERNET CONNECTIVITY WITH 1GBPS BANDWIDTH IN THE NEW ACADEMIC BLOCK, ZORAM MEDICAL COLLEGE, FALKAWN.

1. All tenders should be submitted in a sealed envelope, clearly stating Technical Bid addressed to the Director, ZMC. The Tender documents along with its Terms & Conditions can be obtained at the Office Chamber of the Director, Zoram Medical College, Falkawn, or download at www.zmc.edu.in with a fee of **Rs. 500/-**

(Note: Sl. No. 20 may be seen for preparation of bid)

2. All Firms/ Agency should deposit 'Earnest Money' @5% i.e. **Rs. 35,000/- (Rupees Thirty five Thousand only)** in the form of call deposit in any Nationalized bank in Mizoram in favor of the Director, Zoram Medical College, Falkawn, Mizoram.

3. The bidding is to be done in two parts (two envelopes). The **Technical Bid** must be submitted in the prescribed format given in **Annexure I** along with **Form-A** and the **Financial Bid** must be submitted in the prescribed format given in **Annexure II** along with **Form- B**.

The technical bid and financial bid shall be sealed in separate envelopes duly marking as "Technical Bid" and "Financial Bid" and put in a bigger sealed single envelope. (Financial bid will be invited only to the firms qualified after evaluation of Technical Bid)

4. EMD submitted in any form other than as specified above shall not be accepted and shall lead to rejection of the offer.

5. The EMD of the unsuccessful bidders shall be returned within a reasonable time or after expiry of the validity period. No interest shall be paid by ZMC on EMD.

6. EMD shall be forfeited in the following events:

- i) If the offer is withdrawn during the period of validity of the offer or any agreed extension.
- ii) If the offer is modified/ altered without the knowledge of ZMC.
- iii) If the tenderer backs-out.
- iv) If the tenderer attempts to procure the contract by furnishing false/ incorrect documents and by giving false declarations.

7. Any offer without the EMD shall be summarily rejected.

8. The selected Firm/ Agency should made 'Security Deposit Money' @5% i.e. . **Rs. 35,000/- (Rupees Thirty five Thousand only)** in the form of *Call Deposit* in any Nationalized Bank in Mizoram in favor of the Director, Zoram Medical College, Falkawn, Mizoram.

9. Scope of work:

Supply, installation and maintenance of 1:1 Dedicated Unshared Internet Leased Bandwidth requirements over Cable Fibre :-

Sl. No	Description	Specification and Requirements
1.	Internet Leased Line 1Gbps 1:1 dedicated wired internet Leased Line uncompressed and Unshared. Delivery on Cable Fibre only.	Installation at Zoram Medical College, Falkawn, Mizoram. Note: The internet Leased Line is to provided for initial 2 years and will be extended based on satisfactory services.

10. The installation of the connectivity shall be carried out in the Zoram Medical College, Falkawn, Mizoram. Any statutory requirement for installation and working of all equipment of the ordered Cable Fibre Connectivity shall be responsibility of the Bidder. Permission from various authorities may be the sole responsibility of the bidder.

11. **Specification of Equipment and Services:** The Technical Specifications of the equipments specified in Annexure-A are the minimum requirements of the Purchaser. The vendors are at liberty to indicate higher specifications than the minimum levels except the bandwidth. The Purchaser reserves the right to place orders at the higher specifications offered by the vendors.

12. **Uptime Guarantee:** Vendor shall have to guarantee continuous uninterrupted internet line availability along with all the equipment supplied by them and should achieve minimum 99% uptime across 24 X 7 calculated on monthly basis.
13. **Spares:** Vendor shall maintain the sufficient Spares for maintaining required uptime guarantee.
14. **Training:** Vendor shall provide basic training, free of charge for ZMC end users, whenever required to do so by ZMC.
15. **Maintenance and Support**

Sl. No.	Maintenance and Support
1	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 4 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.
2	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 same specification/ or higher specification to the replaced part.
3	ZMC shall not be responsible for damage to the systems due to external circumstances such as earthquakes, floods, fires, riots etc.
4	Vendor shall ensure a visit to ZMC, of a person of designation of Area Manager on monthly basis. During the implementation stage, vendor shall depute engineers for attending to the complaints related to the hardware and software/firmware components.
5	If there is a need to shift the ISP router or end point to any other location/room from the current location within the ZMC campus, the vendor needs to configure entire set-up at free of cost during the service period.

16. **Insurance:** As all the delivered hardware will be owned by the Bidder [Service Provider] during the entire period of the contract, the service provider will take insurance for all the network hardware items installed in the premises of ZMC locations for the entire duration of the contract period against all risks

17. **Eligibility of the Bidders and Documents to be submitted:**

SI No	Eligibility of the Bidders
1	The Tender is being invited for selecting Internet Service Provider (ISP) for Zoram Medical College, Falkawn. All eligible vendors who are interested in Internet Leased Line Connectivity of 1Gbps to Zoram Medical College, Falkawn may participate in the present Tendering Process.
3	The bidder may be a Government Organization / PSU / PSE / partnership firm or a limited Company under Indian Laws. (<i>Attested copy of Registration Certificate of the firm and Tribal Certificate must be submitted</i>). *
4	Must be financially sound to take up the task (<i>financial soundness certificate to that effect from the Bank where the applicant has an account should be furnished</i>). *
5	The Bidder should provide Cable fibre only. Air fibre will not be entertained.

6	<i>Should furnish GST clearance as per the GST Rules. *</i>
7	The ISP should have Call Center and Telephonic Support. The same shall be extended to ZMC for resolving minor issues and registration of faults / complaints.
8	The Bidder should not have been blacklisted in any Government/ Government undertaking/Publicsector companies. A self-declaration letter by the Bidder, on the company's letterhead should be submitted along with technical bid.
9	A supplier who has been debarred by any procuring entry for violation of this order shall not be eligible for preference under this order for procurement by any other procuring entity for the duration of the debarment. The debarment for such other procuring entities shall take effect prospectively from the date on which it comes to the notice of other procurement entities, in the manner prescribed.
10	Must not have any criminal case (<i>Certificate of proof from the concerned Police Station/ Police verification must be enclosed</i>). *
11	<i>Original Earnest Money Deposit must be enclosed.*</i>

(Note: The field indicated as * are mandatory, and bidders are expected to provide the necessary documents, failing which will result in rejection of the Bid)

18. The Bidding Documents:

The bidder is expected to examine all instructions, forms, terms and conditions, specifications given in the Bidding Document. Failure to furnish all information required by the bidding Document or to submit a Bid not substantially responsive to the bidding document in every respect will be at bidder's risk and may result in rejection of the Bid.

(Note: Sl. No 17 may be seen to avoid rejection of Bid)

19. Amendment of Bidding

At any time prior to the deadline for submission of Bids, ZMC, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment. Notification of amendments will be sent to all the vendors and will be binding to all bidders. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, ZMC at its discretion may extend the deadline for a reasonable period as decided by ZMC for submission of the bids

20. Preparation of Bid

As prescribed under rule 23 of the 'Mizoram Public Procurement Rules, 2020' for two part bids (two envelopes) - *The Technical Bid will be first evaluated by the Bid Evaluation Committee, and the Bids which are not rejected by the Bid Evaluation committee shall be invited to place their 'Financial Bid', the date and time for Financial Bid will further be notified.*

(Note: Sl. No.3 may seen for details)

21. Validity of the Bid:

The Bid along with prices and others Terms & Conditions shall be valid for a minimum period of 180 days from last date of submission of the tender.

22. ARBITRATION:

As prescribed under Rule 49 (1) (a) (b) (c) (d) of the Mizoram Public Procurement Rules, 2020, the Department will have the right to reject any quotation or to annul the bidding process and reject all bids at the discretion of the competent authority.

Further, the Department will reserve the right to commute the quantity of internet connections to be outsourced regardless of the quantity indicated on the invitation letter.

If the above terms are violated or unfulfilled, bid shall be rejected at the time of opening the Bid.

In case any legal dispute/ litigations arising out of this Bid Notice or its terms, the local courts shall have the jurisdiction as per the relevant laws in force.

FORM-A

(To be Included in Technical Bid Envelope)

FORM FOR SUBMISSION OF TECHNICAL BID

1. Name of Firm/ Society/ Agency : _____

2. Registration No. and date : _____

3. Full Address : _____

5. Contact No. 1) Mobile No. : _____

2) Landline No. : _____

3) e-mail I. D. : _____

Dated: _____

Signature : _____

Place: _____

Name of proprietor : _____
(in block letters)

Seal :

Technical Bid

Item No.	Particulars	Particulars	Quoted Specifications
1.	Type of connectivity	FTTH Broadband Last mile delivery on fiber only from service provider to Zoram Medical College, Falkawn, Mizoram-796005	
2.	Capacity	1Gbps	
3.	Non shared on exclusive basis		
4.	Uptime	99.5%	
5.	B/w guarantee	99%	
6.	Packet Loss	<1%	
7.	Maximum ping response	Domestic Locations <=80ms *Mumbai, Chennai, Gurgaon, Kolkata, Pune, Ahmedabad, Hyderabad, Bangalore, Bhopal, Varanasi, Jaipur, Bhubaneswar, Nagpur. USA (East Coast) <= 270 ms USA (West Coast) <= 300 ms UK <= 190 ms Hong Kong <=120 ms Singapore <=100 ms	
8.	Latency	To be maintained at <250 millisecond at all times	
9.	Period(in years)	2(two) years	
10.	Public IP Pool		
11.	Place of Installation	Zoram Medical College, Falkawn, Mizoram-796005	

FORM-B

(To be Included in Financial Bid Envelope)

FORM FOR SUBMISSION OF FINANCIAL BID

Date:

To:

The Director,
Zoram Medical College,
Falkawn, Mizoram

Dear Sir,

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the captioned solution, in conformity with the said Bidding documents as may be ascertained in accordance with the schedule of Prices attached herewith and made part of this Bid. We undertake, if our Bid is accepted, to deliver, install and commission the solution in accordance with the delivery schedule specified in the schedule of requirements. We agree to abide by the Bid and the rates quoted therein for the orders awarded by Zoram Medical College up to the period prescribed in the Bid, which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".

We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this/...../ 2024

Signature
(In the Capacity of)

Name:

Duly authorized to sign the Bid for and on behalf of

FINANCIAL BID

To

The Director,
Zoram Medical College,
Falkawn, Mizoram.

Dear Sir,

I/We....., hereby offer to supply the stores detailed herewith/below at the price hereunder quoted and agree to hold this offer open till I/We shall be bound to supply the stores hereby offered on the issue of the Purchase/ Supply Order communicating the acceptance thereof on or before the expiry of the last mentioned date. You have the liberty to accept any one or more of the items of stores tendered for any portion of any one or more of items of such stores. I/We notwithstanding that the offer in this tender has not been accepted in whole, shall be bound to supply to you such items and such portion or portions of one or more of the items as may be specified in the said Purchase / Supply Order communicating the acceptance.

Sl. No.	Description	Qty.	Unit price	Tax/GST		Total Amount
				%	Amount	
1Gbps 1:1 Dedicated Internet leased line over fiber with security services Component wise Charges for 2 years						
1	One Time Charges for Installation, Commissioning, Testing	01				
2	Bandwidth Charges	2 years				
Total						
Discount						
Total after Discount						
Taxes & other duties (Specify the percentage %)				%		
Total (Rupees)						

Note:

- The Price for separate router, if any is inclusive and must be borne by the vendor**
- All the rates should be given both in figures and words

Place of delivery and Installation:	Zoram Medical College, Falkawn, Mizoram 796005
Date by which the ordered item/s will be supplied	

I/We have understood the terms and conditions of the contract and the instructions of tenderers annexed to the invitation to tender and have thoroughly examined the specification/drawing and/or pattern quoted or preferred to herein and/or fully aware of the nature of stores required and my/or offer is to supply the stores strictly in accordance with the requirements subject to the terms and conditions contained in the purchase orders communicating the acceptance of this tender either in whole or in part.

Date:

Seal and Signature of the Bidder
