

GEM BID
FOR
PROVIDING OPTICAL FIBER BASED
LEASED LINE AND RADIO FREQUENCY BASED
INTERNET CONNECTION
AT
NATIONAL SCIENCE CENTRE, DELHI



Ministry of Culture
Government of India

NATIONAL SCIENCE CENTRE
(A UNIT OF NATIONAL COUNCIL OF SCIENCE MUSEUMS)
NEAR GATE NO. 4, PRAGATI MAIDAN
NEW DELHI – 110 001

NATIONAL SCIENCE CENTRE,
NEAR GATE NO. 4, PRAGATI MAIDAN,
BHAIRON MARG, NEW DELHI-110001

NOTICE INVITING GEM BID

On-line Digitally signed GeM Bid is invited in two Bid System for **“Providing Optical Fiber based Leased Line & Radio Frequency (RF) based Internet Connection at National Science Centre, Delhi”**. Agencies having proven experience and capable in executing the work may download the Bid documents from the Government e-Market (GeM) Portal.

The online bid both Technical Bid and Financial Bid, should be uploaded by the due date and time as per the Bid schedule. The responsibility to ensure the same lies with the bidders. Off-line Bids shall **NOT** be accepted and no request in this regard will be entertained whatsoever. **Online Technical Bid will be opened at the first instance in National Science Centre, Delhi as per the GeM Timing for Technical Evaluation as well as selection of technically acceptable offers.** In the second stage, the Financial Bids of only the selected and techno-commercially acceptable offers will be opened. Decision of the Centre, regarding selection of eligible and qualified vendors / firms for opening the Financial Bid shall be final and binding on the bidders. Bidders may be present during opening of Bids.

NSC Delhi reserves the right to accept or reject any or all Bids in full or part without assigning any reason whatsoever. NSCD shall also not be bound to accept merely the lowest Bid but the technical suitability, capability and superiority of the equipment / system as well as after sales service including infrastructure to render such service, etc. shall be of prime consideration for selection of the equipment /system.

CHECK LIST

Check list of GeM Bid for Providing Optical Fiber based Leased Line Internet Connection at National Science Centre, Delhi.

Sl. No.	Description	Yes	No
01	Whether E-Bid uploaded on GeM Portal of Govt. of India in two parts (i.e. Technical & Commercial) separately.		
02	Whether Bid documents carefully studied & understood.		
03	Whether Bid documents duly signed and stamped on all pages is scanned and uploaded as Technical Evaluation (Part – I) of the Bid in GeM Portal.		
04	Whether Earnest Money of ₹63,000/- submitted by online / vide Demand Draft No. dated..... and Scanned copy of DD uploaded as Part – I of the Bid. <u>**Please note that the original DD should be couriered /hand delivered to NSC Delhi / online payment details shall be sent to NSCD before the time of opening Technical Bid.</u>		
05	Whether Declaration certifying that there is no extra conditions quoted in the Offer Form duly signed and stamped, and scanned copy of the same uploaded as Part – I of the Bid in GeM Portal. ANNEXURE – B		
06	Whether Declaration regarding Non-relation, duly signed and stamped, and scanned copy of the same uploaded as Part – I of the Bid in GeM Portal. ANNEXURE – C		
07	Whether Bid-Securing Declaration Form, duly signed and stamped, and scanned copy of the same uploaded as Part – I of the Bid in GeM Portal. ANNEXURE – D		
08	Did you visit the actual site for execution of the work before submitting the Bid		

Date:

Signature of the Bider

Place :

Official Seal

General Information and Instructions

1. The instruction given herein will be strictly binding on the Bidders and deviation, if any will make the Bid or Bids liable to be considered invalid. Bids incorporating additional conditions by the Bider are liable for rejection.
2. Bids shall be submitted online only at GeM website: <https://gem.gov.in/>
****Manual bids shall not be accepted.**
3. Bid documents may be scanned with minimum 100 dpi of the scanned document.
4. Bid should be submitted along with the **Earnest Money of ₹63,000/- (Rupees Sixty Three Thousand only)** through NEFT/RTGS in the account of National Science Centre as per Annexure G or by way of crossed Demand Draft / Pay Order on any nationalized bank of India payable in favour of “**NATIONAL SCIENCE CENTRE, Payable at DELHI**”. Earnest Money deposit in the form of Bank Guarantee /Bond or any other instrument shall not be accepted and shall be rejected straightway. Earnest Money deposits in respect of such offers which are not accepted will be returned to the bidders within 30 working days from the date on which the final decision is taken about the source from which the items under Bid are to be procured or within 2 (two) months from the date of the opening of the Bids, whichever is earlier. No interest will be paid on the Earnest Money deposited with the Council. Earnest Money deposit in respect of the successful bidders will be retained with the NSCD until entire execution of the order as per terms of the Bid. If the successful bidder fails to execute the order strictly as per the NSCD’s specification in full or part within the stipulated delivery period of the purchase order, the Earnest Money deposit retained with the NSCD shall be forfeited forthwith after cancellation of the concerned order. In case of non-receipt of EMD, the Bids are liable to be rejected.
5. **Validity of Bids:** The validity period of the e-Bid shall be at least 90 days from the date of opening of GeM Bid. This period may be extended with mutual consent if the decision regarding issue of Letter of Intent is delayed for any reason.
6. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-Bid correction may invoke summary rejection. Conditional Bids will be rejected. Non-compliance of applicable General Information and Instruction will disqualify the Bid.
7. The Financial Bid shall be submitted at GeM Portal e-Bid system website <https://gem.gov.in/> . Off line Financial Bid shall not be accepted.
8. The GeM Bid are invited under two envelopes system and must be uploaded online on GeM Portal. The first electronic envelope will be named as **Technical Envelope** & will contain documents of Bider’s/bidder’s satisfying the eligibility conditions, scanned copies of Bid document etc. and the second electronic envelope will be named as **Financial Envelope** containing Rate Quote Sheet. The bidder shall submit TECHNICAL BID ENVELOPE and FINANCIAL BID ENVELOPE simultaneously. The technical bids will be evaluated first and thereafter financial bids of only the eligible Bidders/bidders shall be opened. These envelopes shall contain one set of the following documents:

Technical Bid Envelop (Set – 1) shall contain the following documents:

- i) Bid Document uploaded with digital signature as token of acceptance of all terms and conditions and duly filled wherever applicable. The issued bid document (excluding BOQ), signed on each page by the authorized signatory of the bidder.
- ii) The Bidder must furnish details of GST Number and PAN Number (mandatory) and also upload the scanned copy of these documents in e-procure portal.
- iii) Scanned Copy of ITR filed acknowledgement issued by Income Tax Department for last 3 years.

- iv) Authorized Certificate of Channel Partner/distributor/service provider of ISP. Enclose copy of the current certificate issued by the ISP.
- v) Documentary proof of certificate of “Category A Internet Service Provider (ISP) or equivalent certificate”.
- vi) Copies of Work orders in atleast 2 nos. of running ILL connection at 2 (two) locations preferably Govt. Offices or Ministries or PSU/ Autonomous Department etc.

Financial Bid Envelop (Set – 2) shall contain the following documents:

- i) Rate should be quoted as per GeM T&C.
9. E-Bid which do not fulfil any of the above conditions or are incomplete in any respect are liable for summary rejection.
 10. The Bider(s) must declare in writing that neither he nor any of them is in anyway related to any officer in the National Science Centre, Delhi (National Council of Science Museums, Kolkata), or any of its constituent units as per the format given in ANNEXURE – C.
 11. GST, Income tax and Labour Cess etc. or duties on materials, freight & transit Insurance F.O.R. site in respect of this contract will be payable by the successful Bider. Nothing extra will be payable for increase in such taxes or duties even if imposed or levied either before or after the GeM Bid are opened or during currency of contract.
 12. Before submitting the e-Bid, the Bider shall examine all quantities, specifications, conditions of contract and inspect the site if necessary. The e-Bid must be balanced in respect of individual items so that the rates quoted shall remain in force even if the quantities deviate (increase or decrease) to any extent before or during the execution of the work. The successful Bider / bidder shall be paid at their net rate quoted.
 13. First the Technical Bid Envelope will be opened and after the authority is satisfied that the documents in the Technical Bid Envelope are in order, the FINANCIAL BID ENVELOPE may be opened, subsequently.
 14. It may be noted that the Technical Bid Envelope which are not found in order as per National Science Centre, Delhi (NCSM) requirements may be summarily rejected.
 15. The selected Bider will be issued a Letter of Intent (LOI) by the Museum/Centre and given 07 days’ mobilisation time which shall be counted from the date of issue of the Letter of Intent. During the mobilisation time, the Bider shall mobilise all their resources including men and materials and sign an Agreement with Museum/Centre in approved format at site on a non-judicial stamp paper of proper denomination.
The date of commencement of work shall be the date of issue of Letter of Intent.
 16. Order shall be placed in favour of a single agency considering the total cost arrived based upon CONSOLIDATED Quotation.

NATIONAL SCIENCE CENTRE
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Bharion Road, Near Gate No. 4, Pragati Maidan,
New Delhi-110001

GENERAL TERMS & CONDITIONS (GTC) FOR SUBMISSION OF BID FOR PROVIDING OPTICAL FIBER BASED LEASED LINE INTERNET CONNECTION AT NATIONAL SCIENCE CENTRE, DELHI.

1. **PRICE:** The rates quoted/indicated shall include cost of all equipment, labour supervision and all working accessories, tools and tackles, reliable standard testing equipment, etc. and including all handling charges. **The rates of GST and other taxes/levies to be imposed on the cost of the system shall have to be clearly and separately mentioned in the offer form with proper break-up.** Price and rate quoted shall be firm and fixed for the entire period of execution of the work and no escalation of rate on any ground whatsoever shall be allowed.

The bidders shall consider the prevailing tax rates while quoting the rates. However, in the event of any changes in the statutory taxes and duties, the rates applicable at the time of payment shall be made by the competent authority of the NSC Delhi against submission of supporting documentary evidence.

2. The successful Bider shall submit the following documents within **07 (Seven)** days from the date of placement of Letter of Intent.
 - a) Duplicate copy of the Letter of Intent duly signed and stamped as a token of acceptance of the order.
 - b) Non-judicial stamp paper of ₹100/- for preparing the Agreement governing the terms and conditions of the Contract.
 - c) Security Deposit Security Deposit as detailed in clause No. 06 of General Terms & Conditions.
3. **TIME OF COMPLETION:** Time is the essence of the Bid. The entire work shall be completed in time bound manner. The entire work i.e supply of equipment, installation and commissioning shall be completed within **30 (Thirty) days** from the date of placement of Letter of Intent. If the successful e-Bider shall desire an extension of time for completion of the work on the grounds of his having been unavoidably hindered in its execution and for reasons not attributable to him on the following grounds: -
 - a. by reason of delay in supply of material due to strike, curfew, lockdown or any other restrictions in imports of goods issued by GOI.
 - b. due to delay in work other agencies or tradesman engaged or nominated by the museum/centre: if such delay is directly responsible for delay in execution of this work.
 - c. in case of the total value of the work exceeds the total value of the e-Bid owing to deviation in quantities or extra items, the successful e-Bider will be entitled to ask for extension of time in proportion to the increased value of work.

For non-compliance of any of the above terms and uncompletion of the Bided work in all respects within the above stipulated period, the Centre shall either cancel the order or impose penalty as detailed in clause 4 below. The Centre reserves the right to cancel the order and no payment will be made under such condition. Decision of the Centre in this regard shall be final and binding on the successful Bidders.

4. **PENALTY CLAUSE:** The successful Bidder shall strictly observe the time allowed for carrying out the job as detailed in clause No. 3. The job shall, throughout the stipulated period of the order be proceeded with all the diligence (time being deemed to be the essence of the order) and the successful Bidder shall pay to the Centre, an amount equal to 1% of the amount of the order value for every week that the work may remain incomplete as per work schedule as stipulated in clause no. 3, subject to a maximum compensation of 10% of the order value and after that period appropriate action will be taken by the Centre, as it will deem fit.

The Centre may extend the time of execution of the Bided job at its discretion on the application of the successful Bidder for such purpose provided that it considers the reasons for such extension as good, sufficient and acceptable.

The vendor is supposed to provide the minimum service availability of 99.5%. The uptime of the link will be computed on monthly basis. This uptime will be computed separately for each link. If downtime of any link exceeds uptime limit of 99.5%, penalty of amount equivalent to twice the amount for the unavailable period will be charged and deducted from the firms invoice.

Any fault in the internet connectivity will need to be resolved by the vendor as per the following schedule:

- a. As per GeM Service Level Agreement.

5. **SCOPE OF WORK:** As per ANNEXURE – F

6. **SECURITY DEPOSIT:**

The successful bidder will have to deposit the prescribed security (**10% of the cost of work awarded**) in the form of RTGS/NEFT or DD payable to “National Science Centre” payable at Delhi. No interest will be payable on security deposit in any case. The security deposit shall be payable to NSCD as compensation for any loss resulting from the contractor’s failure to complete its obligations under the contract.

The security deposit is liable to be forfeited in case the bidder violates the terms and conditions of the agreement in any manner.

The rates shall be inclusive of all taxes, compliance to this shall be responsibility of the bidder. The security deposit will be returned after 3 months of the expiry of contract period of the last order under the contract, after deducting dues, if any, payable to NSCD. In the event of any breach of any terms and conditions or delay or default, the contract will be terminated and the security deposit will be forfeited by the NSCD. Conditional Bids in modification to the terms and conditions given in this document are liable to be rejected.

7. CONTRACT

Validity of the approved rates shall be upto Three years from the date of issuing the Letter of Intent and the contract may be extended beyond the first year by the discretion of the NSCD authorities and subject to satisfactory performance by the agency during the previous year of contract.

If the contractor fails to comply with the terms and conditions of the agreement, NSCD may terminate the agreement upon 30 days written notice to the contractor, specifying any such breach.

8. PAYMENT TERMS:

No advance payment shall be made by the Centre on any circumstances. Quarterly payment of the contract value shall be made at the end of the each quarter on presentation of Tax Invoice duly verified to the effect that the internet equipments and the internet line has been maintained and there has been no interruption of service.

Invoice should be submitted indicating the Name of the Banker, IFSC Code, Account number, RTGS and Swift number of the banker, etc. for releasing e-payment to the agency. The vender has to separately show the “GST” component in the bills.

Digital Payment (e-Payment) through RTGS/NEFT/TT/etc. shall be released within **15 (Fifteen)** working days from the date of receipt of Tax-Invoice (computer generated softcopy / hardcopy).

9. In case, the successful Bider refuses to accept the offer after finalization or does not comply with the Clause No.2 within **07 (Seven)** days from the date of placement of the order as per the finalized and accepted terms and conditions, the order shall be cancelled forthwith without any further reference.

10. **DEFECT LIABILITY PERIOD:** The Defect Liability period shall be **Three (03) years** after successful completion satisfactory installation, commissioning and maintenance of ILL service period. The successful Bider shall be responsible for all defects of the installed equipment or other defects of equipment supplied, making good bugs in the hardware, etc. The successful Bider, shall at their own cost, rectify the defects and or replace the defective parts/equipment, up to the complete satisfaction of the competent authority of the Centre.

11. DELAYS IN CONTRACTOR’S PERFORMANCE

Delay by the Contractor in the performance of its contractual obligations regarding performance of services shall render the Contractor liable to any or all of the following sanctions:

- a) Penalty/cost of repairs as per Clause 4 above.
- b) Forfeiture of its Security Deposit
- c) Termination of the contract for default. The termination of the contract for default shall be at risk and responsibility of the contractor.

12. Every effort should be made to complete the work by the successful Bider within the specified time schedule. In case the successful Bider fails to comply with Clause No.3 i.e., the specified time schedule as per the finalized and accepted terms and conditions the Centre shall have the right to either impose Penalty Clause or cancel the order or disqualify from bidding for any contract with the agency for a period of one year from the date of notification. The decision of the Centre in this regard shall be final and binding on the successful Bider.

13. The successful Bider shall submit necessary trade and other licenses as may be required to carry on the Bided job and shall also be responsible for compliance at his/her own cost of all rules and regulations, enforced from time to time by the appropriate authorities.
14. The successful Bider shall not under any circumstances whatsoever transfer wholly or partly the contract/agreement/Purchase Order to any other person(s)/firm/company or assign the agreement or benefits of this agreement to any other party for any reason whatsoever. Otherwise the order/ agreement will automatically stand cancelled.
15. The authorities of NSC Delhi do not bind themselves to accept the lowest Bid and reserves the right to accept or reject any or all Bids wholly or partially without assigning any reason whatsoever.
16. The authorities of the Centre, reserve the right to amend, alter or modify the terms and conditions mentioned above, if necessary, from time to time.
17. Income Tax and Work Contract Tax shall be deducted at source, if applicable, from each bill/claim of firm as per prevailing Government rules.
18. Incomplete offers, i.e. offers received without prescribed “General Terms & Conditions” & Technical Specifications” shall be rejected straightway without reference to the Bider.
19. The agencies participating in the Bid and bidding, may obtain on specific request, details about the outcome of the Bid and other related details, if any.
20. National Science Centre will not be liable for any injury or death of an employee who is deployed by the successful bidder within/outside the work site during the time of execution of the work order.
21. All disputes and differences between the successful Bider and the Centre of any kind, except quality of workmanship and materials, whatever arising out of or in connection with the order on carrying out of the work (whether during the progress of the work or after their completion and whether before or after the determination, abandonment or breach of the terms and conditions of the order) shall be referred to the sole arbitration of a person nominated by the Director General, National Council of Science Museums, whose decision in this regard will be final and binding on both the parties – the successful Bider and the Centre.

The provisions of the Arbitration and Conciliation Act 1996 or any statutory modification or re-enactment thereof and of the rules made there under for the time being in force shall apply to arbitration's proceedings under this Clause.

22. FORCE MAJEURE

Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after signing of the present contract. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

NATIONAL SCIENCE CENTRE
(A Unit of National Council of Science Museums)
Bharion Road, Near Gate No. 4, Pragati Maidan,
New Delhi-110001

(In Letter Head of the Bidder)

DECLARATION

We do hereby accept the “General Terms & Conditions” as provided by the National Science Centre along with the Bid documents for ***Providing 200 Mbps Optical Fiber based Leased Line Internet & RF based Internet Connection at National Science Centre, Delhi*** and also undertake to execute the job strictly as per the Technical Specifications of National Science Centre as provided along with the Bid documents, in the event of placement of any order on us. The Centre shall be at liberty to cancel the order in full or in part the event of failure of any of the above declaration made by us.

Signature of the Bidder / Constituted Attorney.

NATIONAL SCIENCE CENTRE
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Bhairon Road, Near Gate No.4, Pragati Maidan,
New Delhi - 110 001.

(In Letter Head of the Bidder)

DECLARATION

This is to certify that I/We have no close relative as an employee of the National Council of Science Museums (close relatives means: Father, Mother, Brother, Sister, Son, Daughter and Spouse) nor any such close relatives are associated with us as proprietor/partner/share holder/ director and like.

Signature of the Bider
Address :

Official seal with date

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Bhairon Road, Near Gate No.4, Pragati Maidan,
New Delhi - 110 001.

(In Letter Head of the Bidder)
BID SECURING DECLARATION FORM

Date:.....

Bid No.

To,
The Director,
National Science Centre
(National Council of Science Museums)
Bhairon Road, Near Gate No.4, Pragati Maidan,
New Delhi - 110 001.

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am/We are in a breach of any obligation under the bid conditions, because I/We

- a) Have withdrawn/modified/amended, impairs or derogates from the Bid, may/our Bid during the period of bid validity specified in the form of Bid; or**
- b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the instructions to Bidders.**

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (signature of person whose name and capacity are shown)
In the capacity of (legal capacity of person signing the Bid Securing Declaration)

Name: (complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (complete name of Bidder)

Dated on day of (insert date of signing)

Official seal with Date

NATIONAL SCIENCE CENTRE
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New Delhi-110001

TECHNICAL (Techno-Commercial) BID

Notes: ALL PARTICULARS / INFORMATION SHOULD BE GIVEN IN THE FOLLOWING FORMAT WITH COMPLETE DETAILS.

1. Name & Address of the Firm/Bidder :
2. Telephone Number :

Office :

Office at Delhi/NCR :
3. i) Background details of the firm :
(State whether original manufacturer/direct Dealer of the manufacturer).

ii) In case of direct dealers, submit copy of valid dealership license issued by the manufacturer.
4. State the Name of the Banker including IFSC Code :
and Account Number of the Bider for releasing digital mode of payment.
5. Past experience in such business for last 3 years :
giving details of established clients especially Government Offices. Submit satisfactory certificate issued by such clients and Government Offices.
6. i) Whether capable to execute the Bided work :
strictly as per enclosed scope of work.
(Please mention 'YES' or 'NO' :

ii) If it is mentioned 'NO' above, submit detailed :
deviation to be made from the enclosed technical specification.
(Extra sheet may be attached, if required)

iii) If it is mentioned 'YES' above submit copies :
of product brochure (for product categories) as a proof of their statement.

07. State the Name & Address of the Manufacturer :
whose product has been offered /quoted by the Bider.
08. Proof of financial status of the company/audited Balance :
Sheet for last 3 years indicating total turnover as well
(Submit documentary evidence.)
09. Whether agreed to accept 15 days credit Payment Terms. :
(Please mention 'Yes' or 'NO')
10. Minimum time required to complete the Bided work at :
NSC, Delhi.
11. Mention GST Registration Number and attach :
Current valid Tax Clearance Certificate.
12. Whether agreed to execute the work as per enclosed :
Scope of work (ANNEXURE – G) positively by 30 days
and failing which ready to absorb heavy penalty,
if any order is placed on the bidder after observing
Bid procedure. (Please mention 'YES' or 'NO')

I/We hereby declare that the above statements are true. I/We also declare that the decision of National Science Centre, Delhi regarding selection of eligible firms for opening of Financial Bid (Part-II) shall be final and binding on me/us.

Dated

Official Seal

Signature of the Bider/Constituted Attorney

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1. Leased Links are to be provided via fiber optic cable (end to end). The RF based internet services of same bandwidth is also required alongwith.
2. All costs other than the bandwidth cost such as Cost of leased link, cost of router, Link maintenance cost, local loop charges, installation charges, registration charges, service charges for running the DNS (if any), etc should be borne by the bidder.
3. The bidder should be able to provide the connectivity within 30 days from the date of placement of order.
4. Router should provide encryption and tunnelling capabilities and should have at least 2 nos. of Gigabit Ethernet ports.
5. The agreement for providing bandwidth will be for a period of three year from the date of the links becoming operational. Therefore, the quoted rates should be valid for three years from the date of the links becoming operational.
6. The contract can be renewed for a further period of 25% (nine months) on the same rates and terms & conditions subject to providing satisfactory services during each year.
7. Payments of bills / invoices will be made on quarterly basis, subject to satisfactory services provided by the vender.
8. Successful bidder shall submit performance security of 10% of the cost in the form of Demand Draft / pay order/ Bank Guarantee of any Indian Nationalized Bank.
9. The bidder should be qualified as a “Class-A Internet Service Provider (ISP)” by Department of Telecommunications, Government of India. Documentary proof is to be submitted with the technical bid.
10. The bidder has to ensure IPv6 connectivity to commercial internet.
11. The provider should have running Internet connections (for it or more bandwidth) in at least 2 other locations (preferably govt. offices or ministries/ PSUs/ Autonomous offices or dept.) in Delhi NCR. Copy of the purchase orders clearly showing details such as customer name, bandwidth, cost etc for the same should be attached with the Bid (In technical Bid).
12. The routers provided with the link should be DOT/TEC approved. Make and model should be given in the technical bid.
13. Successful bidder will install and commission required bandwidth 200 Mbps (1:1) as mentioned in the Work Order and shall be able to downgrade or upgrade as per our requirement, without any disruption in the internet services.
14. The required Internet Leased Line link and RF link are to be terminated at the National Science Centre, Delhi.
15. Bidder should be responsible for provisioning end-to-end solution.
16. The bidder should have Toll Free number for fault registering within India and should provide support on 365x24x7 basis.
17. **Warranty and service availability penalty clause:** The vendor is supposed to provide the minimum service availability of 99.5%. The uptime of the link will be computed on monthly basis. If downtime of link exceeds uptime limit of 99.5%, penalty of amount equivalent to twice the amount for the unavailable period will be charged and deducted from the firms invoice. Uptime calculation for every billing cycle:

$$\text{Percentage of uptime} = (\text{Service availability in hours} / \text{Total service hours}) \times 100$$

$$\text{Total service hours} = \text{Uptime hours} + \text{Downtime hours}^*$$

**Downtime calculation may not include any downtime due to the scheduled maintenance which has been mutually agreed between the Buyer and the Service Provider, or Force Majeure clause.*

- 18.** The bidder has to submit an undertaking stating that he/she has fully read the terms and conditions and the same are acceptable to them.
- 19.** The bidder has to sign the Service Level Agreement and Packages specially designed for Internet Bandwidth and Replication Service of GEM.

ANNEXURE – G**BANK DETAILS OF NATIONAL SCIENCE CENTRE, DELHI**

Name of the Account Holder	NATIONAL SCIENCE CENTRE, DELHI
Account No.	2417101004100
Bank Name	CANARA BANK
Bank Address	6, Bhagwan Das Road, New Delhi
IFSC Code	CNRB0002417
MICR Code	110015045
Type of Account	Saving Account
Branch Code	2417
GST Number	07AAAAN2541C1Z5