

GOVERNEMENT OF JAMMU & KASHMIR
MOTOR VEHICLES DEPARTMENT
OFFICE OF THE TRANSPORT COMMISSIONER/
CHAIRPERSON STATE TRANSPORT AUTHORITY, J&K, RAILHEAD, JAMMU

TENDER NOTICE

e-NIT No. :- 01 - TC of 2021
Dated: 07.04.2021

Pursuant to the poor response received against this office eNIT No. 28-TC of 2021 Dated: 04-02-2021, the State Level Purchase Committee recommends re-tendering the supply for purchase of ILL. Therefore, For and on behalf of the Lt. Governor of the Union Territory of Jammu & Kashmir from the registered Internet Service Providers for supply, installation and maintenance of Internet leased line (1:1) redundant network through RF connectivity at all RTO/ARTO locations of the Union Territory of J&K including this office located at Rail Head Complex in Jammu and Old Secretariat in Srinagar and Fibre Connectivity at Jammu and Srinagar RTO locations as an alternative path.

1. The Internet Service Provider (ISP) should have an experience of at least five years of service experience and at least one year of active presence in all district locations of the UT of J&K for providing of Internet Services in support of which requisite documentary proof need to be attached with the tender. Interested and eligible bidders may download the Tender document from www.jktenders.gov.in or may download from our official website www.jaktrans.nic.in.
2. All the bids must be accompanied with EMD worth Rs. 2,00,000/- (Rupees two lac only) in the form of **CDR/FDR/Bank Guarantee** without which the tender is liable to be rejected. The EMD shall be pledged in favor of Transport Commissioner, J&K. It shall be noted that no other negotiable document like cheque etc shall be accepted by the department.
3. The intending ISPs shall upload the Technical Bid by or before **21/04/2021** upto 03:00 PM. A Demand Draft for Rs. 1000/- (Rupees one thousand only) favouring Transport Commissioner, J&K which shall be non-refundable, shall also be attached with the technical bid.
4. Bids will be opened in the office chamber of Transport Commissioner, Chairman, State Level Purchase Committee of MVD J&K on **22/04/2021** at **12:00 Noon**. In case, date of opening of technical bids happens to be a holiday, the same shall be opened on next working day on the scheduled venue and time.
5. The ISP should be registered with appropriate tax authorities such as Income Tax, Goods & Services Tax (GST) etc., and should submit valid certificates of registration from these authorities.



6. The ISP has to produce tax clearance certificates from Income Tax Department for the three preceding years.
7. The contract shall remain valid for one year from the date of issuance of contract/ first Job order which can be further extended with the consent of the undersigned subject to the satisfactory delivery of services or till the time fresh contract is finalized whichever is earlier.
8. All the ISPs intending to participate are advised to go through the Terms and conditions of the Tender document, thoroughly which are annexed herewith.

Sd/-

(Pardeep Kumar), KAS

Transport Commissioner & Chairman
State Transport Authority, J&K, Jammu

No. TC/JK/Acctts/2020/77/8-11

Date: 07 /04/2021

Copy to the:-

1. Commissioner Secretary to Govt. Transport Department, J&K, Jammu for favour of information.
2. Director Finance, Transport Department, Civil Sectt. J&K, Jammu for information.
3. Director Information, J&K Jammu for information with the request that due publication of the NIT may be given in local dailies and leading national dailies consecutively for three days. The bill of charges if any in respect of national dailies be forwarded to this office for arranging necessary payment.
4. Sh. Rakesh Gupta, Project Coordinator, NIC, Jammu for uploading the Same on official website of this office i.e www.jaktrans.nic.in


Accounts Officer

Transport Commissioner Office
J&K, Jammu

Terms and conditions

1. The Service Provider shall provide an uninterrupted Internet supply at all locations to the extent noted against each in the enclosed BOQ from the date of contract/first job order whichever is earlier.
2. For an uninterrupted service, the Service Provider shall also provide RF connection in Ring (Redundant) network at all RTO / ARTO locations besides the ISP shall provide fiber connectivity for RTO locations of Jammu and Srinagar districts as an alternative path/media for which the ISP shall be capable of switching over between the two in case of failure of primary network either RF or OFC.
3. The successful bidder shall be capable of shifting a specific quantity of bandwidth as ordered for the office of the Transport Commissioner, J&K being a Moving Office, periodically and continuously on rotation basis at both Srinagar and Jammu Headquarters during the Durbar Move period.
4. The connection provider should have redundancy over at least two National/International gateways / redundancy over the operator. In the event of cut/failure of primary data connectivity link, the bidder should have capability to provide 100 per cent back-up through alternate route without any interruptions.
5. The Service Provider must be registered with Department of Industries & Commerce for providing such services in the UT of J&K.
6. The bidder's Average Turnover during preceding three years should be Rs 3,50,00,000/- (Rupees three crore fifty lakhs) per annum or more.
7. The Service Provider shall have existing self-owned network to serve.
8. The participant company should have valid license of at least category "B" ISP from Department of Telecommunications (GoI).
9. In case of any breach in the service level Agreement terms, Transport Commissioner, J&K reserves the right to cancel the order without any prior notice.
10. Contract shall initially be for a period of one year from the date of LOC/first job order, extendable further subject to the quality of the service provided by the service provider.
11. Rates shall be quoted per mbps per month inclusive of all taxes. Necessary deductions shall be made from the bills of the supplier as per Standing Govt. Orders/instructions issued in this regard from time to time.
12. The Transport Commissioner, J&K reserves the right to upgrade/downgrade of the required speed any time during the period of contract.
13. The successful tenderer shall have to provide services at all district locations as per break-up of band-width requirements enclosed as BOQ on the same rates, terms & conditions as applicable for this office.
14. The Intending bidder/service provider should have experience of providing such services to any Government Organization with the bandwidth magnitude (Lease-Line) of at-least 1000 mbps in a single work order in the UT of J&K.



15. The bidder is also required to up-load copies of the work orders issued by any Government/Semi-Government/Corporation in its favour of the maximum financial values (Minimum two orders) in support of the claims as a documentary proof.
16. Since the successful service provider shall have to provide Internet services in all district locations (ARTO offices) also for which it is mandatory for the bidder to up-load documentary proof of its active presence for at least one year of providing such services in each district in the UT of J&K.
17. The ISP shall also be capable of providing MAC Binding services as an additional feature at all RTO/ARTO locations free of cost to secure misuse of band-widths so as to maintain the internet speed and security.
18. The Transport Commissioner, J&K shall reserve the right to accept or reject any or all tenders without assigning any reason thereof.
19. Delivery period shall be between 1 - 3 weeks from the date of issuance of the job order.
20. Uptime will be calculated on the basis of Bandwidth delivery at our Ethernet drop. The bidder shall have to guarantee continuous un-interrupted internet line availability and should achieve minimum 99.5% up-time 24x7 calculated on daily basis.
21. Penalty for downtime - 1 to 5% (within one year)- 5% of annual cost
5 to 10% (within one year)- 10 % of annual cost
More than 10% - - 25% of annual cost
22. The bidder should be able to provide a software solution that shall help to monitor
 - a) Bandwidth utilization (for all IPs in use);
 - b) Up-time and down-time at client side;
 - c) Ping time; Packet loss etc;
 - d) Performance reports through Graphical representation of each site
23. The bidder shall quote PAN No. of the tendering firm/proprietor and shall enclose self attested copies of the PAN Card, TIN certificate, latest tax clearance certificates, GST Registration certificate and Valid ISP Category certificate.
24. The bidder shall have to furnish an undertaking on judicial paper of Rs. 100/- to the effect that their firm is not black-listed by any Government Department.


Accounts Officer
Transport Commissioner Office
J&K, Jammu

Check List of the document to be submitted for Technical Suitability.
(Please tick in the appropriate column)

S. No.	Item	Technical Compliance (Yes/No)	If yes give page No. in submission of Tech Bid with Documentation Proof
1	Copy of DOT TRAI certificate		
2	Local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. Bidder will be responsible for making all the payments towards the local loop charges/rentals/WPC charges etc.		
3	Company registered under Indian Company Act 1956 or Government / Government PSU relevant document attached		
4	ISP license and minimum 5 years of experience in the field of ISP in the UT of J&K.		
5	The Service provider should have supplied internet band-width throughout all Districts of Kashmir and Jammu provinces. Documentary proof to be up-loaded		
6	The ISP Should have minimum required turnover in past 3 years as per NIT. The proof of turnover should be submitted in the form of Audited Annual Reports.		
7	The ISP should have fully resilient and self-healing redundant network architecture for the domestic back-up to the National/International gateways in India.		
8	The ISP must have adequate support facility in Srinagar and Jammu (J&K) to provide 24X7X365 customer support end:		
	<ul style="list-style-type: none"> The ISP should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose. 		
	<ul style="list-style-type: none"> The ISP should have single point of contact facility for all the call logging and status update. 		
	<ul style="list-style-type: none"> The ISP should have well defined capabilities and procedures to track call resolution progress status and provide the updates to the customer. In addition, ISP should have well defined management and technical escalation procedures. 		
	<ul style="list-style-type: none"> The bidder would ensure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such 		



	links/networks. Bidder will be responsible for making all the payments towards the local loop charges/rentals/WPC charges etc.		
9	The ISP has to provide monthly Report of usage of Bandwidth and will ensure that this department is getting the required Internet Bandwidths at All locations.		
10	The ISP should have tools to analyse traffic to provide detailed reports such as applications and user specific traffic utilization reports.		
11	All pages of the original Tender Document are to be signed and enclosed with the Technical Bid		
12	The ISP should provide the proof of active presence of having provided internet Network connectivity throughout all districts of UT of Jammu and Kashmir for at least one year.		
13	<ul style="list-style-type: none"> a) Bandwidth utilization (for all IPs in use); b) Up-time and down-time at client side; c) Ping time; Packet loss etc; d) Performance reports through Graphical representation of each site 		
14	Any other technical suitability, please mention		

Technical Bid Document

S.NO	Particulars	Details	
1	Location where Service is to be provided (Last Mile)	TC Office Srinagar & Jammu. RTOs of Jammu, Kashmir and Kathua; All ARTO offices at District locations	
2	Speed of the circuit	Dedicated unshared and Uncompressed band-width requirements of Internet Lease-Line (location-wise requirements enclosed-BOQ)	
3	Wireline/Wireless (To be mentioned)	Wireless Through RF and fiber connectivity for RTO Jammu and RTO Kashmir locations	
4	Service Features	Redundancy in %	100%
		Packet Loss/ Drop in %	1%
		Uptime/Availability in %	99.5%
		SLA provided (Yes/No)	
5	Any optional items / services provided excluding the above-mentioned items/ services.	MAC Binding from operator end	
6	Single Point of Contact. Please provide the details with email id.		
7	Brief Synopsis of ISP highlighting their presence, infrastructure etc.		
8	Any other additional Technical details.		

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