



Tender Document for

20 Mbps Internet connectivity Leased Line (OFC) (1:1 uncompressed and unshared) at Insurance Regulatory and Development Authority of India

Issued By

Insurance Regulatory and Development Authority of India

3rd Floor, Parisrama Bhavan, Basheer Bagh HYDERABAD

500 004

Telangana State (INDIA)

Ph: (040) 23381351

Fax: (040) 6682 3334

Email: it@irda.gov.in

TENDER NOTICE

16 Sep 2016

Insurance Regulatory and Development Authority of India, , Hyderabad , Telengana invites sealed tenders in the shape of Two Bid Systems i.e. (Techno commercial Bid & Price Bid) for 20 Mbps Internet Connectivity Leased Line (OFC) (1:1) uncompressed & unshared with last mile on fiber) for Basheer Bagh Office, Hyderabad , Telengana , 500004.

Description	Last Date & Time for submission of tenders	Date & Time for opening of Technical Bids	Validity of offer	EMD (in Rs.)	Performance Guarantee
20 Mbps Internet Connectivity Leased Line (OFC) (1:1 Uncompressed and unshared) at Basheer Bagh office , Hyderabad , Telengana , 500004	17th Oct 2016 Up to 14.00PM	17 th Oct 2016 at 15.00PM	90 days	15000/- through demand draft in favour of “ Insurance Regulatory & Development Authority of India , Hyderabad ” payable at Hyderabad	10% of the total value for One year contract as performance Guarantee

The above tender document can be downloaded from our web site www.irda.gov.in.

Acronyms and abbreviations:-

Abbreviation	Description
IRDAI	Insurance Regulatory & Development Authority of India
SLA	Service Level Agreement
Mbps	Megabits per second

Note: TENDER RECEIVED AFTER STIPULATED DATE & TIME SHALL NOT BE CONSIDERED.

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Part - I

(Techno Commercial bid)

1. Introduction:

Insurance Regulatory and Development Authority of India of India (IRDAI) was constituted as an autonomous body to regulate and develop the insurance industry, following the recommendations of the Malhotra Committee report, in 1999. The IRDAI was incorporated as a statutory body in April, 2000. The key objectives of the IRDAI include promotion of competition so as to enhance customer satisfaction through increased consumer choice and lower premiums, while ensuring the financial security of the insurance market.

- To protect the interest of and secure fair treatment to policyholders
- To bring about speedy and orderly growth of the insurance industry (including annuity and superannuation payments), for the benefit of the common man, and to provide long term funds for accelerating growth of the economy;
- To set, promote, monitor and enforce high standards of integrity, financial soundness, fair dealing and competence of those it regulates;
- To ensure speedy settlement of genuine claims, to prevent insurance frauds and other malpractices and put in place effective grievance redressal machinery;
- To promote fairness, transparency and orderly conduct in financial markets dealing with insurance and build a reliable management information system to enforce high standards of financial soundness amongst market players;
- To take action where such standards are inadequate or ineffectively enforced;
- To bring about optimum amount of self-regulation in day-to-day working of the industry consistent with the requirements of prudential regulation.

Objective:-

Insurance Regulatory and Development Authority of India has a plan to install “20 Mbps Internet connectivity Leased Line (OFC) (1:1 uncompressed and unshared) to be installed at **IRDAI 5th Floor , Parishram Bhavan , Basheer Bagh, Hyderabad Office for approximate 300-325 users**. This is

required for the purpose of connectivity for Internet services of Insurance Regulatory and Development Authority of India. The following document, in its entirety, has been brought out as both a bid specification to outline the requirements for the works to be provided, and a basis for proposal submission by the bidder.

2. **Scope of the work:**

- 20 Mbps Internet leased line connectivity
- The connectivity will be through dedicated Internet service.
- Installation, commissioning, testing & up keep of the complete link.
- Internet for **One year** (Extended year on year basis as per the requirement and performance)

To provide 20 Mbps Internet leased line connectivity on uncompressed, unshared leased line (OFC) (1:1) at **IRDAI 5th Floor , Parishram Bhavan Basheer Bagh,Hyderabad Office**. This includes installation, commissioning, testing & up keep of the complete link. The connectivity will be through dedicated Internet service. The hardware and software required for the establishment of fully functional leased line will be provided by the bidder. The minimum guaranteed bandwidth taken from the Bidder is 20 Mbps.

3. **Pre qualification Criteria: Mandatory (*Tenderers not meeting the criteria will not be considered*)**

- 3.1 The bidder should be a Company registered under the Indian Companies Act, 1956 for the last three (3) years & the bidder should be the Tier 1 national ISP and should have a valid Category “A” ISP license from Govt. of India (Attach a copy of license).
- 3.2 The bidder should be financially sound with a minimum average annual turnover of Rs. 5 lakh during last 3 financial year. The proof of turn over should be submitted in the form of Audited Annual Reports.
- 3.3. The list of existing enterprise customers of Internet Bandwidth (20 Mbps or more) should be provided along with feedback.
- 3.4 a) The quotation should clearly indicate the different components of the total charges- recurring

(annual) and non-recurring (one time) for bandwidth and equipment supplied.

b) The firm must give compliance statement of all the identical items along with all terms and conditions. Deviations, if any, should be clearly indicated in remarks in separate deviation sheet.

- 3.5
- a) The ISP should have a Customer Service Centre in Hyderabad, which is operational 365X7X24 hours. (Attach Certificate)
 - b) The bidder would insure 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.
 - c) Liaisoning (if required) with other firm(s) for obtaining point to point connectivity between ISP node and IRDAI shall be the responsibility of bidder.
 - d) The Price bid will be considered only when it qualifies technically.
 - e) IRDAI reserves the right to carry out the capability assessment of the bidder and the decision of IRDAI shall be final in this regard.
 - f) ISP must clearly state in technical bid that financial bid contains all components viz. recurring, non-recurring, bandwidth charges etc. as mentioned above.
 - g) Quoting firms must put page number on every page of the bid. It is also required that page nos. of the documents attached should be mentioned against each item of the main bid.
 - h) Every bid document should be signed and stamped by authorized signatory.
 - i) The bidder should not be blacklisted by any Govt. /PSUs in India or abroad.
 - j) The bidder should have TL9000 certification.
 - k) The Bidder should have the DOT license

3.6 Bidders not complying with above conditions or not providing complete information as described shall not be considered and hence out rightly rejected.

4. Special Conditions of Contract (SCOC):

4.1 NATURE OF TENDER: It is a two part tender namely:

Part-I: “Techno Commercial bid” and

Part-II: “Price Bid”

4.1.1 Part-I: Techno Commercial bid: It consists of followings:

Detailed technical aspects, scope of work, commercial terms, payment terms, completion time, validity of offer etc.

4.1.2 Information / documents furnished by the bidders in support of meeting the pre-qualification criteria, general terms and conditions and Special terms and conditions.

4.1.3 Bid document duly signed by the bidder (in each page) along with signed **blank template of price bid** (Part II of tender document), Deviation statement as per Annex IV of tender document, filled Annexure I, II and IV of tender document.

4.1.4 Part-II: “Price bid”:

Price for each of activities mentioned in part II of tender document as per Annexure -III is to be quoted separately in the price bid format attached as part II of tender document, duly signed by the tenderer.

4.2 BID SUBMISSION METHOD: Bids must be submitted in sealed cover as follows

One sealed cover (Envelope) containing techno commercial bid as per clause 4.1.1 to 4.1.3 and clearly superscripting the cover as **“Techno commercial bid for 20 Mbps Internet connectivity Leased Line for IRDAI 5th Floor , Parishram Bhavan Basheer Bagh,Hyderabad Office”**.

Document / declaration in support of pre qualification as per clause 3.1 to 3.6 of tender should be put in a separate envelope super scripting **“Pre qualification”**, sealed and to be put inside the same envelope for techno commercial bid.

4.2.1 The 2nd sealed cover shall contain the price bid and clearly stating on the cover as **“Price bid for 20 Mbps Internet connectivity Leased Line for IRDAI 5th Floor , Parishram Bhavan Basheer Bagh,Hyderabad Office”**.

4.2.2 Above mentioned two envelopes to be wrapped in another sealed cover super scripting **“Techno-Commercial bid and Price Bid for 20 Mbps Internet connectivity Leased Line for IRDAI Basheer Bagh,Hyderabad Office”**.

- N.B.: 1. Any corrections in the bid document should be authenticated by the bidder by putting signature with stamp.
2. The price bid enclosed by the bidder along with the techno-commercial bid instead of keeping it in a separate cover shall be out rightly rejected.

4.3 Opening of tenders:

4.3.1 All the tenders received up to the time and date of opening will only be considered for opening and tenders received late shall not be considered under any circumstances.

4.3.2 The techno commercial bids shall be opened on the tender opening day in presence of the bidders, if present at the time and day of opening.

Cost of tender document, Earnest Money deposit (EMD) :

4.3.3 Earnest Money deposit (EMD)

The bidder is required to deposit Earnest money deposit of Rs **15000/-** (Rupees fifteen thousand only) by crossed demand draft or Pay order in favour of "Insurance

Regulatory and Development Authority of India, Hyderabad” payable at Hyderabad along with Part-I (Techno-commercial bid) of the tender. No interest shall be paid on the amount of such deposit. The EMD shall be returned/ refunded to the unsuccessful bidders within 60 days of expiry of bid validity without any interest.

4.3.4 EMD shall be forfeited if:

- a) The bid is revoked during its validity period.
- b) The bidder indulges himself in any undesirable practice or malpractice at any time, which would include the instance of a bidder after submission of tender and during the tender validity period resilient from his offer or modifies the terms and conditions thereof.
- c) The prices are increased unilaterally during validity of offer by the bidder,
- d) The successful bidder does not convey his written acceptance within a maximum period of 15 days of the order placed on him by IRDAI.
- e) The bidder withdraws or modifies his tender without consultation & approval of IRDAI, within 120 days from the date of opening or within the extended period of validity for any reason whatsoever.
- f) The successful bidder fails to start the work within the reasonable period or fails to show reasonable progress in execution of the work / contract.

4.4 Evaluation of bid:

4.4.1 Techno-commercial bids of those bidders who satisfy pre qualification criteria as per clause no. 3.1 to 3.6 of this tender will only be evaluated by an evaluation committee nominated by competent authority to conclude the tender. Price bids of bidders who are techno-commercially eligible as per evaluation committee will only be opened. L1 (lowest bid) will be decided on overall L1 basis (as mentioned in price bid) Annexure-III.

4.4.2 Unless otherwise stated in the price bid, it will be construed that the price quoted is inclusive of all taxes and duties. No claim in this regard will be entertained at a later stage.

4.4.3 The price quoted by the bidder should be final and no escalation shall be permitted during the contract period except for statutory levies enhanced or introduced subsequent to the date of submission of the price bid duly supported by documentary evidence.

4.5 Payment terms: The payment schedule shall be as follows:

4.5.1 PRICE SCHEDULE for (Price Bid)

A) Band Width charges / or Annual Port Charges

20 Mbps of Internet Bandwidth (OFC) (1:1 uncompressed and unshared) from IRDAI to ISP.

B) Local Loop charges

- a) One time installation & Configuration charges
- b) Annual rentals (Recurring charges)
- c) Any other charges (To be specified)
- d) WPC and other clearance charges

C) Hardware/Software charges IRDAI will not purchase any hardware /software and firm will have to provide all the required hardware/software to make the leased line fully functional as per specification.

IRDAI will not be responsible for any kind of damage of hardware / software mentioned above. All these items shall be in complete maintenance warrantee of the firm.

4.5.2 **SCHEDULE OF PAYMENT:**

Mode of payment will be subject to the following conditions on various tasks as under:

Bandwidth Charges:

Bandwidth charges are payable post quarterly after submitting the Usage Report and raising the Quarterly Invoice (Bill) by the successful ISP. For this ISP will raise the bills at-least fifteen days in advance before the end of the each quarter.

ISP will be responsible for making payments related to WPC and other clearance charges, if any. IRDAI will not pay any amount to WPC or any other agency directly for any purpose related to commissioning or rental of leased line.

OTHER TERMS & CONDITIONS:

- a) Bidder should submit valid documentary proof of VAT/ Service Tax Registration Number as applicable and the details of income tax registration (PAN)
- b) IRDAI reserves the right to verify/seek confirmation of all original documentary evidence submitted by bidders in support of above mentioned specification for eligibility criterion. In case any information furnished by the bidder is found to be false/incorrect at any stage, the bid shall be summarily rejected and no correspondence on the same shall be entertained.

NB: All taxes and duties will be paid as per actual and against documentary evidence.

4.6. **RESPONSIBILITIES UNDER THE CONTRACT:**

The ISP would be responsible for the following:

1. To provide 20 Mbps Internet connectivity (Leased Line) at **IRDAI 5th Floor , Parishram Bhavan Basheer Bagh,Hyderabad Office.**

2. Internet Router Port at ISP Gateway for required Bandwidth and 32 Public IP addresses of IPv4 pool and 64 Public IP addresses of IPv6 pool. 32 Static IP is required.
3. Installation, commissioning, configuring of the link and hardware/software (Mux, Modems and Router etc. to make line fully functional at 20 Mbps.).
4. Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment.
5. ISP or authorised person from ISP will be required to sign Service Level Agreement.
6. Either party may terminate the contract after giving three month notice.

In case of the above parameters going out of specifications, IRDAI will be compensated adequately in respect of the extended time for the loss of hours in service. Also, if services are not found satisfactory, IRDAI reserves the right to cancel the contract within one-month.

4.7 **Completion period:**

- 4.7.1 The successful bidder should take care of all activities to complete the contract within 1 month from the date of award and acceptance of contract.

4.7.2 **DELIVERY PERIOD & INSTALLATION:**

The delivery period of the said tasks/services should be adhered to as will be mentioned in the Award of Contract.

Bidder should quote the minimum and maximum period (within one month) he will take to install/operate the link at IRDAI. The supply shall actually be deemed to have been completed on the actual date of installation.

- 4.8 **Liquidated damages (LD):** The bidder shall take appropriate steps to ensure that the installation is completed within the stipulated time to avoid imposition of liquidated damages. In the event of any delay in completion of the job liquidated damages @ 0.50% per week or part thereof for unfinished part of contract will be recovered subject to maximum of 5% of the total order value from the amount immediately due to the contractor.
- 4.9 **Taxes and duties:** The percentage of tax , all the taxes, duties, levies, must be quoted in clear terms separately. If the taxes are not mentioned separately, it will be presumed that the rates quoted are inclusive of taxes.
- 4.10 **Sub-contracting or sub-letting:** The bidder is prohibited from sub-contracting or sub-letting of the work to any other agency.
- 4.11 **Validity of offer:** Offer submitted by the bidder should be valid for a minimum period of 90 days from the date of opening of price bid.
- 4.12 **Warranty:** The Bidder will be responsible for the comprehensive maintenance for the entire warranty period of three year. Warrantee period will start after the acceptance of installation & testing of complete connectivity.

- (a) The Bidder will do preventive maintenance once a quarter for upkeep of the Systems running.
- (b) The schedule will have to be adhered to strictly by the bidder.
- (c) 99.5% Uptime shall be calculated as $(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$ on quarterly basis.
- (d) Deduction in payment will be made for downtime in the quarterly bills raised by the ISP.
- (e) The response time for attending the faults will be four hours (maximum) after Incident reported (Problem Ticket) to the Bidder.
- (f) The Bidder will rectify the faults within 24 hours failing which; the Bidder will arrange temporary replacements. The services shall be provided 24 hours & 7 days in a week.

- 4.13 **Cancellation/Termination of order by IRDAI:** In cases where the contractor fails either to accept the order or to acknowledge the order without any pre-conditions within the stipulated time or fails to start the work according to the work schedule or fails to ensure satisfactory progress of the work, IRDAI reserves the right to cancel/terminate the contract by giving 30 days notice at the cost and risk of the contractor.
- 4.14 **Arbitration:** All disputes or differences whatever arising between the parties and IRDAI shall be settled by the sole arbitrator appointed by IRDAI. No objection shall be raised on the ground that the arbitrator so appointed is an employee of IRDAI or is one of the parties to the tender himself or that the persons so appointed had to deal with the matter to which the tender relates in his official capacity.
- 4.15 **Deviation:** Any deviation from tender conditions has to be mentioned in a format as attached as Annex III with reason for deviation. However IRDAI reserves the right to reject any such deviations. Deviations mentioned in any other place without a mention in Annex III will be ignored.
- 4.16 **Risk Purchase** In the event of any breach by the successful bidder (on whom contract is placed) of any of the terms of this contract, if in the opinion of IRDAI, the performance of the successful bidder (on whom contract is placed) is found not to be satisfactory or IRDAI has any reason to believe that the successful bidder (on whom contract is placed) is not carrying out the work to the best advantage of IRDAI, IRDAI shall reserve their right to terminate the contract without notice and without prejudice to the claim of IRDAI against the successful bidder (on whom contract is placed) for damages and the successful bidder (on whom contract is placed) shall have no claim against IRDAI for any compensation for such termination.

In case the successful bidder (on whom contract is placed) fail to perform any of the works within the time provided for performance of the same or in case the successful bidder (on whom contract is placed) commit breach of any of the covenants, stipulations and agreement herein contained, and on his part to be observed and performed then and in any such case, it shall be lawful for IRDAI to arrange such contract from alternate source by an order in writing and to put to an end to this contract and in case IRDAI shall have incurred or sustained or been put to any loss, costs,

charges or expenses by reasons of such contract from alternate source as a consequence of termination of the contract, it shall be lawful for IRDAI to **forfeit the performance guarantee which is 10% of the total value of contract for one year service** and also to recover the costs, damages, expenses etc in and out of any money for the time being payable or owing to the suppliers under or/by virtue of this contract or otherwise to pay and reimburse all such costs, damages and expenses they have sustained, incurred or been put to by any reason of such contract from alternate source having been carried out otherwise or by reason of this contract having been put an end to as aforesaid. The risk purchase clause stated above is applicable in AMC period also.

4.17 Service Level Agreement

- a. 20 Mbps Internet bandwidth at all the time.
- b) Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of globe.
- c) Latency: Less than 350 ms from IRDAI to ISP's tier 1 peering point.
- d) Network Availability: More than 99.5 % per quarter.
- e) Reports for usage, performance, monitoring /usage to be submitted by the ISP on weekly or monthly basis or as per requirement of IRDAI.
- f) The bidder will provide the facilities to measure the above parameters at **IRDAI Basheer Bagh, Hyderabad Office**. The facility of measurement / monitoring of above parameters or graphical display will be provided by the bidder.

During AMC period, penalty for Internet Leased Line Links is as follows:

g)

Sl.No.	Link Availability(Quarterly basis)	Penalty
1	100% to 99.5%	NIL
2	Below 99.5%-Up to 98.5%	3% of quarterly lease charges
3	Below 98.5%-Upto 97%	7% of quarterly lease charges
4	Below 97% -Up to 95%	9% of quarterly lease charges
5	Below 95%	10% of quarterly lease charges

In case of the above parameters going out of specifications, IRDAI will be compensated adequately in respect of the extended time for the loss of hours in service. Also, if services are not found satisfactory, IRDAI reserves the right to cancel the contract within three-months.

Annexure-I

4.18 **Technical specification and requirements for 20 Mbps Internet connectivity Leased Line (1:1 uncompressed and unshared with last mile on fiber) for IRDAI Basheer Bagh, Hyderabad Office.**

Sr. no	Technical Specification for Internet Leased Line Connection	Complied (Yes/No)	Deviation if any
1	The bidder should be the Tier 1 national ISP and should have a valid Category “A” ISP license from Govt. of India (Attach a copy of license).		
2	The Internet connectivity leased line should have fully dedicated (1:1), unshared & High Quality 20 Mbps symmetric bandwidth without any compression factor through Optical Fiber cable.		
3	The ISP/bidder should have fully resilient and self healing network architecture, on fiber medium, from the international gateway in India upto the international Points of Presence		
4	The ISP/bidder should have Network Operation Centre (NOC) for trouble shooting around the clock		
5	Internet Router Port at ISP Gateway for required Bandwidth and 32 Public IP addresses of ipv4 pool and 64 Public IP addresses of ipv6 pool.		
6	The bidder should furnish a detailed network/ schematics diagram of total solution proposed showing connectivity from ISPs gateway Terminal Point to required locations of the IRDAI 5th Floor , Parishram Bhavan Basheer Bagh,Hyderabad Office.		
7	The connectivity from the POPs of service providers to IRDAI 5th Floor , Parishram Bhavan Basheer Bagh,Hyderabad Office , premises shall be through Optical Fiber Media		
8	All the equipments supplied by the bidder should be capable of handling higher band width in case up gradation is required in the later stage.		

9	Any Software and Hardware required for establishing the purchased bandwidth will be provided by bidder to make leased line fully functional		
10	The bidder should submit technical literature explaining the proposed implementation diagram with the technical bid		
11	The bidders should have Direct \ toll free number to register complaints round the clock (24x7), Maintenance support service (24 hours and 7 days a week)		
12	All the POPs from where the ILL bandwidth is provided to IRDAI 5th Floor , Parishram Bhavan Basheer Bagh,Hyderabad Office should have redundancy of equipments, links, power, backhaul connectivity etc. Service provider needs to confirm it in writing.		
13	The ILL links should be available in full duplex mode which must be demonstrated to Onsite Service Engineers of IT Department of IRDAI		
14	The service provider should have independent Network Operation Centre with 24x7 supports to take care of the ILL link management requirements. The service provider should furnish details of Toll Free number reachable from Landline phones for logging complaints		
15	Service provider has to provide facility to IT Division IRDAI, to monitor the SLA (Service level Agreement) parameters (as per Para 4.17) and log the Trouble tickets on line. IRDAI should also be able to obtain standard reports on the ILL links' Bandwidth Utilization (in Mbps, in frames/sec), Errors (frames/sec),Discarded (frames/sec), Non unicast(frame/sec), Bandwidth availability, Packet loss (in %), Latency of links etc. through any network monitoring tool / web browser provided by service provider.		
16	The service provider network should be backed by availability of service centers/service personnel in Hyderabad to attend faults.		

17	<p>IT Division of IRDAI will consider the successful provision of the link subject to satisfactory Acceptance Test. The methodology for the test will be at the discretion of the IRDAI. However, the same will be shared with the Bidder / SP.</p> <p>Following tests may be adopted :</p> <ul style="list-style-type: none"> a. Average latency should not be more than 250 ms up to ISPs 1st Tier 1 peering point. b. Domestic Latency < 80 Millisecond during peak traffic hours c. International Latency < 250 Millisecond during peak traffic hours d. Packet Loss < 0.5% <p>Facilities of testing above parameters will be provided by the Bidder / ISP</p>		
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Annexure-II

4.19 **Client List**

Details about the client where the bidder executed similar solution.

Sl. No	Name of client & office address of contract Person with phone no	Nature of operation of client (Manufacturing / trading / others)	Whether Multi location client (Yes/No)	Name of contract	Start year of contract	Compliance year of contract	Whether support service attached
1							
2							
3							
4							

Note: The bidder is required to provide execution of the 20 Mbps Internet connectivity Leased Line (OFC) (1:1 uncompressed and unshared) at least for **three clients** in the above format with necessary supporting documents

Annexure IV

4.20 Deviation Statement

Deviation Sr. No.	Page Sr. No. or enclosure reference of the tender document	Clause number for which the deviation is sought	Brief text description of the clause	Reasons for deviation	Suggested alternative

Part II

Price Bid

Annexure-III

PRICE BID FORMAT

TENDER DOCUMENT FOR 20 Mbps Internet connectivity Leased Line (OFC) (1:1 uncompressed and unshared) for IRDAI Basheer Bagh,Hyderabad Office

(This shall be detached and submitted as PRICE BID)

Sl No	No. of links / Speed	Unit Rate per year	Yearly Cost
1	A) Bandwidth Charges: 20 Mbps Internet connectivity Leased Line (OFC) (1:1 uncompressed and unshared) IRDAI 5th Floor , Parishram Bhavan Basheer Bagh,Hyderabad Office to ISP gateway		
2	Applicable taxes on above 1 a. b. c.		
3	B) One time installation & Configuration charges		
4	Applicable taxes on above 3 a. b. c.		
5	C) Annual rentals (Recurring charges)		

6	Applicable taxes on above 5 a. b. c.		
7	Total (1+2+3+4+5+6)		
8	D) Any other charges (To be specified) (if any)		
9	Over All Total (7+8))		
10	Over All Total in Words		

Signature of the authorized representative of the bidder

Name:

Designation

Date

Seal