

**GOVERNMENT OF ASSAM**  
**OFFICE OF THE COMMISSIONER OF INDUSTRIES AND COMMERCE**  
**ASSAM, BAMUNIMAIDAM, GUWAHATI-781021**

No. CI&C(II)14/2016/Pt.-II

Dated Guwahati the 7<sup>th</sup> July 2022

**NOTICE INVITING QUOTATION**

Scaled quotation are hereby invited from reputed Internet Service provider (ISP) for 500 mbps corporate Internet Broadband Connection at The office of Commissionerate of Industries & Commerce, Udyog Bhawan, Bamunimaidam, Guwahati, Assam. The details are given below:


Sl. No.	DESCRIPTION/SPECIFICATION	Qty.	Delivery/ installation Period	Place of Delivery/Installation
1.	Supply and Installation of 500Mbps Corporate Internet Broadband Connection.  <b><u>SPECIFICATION:</u></b>  As Annexed	1	Within 1 week from the issue of Order.	Commissionerate of Industries & Commerce, Udyog Bhawan, Bamunimaidam, Guwahati - 781021 Assam

The copy of NIQ along with the details of the work may be obtained from the office of The Commissionerate of Industries & Commerce, Udyog Bhawan, Bamunimaidam, Guwahati, Assam or download from the official website (<https://industriescom.assam.gov.in/>). The filled quotation with the supporting documents may be submitted by hand or by Post to "**The Commissioner of Industries & Commerce, Udyog Bhawan, Maniram Dewan Road, Bamunimaidam, Guwahati - 781021, Assam**" within the NIQ submission date i. e. not later than 22/07/2022, 3.00 PM. The NIQ will be opened on the same day at 3.30 P.M.

The envelope must be superscripting on the top "**Installation of 500 Mbps Corporate Internet Broadband Connection**".

The NIQ submission Date & Time : 22/07/2022 3.00 P.M

The NIQ opened Date & Time : 22/07/2022 3.30 P.M

  
Commissioner of Industries & Commerce  
Udyog Bhawan, Bamunimaidam, Guwahati, Assam

**INVITATION FOR QUOTATIONS FOR INSTALLATION OF 500 Mbps CORPORATE INTERNET BROADBAND SERVICE**

No. CI&C(II)14/2016/Pt.-II

Dated: ....., 2022

To

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Dear Sirs,

**Sub: Invitation for Quotation for Installation of 500 Mbps Corporate Broadband Connection at office of The Commissionrate of Industries & Commerce, Udyog Bhawan, Bamunimaidam, Guwahati, Assam.**

You are invited to submit your most competitive quotation for the following:-

Sl No.	DESCRIPTION/SPECIFICATION	Quantity	Delivery/ installation Period	Place of Delivery/Installati on
1.	<p>Supply and Installation of 500Mbps Corporate Internet Broadband Connection.</p> <p><b><u>SPECIFICATION:</u></b> As Annexed</p> <p><b>Service Call :</b></p> <p>24x7x365 helpline call numbers, contract person, email call logging to be specified. Calls for breakdown/interruption to be attended within 2 hours of call logging.</p>	1	Within 1 weeks from the issue of Order.	Commissionerate of Industires & Commerce, Udyog Bhawan, Bamunimaidam, Guwahati - 781021 Assam

**1. Bid Price**

- Bidder has to quote the price as per prescribed format in **Annexure-III**.
- The contract shall be for full quantity as described above. Corrections, if any in the bid, shall be made by crossing out, initialing, dating and re writing.
- All duties, taxes and other levies payable on components, and transportation & Installation at site shall be included in the total price.



- d. Quoted price should be including of GST.
  - e. The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
  - f. The Prices shall be quoted in Indian Rupees only.
2. **Each bidder shall submit only one quotation.** The Envelope should be superscribed with "quotation for Installation of 500 Mbps Corporate Internet Broadband Connection" at **the Commissioner of Industries & Commerce, Assam, Udyog Bhawan, Bamunimaidam, Guwahati-781021**".
3. **Validity of Quotation.**  
Quotation shall remain valid for a period not less than 30 days after the deadline date specified for submission.
4. **Evaluation of Quotations**  
The Purchaser will evaluate and compare the quotations determined to be substantially responsive i.e. which
- (a) Are properly signed; and
  - (b) Confirm to the terms and conditions, and specifications.
5. **Documents to be submitted**
- (a) Up-to-date Trade License
  - (b) DoT License.
  - (c) GST Registration Certificate
  - (d) PAN Card
  - (e) Self-attestation certificate certifying that the firm is operating as an Internet service provider located in Assam for at last 5 years or more with supporting documents.
  - (f) Satisfactory performance report from previous client for minimum last 3 years is to be submitted.
  - (g) Conform to the terms and conditions, and specifications.
  - (h) ISP/Bidder should have minimum average turnover of INR 50 Lakhs during last 3 financial years i.e. 2019-20, 2020-2021, 2021-2022 (Copies of audited financial statements should be submitted).

The RFQ and its Annexure along with all supporting documents of each page duly stamped and signed by the authorized signatory.

**Failure to submit the above mentioned documents will be a cause to disqualify the quotation.**



**6. Award of contract**

- 6.1 The Purchaser will award the contract to the service provider/s whose quotation has been determined to be substantially responsive and who has/have offered the lowest evaluated quotation price.
- 6.2 Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract without specifying any reasons.
- 6.3 The service provider/s whose quotation is accepted will be notified of the award of contract by the CI&C prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the supply order.
- 6.4 In case of a tie, the Authority may ask the bidders, who are tied to submit the revised quote with all the conditions of the RFQ remaining unchanged. The bidders who quote the lowest revised quote shall then be declared as the successful bidder.

**6. Payment term:**

- (a) Payment shall be made within 15 days after receiving the monthly bills/invoices and acceptance/approval of the same.
- (b) Monthly utilization service report in hard copy with Quality & Failure will be submitted at the end of each service month.

**7. Duration of Contract**

The service contract is 1 year from the date of installation. The contract may be renewed based on the satisfactory performance which will be decided by the Commissionerate of Industries & Commerce, Assam.

**8. Termination**

The Commissionerate of Industries & Commerce, Assam may terminate the contract with **1(one) month** prior notice, without assigning any reason thereof.



**Technical Specification for Installation of 500 mbps corporate broadband connection**

1. The scope of work includes supply, installation, configuration, provisioning, commissioning, management & monitoring of proposed Internet circuit.
2. Bidder must be a Class-A,B or C ISP / Unified license holder for DoT, Govt. of India.
3. The Bidder shall have an experience in providing Internet bandwidth on Fiber of at least 250 mbps to single large organization. **(Customer PO copy to be submitted)**.
4. The Bidder should have at least 3 Gig Capacity link.
5. Packet Losses: Less than 1% (Average over 1000 ping) at any given point of time to any part of globe.
6. The Bidder shall be responsible for undertaking all civil/electrical works related to the work.
7. Time of completion of the entire work will be **3 (three) days** from the date of signing of the agreement.
8. The Bidder should provide all operation, service and maintenance during the contract duration without charging any additional charges.
9. The Bidder has to ensure minimum 99.0% uptime per month for the connectivity.
10. During downtime the resolve time should not be more than 2 hours.
11. The Bidder should have Toll Free number for fault registering and should provide support on 365 x 24 x 7 basis.
12. In case of major hardware breakdown, the response time for attending the faults will be **3 hours (max)** after they are reported to the Internet Service Provider (ISP). The ISP will rectify the faults within **24 hours** failing which; ISP will arrange a temporary replacements.
13. During downtime the resolve time should not be more than 3 hours.  
Downtime due to the following situations will not be considered for the purpose of penalty:
  - a) Link down due to power failure / or any situation which are beyond the control of service provider.
  - b) Due to schedule maintenance by the Service Provider, with prior approval.
14. The Internet Service Provider has to provide onsite support, as and when required by the Commissionerate of Industries & Commerce, Assam .
15. Bidder has to mention the escalation procedure and matrix for customer complaints
16. Details of location and specification of requirements may be referred to **Annexure-I**.



**ANNEXURE-1**

**Covering Letter**

(This must be submitted in the official letterhead of the agency)

From: (Full Name and address of the Bidder)

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To,

**The Commissioner of Industries & Commerce, Assam  
Udyog Bhawan, Bamunimaidam, Guwahati -21**

**Sub : Installation of 500 Mbps Corporate Internet Broadband Connection at the OPIU, APART,  
Office of the Commissioner of Industries & Commerce, Assam, Bamunimaidam, Ghy-21.**

Ref:

Sir,

1. I/We, the undersigned, hereby submit our Quotation.
2. I/We hereby submit our document. A copy of the RFQ document, duly signed on each page is also submitted as a proof of our acceptance of all specifications as well as terms and conditions.
3. **Declaration:** It is hereby declared that particulars furnished herewith are true and correct as per my/our knowledge and belief. In the event of any particulars are found to be false, I/we shall be liable to such consequences/lawful actions as the Commissionerate of Industries & Commerce, Assam wish to take.
4. **Quotation Validity Period:** My/Our Quotation shall be valid for the period of 30 days from the deadline fixed for its submission.

Yours faithfully

**Signature of the authorized signatory  
Bidder with name, designation, seal and date**

**ANNEXURE- II**

**UNDERTAKING**

(This must be submitted in the official letterhead of the agency)

To,

The Commissioner of Industries & Commerce,  
Udyog Bhawan, Bamunimaidam, Guwahati -21

Sub : **Undertaking for not being blacklisted.**

Sir,

I, the undersigned hereby certify that neither the M/s .....  
Nor any of its director/ constituent partners have been blacklisted by any State or Central Government or Government Undertaking/Enterprise, prior to the date of submission of this project for the purpose of 500 Mbps Corporate Internet Broadband Connection for the Office of the Commissioner of Industries & Commerce, Assam, Bamunimaidam, Guwahati-21.

The undersigned hereby authorize(s) and request(s) any bank, person, firm or corporation to furnish pertinent information deemed necessary and requested by the office of the Commissioner of Industries & Commerce, Assam with the intention of verifying the correctness of this statement or regarding the competence and general reputation as stated above.

Yours faithfully

Signature of the authorized signatory  
Bidder with name, designation, seal and date

**ANNEXURE- III**  
**PRICE QUOTATION**

To,  
**The Commissioner of Industries & Commerce, Assam**  
**Udyog Bhawan, Bamunimaidam, Guwahati -21**

**Sub : Request for Quotation Rate for 500 Mbps Corporate Internet Broadband Connection with Installation at Office of the Commissioner of Industries & Commerce, Assam, Bamunimaidam, Ghy-21.**

Sir,

1. I/We, the undersigned, hereby submit the financial part of our Quotation. In submitting our Financial Part, we make the following additional declarations:

(a) Our quotation shall be valid for the period of 45 days from the deadline fixed for the quotation submission;

(b) I/we have thoroughly read and understood all the terms and conditions as contained in the RFQ and agree to abide by them.

Description	Rate	Amount in Rs.	Amount in Words	Installation Location
Installation of 500 Mbps Corporate Internet Broadband Connection with Installation.				Office of the Commissioner of Industries & Commerce, Udyog Bhawan, Guwahati - 21 Assam.
GST				
Total				

We agree to provide the above services in accordance with the technical specifications for a total contract price of Rs..... (amount in figures) ..... (Rs. amount in words) within the period specified in the Invitation for Quotations.

We also confirm that the normal commercial warrantee/guarantee of ..... months shall apply to the offered services.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.

**Yours faithfully,**

**Seal :**  
**Signature :**  
**Name :**  
**Address :**  
**Phone No. :**