

भारत सरकार
Government of India
दूरधारा; तेलुगु; कन्नड़
Central Water Commission
पृथ्वी.भारत
Chambal Division

TENDER DOCUMENT FOR
"MAINTENANCE CONTRACT OF VSAT SYSTEM,
INCLUDING NETWORK ACCESS SERVICES"
IN CHAMBAL AND MAHANADI BASINS.

MAY - 2011

EXECUTIVE ENGINEER
CHAMBAL DIVISION
84/93-96, PRATAP NAGAR, SANGANER
JAIPUR - 302 033

Certified that this Tender Document contains 24 pages marked as 1 to 24

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Executive Engineer
Chambal Dn. CWC, Jaipur

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भारत के राष्ट्रपति की ओर से अधिषासी अभियन्ता, चम्बल मण्डल, केन्द्रीय जल आयोग, 84/93-96, अजय मार्ग, प्रताप नगर, सांगानेर, जयपुर-302033 भारत में अधीकृत/पंजीकृत वी.सैट प्रोवाइडर से चम्बल व महानदी बेसिन में स्थापित वी-सैट सिस्टम नेटवर्क एक्सेस सर्विस सहित रखरखाव हेतु 28.05.2011 के 15.00 बजे तक मुहरबन्द निविदा आमंत्रित करते हैं जिसे उसी दिन 15.30 बजे खोला जायेगा।

अनुमानित लागत	अर्नेस्ट मनी डिपोजिटेड	निविदा की कीमत	कार्य समाप्ति की अवधि
1433196६	28664६	500६	3 वर्ष

1. निविदा फार्म, नियम व शर्तों सहित 25.5.2011 के 16.00 बजे तक किसी भी कार्य दिवस में कार्यालय समय 10.00 से 17.00 बजे तक निविदा की कीमत ;नॉन रिफण्डेबल द्द रू0 500/- का अकाउन्ट पेयी डिमाण्ड ड्राफ्ट द्वारा किसी भी शैड्यूल बैंक में जो कि अधिषासी अभियन्ता, चम्बल मण्डल, केन्द्रीय जल आयोग, जयपुर के पक्ष में जयपुर में देय हो, भुगतान कर प्राप्त किया जा सकता है।
2. निविदा डोम्यूमेंट तथा अन्य विवरण <http://www.cwc.nic.in> वेबसाइट पर उपलब्ध है।

ह0/-
अधिषासी अभियन्ता

(Press Notice)

**NOTICE INVITING TENDER
CENTRAL WATER COMMISSION**

The Executive Engineer, Chambal Division, CWC, 84/ 93-96, Ajay Marg, Pratap Nagar, Sanganer Jaipur-302033, on behalf of President of India, invites the item rate sealed tenders from the authorized/ Registered VSat Service Providers in India for Maintenance Contract of VSat System including Network Access Services "in Chambal and Mahanadi Basins up to 1500 hours on 28.5.2011 and will be opened on the same date at 15.30 hrs.

Estimated Cost (Rs. in Lakh)	Earnest Money Deposit (Rs. in lakh)	Cost of Tender Document (Rs)	Period of completion
1433196	28664	500	3 YEARS

1. Tender forms along with Terms and Conditions can be purchased upto 16:00 hours on 25.05.2011 on all working days during office hours (10.00 to 17.00 hours) on payment of **Rs. 500/-** through A/C payee Demand Draft (non - refundable) drawn on any scheduled bank in favour of the Executive Engineer, Chambal Division, CWC, Jaipur payable at Jaipur.
2. The tender document and other details are available on the website <http://www.cwc.nic.in>.

Sd/-
Executive Engineer (CD)

भारत सरकार
Government of India
केन्द्रीय जल आयोग
Central Water Commission
चम्बल मण्डल
Chambal Division

दूरभाष 0141&2790065
Tel. 0141-2790065
QsDI 0141&2791826
Fax. 0141-2791826

84/93-96, प्रताप नगर

84/93-96, Pratap Nagar

सांगानेर, जयपुर 302033

Sanganer, Jaipur 302033

No. CD-J/HQ-61/2007/

Date

NOTICE INVITING TENDERS

- 1.0 Item rate sealed tenders are invited on behalf of the President of India from the Authorized/Registered VSAT Service Providers in India for "Maintenance Contract of VSAT System, including Network Access Services" in Chambal and Mahanadi Basins.
- 1.1 The work is estimated to cost **Rs.14,33,196/- (inclusive Service Tax)**. The estimate, however, is given merely as a rough guide.
- 1.2 Tenders will be issued to eligible Authorized/Registered VSAT Service Providers in India, provided they produce definite proof from the appropriate authority which shall be to the satisfaction of the competent authority of having completed similar works of magnitude specified below: -

Criteria of eligibility for issue of tender documents

SL.	Criteria
1.	Registration: Valid Income Tax clearance certificate & company Registration.
2.	Turnover Details: Average annual financial turnover during last 3 years should be more than Rs. 10.00 Lac per annum.
3.	Similar* Works successfully completed during last seven years: i) Three similar works each of value not less than 40% of estimated cost, or ii) Two similar works each of value not less than 50% of estimated cost, or iii) One similar work of value not less than 80% of estimated cost (rounded off to nearest Rs. 1lac)
4.	Performance Report: A performance report from the Government department/Public undertakings duly signed by the competent authority, of having successfully completed similar works and/or satisfactory performance in works being handled.
5.	Undertaking of not being blacklisted: An undertaking in the specified Performance that the contractor has not been blacklisted anywhere in past.
6.	Hub Ownership: The contractor should have his own HUB with multiple level redundancies and should produce a copy of the license.

*For the purpose of this clause 'Similar Work' means the work of "Annual Maintenance Contract of VSAT System".

- 2.0 Agreement shall be drawn with the successful tenderer on prescribed Form No. CPWD-7/8 which is available as a Govt. of India Publication. Tenderer shall quote

his rates as per various terms and conditions of the said form, which will form part of the agreement.

- 3.0 The time allowed for carrying out the work will be **3 (three) years** from the date of start as defined in schedule "F" or from the first date of handing over of the site, whichever is later, in accordance with the phasing, if any, indicated in the tender documents.
- 4.0 The site for the work is available.
- 5.0 Application for issue of forms shall be received by **24-05-2011 (4PM)** and tender documents shall be issued by **25-05-2011 (4PM)**

Tender documents consisting of plans, specifications, the schedule of quantities of the various classes of work to be done and the set of terms & conditions of contract to be complied with by the contractor whose tender may be accepted and other necessary documents can be seen in the office of **Executive Engineer, Chambal Division, Central Water Commission, 84/93-96, Pratap Nagar, Sanganer, Jaipur, 302 030**, between 11.00 A.M. & 04.00 P.M. from 18-05-2011 to 24-05-2011 every day except on Sundays and Public Holidays. Tender documents, excluding standard form, will be issued from his office, during the hours specified above, on payment of the following:-

(i) Rs. 500/- (Rupees five hundred only) in cash as cost of tender and
(ii) Earnest Money of Rs. 28,664/- (Rupees Twenty eight thousand six hundred sixty four only) is to be deposited through demand draft of a schedule bank issued in favour of **Executive Engineer, Chambal Division, Central Water Commission, 84/93-96, Pratap Nagar, Sanganer, Jaipur.**

- 6.0 The tenderers downloading the tender document from website shall enclose the cost of tender document i.e Rs. 500/- in the form of A/C payee demand draft (Non-Refundable) drawn on any schedule bank in favour of Executive Engineer, Chambal Division, CWC, jaipur payable at Jaipur in a separate super scribed envelope along with the tender document at the time of submission.
- 7.0 Tenders, which should always be placed in sealed envelope, with the name of work and due date written on the envelopes, will be received by the Executive Engineer, Chambal Division, Central Water Commission, 84/93-96, Pratap Nagar, Sanganer, Jaipur up to **03.00 PM on 28-05-2011** and will be opened by him or his authorized representative in his office on the same day at **03.30 PM.**
- 8.0 The contractor whose tender is accepted will be required to furnish performance guarantee of 5% of the tendered amount with in the period specified in schedule "F". This guarantee shall be in the form of cash (in case guarantee amount is less than Rs. 10,000/-) or deposit at call receipt of any scheduled bank/ banker's cheque of any scheduled bank / demand draft of any scheduled bank/ pay order of any scheduled bank (in case guarantee amount is less than Rs. 1,00,000/-) or Government securities or fixed deposit receipts or guarantee bonds of any scheduled bank or the State Bank of India in accordance with the prescribed form.

9.0 The description of the work is as follows:

“Maintenance Contract of VSAT System, including Network Access Services” in Chambal and Mahanadi Basins”.

Copies of other drawings and documents pertaining to the works will be open for inspection by the tenderers at the office of the above-mentioned officer.

Tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders as to the nature of the ground and sub-soil (so far as is practicable), the form and nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent upon any misunderstanding or otherwise shall be allowed. The tenderer shall be responsible for arranging and maintaining at his-own cost all materials, tools & plants, water, electricity access, facilities for workers and all other services required for executing the work unless otherwise specifically provided for in the contract documents. Submission of a tender by a tenderer implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and local conditions and other factors having a bearing on the execution of the work.

- 10.0 The competent authority on behalf of President of India does not bind itself to accept the lowest or any other tender, and reserves to itself the authority to reject any or all of the tenders received without assignment of any reason. **All tenders in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the tenderer shall be summarily rejected.**
- 11.0 Canvassing whether directly or indirectly, in connection with tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable to rejection.
- 12.0 The competent authority on behalf of President of India reserves to himself the right of accepting the whole or any part of the tender and the tenderer shall be bound to perform the same at the rate quoted.
- 13.0 The contractor shall not be permitted to tender for works in the Chambal Division, CWC, Jaipur (Raj) (responsible for award and execution of contracts) in which his near relative is posted as Divisional Accountant or as an officer in any capacity between the grades of Executive Engineer and Junior Engineer (both inclusive). He shall also intimate the names of persons who are working with him in any capacity or are subsequently employed by him and who are near relatives to any gazetted officer in the Central Water Commission or in the Ministry of Water Resources. Any breach of this condition by the contractor would render him liable to be removed from the approved list of contractors of this Department.
- 14.0 No Engineer of gazetted rank or other Gazetted Officer employed in Engineering or Administrative duties in an Engineering Department of the Government of India is allowed to work as a contractor for a period of two years after his retirement from Government service without the previous permission of the Government of India in writing. This contract is liable to be cancelled if either the contractor or any of his

employees is found any time to be such a person who had not obtained the permission of the Government of India as aforesaid before submission of the tender or engagement in the contractor's service.

- 15.0 The tender for the works shall remain open for acceptance for a period of **60 (sixty) days** from the date of opening of tenders. If any tenderer withdraws his tender before the said period or issue of letter of acceptance, which-ever is earlier, or makes any modifications in the terms and conditions of the tender which are not acceptable to the Department, then the Government shall, without prejudice to any other right or remedy, be at liberty to forfeit 50% of the said earnest money as aforesaid.
- 16.0 This Notice Inviting Tender shall form a part of the contract document. The successful tenderer/contractor, on acceptance of his tender by the Accepting Authority, shall within 15 days from the stipulated date of start of the work, sign the contract consisting of:-
- a) The Notice Inviting Tender, all the documents including additional conditions, specifications and drawings, if any, forming the tender as issued at the time of invitation of tender and acceptance thereof together with any correspondence leading thereto.
 - b) Standard CPWD Form-7/8.

**Executive Engineer
Central Water Commission,
Chambal Division, Jaipur
For & on behalf of President of India**

**GOVERNMENT OF INDIA
CENTRAL WATER COMMISSION**

STATE: Central
CIRCLE: Hydrological Observation Circle, Noida
DIVISION: Chambal Division, Jaipur
ORGANISATION: Central Water Commission

Item rate tender & Contract for Works

(A) Tender for the work: **“Maintenance Contract of VSAT System, including Network Access Services” in Chambal and Mahanadi Basins.**

- (i) To be submitted by **15.00 Hours on 28-05-2011** to The Executive Engineer, Chambal Division, CWC, Jaipur.
- (ii) To be opened in presence of tenderer(s) who may be present at **15.30 hours on 28-05-2011** in the office of Executive Engineer, Chambal Division, CWC, Jaipur.

Issued to -----
 (Contractor)

Signature of officer issuing the documents _____

Designation _____

Date of Issue -----

TENDER

I/We have read and examined the notice inviting tender, Schedule A, B, C, D, E & F. Specifications applicable, Drawings & Designs, General Rules and Directions, Conditions of Contract, clauses of contract, Special conditions, Schedule of Rate & other documents and Rules referred to in the conditions of contract and all other contents in the tender document for the work.

I/We hereby tender for the execution of the work specified for the President of India within the time specified in Schedule 'F', viz., schedule of quantities and in accordance in all respects with the specifications, designs, drawings and instructions in writing referred to in Rule-1 of General Rules and Directions and in Clause 11 of the Conditions of contract and with such materials as are provided for, by, and in respects in accordance with, such conditions so far as applicable.

I/We agree to keep the tender open for Sixty (60) days from the due date of submission thereof and not to make any modifications in its terms and conditions.

A sum of Rs. _____ has been deposited in cash/receipt treasury Challan/deposited at call receipt of a scheduled bank/fixed deposit receipt of scheduled bank/ demand draft of a scheduled bank as earnest money. If I/We, fail to furnish the prescribed performance guarantee within prescribed period, I/We agree that the said President of India or his successors in office shall without prejudice to any other right or

remedy, be at liberty to forfeit the said earnest money absolutely. Further, if I/We fail to commence the work as specified, I/We agree that President of India or his successors in office shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the said earnest money and the performance guarantee absolutely, otherwise the said earnest money shall be retained by him towards security deposit to execute all the works referred to in the tender documents upon the terms and conditions contained or referred to therein and to carry out such deviations as may be ordered, up to maximum of the percentage mentioned in Schedule 'F' and those in excess of that limit at the rates to be determined in accordance with the provision contained in Clause 12.2 and 12.3 of the tender form.

I/We hereby declare that I/We shall treat the tender documents, drawings and other records connected with the work as secret/confidential documents and shall not communicate information/derived there from to any person other than a person to whom I/We am/are authorized to communicate the same or use the information in any manner prejudicial to the safety of the State.

Dated _____

Signature of Contractor
Postal Address

Witness:
Address:
Occupation:

ACCEPTANCE

The above tender (as modified by you as provided in the letters mentioned hereunder) is accepted by me for and on behalf of the President of India for a sum of Rs. _____ (Rupees _____)

_____)

The letters referred to below shall form part of this contract Agreement:

- I)
- II)
- III)
- IV)
- V)
- VI)
- VII)

For & on behalf of President of India

Signature.....
Designation Executive Engineer
Chambal Dn. CWC
Jaipur

Dated.....

SCHEDULES

<u>SCHEDULE 'A'</u> -	Schedule of quantities (Enclosed as Section-VI)
<u>SCHEDULE 'B'</u> -	Not applicable
<u>SCHEDULE 'C'</u> -	Not applicable
<u>SCHEDULE 'D'</u> -	Not applicable
<u>SCHEDULE 'E'</u> -	Not Applicable

SCHEDULE 'F'

Reference to general conditions of contract

Name of work: **“Maintenance Contract of VSAT System, including Network Access Services” in Chambal and Mahanadi Basins.**

Estimated cost of work: **Rs 14,33,196/- for 3 (three) Years**

- i) Earnest money: **Rs. 28,664/- only**
- ii) Performance Guaranty: **5% of tendered value**
- iii) Security Deposit **5% of tendered value**

General Rules & Directions:

Officer inviting tender: **Executive Engineer,
Chambal Division, CWC, Jaipur.**

Definitions:

2 (v) Engineer-in-Charge; **Executive Engineer,
Chambal Division, CWC, Jaipur**

2 (viii) Accepting Authority: **Executive Engineer,
Chambal Division, CWC, Jaipur**

2 (x) Percentage on cost of materials and labour to cover all overheads and profits: **15%**

2 (xi) Standard Schedule of Rates **Present Market Rates & DOT Charges**

2(xii) Department: **Central Water Commission**

9 (ii) Standard CPWD contract Form **CPWD form 7/8 as amended up to 2010**

Clause 1

- (i) Time allowed for submission of Performance Guarantee from the date of issue of letter of acceptance, in days **15 (Fifteen) Days**

(ii) Maximum allowable extension beyond the period provided in (i) above, in days **7 (Seven)**

Clause 2
Authority for fixing Compensation under clause 2 **Superintending Engineer, HOC, CWC, Noida**

Clause 2A
Whether Clause 2A shall be applicable **~~Yes~~/ No**

Clause 5
Number of days from the date of issue of letter of acceptance for reckoning date of start **15 days**

Time allowed for execution of work
Clause 6, 6A **3 (three) years**
Clause applicable

Clause 7 **Not applicable**

Clause 10 A to 10 cc **Not applicable**

Clause 11
Specifications to be followed for Execution of work **Enclosed Technical Specifications**

Clause 12 **Not applicable**

Clause 16
Competent Authority for deciding reduced rates: **Chief Engineer, Yamuna Basin Organization CWC, New Delhi**
Clause 18
Clause 36 (i) **Not applicable**

Sl.No.	Minimum Qualification of Technical Representative	Discipline	Designation (Principal Technical/Tech nical representative)	Minimum Experience	Number	Rate at which recovery shall be made from the contractor in the event of not fulfilling provision of clause 36 (i)	
						Figures	Words
1	Graduate or retired AE possessing at least recognized Diploma	Electronics/ I.T	Electronics/ I.T	5 yr.	2	Graduate 11,000/- P.M	Eleven Thousand P.M.
						Diploma 7,000/- P.M.	SevenThousand P.M.

Assistant Engineers from Govt. Services that are holding Diploma will be treated at par with Graduate Engineers.

Clause 42 **Not applicable**

SECTION-III

SPECIAL CONDITIONS OF CONTRACT

1. SCOPE OF WORK:

The scope of work shall be as follows.

- (a) The Contractor shall ensure proper functioning including the functions defined in Table-1 of Section V of the VSAT Systems and their accessories (as per details given in Table-2 of Section V) installed at eight locations at Delhi, Jaipur, Kota, Gandhisagar Dam, Bhubaneswar, Burla, Raipur and Shimla including satisfactory repair and maintenance, calibration of the equipment, providing necessary consumables including Batteries of UPS, cables, connectors and all other similar items, all spare parts, re-orientation of antenna as and when required as per satellite position.
- (b) The contractor shall provide network access services and shall bear all the charges payable to Department of Telecommunications on account of network access and license fee etc.
- (c) The Contractor shall depute competent and well-trained service engineer(s) at Jaipur and Burla and also ensure satisfactory maintenance services at all locations.

The contractor shall notify the address and Telephone Numbers of the service engineers to the Customer, within a month from the date of signing the contract. The Service Engineers should have sufficient experience of working upon and acquaintance with the equipment installed in both the basins (Chambal & Mahanadi).

- (d) Customer shall notify Contractor of any errors and malfunctions, which occur and noticed when equipment are in use, by fax/telephone/e-mail/special messenger directly or through his Service Engineer(s) at his office address during normal working hours or at their residence after normal office hours and/or on holidays.
- (e) Contractor through its authorized qualified Service Engineer(s) shall, on receipt of complaint from the customer, provide maintenance services to the Customer at all the VSAT Stations and correct the defect(s) within a period of 24 hrs. from the time of complaint made.
- (f) In case, the Contractor's Service Engineer is unable to attend/rectify the defect within the aforesaid time, he shall report the defects to contractor, on fax or e-mail under intimation to the Customer. In such cases, Contractor shall, on receipt of complaint from his service engineer, provide requisite back up support from the head office, within 48 hours of complaint made and shall rectify, to the full satisfaction of the customer, all defects within 72 hours of the complaint made by the Customer.

2. PENALTY CLAUSE:

Upon receipt of notification of defect in the system from customer, if contractor fails to take immediate corrective measures to rectify the defect, within the stipulated maximum response time stated above, a penalty shall be applied for unsatisfactory performance of maintenance services, in accordance with the criteria laid down below:

- 2.1 If the VSAT System at any of the eight locations continuously remains “fail” for more than 6 hours in excess of the maintenance time schedule of 72 hours reckoned from the time of complaint made, the VSAT Station shall be treated as faulty. **The penalty shall be @ Rs.1000/-per V-SAT per day. The Day for the purpose of penalty shall be taken as failure period of 24 hours or part thereof for a particular VSAT location.**
- 2.2 The upper limit for total penalty in a year shall be 10% of the total contract value for that year.
- 2.2.1 The final Authority for deciding penalty shall be Superintending Engineer, Hydrological Observation Circle, CWC, Noida.

3.0 TERMS OF PAYMENT:

- a) The contractor shall maintain the system for a period of **three years** from the 15th day after the date of issue of letter of acceptance of tender, in accordance with the provisions laid out in the Tender Document.
- b) Any taxes and/or other Governmental levies as applicable or becoming applicable later due to or under any law shall be deducted from the amount tendered by the tenderer.
- c) The maintenance cost shall be paid quarterly after completion of each quarter and on production of satisfactory performance report duly signed by the Engineer-in-charge.
- d) The payment shall be made by Accounts payee cheque/Demand Draft (exchange charges for demand draft will be deducted from the respective bill) only in Indian Rupees in favour of firm.
- e) **Performance Guarantee:** The contractor shall provide a Performance Guarantee from any scheduled Bank for an amount of 5% of the total value of the contract as per Annexure-II. The performance guarantee shall be valid for six months beyond the date of completion of maintenance contract. The performance Guarantee shall be released immediately after the satisfactory completion of maintenance work and on production of certificate from the Engineer-in-Charge towards “Satisfactory Completion of Work”.
- f) **Security Deposit:** In addition to the performance guarantee specified under clause 3(e) above, a security deposit of 5% of the amount of each running bill shall also deducted.
- g) The customer shall release the Security Deposit to the contractor only after 1 (one) year as per CPWD Conditions of Contract clause 17, only, after the satisfactory

completion of maintenance work and on production of certificate from the Engineer-in-Charge towards "Satisfactory Completion of Work" as mentioned above.

4.0 Period of Agreement

The period of Agreement for Maintenance contract shall be for 3 (three) years. But this contract can be terminated at any time with prior written notice to the contractor with one month notice without assigning any reason at the convenience of the department

5.0 Renewal of agreement

The Agreement could, thereafter, be renewed for successive periods as mutually decided from time to time.

6.0 Access to Customer's site

The Contractor shall issue identity cards to the service personals/Engineers and shall inform to the Customer. The complete particulars of such service personals/Engineers duly authenticated by the Contractor shall be submitted to the Customer.

7.0 Periodical routine services

Periodical routine services are to be provided by the Contractor on Bi-monthly basis.

8.0 The special conditions shall prevail in case of any discrepancy.

9.0 Contractor's Obligations

The Contractor is obliged to work closely with the Department's staff, act within its own authority and abide by directives issued by the Department and implementation activities.

The Contractor will abide by the job safety measures prevalent in India and will free the Department from all the demands or responsibilities arising from accidents or loss of life the cause of which is the Contractor's negligence. The Contractor will pay all indemnities arising from such incidents and will not hold the Department responsible or obligated.

The contractor is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanors.

The Contractor will treat as confidential all data and information about the Department, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Department.

SECTION-IV

ELIGIBILITY CRITERIA

1.0 The contractor must fulfill the following criteria failing which his bid is liable to be rejected summarily.

a) Financial Capability - The Contractor should have an annual financial turnover from Annual Maintenance of VSAT System business during last 3 years, more than Rs.10.0 Lac. In case of a Joint Venture each of the partners should have annual turnover not less than Rs. 15.0 Lac from the Annual Maintenance of VSAT System business for the above period.

Each partner should be in the field of VSAT system business for a minimum period of five years.

b) Similar* Works successfully completed during last seven years:

- i) Three similar works each of value not less than 40% of estimated cost, or
- ii) Two similar works each of value not less than 50% of estimated cost, or
- iii) One similar work of value not less than 80% of estimated cost
(rounded off to nearest Rs. 1lac)

c) Similar Works in Hand - Details & a certificate from the Organization(s) where similar works are being executed at present shall be furnished.

d) Performance Report: A performance report from the Government Department/ Public undertakings duly signed by the competent authority about having successfully completed similar works and their satisfactory performance shall be furnished in the Performa given at Annexure-I.

e) Undertaking of not being blacklisted: An undertaking that the contractor has not been blacklisted anywhere in past must be furnished along with the tender document.

f) Hub Ownership: The contractor should have his own HUB with multiple level redundancies and submit a copy of the license.

g) The firm should have at least two graduate engineers of Electronics/Communication field.

h) The contractor shall submit the written undertaking that the manufacturers of all existing equipment(s) in India and Abroad shall support in the repair of equipment whenever required.

i) Evaluation Criteria:- The evaluation criteria for evaluating the technical bid of the bidder shall be as under-

The bids shall be evaluated technically on the basis of

- (i) Past experience

- (ii) Financial capability
- (iii) Number of technical persons & their qualifications
- (iv) Repair facilities & Manufacturer's support available with the firm

SECTION –V

TECHNICAL SPECIFICATIONS

1.0 Network Services:

- 1.1** The Network services are to be provided through an owned HUB with multiple level redundancies to provide a hub up time not less than **99.5%** on the basis of 365 days in a year. The VSAT up time shall not be less than **95%** on the basis of 365 days in a year. The frequency range of operation shall be extended C Band, Ku Band or C Band. The frequency band shall be currently available on INSAT for general uses and the bidder shall have an authorized access to the same as a service provider to third parties.
- 1.2** The network services shall be for a minimum bandwidth allocation of 32 Kbps on connection.
- 1.3** The network services shall provide a connection between the nodes with a maximum delay of 2 seconds after request. The charging components inclusive of fixed and volume charges shall be indicated on an annual basis.
- 1.4** Confirmation in writing shall be given towards the present number of connections supported by the bidder per hub and assurance to maintain hub services at the same level to avoid down gradation of the assured response time.
- 1.5** The access mechanisms of in route shall be configurable on a per port basis. Each port shall support any two or more mechanisms for efficient file transfer and on line transactions independently. Each port shall automatically switch between access mechanisms based on the application (batch mode file transfer / interactive applications).

2.0 Application areas for VSAT Network:

The VSAT links provided shall be used for data transfer between various levels of Hierarchy as indicated in figure 1.

2.1 File transfer between DPC and DEC (FTP):

Transfer of observed data down loaded from receiver at DPC to the concerned DEC for Primary level validation. The DEC shall send back the data after incorporating the Validation checks. The FTP during monsoon period shall depend upon requirement of Data. The typical file size could be in the range of 5K Bytes. This traffic may stop during non-monsoon period.

2.2 File transfer between DPC and SMC (FTP):

Transfer of one or more typical data base file of the order of 45K Bytes size each can take place on an infrequent basis. The transfer shall be non time critical and can take place over longer periods of time.

2.3 Querying the data base:

This activity can be initiated by either SMC or DEC based client. The query shall be Form based and only the selected records shall be transferred by the server to the remote node. The frequency for such querying between DEC and DPC shall be greater than that between DPC and SMC. The volumes are difficult to visualize at this stage.

2.4 Remote login sessions:

Client at DEC or SMC can perform remote login session on the DPC, which shall not exceed 30-minute duration and the response time of the order of 10 seconds can be considered satisfactory. Such session can be about two to three per day during monsoon months and once every week during non-monsoon season.

2.5 Other activities: The facility for forwarding other small file transfer shall be made on once a day basis between server of DPC and SMC.

2.6 Connectivity: The connectivity to the VSAT at all the locations shall be provided through 10 Base Ethernet port directly connected to the LAN or to the node.

3.0 Generalized description of the system operation:

A generalized description of the system operation based on the Telemetry & VSAT solution implemented and its terminology is given below.

3.1 The location of VSAT stations and functions, which are to be maintained by contractor are indicated in Table- I.

TABLE-I

Sl. No	Abbreviation	Name	Function	Set up	Locations
1.	DPC	Data Processing Center	To receive the real time data through telemetry system and processing the data for inflow forecast based upon the mathematical modeling	Receiver, Ground station, Computer network, VSAT terminal and local land line communication facilities.	Jaipur & Burla
2.	SMC	System Management Center	To oversee the entire operations of one or more basins and to provide backup and developmental facilities to concerned DPC	VSAT terminal and computer network.	New Delhi & Bhubaneswar
3.	DEC	Data Exchange Centers	To receive processed data from DPC for further analysis as per requirement for Hydrological studies.	VSAT terminal and computer Network.	Kota Shimla Gandhi Sagar Raipur

3.2 The details of equipment installed at each DPC, SMC & DEC are given in Table-II.

TABLE-II**Details of Equipment installed at DPC, SMC & DEC**

S.No	Name	Location	Equipment Installed	Qty.
1	Data Processing Center (DPC)	Jaipur (Rajasthan)	1. Gilat Skyedge V-SAT with IDU (including LNA) &ODU 2. Prodelin 1.80 mtr Antenna 3. UPS with 1/2 hr. battery backupand 750VA rating 4. Antenna Mount & lfl Cable	1 No 1 No 1 No 1 No
2.	Data Processing Center (DPC)	Burla (Orrisa)	1. Gilat Skyedge V-SAT with IDU (including LNA) &ODU 2. Prodelin 1.80 mtr Antenna 3. UPS with 1/2 hr. battery backupand 750VA rating 4. Antenna Mount & lfl Cable	1 No 1 No 1 No 1 No
3.	System Management Center (SMC)	New Delhi	1. Gilat Skyedge V-SAT with IDU (including LNA) &ODU 2. Prodelin 1.80 mtr Antenna 3. UPS with 1/2 hr. battery backupand 750VA rating 4. Antenna Mount & lfl Cable	1 No 1 No 1 No 1 No
4.	System Management Center (SMC)	Bhubaneswar (Orrisa)	1. Gilat Skyedge V-SAT with IDU (including LNA) &ODU 2. Prodelin 1.80 mtr Antenna 3. UPS with 1/2 hr. battery backupand 750VA rating 4. Antenna Mount & lfl Cable	1 No 1 No 1 No 1 No
5.	Data Exchange Center (DEC)	Kota (Rajasthan)	1. Gilat Skyedge V-SAT with IDU (including LNA) &ODU 2. Prodelin 1.80 mtr Antenna 3. UPS with 1/2 hr. battery backupand 750VA rating 4. Antenna Mount & lfl Cable	1 No 1 No 1 No 1 No
6.	Data Exchange Center (DEC)	Shimla (Himachal Pradesh)	1. Gilat Skyedge V-SAT with IDU (including LNA) &ODU 2. Prodelin 1.80 mtr Antenna 3. UPS with 1/2 hr. battery backupand 750VA rating 4. Antenna Mount & lfl Cable	1 No 1 No 1 No 1 No
7.	Data Exchange Center (DEC)	Gandhi Sagar	1. Gilat Skyedge V-SAT with IDU (including	1 No

		(Madhya Pradesh)	LNA) &ODU 2. Prodelin 1.80 mtr Antenna 3. UPS with 1/2 hr. battery backupand 750VA rating 4. Antenna Mount & lfl Cable	1 No 1 No 1 No
8.	Data Exchange Center (DEC)	Raipur (Chhatisgarh)	1. Gilat Skyedge V-SAT with IDU (including LNA) &ODU 2. Prodelin 1.80 mtr Antenna 3. UPS with 1/2 hr. battery backupand 750VA rating 4. Antenna Mount & lfl Cable	1 No 1 No 1 No 1 No

The brief technical specification towards present functioning of VSAT system is given in Table-III

TABLE III

SATELLITE	INSAT – 3E	UNITS
1. POSITION	55.0 DEG. E	
2. TRANSPONDER REC. G/T	-5	Db/ deg .K
3. OPERATING FLUX DENSITY.	-92 +2	DBW/m2
4. MIN. EIRP a) C-BAND (3.7-4.2 Ghz) -24 Xponders (Normal)	37	dB W
b) Ext C BAND (4.5-4.8 GHz) -12 Transponders	38	dB W
5. TRANSPONDER BACK –OFF a) Nominal Output Back off for Multicarrier Operation b) Input Back – off for multi Carrier Operation	3 to 5 8	dB dB
6. POLARISATION	Linear	
7. COVERAGE	India Coverage	

4.0 Recurring Charges:

4.1 The bidder shall provide rates for recurring services charges for the period of three year of operation per VSAT node on the basis of the traffic volumes and assured band width between two VSAT.

4.2 The recurring charges shall be considered for evaluation of the cost effectiveness of the offer by calculating the total charges for a period of three years.

4.3 The traffic volumes to be used for quoting the charges are as follows:

4.3.1 File transfer of file size 2.5 Kbytes to and fro between DPC and DEC at the frequency of once per hour for a period of 3 months on a 24 hourly basis & Nil for the balance 9 months.

4.3.2 Remote login on DPC server by any one client with the link speeds of 32Kbps with one login session lasting maximum one hour, for a period of 3 months in monsoon. The login shall be made by only one of the client node at a time with DPC server. The traffic on this count for the balance 9 months period shall be 50% of the monsoon level traffic.

SECTION-VI
SCHEDULE OF QUANTITIES

Name of work: "Maintenance Contract of VSAT System, including Network Access Services" in Chambal and Mahanadi Basins.

S.No.	Sub Head of Items	Qty.	Rate & Amount						Total Amount
			1 st Year		2 nd Year		3 rd Year		
			Rate	Amount	Rate	Amount	Rate	Amount	
1.	Maintenance of all V-Sat Equipment/System, all accessories and attachments thereof, including calibration of equipment, providing all consumables, additional spare parts, Internet & e-mail facility, repair of all defective equipment or units/parts of the equipment/System and Reorientation of Antenna as and when required as per satellite position installed at Data Processing Centers (DPC), Data Exchange Centers(DEC) and System Management Center (SMC) at following locations - 1. Delhi 2. Jaipur 3. Kota 4. Gandhi Sagar Dam 5. Bhubaneswar 6. Burla 7. Raipur 8. Shimla	8 Nos							
2.	Fixed recurring charges i.e.Net work Access charges + DOT Charges + WPC Revenue Share.								
	Add for Service Tax (to be paid on production of definite proof of deposition of service tax by the vendor)								
	Grand Total								

(Rupees _____)

Executive Engineer
Chambal Dn CWC, Jaipur

Signatures of Contractor -----
Address

Form of Performance guarantee / Bank guarantee bond

In consideration of the President of India (hereinafter called "The Government") having offered to accept the terms and conditions of the proposed agreement betweenand..... (hereinafter called "the said contractor(s)" for the work (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs.....(Rupees.....only) as a security/guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.

1. We.....(hereinafter referred to as the "Bank") hereby undertake to (indicate the name of the Bank) pay to the Government an amount not exceeding Rs.....(Rupees.....only) on demand by the Government.
2. We.....do hereby undertake to pay the amounts due and payable (indicate the name of the Bank) under this Guarantee without any demur, merely on a demand from the Government stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs.....
(Rupees only).
3. We, the said Bank, further undertake to pay to the Government any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal.
The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder, and the contractor(s) shall have no claim against us for making such payment.
4. We..... further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the Government under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Engineer-in-charge, on behalf of the Government, certifies that the terms and conditions of the said agreement have been fully and properly carried out by the' said contractor(s), and accordingly discharges this guarantee.
5. We.....,further agree with the Government that the Government (indicate the name of the Bank) shall have the fullest liberty without our consent, and without effecting in any manner OUI' obligations hereunder, to vary any of the terms and conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said contractor(s) , and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor(s) or for any forbearance, act of omission on the part of the Government or any indulgence by the Government to-the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
6. This Guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
7. We..... lastly undertake not to revoke this Guarantee except with
(indicate the name of the Bank) the previous consent of the Government in writing.
8. This Guarantee shall be valid up to.....unless extended on demand by the Government. Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs.....(Rupees..... only), and unless a claim in writing is lodged with us within six months of the date of expiry or extended date of expiry of this Guarantee all our liabilities under this Guarantee shall stand discharged.

Dated the day of For.....

(Indicate the name of the Bank)

FIGURE- 1

