



सरदार वल्लभभाई पटेल राष्ट्रीय पुलिस अकादमी  
SARDAR VALLABHBHAI PATEL NATIONAL POLICE ACADEMY  
(भारत सरकार : गृह मंत्रालय)  
(Government of India : Ministry of Home Affairs)  
हैदराबाद - 500 052  
Hyderabad - 500 052

No. 26011/5/2009-2010/HS.OM

Dated the 19 August, 2016

**NOTICE INVITING TENDER**

Sub: **Providing of 6 Mbps Committed Internet Leased Bandwidth (1:1) through wireless connectivity to the S.V.P National Police Academy, Hyderabad-Reg.**

Dear Sir,

The S.V.P. National Police Academy, Hyderabad, invites sealed quotations/tenders for providing of 6 Mbps Committed Internet Leased Bandwidth (1:1) through wireless connectivity for a term of one year for its training activities.

2. Technical Specifications and term and conditions are enclosed herewith as Annexure - 1.

3. As such, if you are interested in supplying the above 6 Mbps Leased bandwidth with desired features, you may submit your quotation duly indicating the cost of the above items including all taxes and installation charges and other conditions such as warranty etc.

4. The salient features of the tender enquiry are as follows: -

(a)	Tender Enquiry No.	26011/5/2009-2010/HS.OM
(b)	Description of Items	Providing of 6 Mbps Committed Internet Leased Bandwidth (1:1) through wireless connectivity to the S.V.P. National Police Academy.
(c)	Specification	As per <b>Annexure - 1</b>
(d)	Type of Tender Enquiry	Limited Tender Enquiry
(e)	Bid System	Single Bid System
(f)	Closing date time of submitting bids.	On 06 <sup>th</sup> September 2016 at 1700 hrs
(g)	Date & Time of opening of bids received	On 07 <sup>th</sup> September 2016 in SVPNPA, Hyderabad
(h)	Earnest Money Deposit	Demand draft for Rs.4,000/-, drawn from any of the Commercial Banks in favour of 'The Director, S.V.P. National Police Academy, Hyderabad.
(i)	Delivery schedule	Delivery should be completed within <b>21 days</b> from the date of receipt of work order from the Academy.
(j)	Terms of Delivery	FOR - Destination, SVPNPA, Hyderabad.
(k)	Bid Validity	Bid should be valid for 180 days from the date of opening of bid.
(l)	Place of submission of bid & address for correspondence	The Administrative Officer (Admn), S.V.P. National Police Academy, Shivarampally, Hyderabad - 500 052.

(Contd..2/-)

5. Tender Documents – Tenders are governed by Tender documents.
6. Non transferable tender document containing Specifications, Bid Evaluation criteria and Tender Terms & Conditions.
7. SVP NPA shall not be responsible for postal delay or any other delay in respect of submission of bid/ delay in receipt of bid and such bids will be summarily rejected.
8. Details of the tender notice, tender document, specification etc are available in SVP NPA's Web site [www.svpnpa.gov.in](http://www.svpnpa.gov.in)
9. Name of Tender Receiving Officer : Shri K. Shankar,  
Admn. Officer (Admn.),  
S.V.P. National Police Academy,  
Hyderabad-500 052
10. **Terms and Conditions.**
  - (a) Tender should be accompanied by a Demand Draft for Rs.4,000/-, Earnest Money Deposit drawn in favour of 'THE DIRECTOR, S.V.P. NATIONAL POLICE ACADEMY, HYDERABAD'. Tender not accompanied by prescribed EMD, will not be considered and will be summarily rejected.
  - (b) Delivery/Installation is to be completed within 21 days from the date of Work Order failing which, penalty @ 0.5% of the Work Order value will be recovered for every week period delay from the final payment. Further in case of in ordinate delay of 30 days from the date of Work Order, this work order stands cancelled without any further notice and you will also be liable to be blacklisted.
  - (c) The date of placing the order shall be the date of dispatch of order or the delivery there of to the tenderer, when such order is being delivered through some person.
  - (d) If the tenderer fails to provide the 6 Mbps Internet Leased Bandwidth within stipulated delivery period then the work order will stand cancelled and the security deposit shall be forfeited. In addition, the tenderer may be blacklisted for are in item period to be decided by SVP NPA, during which no supply order would be given to the blacklisted tenderer. In this case, order for the same product(s) will be awarded to the L2 tenderer based on the same documentation & processes.
  - (e) After the expiry of the stipulated delivery period, which includes extension period if any, no item shall be accepted by SVPNPA. If the tendederer applies for the extension of the delivery period, the extension can be granted on valid grounds only once and upto a maximum of 30 days.
  - (f) Payments would be made only after the receipt of all the items ordered in the work order. In cases, where party supply has been made and the work order for the remaining items has been cancelled, payment would be made for the supplied items after deducting the penalty, if any.

12. **Pre-Tender Qualifications.**

- (a) Firm Registration Certificate.
- (b) Banker Details.
- (c) Details of previous supply.
- (d) The bidder should be a Class 'A' ISP service provider. Should produce necessary certificate

12. Further, in case of acceptance of your offer and on placing work order by the Academy, you should submit Performance Security in the form of Bank Guarantee/ FDR favouring 'THE DIRECTOR, S.V.P. NATIONAL POLICE ACADEMY, HYDERABAD' within 15 days from the date of Work Order for an amount equal to 5% of the contract value of the supply rounded upto next hundred, which should remain valid/ fixed for a period 2 months beyond the date of completion of warranty.

13. Your quotation alongwith the requisite EMD, technical brochures/ information leaflets shall be sent in a sealed cover addressed to the undersigned and duly super-scribed as '**QUOTATION FOR PROVIDING OF 6 MBPS COMMITTED INTERNET LEASED BANDWIDTH (1:1) THROUGH WIRELESS CONNECTIVITY FOR S.V.P. NATIONAL POLICE ACADEMY, HYDERABAD – NOT TO BE OPENED BEFORE 07-09-2016.**

14. The last date for receipt of quotations is **06-09-2016 by 1700 Hrs.**

15. The Academy reserves the right to accept or reject the tenders without assigning any reasons thereof.

16. **Right to Cancel the Order :** The Director, SVP NPA reserves the right to cancel the purchase order without any financial repercussion on either side and without seeking the consent of the supplier at any stage of purchase process. No further correspondence in this matter will be entertained.

Yours faithfully,



(K. Shankar)  
Admn. Officer (Admn.)

**Copy to:** Programmer with a request to please get the above requirement posted in NPA Website and provide a link with NIC web-site.

**SPECIFICATIONS FOR INTERNET BANDWIDTH TO SARDAR VALLABHBHAI PATEL  
NATIONAL POLICE ACADEMY, SHIVRAMPALLY, HYDERABAD**

**Requirement : 6 Mbps Committed Internet Leased Bandwidth (1:1) through Wireless  
Connectivity**

The ISP Entity should comply with the following :

1. The ISP should belong to **Class "A" Category of Govt. of India (attach a copy of the license)**.
2. List of existing enterprise customers of internet bandwidth (10mbps or more) should be provided along with the feed back.
3. The vendor should provide connectivity through wireless backbone to the Academy.
4. It should have Redundancy in the type of Internet Provisioning i.e. It **should have Fiber as well as Satellite Gateways**.
5. The ISP should have **multiple Peering arrangements** within India as well as its terminating point outside India with the Top Carriers/ISPs.
6. ISP's Internal network should be a **Multi-homing network** wherein capacities from multiple Carriers have been leased to circumvent a single point of failure at the Carrier end.
7. **Highly Robust Core and Access Equipment** – The ISP's network should be a combination of **High speed backbone routers/switches** like ATM & Frame Relay and Customer aggregating routers so as to ensure fast switching in the backbone in case of failure.
8. The ISP should be capable of offering a **Committed Access Rate (CAR) for 99%** of the time on its Internet Network.
9. The ISP should provide **at least 16 Public IP's and to a maximum of 32 IP's as and when required at free of cost**.
10. The ISP should take care of liaison & Maintaining of the Last Mile and should ensure an **Uptime of at least 98%**.
11. The ISP should have fully functional **24x7 support at Hyderabad (Contact details along with escalation matrix should be provided)**.
12. **The vendor is responsible for comprehensive maintenance of the connectivity for which no additional charges will be paid.**
13. The quotation should indicate the different components of the total charges.

14. **Should be able to Commission the line within two weeks from the date of receiving the order.**
15. The vendor would ensure that the local loop provisioning does not violate regulations as laid by the Government of India/TRAI in respect of such links/networks. Vendors will be responsible for making all the payments towards the local loop charges/rentals/WPC charges etc.,
16. The Academy reserves the right to carryout the capability assessment of the bidder and the decision of the Director, SVPNPA is final.
17. The firm should clearly mention the required hardware for full operationalization of the internet facility.
18. The mode of payment of bandwidth charges will be made after each quarter, or in advance for which a Performance Security of 100% should be deposited in the form of Bank Guarantee. The Academy will not pay any other charges such as local loop, WPC etc.,
19. **The installation report will be generated by the Academy on or after one week of successful activation.**
20. The ISP should provide a **Service Level Agreement (SLA)** with penalties clearly specified for non-compliance of the Commitments made with the following:
  - (a) Committed internet bandwidth at all the times.
  - (b) Packet loss : less than 1% (Average over 1000 pings) at any given point of time to any part of the globe.
  - (c) Latency : less than 350 ms from the Academy to the tire one peering point.
  - (d) Network availability : more than 99.9% per month.
  - (e) Bandwidth usage reports to be submitted on quarterly basis or when demanded.
  - (f) To provide redundant alternative for uninterrupted service (ring topology).
  - (g) Down time should not exceed more than 2 hours failing which a penalty of 0.5% of the quarter value will be levied in each case.