

HIGH COURT FOR THE STATE OF TELANGANA HYDERABAD

TENDER NOTIFICATION

ROC.No.774/2023-CPS

**Short Term Tender Notice for providing Wi-Fi Internet Connectivity in the entire premises of the High Court for the State of Telangana, Hyderabad, for a period of three (03) Years.**


Sealed tenders are invited from leading ISPs/authorized internet service providers for **providing Wi-Fi internet connectivity (1 GBPS dedicated leased line and with the required hardware/software) in the entire premises of the High Court for the State of Telangana at Hyderabad, on install, operate and maintain basis for three (03) years for entire premisses.**

**ELIGIBILITY CRITERIA**

All the conditions given below should be fulfilled by the bidder. In case, the bidder does not fulfil any of these conditions, the offer of such bidder shall be considered technically invalid and shall not be considered for opening of financial bid.

**A) TELECOM SERVICE PROVIDERS(TSP)**

- 1) Bidder shall have valid UL (AS) / UASL from Dept. of Telecommunication, Government of India on the last date of submission of bids under this Tender, subject to the condition that such Licence should remain valid, without interruption, during currency of the contract agreement.
- 2) **Experience:** Bidders shall have experience of having completed / ongoing installation of:
  - a) Free Wi-Fi zones;
  - b) Auto switching between multiple SSID's given by successful bidder without hindrance to Wi-Fi users;
  - c) The bidder shall have adequate infrastructure, bandwidth, backhaul, etc. to provide Wi-Fi facility to all people using Wi-Fi at the same time in the premises of High Court for the State of Telangana at Hyderabad at any given point of time;
  - d) Should provide Wi-Fi connectivity to users irrespective of their service provider.

  
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**B) INTERNET SERVICE PROVIDERS(ISP)**

- 1) Bidder shall have valid Category "A" or Category "B" Licence issued by Dept. of Telecommunication, Government of India on the last date of submission of bids under this Tender, subject to the condition that such Licence should remain valid, without interruption, during currency of the contract agreement.
- 2) **Experience:** Bidders shall have experience of having completed / ongoing installation of:
  - a) Free Wi-Fi zones;
  - b) Auto switching between multiple SSID's given by successful bidder without hindrance to Wi-Fi users;
  - c) The bidder shall have adequate infrastructure, bandwidth, backhaul, etc. to provide Wi-Fi facility to all people using Wi-Fi at the same time in the High Court for the State of Telangana at Hyderabad Premises at any given point of time;
  - d) Should provide Wi-Fi connectivity to users irrespective of their service provider.

**C) INFRASTRUCTURE PROVIDERS (IP-I)**

- 1) Bidder should be a legal entity duly registered under the Companies Act 1956/ 2013 in existence for at least three years prior to the date of issuance of this Tender Document.
- 2) **Turn Over:** Average Annual financial turnover during the last 3 years (i.e. 2020-21, 2021-22, 2022-23) shall be at least Rs.3,00,00,000/- (Rupees Three Crores Only) in each of the said Financial Years.
- 3) **Registration Certificate:** Bidder must be registered with Department of Telecommunication, Government of India as Infrastructure Provider Category-I (IP-I) on the last date of submission of bids under this Tender, subject to the condition that such Registration Certificate should remain valid, without interruption, during currency of the contract agreement.
- 4) **Experience:** Bidders shall have experience of having completed / ongoing installation of:
  - a) Free Wi-Fi zones;
  - b) Auto switching between multiple SSID's given by successful bidder without hindrance to Wi-Fi users;

  
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- c) The bidder shall have adequate infrastructure, bandwidth, backhaul, etc. to provide Wi-Fi facility to all people using Wi-Fi at the same time in the High Court for the State of Telangana at Hyderabad Premises at any given point of time;
- d) Should provide Wi-Fi connectivity to users irrespective of their service provider.

**D) SCOPE OF WORK**

The bidder has to **Make entire premises of High Court for the State of Telangana Wi- Fi enabled** and provide full coverage (strong signal strength) of network.

- 1) The Scope of work includes all works like provision of Internet(01 GBPS Leased Line) installation of Wi-Fi equipment laying of cables, civil work, electrical work, protection of hardware, commissioning of hardware, licensing, maintenance etc. (for short "The solution").
- 2) Capable of handling minimum 500 clients at a time and should be scalable.
- 3) The solution should be designed in such a way so that it may be managed and controlled centrally in all aspects.
- 4) Bidders are requested to undertake a detailed site survey before giving proposals to understand the exact requirements. For site survey, vendor may contact Registrar (I.T.)-cum-Central Project Coordinator, between 10:00 AM- 04:00 PM upto 05-12-2023 on any working day.
- 5) The successful bidder will be responsible for warranty/guarantee with parts and onsite support for all the network equipments for entire period.
- 6) The successful Bidder should keep enough spares/equipment for repair and replacement for uninterrupted Wi-Fi services.
- 7) The bidders have to provide full coverage (strong signal strength) of network for entire premises of the High Court for the State of Telangana at Hyderabad. There should not be any black hole/ low signal strength within the zones. The entire setup should be designed in such a way that there is no or minimum interference between the wireless devices or equipments. The setup should allow roaming across all the locations i.e, entire premises of the High Court for the State of Telangana at Hyderabad.

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- 8) There must be facility of generating logs based on time, duration, usage etc.

E) TERMS AND CONDITIONS

- 1) High Court for the State of Telangana at Hyderabad shall have the right to inspect or evaluate the solution along with the certifications for quality, authenticity and reputation as and when required.
- 2) The solution should adhere to defined governmental norms and should comply with all its security measures.
- 3) The infrastructure used shall be of the latest version and should be under proper support from OEM.
- 4) The bidders should have ISO 9001:2000 or higher certification for the enterprise wide business.
- 5) The bidders should submit valid documentary proof of GST registration number and Income Tax Registration (PAN).
- 6) The bidders must have good infrastructure and qualified professional team.  
*Note: Any bidder blacklisted by the Central/State Governments, Government Corporations or Government Undertakings shall not be allowed to participate in the tender process. The tender of any bidder not fulfilling the eligibility conditions stipulated above will not be considered.*
- 7) The bid will be non transferable.
- 8) The bidders are expected to examine all instructions, forms, terms and specifications in the bidding documents. The bidders should furnish all the information required in the bidding documents. The bidders are required to submit bid substantially responsive to the bidding documents in every aspect, failure of which, may result in rejection of the bid. The bid is liable to be rejected outright without any intimation to the bidder, if complete information as called for in the tender document is not given therein or if any particulars asked for in the forms / proforma in the tender are not fully furnished.
- 9) The bidders shall bear all cost associated with the preparation and submission of the bid, including cost of presentation for the purpose of clarification of the bid, if so desired by the High Court. The High Court in no case will be responsible or liable for any costs incurred during the bidding process.

  
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- 10) The bidders cannot outsource the work to any agency without the prior written approval of the High Court.
- 11) All the communications to the High Court related to this tender and each page of the bidding documents shall be signed by the authorized representative of the bidder along with the authority letter.
- 12) The bidder will be solely responsible for smooth working of the Wi-Fi solution and other related accessories.
- 13) The bid must be valid for 6 months from the date of opening of the tender any offer falling short of the validity period is liable for rejection.
- 14) The bidders should also keep in mind the worst weather conditions like humidity, thundering etc., at Hyderabad before submission of proposal.
- 15) The bidders are solely responsible for timely submission of the bids at High Court for the State of Telangana. Bids received after the last date and time of submission will not be considered. The High Court for the State of Telangana is not responsible for any postal delays.
- 16) The bid document needs to be submitted by the bidder in person or through registered post/ speed post/ courier. The response to tender submitted by the bidder through telex / telegrams / fax / email will not be considered.
- 17) The High Court may, at its discretion, extend the deadline for submission of bids by issuing corrigendum. In such case, all rights and obligations of the tender issuer and bidder, subject to the deadline will thereafter be subject to the deadline as extended.
- 18) The Registrar (I.T.)-cum-Central Project Coordinator reserves his right to call for any additional information from any or all the bidders, as the case may be.
- 19) Registrar (I.T.)-cum-Central Project Coordinator of High Court for the State of Telangana reserves all the rights to reject/accept any bid at any time and the decision of Registrar (I.T.)-cum-Central Project Coordinator of High Court for the State of Telangana will be final and binding.

*Note: The bidder has to lay entire cables and installations with highest level of craftsmanship, keeping in mind the heritage building, decorum and dignity of Hon'ble High Court.*

Handwritten signature and date: 24/11/15

F) **BID SUBMISSION :-**

The bids shall have to be submitted in two parts namely "Technical Bid" and "Commercial Bid" in two separate envelopes in the format given in this document. The technical and commercial bid should be sealed by the bidder in separate covers/duly super scribed and both these sealed covers shall be in a bigger cover which should also be sealed and duly superscribed. Commercial bids of only those bidders found suitable on evaluation of technical bid will be opened subsequently. The High Court for the State of Telangana will have all freedom and right in evaluation of technical bid.

*Note-1: Bidder must submit Technical Bid according to Annexure-I & Annexure-II of tender document and clearly mention all technical details.*

*Note-2: Bidder must submit Commercial Bid as per Annexure -III of tender document.*

G) **AWARD OF CONTRACT :-**

(1) **Award criteria:-**

High Court will award the contract to the successful bidder, on the basis of techno-commercial evaluation and it will not be binding upon the High Court, to accept the lowest bid.

(2) **Performance Security:-**

- a) The successful bidder shall at his own expense submit with tendering authority, within fifteen (15) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable performance security from a nationalized or scheduled bank acceptable to the tendering authority, payable on demand, for the due performance and fulfillment of the contract by the bidder.
- b) The performance security shall be denominated in the currency of the contract and shall be in the form of a Bank Guarantee/FDR.
- c) This performance security will be for an amount equivalent to 5% of contract value. All charges whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the successful bidder only.
- d) The performance security shall be valid until the end of three (03) years after the successful completion and commissioning of the work with the successful bidder, subject to the terms and conditions in the performance bank guarantee, three (03) years

  
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after the successful contract completion, the performance security will lapse automatically.

- e) The performance security may be discharged/returned upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract. However, no interest shall be payable on the performance security.
- f) In the event of the successful bidder being unable to service the contract for whatever reason, the High Court will invoke the performance bank guarantee. Notwithstanding and without prejudice to any rights whatsoever of the High Court under the contract in the matter, the proceeds of the performance bank guarantee shall be payable to the High Court as compensation for any loss resulting from the successful bidder's failure to complete its obligations under the contract. The High Court shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the successful bidder is in default.
- g) The High Court shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee or from any other amount due, the equivalent value of any payment made due to inadvertence, error, collusion, misconstruction or misstatement.

**(3) Terms and conditions for payment:-**

Payment will be released in quarterly basis at the end of each quarter on submission of invoice in triplicate and the amount will be credited directly to the bank account of the successful bidder.

**(4) Maintenance services & downtime penalty:-**

- a) The successful bidder shall maintain the infrastructure for atleast 3 (three) years from the date of successful installation and functioning of the solution. The successful bidder shall be fully responsible for the manufacturer's warranty for all equipment, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship, humidity, thundering or any act or omission of the manufacturer/vendor or any defect that may develop under use of supplied equipment during the entire period.

  
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- b) During the maintenance period, services such as equipment failure or any other fault whatsoever, which may arise, shall be attended onsite by the successful bidder free of cost. Call given by the officials of the High Court, shall be attended by the bidder preferably within 2/3 hours and not beyond 24 hours in any case.
- c) Equipment reported to be down should be either fully repaired or replaced by temporary substitute (of equivalent or higher configuration) within 24 hours. In case the successful bidder fails to meet the above standards of maintenance, a penalty of Rs.500/- (Rupees Five Hundred only) per day will be charged, till the equipment is fully repaired or replaced. These penalty charges will be deducted from the performance guarantee or may be recovered by any other mode.
- d) The bidder should depute one resident engineer/technician/operator during the entire period of Contract in the High Court premises as a part of project. The person so appointed should be competent enough to resolve operational problems arising in Wi-Fi System, Software related, LAN etc. and he will be responsible for the smooth working of the entire System and other related accessories. The successful bidder has to keep sufficient number of spare/standby parts at the High Court to minimize the downtime.
- e) The successful bidder shall not depute any such person in the High Court who is a party to a litigation pending in this Court.
- f) Registrar (I.T.)-cum-Central Project Coordinator, High Court for the State of Telangana at Hyderabad reserves all the rights to impose penalty as per above clauses and the decision of Registrar (I.T.)-cum-Central Project Coordinator, High Court for the State of Telangana at Hyderabad will be final and binding.
- g) The successful bidder will provide full particulars of all persons employed/engaged by the vendor who will enter into the premises of the Location Partner for installation, commissioning or maintenance of the infrastructure.
- h) The successful bidder shall nominate a nodal officer (point of contact) to receive and attend to and resolve the complaints relating to the Wi-Fi services and the infrastructure and the complaints will be attended to in a timely manner.

  
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(5) **Capabilities of the System Integrator/Vendor:-**

Potential integrators/ vendors are expected to provide a brief summary on the following;

- a) Implementation Plan for the proposed Wi-Fi services;
- b) Existing capability in delivering the proposed services, including the number of customers and scale of organization to deliver the services on a managed basis;
- c) Explanation of how the above services will be achieved and Technology proposed/ deployed;
- d) The proposed system should be scalable at the request of the High Court for the State of Telangana at Hyderabad to accommodate/meet the increased bandwidth usage/more users over a period of time and to ensure that there is no degradation in the Quality of Service;

(6) **Legal Jurisdiction:-**


All disputes are subject to Hyderabad jurisdiction only.

**ARBITRATION:** All or any dispute(s) arising between the parties shall be resolved through the process of arbitration under the Arbitration and Conciliation Act, 1996 by a sole arbitrator to be nominated by the High Court. The place of arbitration shall be Hyderabad.

Interested parties may submit their bids in sealed cover to the Registrar (I.T.)-cum-Central Project Coordinator, High Court for the State of Telangana at Hyderabad on or before **05/12/2023 (Tuesday)** up to **04.00 P.M.**

For any clarification, please : Sri P.Srinivas Chakravarthy,  
contact Section Officer, Computer Section.  
Landline:040-23446362.  
Mobile No:+91 - 8333996265


Date:24-11-2023  
Place:HYDERABAD

  
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**REGISTRAR (I.T.)-CUM-  
CENTRAL PROJECT COORDINATOR**

Annexure - I

(Technical Bid- 1)

	<u>Particulars</u>	<u>Details</u>
1	Name of the Company	
2	Mailing Address	
3	Telephone No.	
4	Fax No.	
5	Name and contact detail of authorized contact person of company	
6	Turn-over of the Company 2020-21, 2021-22 & 2022-23 (Balance Sheets of 2020-21, 2021-22 & 2022-23 must be attached)	
7	Goods Service Tax (GST) Certificate.	
8	Valid Income Tax Clearance Certificate of last three years. (Income Tax Certificates of 2020-21, 2021-22 & 2022-23 must be attached)	
9	Whether Original ISP or Authorized Dealer	
10	No. of Technical employed personnel	
11	ISO 9001:2000 or higher certification (Certificates of same must be attached)	
12	Whether blacklisted by any Central/State Governments, Government Corporations or Government Undertakings? (An affidavit having declaration of same must be attached)	
13	Mention the Name, Address and Contact Information of any High Court or Government or PSU Offices, where at least one successful deal of supply and installation of Wi-Fi Connectivity System has been made(Necessary certificates from the concerned High Court or Government or PSU Offices should be attached)	

  
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Annexure - II  
(Technical Bid-2)

Sl.No.	<u>Particulars</u>	<u>Compliance</u> <u>(Y/N)</u>	<u>Detail (if</u> <u>any ?)</u>
1	The solution should be capable of handling 500 clients at minimum level at a time and should be scalable.		
2	The solution should be designed in such a way so that it may be managed and controlled centrally in all aspects.		
3	Provision of the solution includes all works like laying of cables, civil work, electrical work, protection of hardware, commissioning of hardware, licensing etc.		
4	The vendor will be responsible for warranty/guarantee for the parts and onsite support for all the network equipments for entire period.		
5	The vendor should have enough spare equipment for repair and replacement for uninterrupted services of entire setup.		
6	The vendor shall use well known reputed brands having successful track records in the similar field for at least last five years, e.g. CISCO/ DELL/ MOTOROLA/ DLINK/ CAMBIUM etc.		
7	The vendor has to provide full coverage (strong signal strength) of network at the entire premises. There should not be any black hole/ low signal strength within zone. The entire setup should be designed in such a way that there is no or minimum interference between the wireless devices or equipments. The setup should allow roaming across all the locations.		

  
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8	There must be an authentication process in which the user should choose SSID and click to connect. Once connected, login page will be displayed. When the user furnishes the mobile number, a passkey will be sent through SMS to mobile number furnished. The mobile number and the passkey must be used as login-id and password respectively to gain access to the Internet. The generated passkey shall be valid for 15 days.		
9	The vendor has to establish entire setup in such a way as to provide access to only limited number of websites such as government websites having domain name "nic.in" or "gov.in" or as desired by High Court. There should also be provision to restrict applications as desired by High Court like social networking apps i.e. Whatsapp, news apps, video apps, song apps etc.		
10	There must be restriction on daily data usage e.g. 50 MB per user or session time e.g. 10:00 AM to 5:00 PM or as desired by High Court.		
11	There must be facility of generating logs based on time, duration, usage etc.		
12	Commissioning of the solution in its deployment should adhere to defined governmental norms and should comply with all its security measures.		
13	The offered products in the solution shall be of the latest version and should be under proper support from OEM.		

  
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Annexure - III

(To be filled by Bidder) (Part of Commercial Bid)

COMMERCIAL BID:-

Sl. No.	Particulars	Cost in Rs.
1	1Gbps 1:1 Leased Line Connectivity.	
2	Hardware Devices, cabling, Licenses, Commissioning etc,	
3	Onsite Man Power	
4	GST	
5	Total cost of the solution :	

Note : The bidders should include all components / Manpower required for the solution in the cost and no equipments/ Manpower will be provided by the High Court., except power supply

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