



भारत सरकार **GOVERNMENT OF INDIA**
वित्त मंत्रालय **MINISTRY OF FINANCE**
राजस्व विभाग **DEPARTMENT OF REVENUE**

केन्द्रीय अप्रत्यक्ष कर और सीमा शुल्क बोर्ड
CENTRAL BOARD OF INDIRECT TAXES AND CUSTOMS

सीमा शुल्क आयुक्त का कार्यालय
OFFICE OF THE COMMISSIONER OF CUSTOMS

सीमा शुल्क गृह, विल्लिंग्टन आईलैंड, कोच्चिन
CUSTOM HOUSE, WILLINGDON ISLAND, COCHIN-682009

Sevottam Compliant



An IS 15700 certified Custom House

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F.No.S31/115/2020 PR.Cus.

Dated: 29.05.2020

TENDER NUMBER : 63/2020

Sub: Request for quotations – Internet Leased Line connectivity
In Customs House, Cochin-682 009.

On behalf of the President of India, sealed quotations are invited for providing Internet leased Line connection with the following specifications in Custom House, Willingdon Island, Cochin-682 009.

Installation, Commissioning and Maintenance of 100 Mbps Internet Leased Line with Voice Solutions (1:1 uncompressed and unshared with last mile on fiber optic) at Custom House, W Island, Kochi-682003.

Qualifying Conditions for Eligible Bidder: -

- a) The Service provider/ Bidder should have Category 'A' ISP license from Govt. of India
- b) The Service provider/ Bidder should have annual turnover of at least Rs. 50 crores for the last three audited financial years
- c) Service provider/Bidder should have a fully functional Customer Service Centre(s)/ NOC(s), which is operational 365 days X 24 hours. List of Customer Service Centre(s)/NOC(s) must be enclosed.
- d) Service provider/Bidder should have its own fiber-based backbone network of 50000+ kilometer.

CONTRACT PERIOD:

- a. This contract will be valid for a period of Two years.
- b. Commissioner of Customs reserves the right
 1. to change any clauses/items/condition on the tender/ quotation document
 2. to reject any or all tender /quotations without assigning any reason whatsoever and is not bound to accept the lowest (L1) rate
 3. to terminate the contract at any point of time during the contract period by giving one month notice.
- c. The period of contract may be extended on the same finalized terms and conditions for further period also on the basis of satisfactory services and mutual agreement.

One-time Installation & Configuration Charges: One-time charges will be paid after the testing period defined, for which the bidder shall submit tax invoice in duplicate (original + copy) giving the reference number of the supply order along with the installation, commissioning and testing report acknowledged by the nominated officer of Custom House. All statutory deductions as applicable like TDS, Service Tax shall be made from the payment to the Supplier upon submitting the tax invoice.

RESPONSIBILITIES UNDER THE CONTRACT: The Service provider/Bidder would be responsible for the following:

The Service provider/Bidder shall be responsible for providing the 100 Mbps (1:1 uncompressed and unshared with last mile on fiber optic) leased line internet connectivity with same upload and download speed at any point of time at Customs House Kochi, at all the time throughout the contract period.

To provide 100 Mbps Internet connectivity (Leased Line) at Customs House ,Kochi along with Internet Router Port at ISP Gateway for required Bandwidth and minimum 5 Public IP s Sip Channel to be provided along with Internet Leased Line

10 SIP channel s with All India Unlimited Free calls

The Service provider/Bidder shall be responsible for Installation, commissioning, configuring of the link and hardware (POE/Adapter/IDU device etc).

The service provider should furnish details of Toll free number reachable from Mobile phone for logging complaints, if any.

HARDWARE shall be compatible for the below feature

- 8 port LAN switch
- Basic routing for Internet link termination
- DHCP server
- Firewall - Port scan restriction, IPS, Block Ping/ICMP, Blocking by IP or MAC Address
- Minimum 2 Years warranty
- Single WAN port for Voice and Data (supports Multi VLAN)
- Fiber connectivity up to Server room with Ring topology
- SIP can be terminated in to Hardware with 10 Channels
- Web based User interface for management
- VPN supporting IPSEC and PPTP
- IVR, In-built Automated Attendant, In-built Voice Mail, Call Management (Call Forwarding, Conferencing), Call Restriction, Call Parking, Ring groups/Pickup group, Voice Recording etc.

The Service provider/Bidder shall be responsible for maintenance support service (365 days X 24 hours) for bandwidth and equipment.

Service Level Agreement will be 99.5%

Bidders may also list out the additional facilities, if any which they would like to provide as additional offers.

For further queries

Contact Person: V Usha, Superintendent of Customs(Prev.)

Contact No.9446133340

Mail id: ushasasikumar@gmail.com

Interested Service providers are requested to inspect the site and submit their quote either in sealed cover or through mail for the above work on or before 3.00pm on 05.06.2020 to the Commissioner of Customs, Cochin. The bids will be opened at 4.00 pm on 05.06.2019 at the chamber of Joint Commissioner. Interested bidders are welcome to take part.

Yours faithfully,

(V USHA)

SUPERINTENDENT OF CUSTOMS(PREV.)

Copy submitted to:

1. The Commissioner of Customs, Custom House, Cochin.
2. The Superintendent of Customs, EDI Section
3. Notice Board.