



National Internet Exchange of India

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NOTICE INVITING TENDER

PROPOSAL FOR OUTSOURCING OF NIXI CUSTOMER CARE/ HELPLINE

CRUCIAL DATE SHEET

STAGES OF TENDER	PROPOSAL FOR OUTSOURCING OF NIXI CUSTOMER CARE/ HELPLINE
Bid Submission Start Date	06-04-2022
Last Date for bid submission	12-04-2022 (15.00 HRS)
Opening of Technical Bid and evaluation	12-04-2022 (15.00 HRS)
Opening of Financial Bid and Evaluation	13-04-2022
Issue of PO	18-04-2022

Notes:

1. Any tender received by the Employer after the deadline prescribed in submission date will be returned unopened to the Tenderer.
2. The suggestions received will be referred to the committee and will be incorporated if found justified after the approval of the Competent Authority.

TENDER AT A GLANCE

TITLE OF TENDER	PROPOSAL FOR OUTSOURCING OF NIXI CUSTOMER CARE/HELPLINE
NATURE OF TENDER	PUBLIC
SCOPE OF TENDER	DOMESTIC
MODE OF BIDDING	TWO BID SYSTEM
TYPES OF BID	1) TECHNICAL BID 2) FINANCIAL BID
EVALUATION CRITERIA	THE LOWEST BIDDER WILL BE CONSIDERED
TENDER FEES	Rs 2,000/-
EARNEST MONEY DEPOSIT	THE BIDDER HAS TO SIGN "BID SECURITY DECLARATION" IN LIEU OF EMD
SECURITY DEPOSIT (SD)	NIL
FREIGHT & HANDLING	NOT APPLICABLE
DELIVERY LOCATIONS	DELHI/NCR
VALIDITY OF TENDER	90 DAYS FROM DATE OF OPENING OF TECHNICAL BID
DESCRIPTION	NIXI/012/CCU/0001/2021

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I. NIXI OVERVIEW

The National Internet Exchange of India (NIXI) is a non-profit Company incorporated under Section 25 of the India Companies Act, 1956 (now section 8 under Companies Act 2013) with an objective of facilitating improved internet services in the country. NIXI was registered on 19th June, 2003 and performs three operations -

National Internet Exchange of India (NIXI) was set up for peering of ISPs among themselves for routing the domestic traffic within the country, instead of taking it all the way to US/Abroad, thereby resulting in better quality of service (reduced latency) and reduced bandwidth charges for ISPs by saving on International Bandwidth. NIXI is managed and operated on a Neutral basis, in line with the best practices for such initiatives globally.

Website – www.nixi.in

.IN Registry is India's Country Code Top Level domain (ccTLD). The Govt. of India delegated / authorized the operations of .IN Registry to NIXI. The IN Registry operates and manages India's .IN ccTLD. Now .IN domain names are available to anyone on first- come-first-served basis.

Website – www.registry.in

.IN Registry and Internationalized Domain Names (IDNs): NIXI also manages the .IN Registry (www.registry.in) including 15 IDN TLDs (in 22 official languages). At present, 166 Registrars have been accredited to offer .IN domain Name registration worldwide to customers. This has helped proliferation of web hosting in the country and promotion of Indian language content on the Internet.

IDN's in Hindi, Bodo, Dogri, Konkani, Maithili, Marathi, Nepali Sindhi, Bangali, Gujarati, Manipuri, Punjabi, Tamil, Telugu and Urdu languages were launched during the year 2014-15. The General availability of all the remaining Indian languages i.e. Assamese, Kannada, Oriya, Malayalam, Santali, Sanskrit, Sindhi, Kashmiri started from 15th July, 2020

Indian Registry for Internet Names and Numbers (IRINN) in India that provides allocation and registration services of IP addresses and AS numbers, and contributes to the society by providing Internet-related information as a non-profit, affiliation-based organization, and performing research, education and enlightenment activities. IRNN is a division functioning under NIXI and provides allocation and registration services of Internet Protocol addresses (IPv4 & IPv6) and Autonomous System numbers to its Affiliates. It is a not-for-profit, Affiliates based entity, with the primary goal of allocation of Internet resources to its Affiliates.

Website – www.irinn.in

II. SCOPE OF WORK

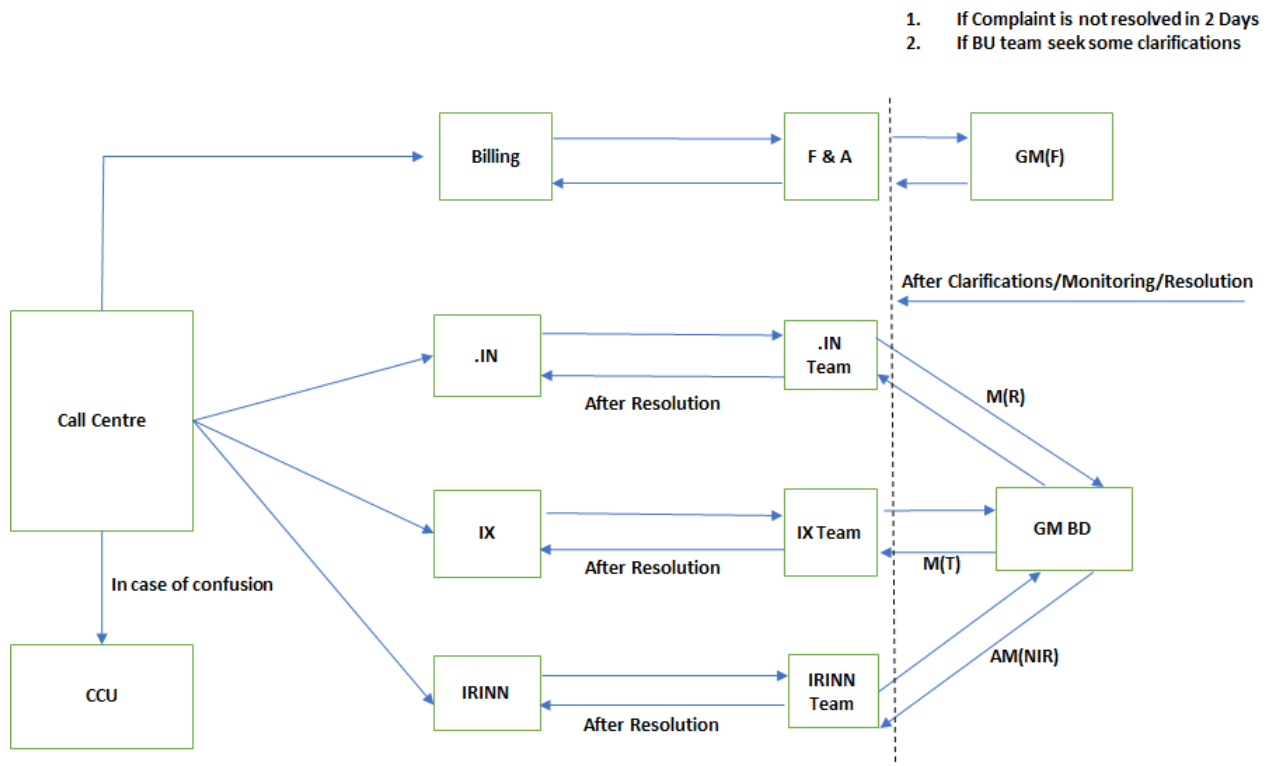
NIXI is primarily operating three main functions besides other activities. All its activities revolve around these three basic divisions which are as under:

- **Internet Exchange Division**
- **IRINN Division**
- **.IN Registry Division**

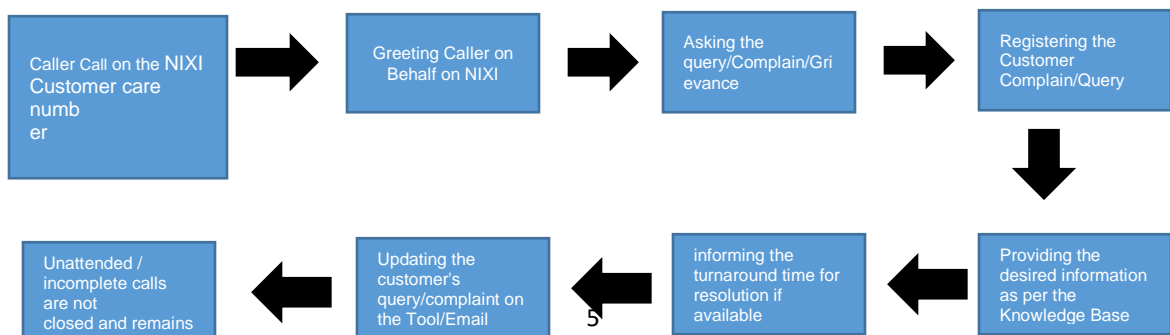
NIXI is looking after the services of call centers to receive and compile the calls received for each of these divisions separately. A periodical report has to be submitted by the call center to these respected divisions for initiating action at their end.

1. One dedicated Call centre executive should be available 24*7 supporting NIXI customers

2. Process Flow and call flow of NIXI Customers



2(i) Generic call flow irrespective of any division



3. Duration of work

24*7

4. BROAD SCOPE OF WORK AND CALLCENTER

A call centre is a centralised office used for receiving or transmitting a large volume of requests by Telephone. A call centre has open workspace for all call centre agent, with work station that include a computer with each agent, a telephone/headset connected to Telephone/Computer

4.1 Broad scope of work includes

- Setup and provide the services of call centre operations with space infrastructure and call agents to operate NIXI Customer care unit.
- To attend complaints, query and other calls operating 24x7 per day.
- To register each call and sharing the reports Weekly and Monthly with detailed classification as shared by the NIXI Management.
- NIXI can modify their work from time to time Like making outbound call and sending email to customer.

4.2 Scope of Service

Activities to be handled by the service provider

1. Reply to customer queries
2. To gather customer feedback, analysis and reporting
3. Query Management (timings 24*7)
4. Maintaining data base of customers and keeping them informed on incoming events through email/Voice calls.
5. Strictly adhering the NIXI Escalation matrix.
6. Various MIS data/reports to be generated on predefined regular intervals and sent to NIXI.
7. Knowledge Management. The call centre agency shall build a FAQ database/Knowledge bank, and step by step workflow for day to day operations and for any special cases.
8. Call centre Agency shall be required to provide & update knowledge base and FAQ database.

5. Analytics & Reporting

The call centre solution shall be equipped with extensive reporting capabilities to generate various reports based on NIXI's requirement.

Call centre Agency shall be required to build the required MIS/Dashboard as required by NIXI.

The service provider and NIXI will mutually agree on the format of the reports to be submitted by the service provider to NIXI. If NIXI request service provider to provide the customized reports, the service provider will provide customized reports at no cost to NIXI Management.

The following trending reports but not limited to the following must be provided by the service provider:

1. Reports based on time period
2. Type of grievances/queries/demand/analysis
3. Department
4. Customer Details
5. Phone and email address

Complaint Analysis

1. Call Waiting time
2. Lost Calls
3. Call time
4. Abandoned call rate

6. Provisioning of IT Infrastructure and Team lead

1. Service provider shall provision for Dialler and related hardware & network components for running the contact centre operations.
2. System should be able to intelligently route the callers to agents based on their availability to take calls on first come first serve basis.
3. Standard features like call transfer, conference, barge in, Dialed number identification Sequence((DNIS), Automatic Number Identification (ANI) etc.
4. Call barging and recording software.
5. Desktop/Laptop
6. Telephone equipment.
7. Leased line minimum 100 Mbps

7. Monitoring

A facility should be available for NIXI monitoring team, external and internal auditors to periodically inspect the functioning of call centre.

8. Call Centre Application

1. The software would maintain complete call history of all calls received at the call centre.
2. A unique id/Ticket number shall be generated for all service requests, complain and tracked till closure.
3. Efficiently handle high call volume.
4. Call Patching within Call centre or Outside call centre.

9. Resources on – Boarding and Training

Service provider shall select and deploy the skilled and qualified manpower as required for running the call centre.

10. Minimum Manpower Profile – Manpower deployed by the service provider for NIXI customer care should comply with minimum qualification as mentioned in the following table.

S.no.	Position	Minimum Qualification
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1.	Call Centre Executive	<ul style="list-style-type: none"> • Minimum graduation (MCA, M.Sc, B.Tech, B.E, B.Sc, BCA or any equivalent degree) Along with any one Technical certification like CCNA etc • Also able to communicate confidently and politely, with good speaking skills • Able to speak, read and write in Hindi and English.
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1. Manpower profiles could be audited by NIXI on an ad hoc basis.
2. Service provider shall submit an undertaking with the invoice declaring the compliance to minimum manpower profile.
3. Service provider shall take prior approval from NIXI before increasing or decreasing the no. of call centre executives deployed for NIXI.

11. Resource Training – Considering the nature of the services, Training is an important aspect of NIXI business process. The service provider should make arrangements for imparting proper training in soft skills, call handling, exposure to related application so as to prepare the call centre executive to answer different types of queries and on other aspects of Call Centre services.

The service provider should ensure that all the call centre are put on actual duty only after providing them proper training.

NIXI at its discretion may provide refresher training to the supervisor as a part of train the trainer methodology. The service provider needs to ensure that their Team Leaders provide further in house refresher training to call centre Executives.

Note: For all Training sessions, arrangement of logistics, travel etc. for shall be the responsibility of the service provider.

III. BIDDING SYSTEM

- 3.1 Bids will be submitted in hard copies at NIXI office Delhi. There is no electronic or digital submission is allowed.
- 3.2 The bid should be submitted in two parts. Part-I (Envelope A) is Technical Bid and Part-II (Envelope B) will be Financial/Commercial bid.
- 3.3 Technical bid will contain all the documents/compliance asked in General Term of conditions along with Technical Compliance, which is to be enclosed in Envelope A. Technical Bid will also have unpriced BOM as per Annexure-I. Please do not put Financial Bid/Commercial bid in Technical bid/ Envelope A this would lead to summary rejection of the bid. The Financial Bid has to be enclosed in Envelope B.
- 3.4 Financial/Commercial bid will contain schedule of prices as per the Financial/Commercial Bid format.
- 3.5 Both Technical and Financial/Commercial bid should be kept in separate envelope

and this envelopes should be kept in on large envelope. All the envelopes should be properly sealed.

3.6 Each page of the tender bid should be signed and sealed by authorized signatory.

3.7 No bid will be accepted post the last date and time mentioned in the tender document. However, NIXI reserves the right to extend the date and time of bid submission.

3.8 Schedule table

STAGES OF TENDER	PROPOSAL FOR OUTSOURCING OF NIXI CUSTOMER CARE/ HELPLINE
Bid Submission Start Date	06-04-2022
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3.9 Assistance to bidders

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the following email id nittin.p@nixi.in.

3.10 Bid Evaluation Criteria

- Tender committee will first evaluate the Technical bid. They can seek any clarification/documents/confirmation, should they need the same for further clarity.
- Financial/Commercial bids of those Bidders whose Pre-Qualification & Technical bids are found suitable by the committee, will be opened.
- Contract will be awarded to L1 bidder, which will arrive at as per Financial/Commercial Bid format inclusive of taxes.

3.11 Bid Validity

- All the bids (Technical and Financial) will be valid for a period of 90 days from the last date of submission of the tender for execution of Contract. This can be extended if so required with the approval of the Competent Authority.
- In exceptional circumstances, prior to expiry of the original time limit, the NIXI may request the bidders to extend the period of validity for a specified additional period beyond the original validity of 90 days. The request and the bidders' responses shall be made in writing/Email. The bidders, not agreeing for such extensions will be allowed to withdraw their bids.

3.12 **Modification / Substitution/ Withdrawal of bids**

- No Bid shall be modified, substituted, or withdrawn by the Bidder after the bids due date.
- Any alteration/ modification in the bid or additional information supplied subsequent to the bid's due Date, unless the same has been expressly sought for by the Authority, shall be disregarded.

3.13 **Rejection of the Bid:**

The bid submitted shall become invalid if: -

- The bidder is found ineligible.
- The bidder does not provide all the documents as stipulated in the bid document.

3.14 **Right to reject or scrap the process**

The NIXI reserves the right to accept or reject any Tender, and to scrap/ cancel the Tender process and reject all Tenders, at any time prior to the award of Contract, without thereby incurring any liability to the affected Tenderer or Tenderers or any obligation to inform the affected Tenderer or Tenderers of the grounds for the Employer's action

3.15 **Evaluation of Bids**

- The responsive bids will first be evaluated for technical compliance. Non-submission of essential documents stipulated will result in a bid liable for disqualification at technical evaluation stage.
- Bids determined to be substantially responsive will be checked by NIXI for any arithmetical errors in computation and summation. Where there is discrepancy between rates/amounts given in figures and in words, the rates/amounts given in words will prevail.
- NIXI shall evaluate the financial bids of eligible bidders to determine the L-1 bidder on the basis of lowest total cost of support services for all items in the financial/price bid form

.3.16 General Instructions for Bidding process

Bids should be completed in all respects, must be submitted on or before the last date specified in the schedule of events.

The NIXI may, at its own discretion, extend the last date for submission of tenders.

All the bids are valid for a period of 90 days from the last date of submission of the tender for execution of Contract. It may be extendable.

The bid submitted shall become invalid if: -

- i) The bidder is found ineligible.
- ii) The bidder does not provide all the documents as stipulated in the bid document.
- iii) The bidder has knowingly concealed & misrepresented the facts for shortlisting.

3.17 Tender Fees

The tender fees shall be Rs 2,000/- (Two Thousand), which shall be enclosed in shape of Demand Draft. In case the same is deposited through NEFT, its proof shall be enclosed. The NEFT details, in which the Tender Fees is to deposited are as under:

A/c Name:- National Internet Exchange of India
A/c No. - 629405034094
IFSC- ICIC0006294
Branch: Nehru Place, New Delhi-110019.

IV. EARNEST MONEY DEPOSIT (EMD)

Due to the Pandemic conditions prevailing in the country, there is slowdown in economy. Therefore, Ministry of Finance vide their **OM No F. 9/4/2020-PPD dated 12-11-2020** has decided that no provision regarding Bid Security should be kept in Bid Documents in future and only provision of "**Bid Security Declaration**" should be kept in the Bid Documents, which is placed at Annexure II.

V. SECURITY DEPOSIT (PERFORMANCE BANK GUARANTEE)

Due to the Pandemic conditions prevailing in the country, there is slowdown in economy. Therefore, Ministry of Finance vide their **OM No F. 9/4/2020-PPD dated 12-11-2020** has decided to reduce Security Deposit. Keeping in view these constraints the Security Deposit/ PBG is kept as 10,000/-.

- a. The successful bidder should arrange to have Performance Bank Guarantee/ Security Deposit amounting to 6% of the awarded contract value furnished within 10 days of submission of Letter of Acceptance in the case of contracts, and within 10 days of submission of draft Contract Agreement.
- b. The notification of award will constitute the formation of the Contract, subject only to the furnishing of a Performance Bank Guarantee/ Security Deposit in accordance with the provisions of this Clause.
- c. Upon the furnishing by the successful Tenderer of the Security deposit, the Employer will promptly notify the other Tenderers that their Tenders have been unsuccessful.
- d. Subject to any provision elsewhere in the contract regarding forfeiture or appropriation in full or part thereof, the Performance Bank Guarantee/ Security Deposit shall be released at the time of expiry / non-renewal / termination of the contract.
- e. The Performance Bank Guarantee/ Security Deposit may be either in the form of Demand Draft in favour of NIXI, New Delhi, or as Bank Guarantee in the format at Form No. -V of this document.
- f. In case Bank Guarantee is furnished as Performance Bank Guarantee/ Security Deposit, the same should be valid by more than sixty (60) days after the expiry of the contract including AMC.

g. In case Bank Guarantee is furnished as Performance Bank Guarantee/ Security Deposit, it should be sent to NIXI by the concerned Bank, and not by the bidder itself.

h. The Performance Bank Guarantee/ Security Deposit amount is interest free.

i. NIXI has the right to encash/ appropriate the whole amount of Performance Bank Guarantee/ Security Deposit in accordance with the contract conditions and also to deduct any amount due from the contractor at the time of the termination/expiry of the contract.

VI. ELIGIBILITY CRITERIA

Sr. No.	Minimum Eligibility Criteria	Supporting Document		
1	The Bidder should be a company registered under Companies Act, 1956/2013 and in existence for at least 3 Years.	Photocopy of Certificate of incorporation		
2	<ul style="list-style-type: none"> a. Outbound/Inbound seats with power, infrastructure, technology and furniture b. Supervisor seats for manpower infrastructure and furniture c. Technical staff seat with manpower, infrastructure, technology & furniture for CRM/VRS software d. Internet connection 	As per Clause No. II		
3	The Bidder should have PAN & GSTIN	Self-Certified Copies		
4	The Bidder should have a minimum average annual turnover of Rs. 50.0 Lakh during the last financial years from 2018-19 to 2020-2021 (This must be individual company turnover and not that of any group of companies)	Self-Certified copies of the audited Balance sheet and profit & loss statement for the last 3 completed financial years (2018-19, 2019-20, 2020-21*) with adequate section duly marked & tagged. *Unaudited financial statements with Self-Declaration on company letterhead for year 2020-21 also acceptable.		
5	Turnover declaration in INR	2018-19	2019-20	2020-21
6	The bidder has never have been blacklisted/barred/disqualified by any regulator/statutory body or any PSU or any Company/State Government/Central Government	Self-Declaration/ Declaration. If found blacklisted at the latest stage, he/they will removed from panel forthwith.		

Note: Please enclose the proof in support of the above failing, which the tender will not be considered and summarily rejected.

VII. SIGNING OF AN AGREEMENT

The agreement to be signed will cover the general conditions of the contract and scope of operations/ arrangements, which is binding of the part of both parties. The agreement will be signed by both the parties on the stamp of paper of Rs 100/-

VIII. PAYMENT TERMS

On the successful completion of the work, the payment will be released after receiving the bill from the party. The party is supposed to raise the bill every month by seventh of every month & the payment will be released within fifteen days. However, in the late submission of bill, NIXI will not be responsible for the delays.

IX. FORCE MAJEURE

1. Definition:

For the purposes of this Contract, “**Force Majeure**” means an event, which is beyond the reasonable control of a Party. It is neither foreseeable nor unavoidable, which has:

- a) Not brought about by or at the instance of the Party claiming to be affected by such events.
 - b) Caused the non-performance or delay in performance.
 - c) Makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstance.
 - d) Not involved the contractor’s fault or negligence, either in its sovereign or contractual capacity.
2. Force Majeure shall include Acts of God, wars or revolutions, fires, floods, epidemics, quarantine restrictions and fright embargoes including war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action.
 3. Notwithstanding the provisions of clauses contained in this tender document; the contractor shall not be liable to forfeit:
 - a) Security deposit for delay and
 - b) Termination of contract; if he is unable to fulfil his obligation under this contract due to Force Majeure conditions.
 4. Whether a “Force majeure” situation exists or not, shall be decided by NIXI and its decision shall be final and binding on the contractor and all other concerned.
 5. The party will be relieved of his obligations during the force majeure period. In the event that such force majeure extends beyond six months, the agreement will be terminated provided that it is not caused by the negligence or intentional action of a Party or by or of such Party’s employee.
 6. **No breach of Contract:** The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under this Contract in

so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

7. **Measures to be taken:** The party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
8. The party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.
9. Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
10. During the period of their inability to perform the Services as a result of any event of Force Majeure, the Contractor, upon instructions by NIXI, shall either: i. Demobilize; or ii. Continue with the Services to the extent possible, in which case the Contractor shall continue to be paid proportionately and on pro rata basis, under the terms of this Contract.
11. In case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause XI.

X. INTEGRITY PACT

Of late, it has been realized the importance of Integrity Pact. as the vigilance tool in controlling corruption in public contracting and procurement. Therefore, they have issued the instructions to all public offices to insist the party for signing of Integrity pact, which will also be counter signed by the purchaser/buyer. The Integrity Pact will be signed after the award of work.

On May 18, 2009, Government issued Standard Operating Procedure spelling out all the details. The copy of the Integrity Pact is placed at Annexure IV. which shall be signed and stamped by the bidder as well as NIXI.

XI. SETTLEMENT OF DISPUTES

NIXI has always believed that disputes arising shall be mutually resolved so as to maintain harmonious relationship with the party. However, in case of any dispute, which is not resolved shall be referred to arbitrator for the settlement who will be appointed by CEO, NIXI.

1. Amicable Settlement:

In case dispute arises between the parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, Clause GC 3.21.2 shall become applicable.

2. Arbitration:

In the case of dispute arising upon or in relation to or in connection with the contract between NIXI and the Contractor, which has not been settled amicably, any party can refer the dispute for Arbitration under the Arbitration and Conciliation Act 1996.

- a) Arbitration proceedings shall be held in New Delhi and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- b) The decision of the arbitrator(s) shall be final and binding upon both parties.
- c) The expenses of the arbitrator(s) as determined by the arbitrator(s) shall be shared equally by NIXI and the Contractor. However, the expenses incurred by each party in connection with the preparation & presentation of their cases shall be borne by the party itself.
- d) All arbitration awards shall be in writing and shall state the reasons for the award.

3. Jurisdiction of Courts etc.:

The courts/any other Tribunal or Forum in New Delhi alone shall have exclusive jurisdiction with regard to any matter/dispute relating to or arising out this contract.

- a) The Purchaser and the Bidder shall make every effort to resolve amicably by direct informal negotiations, any disagreement or disputes, arising between them under or in connection with the Contract.
- b) In case of dispute between the purchaser and bidder, the dispute may be resolved through arbitration process as per the Arbitration & Reconciliation Act 1996 with its seat at New Delhi.

XII. CHANGE MANAGEMENT

The selected agency shall give prior intimation at least two weeks before changing their workforce personnel's and other resources during the course of an on-going assignment. It is further added that an agency shall ensure that there is proper knowledge transfer as well as handing over of necessary resources to avoid any kind of dislocation of work.

XIII. LIQUIDATED DAMAGES

In the event of failure to deliver services and violation of the conditions as mentioned in the tender, NIXI, shall be entitled at its option to enforce the following:

- a) Whenever under this contract any sum of money is recoverable from and payable by the supplier, NIXI shall be entitled to recover such sum by appropriating in part or in whole by deducting any sum or which at any time thereafter may become due to the successful Bidder in this or any other contracts. Should this sum be not sufficient to recover the full amount recoverable, the successful Bidder shall pay on demand to NIXI the balance amount. The supplier shall not be entitled to any gain on any such purchase.
- b) To extend the period of delivery with or without Liquidated Damages as may be considered fit and proper.
- c) To forfeit the Security Deposit/ PBG fully or in part.

XIV. LAST DATE FOR RESPONSE OF SUBMISSION OF BID

The bidding parties are advised to carefully go through each clause of tender before submitting their proposal in response to this tender Notice.

The last date for submission of receiving response is mentioned on cover page and Clause III. Any response received after the above deadline will be rejected.

All interested parties who can hand over the space in Data Centre at the above-designated locations shall submit their quote along with the feasibility by the above deadline positively at the following address:

National Internet Exchange of India(NIXI)
9th Floor, B-Wing, Statesman House,
148, Barakhamba Road,
New Delhi-110 001
Phone: +91-11-48202000
Email: nixi@nixi.in

In case of any query, you may contact **Shri Nitin Prakash – Helpdesk Engineer** on **Phone Number +91-11-48202008** or through his e-mail, nittin.p@nixi.in before the last date.

XV. DOCUMENTS REQUIRED TO BE SUBMITTED WITH BID

a. The bidder shall ensure that the documents to be submitted as per the tender document must be enclosed.

SL. NO.	P A R T I C U L A R S	ENCLOSED	
		YES	NO
1	PROOF OF EXPERIENCE		
2	PROOF OF FINANCIAL TURNOVER OF LAST THREE YEARS		
3	PROFILE/ SET UP/ ESTABLISHMENT IN INDIA		
4	PROOF OF MSME/SC/ST/WOMEN ENTERPRENEUR		
5	SELF DECLARATION OF MAN POWER		
6	PHOTOCOPY OF PAN/ AADHAR CARDS		
7	PROOF OF TENDER FEES		
8	SUBMISSION OF PRE-BID DECLARATION		
9	SUBMISSION OF INTEGRITY PACT		
10	SUBMISSION OF CONFIDENTIALITY DECLARATION		
11	SUBMISSION OF BANK DETAILS		
12	SUBMISSION OF DECLARATION		
13	SUBMISSION OF NON-BLACKLISTING		
14	SIGNED PHOTOCOPY OF THE TENDER		
15	CANCELLED CHEQUE FOR E - PAYMENTS		
16	SUBMISSION OF TECHNICAL BID (ENVELOPE PART I)		
17	SUBMISSION OF PRICE BID (ENVELOPE PART II)		
18	DULY SIGNED CHECK LIST		
19	ANY OTHER DOCUMENT/S BEING SUBMITTED (PLEASE SPECIFY)		

b. He should sign all pages of the tender document. In case the desired document/s are not enclosed with the proposal will be rejected.

- c. The bidder shall carefully go through the tender document and ensure that all document and ensure that all documents are enclosed otherwise their bid will be rejected.
- d. The documents enclosed shall be listed in the prescribed format of checklist (Annexure VIII).

XVI. GENERAL CONDITIONS OF TENDER

Following are the general terms & conditions are for this tender. The bidder should provide necessary documentary evidence of compliance as follows. Failure to do so for any of the Criteria mentioned below shall result in disqualification of the Bidder.

- 1. The Bidder should be public or private limited company registered / incorporated under The Companies Act, 1956.
- 2. The bidder should have not blacklisted by any Government (Central/State) Department/Undertaking or PSU. A declaration of Non-Blacklisting will be submitted by bidder.
- 3. The bidder should have TAC (Technical Assistance Centre) or Call Centre for all level of support for 24X7 support.
- 4. Bids should be submitted in physical form in sealed envelope at NIXI office as explained in "Bidding System".
- 5. NIXI can reject any bid any time without giving any reasons.
- 6. Any Political/bureaucratic/commercial pressure (directly/indirectly) will amount to disqualification of bid.
- 7. Court jurisdiction will be Delhi/NCR in case dispute required to be settled in Court.
- 8. The bidder shall have excellent experience in execution of work as described in Clause II & Clause V.
- 9. The contract shall remain in force for three months (90 days) from date of issue of tender.
- 10. Each party hereby acknowledges that it may be exposed to the other party's and its affiliates" "Confidential Information," which shall include any confidential or proprietary information of a party.
- 11. In no circumstances, the firm shall appoint any sub-contractor or sub-lease the contract.
- 12. The party shall nominate executive to monitor and review the performance on day to day basis. The following officer from NIXI shall co-ordinate:

Shri Nittin Prakash: Helpdesk Engineer
Phone Number: +91-11-48202008
E-mail: nittin.p@nixi.in

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Financial / Price Bid**Schedule of Rates as per the Scope of Work**

SI. No.	PARTICULARS	LUMP SUM CHARGES	
		PER MONTH	PER ANNUM
1	Complete work as per Clause II		
2	Add GST		
	GRAND TOTAL		

Notes:

1. Please see Clause II (Scope) for the details.
2. All Prices should be inclusive of implementation and deployment. Any third-party product or services needed to make the solution operational should be provided at NO-COST by the bidder.

BID SECURITY DECLARATION

Date: _____

Tender No. _____

To (insert complete name and address of the purchaser)

I/We, the undersigned, declare that: I/We understand that, according to your conditions, a Bid Securing Declaration must support bids.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am I/We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity

(i) Fail or reuse to execute the contract, if required, or

(ii) Fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/we understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of

(i) The receipt of your notification of the name of the successful Bidder; or

(ii) thirty days after the expiration of the validity of my/our Bid.

Signed:

Name:

Capacity:

On behalf of (insert complete name of Bidder)

Dated on----- day of-----

(insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

INTEGRITY PACT

(To be executed on plain paper and submitted along with technical bid/tender documents. To be signed by the bidder and NIXI.)

National Internet Exchange of India (NIXI) hereinafter referred to as “The Principal”.

AND

_____ hereinafter referred to as “The Bidder/Contractor”

PREAMBLE

The Principal intends to award, under laid down organizational procedures, contract/s for _____. The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of _____ and of fairness/transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Principal will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Action 1 – Commitments of the Principal.

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a) No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the personal is not legally entitled.
 - b) The Principal will during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the process or the contract execution.
 - c) The Principal will exclude from the process all known prejudiced persons.
2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition

can initiate disciplinary actions.

Section 2 – Commitments of the Bidder(s)/Contractor(s)

1. The Bidder(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.
 - a. The Bidder(s)/contractor(s) will not, directly or through any other persons or firm, offer promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage or during the execution of the contract.
 - b. The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractors will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or documents provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the bidder(s)/contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. All the payments made to the India agent/representative have to be in Indian Rupees only.
 - e. The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
 - f. The Bidder(s)/Contractor (s) who have signed the Integrity Pact shall not approach the courts while representing the matter to IEMs and shall wait for their decision on the matter.
2. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3: Disqualification from tender process and exclusion from future contract

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2 above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or to terminate the contract, if already signed, for such reasons.

Section 4: Compensation for Damages

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, The Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5: Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last three years with any other company in any country conforming to the TII's anti-corruption approach or with any other public sector enterprise in India that could justify his exclusion from the tender process.
2. If the bidder makes incorrect statement on this subject, he can be disqualified from the tender process and appropriate action can be taken including termination of the contract, if already awarded, for such reason.

Section 6: Equal treatment of all Bidders / Contractors / Sub -contractors.

1. In case of sub –contracting, the Principal Contractor shall take the responsibility of adoption of Integrity Pact by the Sub – Contractor.
2. The Principal will enter into agreements with the identical conditions as this one with all bidders and Contractors.
3. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7: Criminal charges against violation Bidder(s) / Contractor(s) / Sub-contractors(s).

If the Principal obtains knowledge of conduct of a Bidder(s)/ Contractor(s) which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8: Independent External Monitor/Monitors

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval of Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. The Monitor will have access to all contract documents, whenever required. It will be obligatory for him to treat the information and documents of bidders /contractors as confidential. He reports to the Chief Executive Officer, NIXI.
3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality. The Monitor has also signed declarations on “Non – Disclosure of Confidential Information” and of “Absence of Conflict of Interest” In case of any conflict of interest arising at a later date, the IEM shall inform Chief Executive Officer, NIXI. and recuse himself/herself from the case.
5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The Monitor will submit a written report to the Chief Executive Officer, NIXI within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
8. Monitor shall be entitled to compensation on the same terms as being extended to/provided to Independent Directors on BFL Board.
9. If the Monitor has reported to the Chief Executive Officer, NIXI, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Chief Executive Officer, NIXI has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
10. The word “Monitor” word include both singular and plural.

Section 10: Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidder 6 months after the contract has been awarded.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by Chief Executive Officer, NIXI.

Section 11: Other Provisions

- This agreement is subject to Indian Law. Place of performance and jurisdiction is the registered office of the Principal i.e.
**9th Floor, B-Wing,
Statesman House, 148,
Barakhamba Road,
New Delhi-110 001 India**
- Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- If the contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- Issues like Warranty/Guarantee etc. shall be outside the purview of the IEMs.
- In the event of any contradiction between the Integrity Pact and its Annexure, the clause in the Integrity Pact will prevail.

(For & on behalf of the Principal)
Bidder/Contractor)

(For & on behalf of

(Office Seal)

(Office Seal)

Place_____

Dated_____

Witness 1 :
(Name & Address)

Witness 1 :
(Name &Address)

Witness 2 :
(Name & Address)

Witness 2 :
(Name &Address)

UNDERTAKING

I/ we, hereby declare that the information furnished above is true, complete and correct to the best of my knowledge and belief.

I undertake the responsibility to inform you of any changes therein, immediately.

It is further declared that I/ we will provide the proofs if desired by NIXI, failing which our bid can be rejected.

I understand that in the event of my information being found false or incorrect at any stage, my/ our proposal shall be liable to cancellation / termination without notice or any compensation in lieu thereof.

SIGNATURES

**NAME OF AUTHORISED PERSON
NAME OF COMPANY**

AFFIX SEAL OF COMPANY

CONFIDENTIALITY DECLARATION

I/We, the undersigned, do hereby declare and confirm that I am aware that I have been assigned to render certain services (the “Services”) for the Office of the National Internet Exchange of India (NIXI) in connection with the Agreement, dated ____ 2017, between NIXI and me/ us _____ (Full name of the Contractor).
In connection therewith, I hereby undertake and agree as follows:

1. Certain Definitions

- (a) “Confidential Information” means any data, documents, materials or other information disclosed to me in connection with the Services, in any form whatsoever, whether orally, visually, in writing or otherwise (including in computerized or electronic form).
- (b) “Permitted Purpose” means the use of the Confidential Information to perform the Services.

2. The Contractor’s Confidentiality Obligations

- (a) I understand that the Contractor is subject to confidentiality obligations pursuant to the Contract.
- (b) I have read and understand Clause XIX of tender document of NIXI, which will be strictly adhered to.

3. Undertakings

- (a) I undertake to conduct myself and render services with a view to ensuring full compliance by the Contractor in view of the Clause XIX. In case of any doubt, I shall consult with NIXI or their nodal officer for their advice.
- (b) I shall:
 - (i) use the same care and discretion to avoid disclosure, publication or dissemination of the Confidential Information as I use with my own similar information that I do not wish to disclose, publish or disseminate; and,
 - (ii) use the Confidential Information solely for the Permitted Purpose.
- (c) Upon the request NIXI, or upon the termination or expiry of my/ our contract, I/ we shall immediately return NIXI all Confidential Information disclosed to me/ us or to which I/we had access during or as a result of the performance of the Services, together with all copies thereof. I/ we further

undertake that no information (as per Clause XIX), or documents or stored in the memory shall be disclosed to anyone or misused in any way.

SIGNED: _____

Name: _____

Date:

Place:

ANNEXURE-VI

PERFORMANCE BANK GUARANTEE

Ref:

Date

Bank Guarantee NO.

To

National Internet Exchange of India (NIXI)
9th Floor, B-Wing, Statesman House, 148
Barakhamba Road, New Delhi - 110001

1. Against contract vide Advance Acceptance of the Tender No. dated covering
 (hereinafter called the said "Contract") entered into between the National Internet
Exchange of India (NIXI) (hereinafter called "the Purchaser") and -----
----- (hereinafter called the "Bidder") this is to certify that at the request
of the Bidder we Bank Ltd., are holding in trust in favour of the Purchaser, the
amount of -----(write the sum here in words) to indemnify and
keep indemnified the Purchaser against any loss or damage that may be caused to
or suffered by the Purchaser by reason of any breach by the Bidder of any of the
terms and conditions of the said contract and/or in the performance thereof. We
agree that the decision of the Purchaser, whether any breach of any of the terms and
conditions of the said contract and/or in the performance thereof has been
committed by the Bidder and the amount of loss or damage that has been caused or
suffered by the Purchaser shall be final and binding on us and the amount of the said
loss or damage shall be paid by us forthwith on demand and without demur to the
Purchaser.

2. We Bank Ltd, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the Bidder i.e. till hereinafter called the said date and that if any claim accrues or arises against us Bank Ltd, by virtue of this guarantee before the said date, the same shall be enforceable against us _____Bank Ltd, notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us Bank Ltd, by the Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.
3. It is fully understood that this guarantee is effective from the date of the said contract and that We _____ Bank Ltd, undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.
4. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.
5. We Bank Ltd, further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Tendered from time to time or to postpone for any time of from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, Bank Ltd., shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.
6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

Date

Place

Signature

Witness

Printed name

(Bank's common seal)

ANNEXURE-VII**BIDDER PROFILE AND DETAILS OF BANK ACCOUNT FOR PAYMENT**

SL NO	PARTICULARS	TO BE FILLED BY THE BIDDER
1	NAME OF COMPANY	
2	ADDRESS, TELEPHONE & FAX	
3	AUTHORISED PERSON & MOBILE	
4	COMPANY REGISTRATION DETAILS	
5	AVERAGE TURNOVER OF LAST 3 YR	
6	IT RETURNS OF LAST THREE YEARS	
7	NAME OF BANK	
8	BRANCH ADDRESS OF BANK	
9	IFSC CODE	
10	MICR CODE	
11	ACCOUNT NUMBER	
12	TYPE OF ACCOUNT	
13	PAN DETAILS	
14	GST DETAILS	

I, hereby, declare that the details given above are true, correct and complete.

SIGNATURE OF BIDDER/ Authorized representative

ANNEXURE- VIII

CHECK LIST

SL. NO.	PARTICULARS	ENCLOSED	
		YES	NO
1	PROOF OF EXPERIENCE		
2	PROOF OF FINANCIAL TURNOVER OF LAST THREE YEARS		
3	PROFILE/ SET UP/ ESTABLISHMENT IN INDIA		
4	PROOF OF MSME/SC/ST/WOMEN ENTERPRENEUR		
5	SELF DECLARATION OF MAN POWER		
6	PHOTOCOPY OF PAN/ AADHAR CARDS		
7	PROOF OF TENDER FEES		
8	SUBMISSION OF PRE-BID DECLARATION		
9	SUBMISSION OF INTEGRITY PACT		
10	SUBMISSION OF CONFIDENTIALITY DECLARATION		
11	SUBMISSION OF BANK DETAILS		
12	SUBMISSION OF DECLARATION		
13	SUBMISSION OF NON-BLACKLISTING		
14	SIGNED PHOTOCOPY OF THE TENDER		
15	CANCELLED CHEQUE FOR E - PAYMENTS		
16	SUBMISSION OF TECHNICAL BID (ENVELOPE PART I)		
17	SUBMISSION OF PRICE BID (ENVELOPE PART II)		
18	DULY SIGNED CHECK LIST		
19	ANY OTHER DOCUMENT/S BEING SUBMITTED (PLEASE		

	SPECIFY)		
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Note: Please tick (✓) in the right column

Please remember that the above list is illustrative and not exhaustive. The bidder shall therefore do through the tender very carefully to ensure all required papers in support are enclosed otherwise the bid will be rejected.