

File No. HCOI20-005400267/1/2025-HCOI

Government of India
Ministry of Minority Affairs,
Haj Committee of India

(Constituted under the Act of Parliament No.35 of 4002)

Date: 01.10.2025

NOTICE

Haj Committee of India invites bids from bidders across PAN India for the installation of Internet Lease Line with speeds of 400 Mbps (1:1) Primary line and 400 Mbps Secondary line. Bids are invited from reputed agencies/ firms/ companies with experience in similar work.

2. Tender documents complete in all respect, must be uploaded on GeM Portal before last date & time of submission of tender. The Schedule of tender is as under:-

Schedule of Tender

Name of the Tender	Installation of primary and secondary lines with speeds of 400 Mbps (1:1) and 400 Mbps
Date of Release of Tender through GeM Portal	01.10.2025
Pre-bid meeting	07.10.2025
Last date for submission of tender on Gem	21.10.2025
Date of opening of technical bid	22.10.2025
Tentative date of opening of Financial bid	27.10.2025

3. Bidders registered on GeM Portal can participate in bid for the installation of Internet Lease Line with speeds of 400 Mbps (1:1) Primary line and 400 Mbps Secondary line (backup line). The bid will be opened in the office of Haj Committee of India.

4. This issue with the approval of Chief Executive Officer, Haj Committee of India.


Chief Executive Officer
Haj Committee of India,
Haj House, Mumbai.

Government of India
Ministry of Minority Affairs,
Haj Committee of India

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INTRODUCTION

Haj Committee of India is a statutory body constituted under the Act of Parliament No.35 of 4002, working under the administrative control of Ministry of Minority Affairs, Govt. of India, New Delhi and is associated with arrangements for Indian Haj Pilgrims at Haj House Building, before they proceed to Saudi Arabia and on their return to India. Haj Committee of India is entirely financed by contributions made by pilgrims annually. It is, therefore, not a commercial / profit making entity. Moreover this office is a services oriented organization working for Noble Cause of Haj Pilgrims.

1. Eligibility Criteria

- 1.1. The bidder should have valid ISP license issued by the Department of Telecommunications (DoT).
- 1.2. The bidder must have ISO certifications (if applicable).
- 1.3. The bidder should have at least 5 years of experience in providing Internet Leased Line services.
- 1.4. The bidder provides the details of similar projects executed in government / enterprise sectors.
- 1.5. The bidder should have Annual turnover of more than ₹50 crore in the last 3 years.
- 1.6. The bidder must submit the audited financial statements of last 3 years.
- 1.7. The bidder must submit the details of the network infrastructure and redundancy capabilities.
- 1.8. The bidder must submit the details of NOC (Network Operations Center).
- 1.9. The bidder must submit a declaration that the bidder has not been blacklisted by any government department or organization.

2. Technical Specifications

- 2.1. Dedicated Internet Lease Line (1:1 ratio) with symmetric upload and download speed.
- 2.2. 400 MBPS Primary / 400 Secondary (back up line), scalable to higher speeds (optional, based on organizational needs).
- 2.3. Guaranteed uptime of at least 99.5% or higher on a monthly basis.
- 2.4. Latency: <100 ms (local), <180 ms (international).
- 2.5. Packet Loss: Less than 1%.
- 2.6. The connection should include redundancy to ensure uninterrupted service.
- 2.7. Dual last-mile connectivity using different paths.

Contd...2

- 2.8. Fiber-optic-based connectivity.
- 2.9. Provision of required networking hardware like routers (if needed).
- 2.10. IPv4 and IPv6 compatibility.
- 2.11. Provision of a minimum of 8 static public IPs.
- 2.12. DDoS protection (optional but preferred).
- 2.13. Secured access control mechanisms.
- 2.14. 24x7 proactive network monitoring.
- 2.15. Monthly reports on uptime, bandwidth utilization, latency, and performance.
- 2.16. 24x7 technical support with a dedicated helpdesk.
- 2.17. Resolution of issues within predefined timelines (e.g., critical issues within 2-4 hours).
- 2.18. The service provider must comply with TRAI regulations and other relevant government norms.

3. Commercial Specifications

- 3.1. The duration of the contract is 1 year.
- 3.2. Cost breakdown:
 - i One-time installation/setup charges.
 - ii Monthly recurring charges (MRC).
 - iii Any additional charges (e.g., for scalability, extra IPs, or additional services).
 - iv GST and other applicable taxes.
- 3.3. Payment cycle will be either monthly or quarterly.
- 3.4. Penalty clauses for delayed implementation or SLA violations.
- 3.5. Penalty for non-compliance with uptime, latency, or other SLA terms.

4. Performance Security Deposit:

The successful bidder must deposit 5% of the awarded contract amount as a Performance Security Deposit.

5. Delivery Timeline:

The installation and commissioning of the line must be completed within 15 days from the date of the work order.

6. Bid Submission Requirements

6.1. Technical Bid:

- a. Compliance with technical specifications.
- b. Supporting documents for eligibility criteria.
- c. Network diagram showing connectivity and redundancy.
- d. SLA terms.

6.2 Commercial Bid:

- a. Detailed pricing with breakups.
- b. Taxes and other charges clearly mentioned.

7. CONDITIONS OF BID

- 7.1. Haj Committee of India reserves the right to reject any or all Bids, wholly or partly or close the Bid at any stage prior to the award of contract without assigning any reason whatsoever.
- 7.2. Haj Committee of India reserves the right to carry out the capability assessment of the Bidders and the Chief Executive Officer decision shall be final in this regard.
- 7.3. The bid of any bidder who has not complied with one or more of the conditions of eligibility criteria and / or fails to submit the required documents as required / or mentioned in Bid document is liable to be summarily rejected.
- 7.4. It shall be the responsibility on the Bidder to fully inform /acquaint / familiarize itself with local conditions and factors, which may have any effect on the execution of services to be rendered under the contract. All Bidder (s) intending to bid shall visit, if required and make themselves thoroughly acquainted with the local site conditions.
- 7.5. Haj Committee of India shall presume that the Bidder has understood and agreed that all the relevant factors have been kept in view while submitting the bid. No financial adjustment arising thereof shall be permitted by Institute, on the basis of any non- clarity of information about local conditions being pleaded by the bidder.
- 7.6. The Service Provider shall responsible for providing the 400 MBPS (1:1) Primary line/ 400 MBPS Secondary (backup line) managed leased line Internet connectivity at Institute at all times throughout the Contract Period.
- 7.7. The Bidder shall be responsible for the supply, installation, commissioning, and configuration of the hardware required for connectivity, including the provisioning and configuration of a suitable edge router. The Bidder shall also be responsible for the maintenance of the Optical Fiber Cable (OFC) and related equipment to ensure uninterrupted Internet Services to the Haj Committee of India Server Room throughout the duration of the contract.
- 7.8. Liasioning, if required with outside Agency/Government Authority for obtaining point to point connectivity between Service Provider Node and Haj Committee of India, shall be the sole responsibility of the Service Provider/Bidder.
- 7.9. The Service Provider will do preventive maintenance once a quarter for upkeep of the systems running. The schedule will have to be adhered to strictly.
- 7.10. Haj Committee of India will not procure any hardware and the Service Provider will have to provide all the required hardware or latest technology from time to time and will also be fully responsible for its maintenance.
- 7.11. The present estimated bandwidth requirement of the Institute is 400 Mbps (1:1) for the Primary Line and 400 Mbps for the Secondary (Backup Line). However, the Haj Committee of India may require additional bandwidth beyond the stated capacity for a period of up to three (3) days, which shall be provided by the Bidder at no additional cost. In the event that such additional bandwidth is required for a period exceeding three (3) days, the selected Bidder shall be obligated to supply and operate the excess bandwidth, and the same shall be chargeable on a pro-rata basis as per the agreed rate.
- 7.12. Haj Committee of India reserve the rights to decrease the 400 MBPS (1:1) Primary line/ 400 MBPS Secondary (backup line) bandwidth if required the selected Bidder would have to supply / operate the lesser bandwidth with cost on prorata basis.

8. **The separate new line with preferably different source operator other than the existing source operator should be implemented by the selected Bidder.**
9. **The Bidder must provide Monitoring Web Base Interface to access for log files & Utilization of Bandwidth.**
10. **Support & Services during Contract Period:**
 - a. The Service Provider should provide support desk details with escalation matrix for handling of support related services during the contract period.
 - b. Haj Committee of India shall be able to directly log any issue with Service Provider and interact with support personnel for resolution of any issue, obtaining technical guidance for any further changes in the software or its configuration, upgrades, updates and all other types of technical queries.
 - c. The Service Provider shall provide periodic reports pertaining to utilization of resources.
 - d. The Service Provider shall provide access to log files to Haj Committee of India.
 - e. The Service Provider shall inform Haj Committee of India at least 1 week in advance for any planned system downtime.
 - f. The Service Provider shall inform Haj Committee of India immediately in case of any unplanned downtime, and cyber incidents.
 - g. In case of change of service location, reconfiguration of solution shall be done at no extra cost.
 - h. The Service provider shall appoint one Account Manager on behalf of the service provider to interact with HCoI for any problems on issues, whether Commercial or Technical. HCoI will inform the Account Manager of any problem, issues or internet line down etc. which will be directly communicated to them for resolution instead of lodging a complaint or generating a ticket on the help desk.

11. BID PRICE

- 11.1. GST, if applicable, shall be paid by Haj Committee of India as per prevailing rates.
- 11.2. The Service Charges quoted by the Bidder shall be in "Indian Rupees" in accordance with the Price Bid Format provided in this Bid Document.
- 11.3. The Service Charges quoted by the Bidder shall be fixed for the duration of the Contract and shall not be subjected to adjustment on any account.
- 11.4. Haj Committee of India and its officers/employees will not be responsible to any liabilities, entitlement or claims in the context of any statutory dues, charges, demands etc of whatsoever for undertaking the said Contract by the Service Provider.
- 11.5. During the Contract Period, any damages / loss caused to the Haj Committee of India will be recovered from the Quarterly Bill of the selected Service Provider.

12. SINGLE BID BY INDIVIDUCAL BIDDER:

Each Bidder shall submit only one bid.

13. EVALUATION OF BIDS

- 13.1. Haj Committee of India will evaluate and compare the Bid(s) determined to be substantially responsive i.e. which:
- Are properly signed on each page & submitted.
 - Confirm to the terms & conditions and specifications of the Bid Document.
- 13.2. **Conditional Bid(s) will not be accepted.**
- 13.3. The evaluation of the proposals shall be done in two stages:
- Technical / Qualifying Bid Evaluation
 - Financial Price/Bid Evaluation
- 13.4. Haj Committee of India shall evaluate the Technical Bids for essential eligibility criteria, submission of EMD/ Bid Security Declaration, submitted supporting documents and overall responsiveness in accordance with the Bid Document.
- 13.5. The Financial / Price Bid(s) shall be evaluated on the basis of the lump sum quoted price in accordance with the Price Bid Format provided in the Bid Document.
- 13.6. The Lowest Bidder (L1) shall be awarded the Contract subject to fulfilment of all the conditions of the Bid.

14. BID SYSTEM AND INSTRUCTIONS FOR SUBMISSION OF BIDS:

- "TWO BID SYSTEM"** viz. **Technical / Qualifying Bid** and **Financial / Price Bid** will be followed for this Bidding.
- It is essential to fill all the forms completely to qualify the Technical Bid.
- Incomplete forms shall be summarily rejected. If needed, separate sheets should be enclosed for furnishing complete details.
- The Price should be indicated in the prescribed format in the Price Bid only. Any other format will lead to disqualification.

- 15. The Lowest Bidder (L1) shall be awarded the 400 MBPS Primary Internet Leased Line (Optical Fibre Cable) (1:1 uncompressed and unshared) / 400 MBPS secondary (backup line) at Haj House, 7-A, MRA Marg, Mumbai Contract subject to fulfilment of all the conditions of the Bid.**

16. SELECTION CRITERION IN CASE OF TIE OF SAME RATES OF L1

The Bidder who has **completed more number of similar works / contracts of Similar Services as per this Bid** will be selected.

17. AWARD OF WORK:

- 17.1. Haj Committee of India will award the contract to the bidder whose Bid has been determined to be substantially responsive and who has been selected as per the above criteria.
- 17.2. Notwithstanding the above Haj Committee of India reserves the right to accept or reject any bids and to cancel the bidding process and reject all bids at any time prior to the award of contract.

18. Other Terms & Conditions:

- 18.1. Haj Committee of India reserves the right to terminate the contract at any stage without citing any reasons.
- 18.2. Each and every document up-loaded along with bid should be signed by the Authorized signatory of the Company/Firm/Agency and same should be up-loaded along with bid.
- 18.3. One month notice will be given by either party for termination of the contract during the tenure of contract for breach of clause or otherwise.
- 18.4. No other person, except the service providers authorized representative / technician shall be allowed to enter in this office. The service provider must furnish details of identity of the technician beforehand to the office. In case any person employed by the contractor commits any misconduct indiscipline / incompetence or involve in any crime while in work, he / she will be immediately debarred from the office and disciplinary action against that person will be taken.
- 18.5. The service provider will not be allowed to perform his personal work / outside work in this office premises during the contract period.
- 18.6. All disputes are subjected to jurisdiction of Mumbai courts.



Chief Executive Officer
Haj Committee of India,
Haj House, Mumbai.