

Terms of reference (ToR) for the procurement of services

CONFIDENTIAL

Tender for Internet services for 4 Locations in Delhi offices.	Project number/ cost centre:
	B200013

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1. Context

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is fully owned by the German Government and works in the field of international cooperation for sustainable development. As a service provider with worldwide operations in the fields of international cooperation for sustainable development and international education work, GIZ works with its partners to develop effective solutions that offer people better prospects and sustainably improve their living conditions. GIZ is a public-benefit federal enterprise and supports the German Government and a host of public and private sector clients in a wide variety of areas, including economic development and employment promotion, energy and the environment, and peace and security.

For more than 60 years, GIZ has been working in India in close cooperation with government partners, organisations, and communities to support sustainable development and inclusive growth. Today, GIZ India is active across 31 states and union territories, with a portfolio of around 80 projects covering four thematic areas, namely energy, sustainable urban development, environment, and social and private sector development.

2. Tasks to be performed by the contractor

The contractor is responsible for providing the following services:

Supply, installation, commissioning, operation, monitoring, and maintenance of dedicated Internet Leased Line (ILL) connectivity for GIZ offices in Delhi NCR.

The service shall include:

- It should be single point of contact (Customer Support for all locations)
- Single Invoice for all locations / Connection
- Dedicated Internet bandwidth (Fiber Connectivity from vendor office {node} to GIZ-Office with ring topology {network Diagram Should be shared})
- At least 40 (details mentioned below) static Public IP addresses allocated (including DNS Services) to GIZ-Office
- Last-mile connectivity (All equipment required for last mile connectivity to GIZ-Office)
- 99.8% internet working up-time
- Customer Premises Equipment (CPE)
- 24×7 monitoring
- Incident management
- Redundancy services
- Performance reporting
- SLA compliance (Service level / customer support matrix should be clearly defined)
- ISP should have Class A (National Area) – This license is for Pan India operations.
- MRTG Settings for GIZ all Connections

The Service Provider shall operate a 24×7 Network Operations Centre (NOC).

NOC shall provide:

- Continuous monitoring of all circuits
- Link availability monitoring
- Interface utilization monitoring
- Packet loss monitoring
- Latency monitoring
- Jitter monitoring
- Bandwidth utilization monitoring

Proactive Fault Detection

The ISP shall:

- Detect outages automatically
- Create incident tickets automatically
- Notify customer proactively

Customer reporting shall not be the sole mechanism for incident detection.

The ISP shall provide a Managed Gigabit Ethernet Switch at each site with:

- Minimum 4 spare/free ports available for customer use after service commissioning
- Link status monitoring
- Rack-mountable or desktop form factor

3. Requirement

The GIZ Office in New Delhi, India is looking for professional internet service provider to cater its 4 major premises for providing internet lease line.

With Dedicated lease line (1:1), required total bandwidth of **500mbps for 4 major premises** as per the segregation given below.

Fixed Bandwidth Location Wise

Address of Office Premises & segregation of bandwidth

Location	Total Mbps
B-5/1 & B-5/2, Safdarjung Enclave, New Delhi- 110029	200 mbps
B-5/5, Safdarjung Enclave, New Delhi- 110029	150 mbps
A2/18, Safdarjung Enclave, New Delhi- 110029	100 mbps

46, Paschimi Marg, Vasant Vihar, New Delhi- 110057	50 mbps
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The Internet Leased Line (ILL) service must provide dedicated, uncompressed, and symmetrical bandwidth. Upload and download speeds shall be equal (e.g., a 200 Mbps circuit must provide a minimum of 200 Mbps upload and 200 Mbps download). Shared or broadband-based services will not be accepted.

SLA Requirements

Parameter	Requirement
Availability	≥99.8%
Response Time	≤15 Minutes
Service Restoration	≤4 Hours
Escalation Time	≤30 Minutes
NOC Availability	24×7×365

4. Reporting

ISP shall submit monthly reports containing:

- Uptime %
- Outage history
- MTTR
- Packet loss
- Latency statistics
- Bandwidth utilization
- Capacity recommendations

Reports shall be submitted automatically.

5. Incident Management

For every outage:

ISP shall provide:

- Ticket Number
- Start Time
- End Time
- Duration
- Root Cause Analysis (RCA)

- Corrective Action
- Preventive Action

RCA shall be submitted within 3 working days for outages exceeding 30 minutes.

6. Acceptance Testing

Before acceptance:

ISP shall demonstrate:

Bandwidth Test

- Upload bandwidth
- Download bandwidth

using customer-approved methodology.

Failover Test

- Primary link failure
- Automatic failover
- Automatic recovery

Monitoring Test

ISP shall demonstrate:

- Alarm generation
- Ticket creation
- NOC notification

7. Eligibility Conditions

I. Commercial Eligibility

- Bidder must be registered legal entity of India.
- The average turnover of last three financial year must be at least 40.000 Euros (INR 44,42,400).
- The average no of employees and managers for the past three calendar years must be at least 5.

II. Technical Eligibility

- The company should have minimum continuous experience of five years providing lease line services to at least 10 organizations (100 Users each) and should provide documentary proof for same.

8. Technical Assessment

Please share technical proposal covering following points:-

1	Experience in providing Enterprise Internet Leased Line Services (minimum 5 years) and relevant client references References from at least 3 major clients (preferably international organization/ UN Agencies) currently being serviced with name and E-Mail ID of the Head of the Administration/Security services.
2	Dedicated Symmetrical Bandwidth, Own Fiber Infrastructure, and Technical Capability 100to Deliver Services at All Locations
3	Redundancy Solution (Ring Topology / Diverse Route / Failover Design)
4	24x7 NOC Monitoring, Proactive Fault Detection, Incident Management, and SLA Commitments (Uptime, MTTR, Response Time)
5	Customer Monitoring Portal, Reporting, RCA Process, Managed CPE/Switch with Spare Ports, and Acceptance Testing Methodology

9. Timeframe

The contract will be initially for **Twenty-Four (25 Months)** effected 01 Dec 2026 and could be renewed for a further period in keeping view of the satisfactory performance of the job. However, in event of non-performance/un-satisfactory services the contract can be terminated by giving one month notice.

10. Financial Quote

Fixed Bandwidth Location Wise

Particular	Particular	Static IP
B-5/1 & B-5/2, Safdarjung Enclave, New Delhi- 110029	200 mbps	16
B-5/5, Safdarjung Enclave, New Delhi- 110029	150 mbps	8
A2/18, Safdarjung Enclave, New Delhi- 110029	100 mbps	8
46, Pachimi Marg, Vasant Vihar, New Delhi- 110057	50 mbps	8
Initial capital expenditure (one time installation cost)	Booster, Fibre wiring etc.	
Monthly recurring charges if any		

11. General Provision

- The company has to submit single quarterly bill for all the service rendered at the latest by 07th of every quarter, which will be paid within 20 workdays, after deduction of TDS (if applicable).
- Installation time of new connection should be mentioned in the proposal (No. of Days).
- Problem resolving time and working hrs. of the service engineers / team should be mentioned in the proposal.

12. Preparation and submission of Proposals

The tender shall be submitted by using the **three (03) zip folder** procedure. The respective folders should be named as follows-

- (a) **GAEF** *(please merge all GAEF documents in one pdf)*
- (b) **TECHNICAL PROPOSAL** *(please merge all technical bid documents in one pdf)*
- (c) **FINANCIAL PROPOSAL** *(please merge all financial bid documents in one pdf)*

The three folders can be part of one single email (preferably) and must be sent on the following functional email id only, marking the title of the tender as; "**Internet Lease line Services in GIZ India Office; Ref. Nr. 10050419**"

The bid must be sent on qn_quotation@giz.de

a. Eligibility documents

- Bidder must submit cover letter (electronically/digitally) signed by the authorized signatory & must provide the following information.
 - Name and designation of Authorized Signatory
 - Complete address of Company / Firm
 - Email id and contact number of the Authorized Signatory
- The bidders are advised to submit documentary evidence as detailed out in chapter 7 (page no. 5) of this document.
- All the above documents must be part one zip folder and can be marked as "**GAEF DOCUMENTS**"

b. Technical Proposal

- The covering letter of technical proposal must be electronically signed by the authorized signatory and the letter must provide the following information.
 - Name and designation of authorized signatory.
 - Complete address of company / firm
 - Email id and contact number of the authorized signatory.
- The technical proposal must be prepared based on chapter 8 (page no. 6)
- All the above documents must be part one zip folder and can be marked as

“TECHNICAL PROPOSAL”

c. Financial Proposal

- The bidder must ensure to provide the budget in the financial proposal as per following conditions:
 - The company should fill up the prices in the financial format (**As per Annexure “B”**) and print it on the company’s letterhead and should sign and stamp on each page.
 - The company should make sure that the prices are quoted for all cost heads with stamp and signature. Incomplete/unsigned proposal shall be summarily rejected.
 - The financial must be in Indian rupees (INR) only.
 - GST/VAT/Taxes shall be quoted separately and should not vary according to the mode of payment.
 - Must remain valid and unaltered for 90 days.
 - The company must have active GST and must be filing the GST returns as per prevailing Indian laws.
- All the above documents must be part one zip folder and can be marked as **“FINANCIAL PROPOSAL”**

Additionally-

- The bidder must ensure that the zip folders contain all the required documents and double check before sending out the email to the mentioned email id.
- All the documents must be in pdf* or jpg format only, without any password protection.
- Attachments in pdf format, in a single mail along with all supporting documents in a compressed folder not exceeding file size of 20 MB in total. Files/Folder more than **20 MB** of size will not be delivered in the above-mentioned email ID’s resulting in non-submission of the bids.
- The bidders can submit the proposal(s)/zip folders either in one email or two emails, based on the file size/bandwidth of folders.
- Uploading of bids is prohibited on open sources or any cloud storage and even in google drive, drop box on any external source, bidders submitting their bids on these platforms shall be immediately disqualified.
- Bidders must submit their documents exclusively via the email to gn_quotation@giz.de, as this is our preferred and only mode of receiving bids. If the total attachment size exceeds 20 MB, bidders are advised to send multiple emails with separate attachments, such as:

- One email for GAEF,
 - One email for the Technical Proposal, and
 - A separate email for the Financial Offer.
- Bidders are requested to **turn on the read receipt/delivery receipt** prior to sending any mails on quotation id.
 - Any claims of non-receipt of bids/pre-bid queries shall not be considered later in case the bidder fails to produce the delivery receipt of their bids/pre-bid queries sent to the quotation id.
 - In case the bid is not delivered in the **email id (qn_quotation@giz.de)**, due to any technical glitch or for any other reasons, it would be entirely GIZ's discretion, whether to seek the bid again from the bidder or not, therefore it is imminent to keep read receipt or delivery receipt of all submission for reference.

13. Bidding guidelines

This is a standard checklist which constitutes an integral part of the tender package and provides detailed orientation and guidance to interested bidders towards the submission of tender documents. These bidding conditions are as per GIZ Procurement Guidelines and adherence of all instructions is mandatory.

Interested bidders are required to carefully examine all documents and submit the entire tender proposal as instructed in above mentioned list of documents. Any deviation/ differentiation from the instructions will lead to disqualification of the bidder from the process.

*General Terms of Contracts governing the delivery of works and services commissioned by Deutsche Gesellschaft für internationale Zusammenarbeit (GIZ) GmbH (local) is non-negotiable, and all participants companies must go through all the conditions prudently before participating in the bid. Submission of proposal shall be construed as the acceptance of GTCC and bidding conditions as laid down in tender documents. However, all participating companies/firms have the right to seek clarifications in pre-bid queries. No queries/concerns will be considered at a later stage.

Pre-bid Queries & Timelines

For any pre-bid queries/or seeking tender clarifications, bidders are requested to submit all questions/queries only in the below mentioned email id's -

Description	Deadline	Remarks
Pre bid queries	10th October 2026 to Neha.verma1@giz.de with cc to Swarup.mallik@giz.de	Bidders are requested to kindly raise your queries via mail to by marking subject line as: <u>"Queries- <i>Internet Lease line Services</i> in GIZ India Office; Ref. Nr. 10050419"</u>

Pre bid Response date	14 th October 2026	The response will be uploaded on web portal where tender is made LIVE. All interested will also get a response via email
Bid Submission deadline	22 nd October 2026	Please send your bids to qn_quotation@giz.de only. Don't send the bids on any other email id apart from the one mentioned above else it will lead to rejection of bid.

Subject Title for bid submission: “Internet Lease line Services in GIZ India Office; Ref. Nr. 10050419”

- Any bids/supporting tender documents sent after the tender deadline expiration shall also not be considered for evaluation.
- Mention complete tender title including RFQ Number in all tender related communication.

Misc. information –

- All participants companies are requested to refrain from making any personal / telephonic / email contact about this tender to any personnel of GIZ India (other than procurement team via email). Such actions may lead to the disqualification and further blacklisting of the company for all future tenders.
- The documents submitted in response to the request to bid shall be treated confidentially by you and may only be made available to third parties in connection with potential subcontractors in relation to your bid. Non-compliance may result in the bid not being considered.

Annexures

- A1 - Checklist of documents
- A2 - Compliance Declaration
- A3 - Business partner creation form
- B – Financial Bid Template

A1- Check List of Documents
SHOULD BE PART OF GAEF FOLDER

S. No.	Particular	Document to be attached
1	Compliance Declaration (ref 1.2)	Signed and stamped compliance declaration (Mandatory)
2	Business Partner Creation Form (ref. 1.3)	Please fill in the yellow highlighted section (Mandatory)
3.	Average Annual Turnover, Financial Statements and Income Tax Compliance (REF: Grid for assessing the eligibility of firms)	CA Certificate for Average Annual Turnover for the last three financial years bearing UDIN (Mandatory) Audited P&L Account /Income and expenditure sheet and Balance Sheet for last three F.Y along-with the respective Auditor's Reports bearing UDIN (Mandatory) Copy of the Recent Income Tax Return submitted or Assessment Order (to compare the turnover as per financial statements with Income Tax Return submitted) (Mandatory)
4	Legal Status	Certificate of Incorporation and /or other legal registration documents as per the nature of business (Mandatory)
5	PAN, TAN, GST	Copy of PAN, TAN, and GST certificates (Mandatory)
6	Bank details	Copy of Cancelled cheque along with bank details (Mandatory)
7.	No. of Employee	Self-declaration or PF statement (Mandatory)
8.	Reference Projects	Work order and/ or Completion certificate/ Experience Certificates of assignments (Mandatory) GIZ Experiences, if any: Please give references of assignments with GIZ. Non-GIZ Experiences: Please give references of assignments other than GIZ.
9	Organizational Profile	Organization may submit standard brochure/profile of the organization including the client list for reference purpose (Desirable)
10	References	Organization may provide references of minimum 03 reputed clients from last 02 years. Please share the Name, Designation, Name of the organisation, email address or contact number (Desirable)
11	Ecological and sustainable parameters	Organization should briefly elaborate the business practices adopted towards the sustainability initiatives and highlight the experience in Sustainable Development Goals (SDGs) (Desirable, but strongly recommended to provide considering GIZ's overall commitment to sustainability initiative, especially SGDs 2030)