

## **TENDER FOR PROVIDING INTERNET LEASED LINE CONNECTIVITY AT SPIC**

**Reference No: SPIC/2016/30977**

**Dated: 16/01/2016**

### **ELIGIBILITY CRITERIA, TERMS & CONDITIONS:**

#### **ELIGIBILITY CRITERIA FOR ISP:**

1. The ISP should be UASL, TL 9000 Certified (Attach a copy of Certificate).
2. The ISP should have valid ISP license from Govt. of India (Attach a copy of Certificate).
3. The bidder should be a company registered in India under Registrar of companies (Attach a copy of Certificate).
4. The Bidder (ISP) must be capable of delivering the latest version of internet protocol i.e. IPv6 as per the guidelines of govt. of India, as and when required (Attach Undertaking).

#### **TERMS & CONDITIONS:**

1. Bid Format as at Annexure-A must be submitted on letter head of the company.
2. ISP will provide all the necessary hardware equipments for providing the connectivity to SPIC and prices of such hardware equipments should be adjusted in the pricing of the bandwidth.
3. ISP will provide the following services
  - Internet Router port at ISP Gateway for Required Bandwidth
  - Liasoning with DOT/BSNL for obtaining point to point connectivity between ISP node and SPIC in case of requirement.
  - Procure Hardware if required as per details in Clause I (above).
  - SPIC is having router CISCO 1841 (Ethernet ports are already in use under SWAN).
  - 16 number of global IP addresses to be provided by the ISP.
  - Configure the Hardware (Modems/Router etc.).
  - Installation and commissioning of the link with appropriate wiring/RF LINK
  - Maintenance support service (24 hours and 7 days a week).
  - Warranty 2 years if additional hardware.
4. The ISP must provide entire connectivity up to the switch level.
5. Technical requirements for the Internet connection:

ISP will be required to sign service level agreement having the following clauses:

- Required Internet bandwidth up-gradable at any time within two weeks of request.
- Compression rate 1:1 from international gateway.
- Packet Losses: Less than 1 percent when checked from USA server at 70 percent load of the contracted Bandwidth.
- Latency: Less than 1000 m sec when checked from USA server to the client router.
- Throughput Guarantee: 100 percent.
- Creditable Outage: In case of the above parameters going out of specification, Centre will be compensated adequately in respect to the extended time for the loss of hours in service.
- Reports for performance monitoring/usage to be submitted by the ISP
  - a. Daily Basis
  - b. Weekly basis
  - c. Monthly Basis

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*The ISP will be responsible for implementing the software at the client side for Bandwidth utilization, up time, packet loss ping time etc.*

### **WARRANTY PERIOD & PENALTY CHARGES:**

1. The Vendor will be responsible for the comprehensive maintenance of equipment supplied during the warranty period of one contract after the acceptance of installation & testing of hardware. In case of default, client will have the right to arrange maintenance at the risk and cost of vendor, from any other source and shall raise bills to vendor. The amount so spent will be deducted from the payment of vendor.
2. The ISP shall raise the quarterly bill to SPIC, PEC UNIVERSITY of TECHNOLOGY CAMPUS, SECTOR 12, CHANDIGARH for the entire bandwidth supplied.
3. The revised rates of the ISP will have to be constantly informed to SPIC, PEC UNIVERSITY of TECHNOLOGY CAMPUS, SECTOR 12, CHANDIGARH and the benefit of the same must be extended as and when the rates are revised.
4. The services shall be provided 24\*7\*365 days. The vendor will rectify the faults failing which: the vendor will arrange temporary arrangements.
5. The vendor will also maintain the Equipment/Services for efficient running at all time during its warranty period. HOWEVER, average uptime during a quarter should not be less than 99% In case the vendor/ISP fails to maintain the said uptime; the vendor/ISP will be liable for penalty @1% of the cost of the total quarterly rate. Even if a peripheral or part of the equipment supplied by ISP is not working, the system will be considered as down.  
Uptime shall be calculated as: 
$$\frac{\text{Total Time-Down Time}}{\text{Total Time}} \times 100$$
6. The Downtime will be counted from the time when the complaint to ISP is registered/ logged by SPIC. This uptime period will start if the link up till the SPIC router is found active when checked from internal LAN.

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**(ANNEXURE A)**

**FORMAT OF BID**

To,

The Chief Executive Officer,  
Society for Promotion of IT in Chandigarh (SPIC)  
PEC University of Technology Campus,  
Sector:12, Chandigarh.

From,

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Sr.	Particulars	Name of ISP	SPEED & SHARING RATIO	Amount (per Year)	Tax (If Any)	Other Charges (If Any)	Total Amount (including all taxes & other charges)	Remarks (If Any)
1	Leased Line Internet Connection		4 Mbps 1:1					
2			6 Mbps 1:1					
3			8 Mbps 1:1					
4			10 Mbps 1:1					

*Note: Based on the rates offered, SPIC would procure any one of the above-mentioned bandwidth (4/6/8/10 mbps).*

**Place:**

**(Signature of authorized person with seal)**

**Date:**

**NOTE: Bid as at Annexure-A must be submitted on letterhead of the company.**