

No.SO/CCN/08/2011/ 7054

Dated: 23.12.2011

M/s INSTITUTE WEBSITE (CCN)

**Sub: INVITATION OF QUOTATIONS FOR SUPPLY AND INSTALLATION OF 45 MBPS INTERNET LEASED LINE.**

1. You are invited to submit your most competitive quotation for the following goods:

Sr.No.	Brief Description & Specifications of Goods
1.	45 Mbps Internet Leased Line ( Detailed specifications as per List attached)
2.	Necessary literature of the goods may please be sent to facilitate to take decision.
3.	All duties taxes and other levies payable by the Institute shall be included in the total price. This Institute does not issue Form C or D.
4.	Payment is normally made by Cheque drawn on State Bank of India within 30 days after receipt of material in good condition and according to specifications.
5.	The supplier shall deposit Earnest Money alongwith the Quotation amounting to Rs. 40,000/- in shape of Accounts Payee Demand Draft, Fixed Deposit Receipt, Bankers Cheque or Bank Guarantee from any Commercial Bank in favour of the Director, National Institute of Technology, Kurukshetra. The Quotations without Earnest Money shall be rejected. The EMD will remain valid for a period of 45 days beyond the final validity period of Quotation.. If the supplier withdraw or alter the Quotation the EMD will be forfeited.
6.	The successful supplier will furnish Performance Security @ 5% of the total value of the items in shape of Demand Draft, FDR or Bank Guarantee from any Commercial Bank in favour of the Director, NIT Kurukshetra valid upto 60 days for the period of contractual obligations and warranty period. The EMD will be refunded to the successful supplier on receipt of Performance Security.
7.	The items must be supplied within delivery period or delivery period extended by the Institute on the request of the supplier on genuine grounds otherwise the penalty for delayed period @ 0.5% of the amount shall be charged for every week or part thereof and the maximum 10%.
8.	The quotation should remain valid for a period not less than 45 days from the date of submission.
9.	The right of accepting or rejecting any quotation and to cancel the bidding process and reject all quotations without assigning any reason is reserved with the Institute.
10.	The due date for receipt of quotation is <u>10.01.2012</u> and will be opened on next working day. Please quote on the top of the envelope our Ref. No. and due date of opening.

  
STORES OFFICER

## QUOTATION DOCUMENT



### SPECIFICATIONS:-

45 Mbps Internet Leased Line (1:1 uncompressed and unshared on MPLS network) up to NIT Kurukshetra dedicated on Optical fiber link (MRTG at NIT Kurukshetra for peer bandwidth management), on Ethernet port at the point of connectivity in CCN, NITK, strictly **for a period of one year**.

All hardware including router to be installed at NITK for the purpose shall be provided by the vendor, and shall be the property of the vendor. NIT Kurukshetra shall not provide any hardware.

### **TERMS AND CONDITIONS OF THE BID**

#### **1. QUALIFYING CONDITIONS FOR ELIGIBLE BIDDER:-**

- Liaisoning (if required) with other firms (s) for obtaining point-to-point connectivity between ISP node and NIT, Kurukshetra shall be the responsibility of quoting firm.
- The ISP should have a valid category A ISP license from Govt. of India (Attach a copy of license).
- ISP must have DOT license to set up and operate International gateways ISP must have distributed minimum 155 Mbps of International Internet bandwidth to its clients (Attach certificate).
- Bidder should have fully resilient and self-healing network architecture, on fiber medium, from the international gateway in India up to the international Points of Presence.
- The international connectivity must have trans-Atlantic or/and Trans-Pacific routes. The bidder should have capabilities of route diversity on Atlantic and Pacific.
- Bidder should have well defined capabilities and procedure to track call resolution progress status and provide the updates to the customer. In addition ISP should have well defined management and technical escalation procedures.
- Bidder should not ever have been blacklisted by any State or Central Government in India.
- The list of existing enterprise customers of Internet bandwidth (155 Mbps or more) should be provided along with feedback.
- Compliance of terms with any deviation should be clearly indicated in remarks in separate deviation sheet.

- The ISP should have a fully functional customer service centre in the region, which is operational 24 hours. (Attach certificate).
- Bidder should have state of the art Network Management Centre and Network Operation Centre which operates on a 24\*7 basic. Bidder should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.
- The bidder would insure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. Bidder will be responsible for making all the payments towards the local loop charges/rentals/WPC charges etc.
- Vendor should submit the quotation in two bid system i.e. Technical Bid and Commercial Bid. Commercial bid of those vendors will be considered who will qualify technically.
- Vendors not complying with above conditions or not providing complete information as described shall not be considered.
- The client reserves the right to carry out the capability assessment of the bidder and the client's decision shall be final in this regard.

## **2. DELIVERY PERIOD & INSTALLATION**

4 week after offer letter. In case there is any specific schedule of delivery on the Part of vendor, same should be clearly mentioned.

The delivery period of the said tasks/services should be adhered to as will be mentioned in the Award of contract. Bidder should quote the minimum and maximum period he will take to install/operate the link at NIT, Kurukshetra. The supply shall actually be deemed to have been completed on the actual date of installation, successful commissioning and final acceptance by NIT Kurukshetra.

## **3. WARRANTY PERIODS:**

- The vendor will be responsible for the comprehensive maintenance during the warranty period of one year after the acceptance of installation & testing of hardware for which NIT Kurukshetra will not make any extra payment.
- The vendor will do preventive maintenance once a quarter for upkeep of the systems running. The schedule will have to be adhered to strictly by him.
- The response time for attending the faults will be two hours after, they are reported to the vendor. The vendor will rectify the faults within 24 hours failing which the vendor will arrange temporary replacements. The services shall be provided 24 hours & 7 days in a week

#### 4. RESPONSIBILITIES UNDER THE CONTRACT:

The ISP would be responsible for the following:

- To provide 45 Mbps internet connectivity (Leased Line) at NIT, Kurukshetra. Internet Router Port at ISP gateway for required bandwidth and minimum 64 IP addresses including reverse lookups configured at these IP's
- Liasoning, with BSNL for obtaining point-to-point connectivity between ISP node and NIT, Kurukshetra ( if required ).
- Installation, commissioning, configuring of the link and hardware (Mux, Modems and Router etc.)
- Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment.
- MRTG graph for bandwidth monitoring at Router in NITK on hourly basis.

#### 5. ISP will be required to sign service level agreement having the following:

- 45 Mbps Internet bandwidth at all the time.
- Packet losses: Less than 1% (Average over 1000 ping) at any given point of time to any part of globe.
- Latency: Less then 350ms from NITK to ISP's tier international PoPs.
- Network Availability: More than 99.9% per month.
- Reports for performance, monitoring/usage to be submitted by the ISP on weekly or monthly basis or as per requirement of NIT, Kurukshetra.
- The 45 Mbps leased circuit will be utilized for critical services like Web Servers, Mail Servers etc. apart from normal Internet usage. To ensure uninterrupted critical services, the ISP will ensure redundant alternative leases circuit route (e.g. ring topology) on optical fiber.

In any case, downtime shall not be more then 2 hours failing which penalty to the tune of 400% shall be imposed in terms of extended hours of service.

In case of the above parameters going out of specifications, NIT, Kurukshetra will be compensated adequately in respect of the extended time for the loss of hours in service. Further, NIT Kurukshetra reserves the right to cancel the contract with one-month notice, without explicitly stating any reason, in its own interest.

