

Specifications of 8 Mbps Internet connectivity Leased Line

8 Mbps Internet connectivity Leased Line for one year

A) Band Width charges/or Annual Port Charges

8 Mbps of Internet Bandwidth (8 Mbps Internet Connectivity 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.

B) Local Loop charges

- a) One time installation & Configuration charges
- b) Annual rentals (Recurring charges)
- c) Any other charges (To be specified)
- d) WPC and other clearance charges

C) Hardware charges

NITK will not purchase any hardware and ISP will have to provide all the required hardware *(i.e router included)*

1. Qualifying Conditions for Eligible Bidder: -

- Liaisoning (if required) with other firm(s) for obtaining point to point connectivity between ISP node and NIT 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 distributed minimum 100 Mbps of International Internet bandwidth to its clients (Attach certificate).
- The list of existing enterprise customers of Internet Bandwidth (4 Mbps or more) should be provided along with feedback.
- The quotation should clearly indicate the different components of the total charges- recurring (annual) and non-recurring (one time) for bandwidth and equipment supplied along with mode of payment i.e. whether quarterly / half-yearly / annual or one time (if any).
- 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 this region, which is operational 24 hours. (Attach Certificate)
- 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.
- The firm must mention clearly the requirement of Hardware and Software (server, operating system etc.) from NIT to make this Internet connectivity operational.
- The Mode of payment of Bandwidth charges will be subject to the following conditions on various tasks as under:
Bandwidth charges will be paid quarterly in advance. For this the ISP will raise the bills at-least one month in advance before the start of the next quarter.
ISP will be responsible for making payments related to WPC and other clearance charges.

2. DELIVERY PERIOD & INSTALLATION:

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 NITK. The supply shall actually be deemed to have been completed on the actual date of installation.

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 will not make 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 four 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 8 Mbps Internet connectivity (Leased Line) at NITK. Internet Router Port at ISP Gateway for required Bandwidth and minimum 32 IP addresses including Reverse Lookups configured at these IP's.
- Liaisoning with BSNL for obtaining point-to-point connectivity between ISP node and NITK. (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.

5. ISP will be required to sign Service Level Agreement having the following:

- 8 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 than 350 ms from NITK to ISP's tier 1 peering point.
- 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 NITK.
- The 8Mbps 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 leased circuit route (e.g. ring topology).

In any case, downtime shall not be more than 2 hours failing which penalty to the tune of 400% shall be imposed.

In case of the above parameters going out of specifications, NITK will be compensated adequately in respect of the extended time for the loss of hours in service.

Also, if services are not found satisfactory, NITK reserves the right to cancel the contract with one-month notice.

