

UPC

**NATIONAL INSTITUTE OF TECHNOLOGY
KURUKSHETRA-136119
Tel. No. 01744 – 233266 Fax No.01744-238050**

No.SO/CCN/687/2010/1374

Dated:3/3/10

M/s _____

**Sub: INVITATION OF QUOTATIONS FOR SUPPLY OF 12 Mbps INTERNET
LEASED LINE**

1. You are invited to submit your most competitive quotation for supply of 12 Mbps Internet Leased Line.
2. The brief descriptions of requirements of Leased Line and terms & conditions are enclosed.
3. All duties taxes and other levies payable by the Institute shall be included in the total quoted price. This Institute does not issue Form C or D for charging concessional Sales Tax.
4. The payment term, delivery schedule and warranty period shall be as per the specifications attached.
2. The successful supplier will furnish the Performance Security for an amount of 5% of the total value of the Leased Line in shape of Bank Guarantee in favour of the Director, NIT Kurukshetra valid upto 60 days beyond completion of warranty period.
6. The Leased Line must be installed and operated as per the period mentioned in the contract or the period extended by the Director on the request of supplier giving convincing reasons otherwise a penalty @ 0.5% per week and maximum 10% of the quoted price of the Leased Line shall be deducted.
7. The quotation should remain valid for a period not less than 45 days from the date of submission.
8. The right of accepting or rejecting any quotation without assigning any reason is reserved with the Institute.
9. The due date for receipt of quotation is **18.03.2010** 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:-

12 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 Three years.**

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 firm(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 procedures 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 this region, which is operational 24 hours.(Attach certificate).
- Bidder should have state of the art Network Management Center and Network Operation Center 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 12 Mbps internet connectivity (Leased Line) at NIT, Kurukshetra. Internet Router Port at ISP gateway for required bandwidth and minimum 16 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:

- 12 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 12 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 leased 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.

6. PRICE SCHEDULE

Sr.No - Item description - Basic Price - Duties - Sales /Service Taxes etc.

Band Width Charges/or Annual Port Charges

12 Mbps of Internet Bandwidth(12 Mbps Internet Connectivity Leased Line(1:1 uncompressed, unshared and clean bandwidth) on MPLS network up to NIT kurukshetra dedicated on Optical fiber link. MRTG at NIT kurukshetra for peer bandwidth management.

Annual Rental for 12 Mbps (1:1) uncompressed, unshared internet leased line on Ethernet port with 16 authentic IPs for strictly not more than one year from the date of final acceptance by NIT Kurukshetra.

7. SCHEDULE OF PAYMENT:

Mode of payment will be subject to the following conditions on various tasks as under:

Bandwidth Charges:

Bandwidth charges are payable 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 payment related to WPC and other clearance charges.