

INDIAN INSTITUTE OF TECHNOLOGY KANPUR
DEPARTMENT OF COMPUTER SCIENCE & ENGG

To _____
M/S _____

IITK/CSE/2017-18/157
1st Feb 2018

Sub. Quotation for Internet Lease line

We are interested in purchasing 1 Internet Lease Line having following specs. You are requested to send your sealed quotations along with compliance report, for the below listed product, as per given specifications. The envelope must be inscribed with “**Quotation for Internet Lease Line – Jan 2018**”. Last date to submit your bids is **14th Mar 2018 by 1500 hrs.**

1. Service Level Guarantee:

- The Service Provider shall provide the 10 Mbps Internet leased line connectivity at all the time (24X7X365) at RM 505 IIT Kanpur.
- To provide Internet Router Port at ISP Gateway for required Bandwidth and minimum subnet of 08 Public IP addresses including Reverse Lookups configured at these IP's.
- Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of Country / ISP Internet gateway.
- Latency: Less than 100ms from The Institute to ISP's tier 1 peering point. Latency will be randomly checked on daily basis. In case of non-adherence latency limit, the link will be considered as down with effect from time of detection till the time is restored.
- Network Availability (uptime): More than 99.50 % per month.
- National Backbone should be available on the same ISP.
- Reports for performance, monitoring / usage to be submitted by the ISP on monthly basis or as per requirement of the Institute.
- Downtime Calculation: Downtime shall be calculated as (Total Time – Down Time) X 100 / Total Time. Deduction in payment will be made for downtime in the quarterly bills raised by the ISP.
- Downtime penalty in % of quarterly payment:

S. No	Downtime	Penalty in % on Quarterly bill
1	> = 99.50%	0
2	> 99.00 to < 99.50	10
3	> 98.00 to < 99.00	20
4	> 97.00 to < 98.00	30
5	> 95.00 to < 97.00	50
6	> 90.00 to < 95.00	70
7	< 90%	100

Downtime due to the following situations will not be considered for the purpose of penalty:

- a) Link down due to power failure / or any situation which are beyond the control of service provider.
- b) Due to schedule maintenance by the Service Provider, with prior approval of Institute.

- The response time for attending the faults will be 1 hour after they are reported to the ISP. The ISP will rectify the faults within 12 hours failing which; the vendor will arrange temporary replacements. The services shall be provided 24 X 7 days in a week.
- Mean Time to Repair (MTTR), Packet loss and Link failover will be calculated from Network Management System (NMS) installed at Institute side or through ISP portal.

2. Installation & Commissioning:

Project will be completed within 8 weeks from the date of issue of the Work order. All the aspects of safe delivery, installation, commissioning and uplink of the connectivity shall be the exclusive responsibility of the Service Provider.

If the Service Provider fails to uplink the connectivity by the specified date, then the penalty at the rate of 1% per week of the total order value subject to maximum of 10% of total order value will be deducted.

3. Payment Terms & Conditions:

Annual Recurring (bandwidth) charges shall be payable on Quarterly basis after the submission of monthly connectivity report at the end of the quarter (3 Months), for this the Service Provider will raise the bill atleast two weeks in advance before the end the each quarter.

4. Contract Period:

The contract period for providing the Internet Leased Line Connectivity to Institute would be initially for one year and will be further extended, based on the requirement of the Institute on yearly basis, unless it will stand cancel on expiry of contract or on written notice within 30 days.

The agreed price would be applicable throughout the contract period. No hike in price would be admissible; however, if the prices are reduced on any account, benefit of the same should be passed on to Institute.

5. Award of Contract:

After due evaluation of the financial bid(s), the Institute will award the contract to the lowest evaluated responsive tenderer (hereinafter referred to as the "Service Provider").

6. Commencement of Contract:

The Service Provider shall commence the work from the date of receipt of acceptance of work order which shall be accepted by the Service Provider within not more than 10 days from the receipt of the work order or 15 days from the date of said order whichever is earlier.

Note: Only fiber or copper based solutions will be acceptable

All the installation work is included

Terms & Conditions as per below mentioned link:

https://www.cse.iitk.ac.in/doc/Annexure1_General_rules_for_purchase_in_cse_20180201.pdf

Dr. Sandeep K Shukla

Contact person:

Neha Ajmani

najmani@cse.iitk.ac.in

[Contact- 0512-259-6336](tel:0512-259-6336)

Mailing Address:

RM-505, Rajeev Motwani Building

Department Of Computer Science & Engineering

Indian Institute of Technology