

**PROJECT : 52 – PROVISION OF INTERNET LEASED LINE AT ARMY  
INSTITUTE OF MANAGEMENT NEW CAMPUS AT RAJARHAT, KOLKATA**

**SCOPE OF WORK**

1. To provide 50 Mbps Internet leased line connectivity on managed, uncompressed, unshared, semantical bandwidth leased line (1:1) with Router & MUX at the Server Room of Main Building at AIMK New Campus, Rajarhat, Newtown, Kolkata, including installation, commissioning, testing etc.
2. The connectivity should be provided through a dedicated internet leased line service with the last mile on fiber. The minimum guaranteed bandwidth taken from the Bidder is 50 Mbps.

**WARRANTY**

1. The Vendor will be responsible for the comprehensive maintenance for the entire warranty period. Warranty period will start after the acceptance of installation & testing of complete connectivity.
2. 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.
3. 99.5% uptime for the connection shall be calculated as  $(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$ . Loss of time or an equivalent amount will be adjusted in payment to be made for the downtime in the next quarterly bill raised by the ISP.
4. The response time for attending the faults will be one hour (maximum). Once reported to the vendor, the vendor will rectify the faults within 4 hours failing which; the vendor will liable for a penalty as mentioned in clause 3 of Warranty Periods. The services shall be provided 24 hours & 7 days in a week.

**RESPONSIBILITIES UNDER THE CONTRACT:**

The ISP would be responsible for the following:

1. To provide 50 Mbps Internet connectivity on managed with router uncompressed, unshared leased line (1:1) semantical bandwidth at AIMK New Campus, including installation, commissioning, testing etc.
2. Internet Router Port at ISP Gateway for required bandwidth and minimum 8 Public IP addresses of ipv4 pool and 8 Public IP addresses of ipv6 pool including Reverse Lookups configured at these IP's.
3. Installation, commissioning, configuring of the link and hardware (Modems, Router Firewall etc. to make line fully functional at 50 Mbps).
4. Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment.

## **SERVICE LEVEL AGREEMENT**

1. 50 Mbps Internet bandwidth at all the time.
2. Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of globe.
3. Latency: Less than 350 ms from CWC to ISP's tier 1 peering point.
4. Network Availability: More than 99.5 % per quarter.
5. Reports for performance, monitoring /usage to be submitted by the ISP on weekly or monthly basis or as per requirement of the Management.
6. The bidder will provide the facilities to measure the above parameters at IT Division of the AIMK. The facility of measurement / monitoring of above parameters or graphical display will be provided by the bidder.

## **BIDDER/VENDOR ELIGIBILITY**

1. The bidder/vendor should be the Tier 1 national ISP and should have a valid Category "A" ISP license from Govt. of India (Attach a copy of license).
2. ISP must have DoT license to set up and operate International gateways. ISP must have distributed minimum 100 Mbps of International Internet bandwidth to its clients (Attach certificate).
3. The quotation should clearly indicate the different components of the total charges recurring (annual) and non-recurring (one time) for bandwidth and equipment supplied.
4. The firm must give compliance statement of all the identical items along with all terms and conditions. Deviations, if any, should be clearly indicated in remarks in separate deviation sheet.
5. The ISP should have a fully functional Customer Service Centre in Kolkata, which is operational 365x7x24 hours. (Attach Certificate)
6. 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.
7. ISP must clearly state in technical bid that financial bid contains all components viz. recurring, non-recurring, bandwidth charges etc. as mentioned above.
8. Quoting firms must put page number on every page of the bid. It is also required that page nos. of the documents attached should be mentioned against each item of the main bid.
10. Bidders not complying with above conditions or not providing complete information as described shall not be considered and hence out rightly rejected.

**BID DOCUMENTS.**

- (a) Firm Credentials.
  - (i) Valid details of registration / trade license of relevant trade / ROC.
  - (ii) GST / TIN Registration Certificate.
  - (iii) PAN Card – self attested (Please attach)
  - (iv) Company Profile : ISI Quality certifications, annual turnover, tax filings (last three years), professional tax certificate, proof of having executed similar works earlier, proof etc.
  
- (c) Bid to include rate, cost, tax, freight, installation, inspection and any other overheads. Validity of the bid should be for a minimum period of six months.

**PAYMENT TERMS:**

Payment Term should clearly be mentioned on the quotation (i.e. Monthly / Quarterly / Yearly)