

**NATIONAL INSTITUTE OF DESIGN KURUKSHETRA**

Transit campus at Govt. Polytechnic Building

Village Umri, Kurukshetra 136131

01744-278100,101

Ref. No. 608-614

Dated:25.07.2019

**INVITATION OF QUOTATION**

M/s

Institute  
website

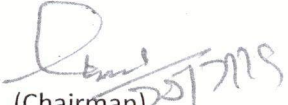
Subject: Invitation of Quotations of 100 Mbps ILL on OFC

Please submit your sealed quotation to the undersigned at institute address, as per specifications enclosed here along with the descriptive catalogues /pamphlets /literature, superscribed with Our Ref.No. and Due Date for the supply of the following items as per the terms & conditions mentioned.

S. No.	Description of items with specification	Duration (Months)
1	Subscription of Internet Leased Line Connectivity (on OFC) of <b>100 Mbps</b> bandwidth (1 :1), uncompressed and unshared, 24x7 connection. (Detailed Specification as per Attached Document)	12 Months
2	Installation charges (one time) for OFC and the connectivity should be in Ring topology, so that no interruption can be done and the link will be fully utilised.	

Delivery at: National Institute of Design, Kurukshetra

1. The ISP can visit the site on all working days during office hours before submitting the final quotation.
2. The work must be completed within delivery & commissioning 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%.
3. The quotation should remain valid for a period not less than 90 days from the date of submission.
4. The film must have got GST No. printed on their quotation.
5. The right of accepting or rejecting any quotation and to cancel the process and reject all quotations without assigning any reason is reserved with the Institute.
6. The due date for receipt of quotation is on or before 14.08.2019.

  
(Chairman)

Procurement Committee (Network Services)

**NATIONAL INSTITUTE OF DESIGN  
KURUKSHETRA**

**100 Mbps high availability 1:1 Internet Lease Line (OFC) subscription for  
One (01) Year and further extendable as per terms and conditions**

**Scope of work**

**I. Leased Line Connectivity (100 Mbps) on OFC at Transit campus of  
NIDK**

S. No.	Description
1	Subscription of Internet Leased Line Connectivity (on OFC) of <b>100 Mbps</b> bandwidth (1 :1), uncompressed and unshared, 24x7 connection.
2	Installation charges (one time) for OFC and the connectivity should be in Ring topology, so that no interruption can be done and the link will be fully utilised.

**Delivery at: National Institute of Design  
Transit Campus at Government Polytechnic Building  
NH- 44, Village Umri  
Kurukshetra (Haryana)**

**Delivery & Commissioning Period: Within One (01) Month**

The installation, commissioning, testing & upkeep of the link will be completed within 01 Month from the issue of Purchase Order.

**II. To Provide Internet Connectivity on same link from Transit campus  
to New Hostel Building on OFC.**

The ISP is required to give Internet connectivity in hostel building of new campus of NIDK through **OFC** until the institute will not shift in his new campus. Any additional hardware component that will be required to be provided by the vendor itself.

**III. Shifting of ILL in new campus of NIDK**

In next few months, the institute will shift in new campus adjacent to the transit campus. Whenever the shifting decision will be taken up by the institute, the work of **fibre laying (underground)** to the last mile in new campus will be started in parallel and keep ready. The installation,

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commissioning, testing & upkeep of the link will be done by the ISP within 1 or 2 Days with no extra expense.

### **Earnest Money Deposit (EMD)**

Every ISP must be attached with an Earnest Money Deposit of Rs. 25,000 /- in the form of DD of any scheduled bank, in favor of the "NATIONAL INSTITUTE OF DESIGN KURUKSHETRA" payable at Kurukshetra. Any quotation which is not accompanied by the earnest money deposit, shall be summarily-rejected.

### **Qualification Criteria:**

For the followings, copy of relevant documents/certificates to be attached with quotation.

1. ISP shall be registered in India under Companies Act 1956/Act 2013 as on date.
2. ISPs Average Annual turnover during last 3 Financial years ending on 31 .03.19 shall be at least of Rs. 10 Crores.
3. ISP must be a Class -A ISP and NLD (National Long Distance) license holder from DoT, Government of India. License should be valid for the full contract period.
4. ISP should have valid ISO certifications.
5. The firm should not have been blacklisted by Central Government or any State Government organization/ department in India at the time of submission of the quotation.
6. ISP should have executed at least 5 works for similar supplies (100 mbps or more) in last 5 yrs. with any reputed organization in India out of which 1 should be with PSU/Govt. Organisation. (For private parties TDS certificate need to be attached).

### **Technical Requirements:**

1. The ISP shall provide 100 Mbps high availability 1:1 Internet leased line subscription for 01 Year (with Internet connectivity in hostel building of new campus till the institute will not shift in his new campus).
2. ISP must provide end to end managed services implying that providing, installation & configuration of all hardware like **Mux, patch cords, cables**

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**and software** required for implementation of services shall be sole responsibility of the ISP, up to the Ethernet point provided to NIDK. Likewise, the operation and maintenance of the service shall also be on end-to-end basis.

3. If required, Router will be provided by the institute.
4. Further, NIDK will not be responsible for any maintenance of the supplied hardware and any kind of damage during use, as these items will be under comprehensive maintenance of the ISP.
5. The leased line connectivity at NIDK should be with Dual Connectivity Primarily on OFC (Underground only) & Secondary in Ring topology with Auto Switching setup to be installed at NIDK.
6. Service Level Agreement (SLA) should commit at least 99.0% service availability including the last mile connectivity. In case the SLA for uptime is not met, a penalty with following provision will be charged on the bill:
  - a) Less than 1 hour in total of billing cycle: Nil
  - b) 1 to 5 hrs in total of billing cycle: 0.5 % of bill amount
  - c) 6 to 48 hrs in total of billing cycle: 2 % of bill amount
  - d) More than 48 hrs in total of billing cycle: 10 % of the bill amount and NIDK may process Revocation of contract.
7. The ISP shall provide minimum 08 usable Public Class A/ B/C real static IPv4 IP addresses to NIDK for exclusive use by NIDK. ISP will provide DNS services (if so required by NIDK) including reverse lookup on its own or via third party. DNS services configuration including reverse look up for each static IP addresses, as and when required, will be included.
8. The ISP should provide secured web based portal to monitor the bandwidth utilization and performance of the internet link & NIDK can use this report along with its own report generated via its own valid mechanism to quantify the quality of service and impose penalty if it does not meet the SLA 99.0%.
9. The ISP should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.

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10. The ISP will be required to sign a Service Level Agreement (SLA).
11. NID Kurukshetra shall be entitled, upon thirty (30) days written notice to terminate the contract if services are not satisfactory.

### **Other Terms & Conditions**

1. **Performance Security Deposit/Bank Guarantee** (Nationalized Bank only) for an amount @5% value of the contract (if order is placed) is to be submitted immediately before commencement of the work. The performance security deposit / bank guarantee must be valid during the support period. The same will be returned after completion of the support period.
2. The ISP Should specify the percentage of GST applicable.
3. The payment will be made on quarterly basis at the end upon satisfactory performance report from the competent authority.
4. The contract period would be initially for 01 Year however institute may extend the contract on year on year at the same cost or further discounted price offered by the vendor.
5. NIDK can upgrade/degrade the bandwidth on pro-rata basis as and when required during the contract period.
6. ISP should have helpdesk 24 x 7 for registration of complaints and should have a contact number, email and online complaint registration system.
7. The ISP would ensure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. ISP will be responsible for making all the payments towards the local loop charges/rentals etc.

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## Service Level Agreement (SLA)

- a) 100 Mbps bandwidth (1: 1) Internet Lease Line connectivity at all the time.
- b) Packet Losses: Less than 1% (Average over 1000 ping) at any given point of time to any part of globe.
- c) Average Round trip delay (Latency): Less than 350 ms from every node to ISP's tier 1 peering point.
- d) Network Availability: Average network availability per calendar month across the IP network (Internet) should be 99.00%
- e) Reports for performance, monitoring /usage to be submitted by the ISP on weekly or monthly basis or as per requirement of NIDK. These reports may be accessible through an online portal on a periodic basis for real time reporting.
- f) The response time for attending the faults will be four hours (maximum) after they are reported to the ISP. They will rectify the faults within 24 hours failing which it will arrange temporary replacements. The services shall be provided on 365x24x7 basis.

*Aminder Singh 24/7/19*      *[Signature] 24/7/19*      *[Signature] 25/07/19*