

INDIAN INSTITUTE OF INFORMATION TECHNOLOGY DHARWAD

Ittigatti Road, Near Sattur Colony, Dharwad -580009

Website: www.iiitdwd.ac.in



NOTICE INVITING TENDER

[Technical bid and Price bid system - e-Procurement mode] e-Tender Event No. IIITDWD/2022/ET/17

Tender Notification. Ref No.: IIITDWD/MMU/INTERNET/NIT/293-4/2022/139 Dated: 03/06/2022

Name of the work	Providing, Supplying, Installing, Testing, Deployment and Commissioning of Internet leased Line at IIIT Dharwad
Estimated amount put to tender	Rs. 20,00,000/-
EMD amount	Rs.100,000/-
Application Fee	Rs. 2000/-
Processing Fee	As per mhrd.euniwizarde.com
Time for supply of item after release of purchase order	15 Days
Last date for submission of e- tender	25/06/2022, 15:00 IST
Address for Submission of Tender	https://mhrd.euniwizarde.com
Date of opening of Technical bid	25/06/2022, 15:30 IST
Date of opening of Financial bid	Will be notified after evaluation of the Technical Bids

Note: EMD shall be remitted through RTGS/ NEFT and its acknowledgement shall be uploaded in e-procurement portal while submitting e-tenders.

Detailed procedure for submission of e-tenders is available in the website <https://mhrd.euniwizarde.com>

The Indian Institute of Information Technology-Dharwad, Karnataka (in short - IIIT-Dharwad) is an Institute of National Importance by act of Parliament under PPP Mode imparting IT Education and engaged in Research Activities. It is proposed to have the Internet Leased Line (ILL) for the Institute's academic/ research activities at its campus Located at Ittigatti Road, Near Sattur Colony, Dharwad -580009.

Online Tenders(<https://mhrd.euniwizarde.com/>) are invited for the following items in two cover system (i.e., Technical bid and financial bid) subject to the following terms and conditions, from the reputed manufacturers or its authorized dealers so as to reach this office on or before scheduled date and time. The tender (Technical bid) will be opened online on the due date as mentioned. Bidders can verify their bid status through online portal <https://mhrd.euniwizarde.com/>. The financial bid of only such bidders whose technical bid is accepted shall be opened on the same day or later pre-informed date.

The Tender is being invited for selecting an alternate Internet Service Provider (ISP) for Redundancy/ Backup. All eligible vendors other than Software Technology Parks of India (STPI) being the existing Internet Service Provider (ISP) of Internet Leased Line Connectivity to IIIT Dharwad may participate in the present Tendering Process.

The Internet Leased Line is to be provided for initial 1 year and may be extended for another 2 years with same Terms and Conditions based on satisfactory services.

SECTION 1: INSTRUCTION TO BIDDER (ITB)	
1.	The bid should be submitted in two covers System-Technical Bid and Financial Bid through https://mhrd.euniwizarde.com .
2.	Technical Bid: Documents related to the Technical Bid should be submitted in PDF format through e-Tendering portal https://mhrd.euniwizarde.com .
3.	<p>The Technical Bid should contain the following documents:</p> <ol style="list-style-type: none"> License certificate for manufacture /supply of the item & Factory license List of Owner/partners of the firm and their contact numbers (Bidder Information) Copy of GST certificate & PAN No. Catalogue of the Product/ Service with detailed specifications. List of Service Centres. List of customers with contact details including satisfactory report for supply and installation of the materials from the customers end. Warranty Period Offered for the tendered item to be specified. If the Warranty period is not conforming with the schedule of requirements given in section 3 of the document, the bid is liable to be treated as non-responsive and rejected. Undertaking that the successful BIDDER agrees to give a Performance Security amounting to 3% of the purchase order value in favour of "The Director, IIIT Dharwad". The copy of the Balance sheet, Profit & Loss A/c., Trade or Manufacturing A/c for the last 3 years should be enclosed. The bidder should have average annual turnover of Rs. 25 crores during the last three completed financial years. (Turnover Certificate duly sealed and signed by competent Chartered Accountant/ auditor) The bidder shall have an experience in providing Internet bandwidth on Fibre of at least 1Gbps to single large organization in last three years. (Customer PO copy to be submitted). The Bidder should have own access network for providing last mile (local loop). Should have reputation and experience of over last 4 years as Internet service provider Duly filled in the checklist should be submitted along with the Technical Bid. Contract form given in SECTION 5 needs to be submitted. Earnest Money Deposit (EMD): Notification No. F.9/4/2020-PPD from Ministry of Finance Digitally signed tender document should be attached during bid submission. Signed EMD Declaration form should be attached during bid submission.
4.	Financial bid: The bidders should submit their financial bid in the BoQ format that has been provided with the tender in the form of an Excel sheet in the online bid through e-Tendering portal https://mhrd.euniwizarde.com . After evaluation of technical bid, the

	technically successful bidders will be qualified for Financial bid.
5.	Bid Evaluation: On the due date, the Technical bids will be opened and referred to the Purchase Committee which is duly constituted by the Director, IIIT Dharwad. The committee will go through the technical aspects of the tender and recommend shortlisted firms. The recommendation of the committee is final and binding on all the parties. The committee may visit the manufacturing site to assess the capabilities to manufacture the tendered items as per the specifications. In case of any remarks/default noted, the EMD will be forfeited even if pre-qualified.
6.	Quoting of Price(s): Price quoted should be in Indian Rupees, free delivery to IIIT Dharwad including loading/unloading
7.	The Bid will be accepted only from the manufacturers (OEM) or its authorized supplier.
8.	The incomplete or conditional tender will be rejected.
9.	The Institute reserves the right to cancel at any time after acceptance of the tender with a notice. The Supplier shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which might have derived from the execution of the supply.
10.	<p>Performance Security: The successful bidder shall deposit performance security of 5 to 10% of the quoted price in the form of Bank Guarantee / Demand Draft / Fixed Deposit Receipt of any scheduled bank drawn in favour of The Director, IIIT Dharwad, payable at Dharwad. In case the bidder fails to deposit the said Performance Security within the stipulated period, including the extended period if any, the Earnest Money Deposited by the bidder shall be forfeited automatically without any notice. Please note the following points.</p> <ol style="list-style-type: none"> Successful bidder should submit performance Security as prescribed above to the purchase Section, IIIT Dharwad, on or before 30 days from the date of issue of order acknowledgment. Performance Security shall be for the due and faithful performance of the contract and shall remain binding, notwithstanding such variations, alterations for extensions of time as may be made, given, conceded or agreed to between the successful bidder and the purchaser under the terms and conditions of acceptance to tender. The successful bidder is entirely responsible for the due performance of the contract in all respects according to the terms and conditions of the tender. The validity of the Performance Security must cover the warranty period plus two months. In case of imported goods, the Indian agent must furnish Performance Bank Guarantee in Indian Rupees only from Scheduled Bank.
11.	The validity of bids: The rate quoted should be valid for a minimum of 180 days. No claim for escalation of the rate will be considered after opening the Tender.
12.	Warranty/Guarantee & On-site skill support: On-site comprehensive warranty will be effective from the date of successful installation and commissioning. The OEMs/Authorized Distributors and Dealers must attach a certificate of sales and service facilities, escalation support for on-call service or station engineer, etc.
13.	Imports: In case, equipment is to be imported, the Indian agent should furnish authorization certificate by the principles abroad for submission of the bid in response to this Notice Inviting Tender.
14.	The Institute reserves the right to cancel or reduce the quantity included in the schedule of requirements at any time after acceptance of the tender with a notice. The

	Contractor/Supplier shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the work/supply in full, but he did not derive in consequence of the foreclosure of the whole or part of the works.
15.	<p>Cancellation of Tender: Notwithstanding anything specified in this tender document, IIIT Dharwad in its sole discretion, unconditionally and without having to assign any reasons, reserves the rights:</p> <ol style="list-style-type: none"> To accept OR reject lowest tender or any other tender or all the tenders. To accept any tender in full or in part. To reject the tender offer not conforming to the terms of the tender. To give purchase preference to Public Sector undertakings when applicable as per Govt. Policy/ Guidelines.
16.	<p>Delivery Period: The Delivery Period/Time shall be deemed to be the essence of the Contract and delivery must be completed not later than such date(s). If the Supplier does not perform its obligations within the Delivery Period/Date mentioned in the Contract, the same would constitute the breach of the Contract and the Institute shall have the right to cancel or withdraw the Contract for the unsupplied portion after the expiry of the original or extended delivery date or period stipulated in the Contract. Such cancellation of the contract on account of non - performance by the Supplier would entitle the Buyer to forfeit the EMD / Performance Security besides other actions such as debarment from the Institute as per GFR 2017</p>
17.	<p>Liquidated Damages: Timely delivery is the essence of contract and hence if the Supplier fails to deliver Goods within the original/extended delivery period(s) specified in the contract, the Institute will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 1% per week or part of the week of delayed period as pre-estimated damages not exceeding 5% of the contract value without any controversy/dispute of any sort whatsoever.</p>
18.	<p>Terms of Payment:</p> <ol style="list-style-type: none"> Annual internet charges shall be payable on post quarterly basis at the end of the quarter after satisfactory delivery of services, for which the Service Provider will raise the invoice at the end of each quarter. Invoice should have detailed usage of Bandwidth & Data from respective network. No bills will be accepted without having data usage details. Hardware Charges: All the hardware procured shall be maintained by the vendor at no additional charge for the entirety of the operation of service. Charge for Dedicated Lease Line: Vendor (ISP) will be required to provide the bandwidth over Optical Fibre Cable. The OFC required to be either owned by the ISP or acquired on lease basis. However, no additional charges will be paid for the leased line. Income tax and all other applicable taxes shall be deducted at source as per prevailing Govt. Rules in this regard. Penalty if any shall be deducted from the quarterly bills. No advance payment will be made. Payment will be made by Standard Payment terms and conditions of IIIT Dharwad as per tender document only. Any request for a change in payment terms and conditions will not be accepted. If the above conditions are not acceptable then tender will be rejected.
19.	<p>Bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their bid as to the nature of the installation site, the means of access to the site and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. A bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed.</p>

	Submission of a bid by a bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the installation to be done and local conditions and other factors having a bearing on the execution of the bid.
20.	If there are varying or conflicting provisions made in any one document forming part of the contract, the Accepting Authority shall be the deciding authority with regard to the intention of the document and his decision shall be final and binding on the bidder.
21.	The rate quoted by the bidder shall be firm throughout the contract period and there shall be no revision of the rates for any reasons whatsoever. It should be clearly understood that any claim for changes will not be entertained in any case once the bids are opened.
22.	One bid per bidder: Each bidder shall submit only one bid either by himself or by representing a firm.
23.	Cost of bid: The bidder shall bear all costs associated with the preparation and submission of his bid. The Institute in no case shall be responsible or liable for those costs.
24.	The bidder shall not make or cause for any alteration, erasure or obliteration to the text of the tender document.
25.	The Institute will declare a bidder ineligible, either indefinitely or for a specified period of time, at the sole discretion of the Institute, for the award of contract/ participating in any other tender, if at any time the Institute determines that he has furnished false information/ engaged in corrupt or fraudulent practices.
26.	Determination of successful bidder: The technically qualified bidder whose offer is evaluated as the lowest total bid shall be the successful bidder subject to its meeting the statutory requirements.
27.	Price variation: The rate quoted by the bidder shall be firm throughout the contract period. No price variation clause is applicable to this contract.
28.	<p>CANVASSING:</p> <ol style="list-style-type: none"> Canvassing in connection with tenders is strictly prohibited and the Tenders submitted by the Tenderers who resort to canvassing shall be liable to rejection. Subject to the provisions concerning clarification of Bids, no Bidder shall contact the purchase committee on any matter relating to its bid from the time of the bid opening up to the time that the contract is awarded. Any effort by the Bidder or Bidder's representative however described to influence the purchase committee in any way concerning scrutiny, consideration, evaluation of the Bid(s) or decision concerning award of contract shall entail rejection of Bid and action against the bidder as deemed fit. The purchase committee will deal with the Bidder on a Principal basis, without involvement in any manner in India or abroad of any agent or consultant or associate or another person howsoever described.
29.	Legal Matter: All disputes are subject to Dharwad Jurisdiction only.
30.	The Institute reserves the right to visit to the factory before or after issue of supply order to satisfy itself regarding quality of production. In case of any remarks /default noted, the EMD will be forfeited even if pre-qualified.
31.	The Institute reserves the right to cancel or reduce the quantity included in the schedule of requirements at any time after acceptance of the tender with a notice. The Contractor/Supplier shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the work/supply in full, but he did not derive in consequence of the foreclosure of the whole or part of the works.

32	Amendment of Tender document: At any time prior to the last date for receipt of bids, Institute may for any reason, whether at its own initiative or in response to a clarification requested by prospective bidder, modify the Tender document by an amendment.
33	The bids shall be written in English language and any information printed in other language shall be accompanied by an English translation, in which case for the purpose of interpretation of the bid, the English translation shall govern.
34	The bidder/supplier should have manufacturing unit/ service centre in Karnataka.
35	The Institute reserves the right to accept or reject the item based on the specification and requirement.

SECTION 2: CONDITIONS OF CONTRACT.	
1.	The rates should be quoted for preferably FOR destination from supply within India.
2.	In case of import both CIF and/ or FOB rate should be quoted. All components of expenditure to arrive at Hubli need to be explicitly specified.
3.	The bidder shall indicate the excise duty exemption for the goods if applicable.
4.	The rate quoted should be on unit basis. Taxes and other charges should be quoted separately, considering exemptions if any.
5.	Rate quoted should be inclusive of Testing, commissioning and Installation of equipment and Training.
6.	<p>Payment: No advance payment will be made. Payment will be made only after the supply of the item in good and satisfactory condition and receipt of performance security by supplier.</p> <p>In case of Imports, the payment will be made through LC / Sight Draft / After Installation, and performance security need to be submitted at the time of LC commitment / issue of sight draft.</p>
7.	Guarantee and Warrantee period should be specified for the complete period conforming to the section 3 of this tender document.
8.	Period requirement for the supply and installation of item should be specified conforming to the section 3 of this tender document.
9.	In case of dispute, the matter will be subject to Hubli-Dharwad Jurisdiction only.

SECTION 3: SCHEDULE OF REQUIREMENTS, SPECIFICATIONS AND ALLIED DETAILS	
[To be filled up by the Department / IIIT Dharwad]	
Item(s) Name to be Procured	Providing, Supplying, Installing, Testing, Deployment and Commissioning of Internet leased Line at IIIT Dharwad
Type (Equipment/Software/Furniture/Others)	EQP/Software/Others
Brief Specifications of the Item(s) : (Attach Additional Sheet if necessary)	Enclosed
Quantity	Enclosed
Any other details/requirement	Enclosed in specification Sheet
Warranty Period (in months)	for term of the contract
Delivery Schedule expected after the release of a Purchase order (in Weeks)	15 Days
EMD	5% of the estimated amount
Performance Security to be given by Successful Bidder after release of: (in Rupees)	3% of Purchase Order

SECTION 5: CONTRACT FORM

[To be provided by the bidder in the business letter head]

1. (Name of the Supplier's Firm) hereby abide to deliver the by the delivery schedule mentioned in the section 3 tender document for supply of the items if the purchase order is awarded.
2. The item will be supplied conforming to the specifications stated in the tender document without any defect and deviations.
3. Warranty will be given for the period mentioned in the tender document and service will be rendered to the satisfaction of IIIT-Dharwad during this period.

Signature of the Bidder: _____

Name and Designation: _____

Business Address : _____

Place:
Date:

Seal of the Bidder's Firm

DECLARATION

(Shall be on the Company's Letter Head only)

I/we have not tampered/modified the tender forms in any manner. In case, if the same is found to be tampered/modified, I /we understand that my/our tender will be summarily rejected, and full Earnest money deposit will be forfeited, and I /we am/are liable to be banned from doing business with IIIT-Dharwad and / or prosecuted.

Signature of the Bidder: _____

Name and Designation: _____

Business Address : _____

Place :

Seal of the Bidder's Firm

Date :

EMD DECLARATION FORM

Proforma for Earnest Money Deposit (Bid Security) Declaration

Whereas, I/We.....(name of Agency).....have submitted bids for the work of

I/We hereby submit following declaration in lieu of submitting Earnest Money Deposit.

(1) If after the opening of tender, I/We withdraw or modify my/our bid during the period of validity of tender (including extended validity of tender) specified in the tender documents,

Or

(2) If, after the award of work, I/we fail to sign the contract, or to submit performance guarantee before the deadline defined in the tender documents,

I/we shall be suspended for one year and shall not be eligible to bid for tenders in the Department of Posts from date of issue of suspension order.

(Signature of the Bidder, with Official Seal)

Additional Instructions to Bidders:

MHRD, Govt of India had implemented e-tendering system solution through the ITI limited (a government of India enterprise) and mandated to adopt the e-wizard system and the accordingly the tender documents are published in <https://mhrd.euniwizarde.com>. The tender notification is also available in the IIIT Dharwad website (www.iiitdwd.ac.in) The bidders are required to submit soft copies of their bids electronically on using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the Ewizad Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Ewizad Portal. For more information, bidders may visit the Ewizad Portal <https://mhrd.euniwizarde.com>.

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-Procurement Portal, prepare their bids in accordance with the requirements and submitting their bids online on the e-Procurement Portal. More information useful for submitting online bids on the e-tender Portal may be obtained at: <https://mhrd.euniwizarde.com>.

Registration:

- a. Bidders are required to enroll on the e-Procurement Portal (URL: <https://mhrd.euniwizarde.com>) with clicking on the link “Bidder enrollment” on the e-Procurement Portal.
- b. As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- c. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder.
- d. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

- e. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC"s to others which may lead to misuse.
- f. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
- g. Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the **helpdesk** is 011-49606060, 23710092, 23710091, helpdeskeuniwizarde@gmail.com Mobile: +91-8448288987/88/89, e-Mail: eprochelpdesk.01@gmail.com/ eprochelpdesk.02@gmail.com

Searching for Tender Documents:

- a. There are various search options built in the e-Procurement Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Item/work id, Title, Date, etc
- b. Once the bidders have selected the tenders they are interested in, the bidder can pay the processing fees (NOT REFUNDABLE) by net-banking / Debit / Credit card and then download the required documents / tender schedules, Bid documents etc. Once tender fee is paid, it will be moved to the respective "requested" Tab. This would enable the e-tender Portal to intimate the bidders through e-mail in case there is any corrigendum issued to the tender document.

Preparation of Bids:

- a. Bidder should take into account any corrigendum published on the tender document before submitting their bids and no separate intimation will be provided to the vendors.
- b. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- c. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule in PDF formats. Bid Original documents may be scanned with 100 dpi with Colored option which helps in reducing size of the scanned document.
- d. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has

been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.

- e. These documents may be directly submitted from the “My Documents” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Submission of Bids:

- a. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c. Bidder has to select the payment option as “DD/e-Payment (Net Banking-Debit card-Credit card etc)/EMD-exemption” to pay the EMD as applicable and enter details as the instructions.
- d. Bidder should prepare the EMD as per the instructions specified in the tender document & submit EMD online.
- e. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the unprotected cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- f. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- h. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i. Upon the successful and timely submission of bid click "Complete"(i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- j. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings

Annexure A

Sl. No	Technical Specifications for 1 Gbps Internet Leased Line (1:1) at IIIT Dharwad		Compliance (Yes/No)
1	ISP	Internet Leased Line – 1 No. Bandwidth - 1 Gbps (1:1)	
2	Upload and Download	Internet Connectivity: - Should be 1:1 bandwidth (Global and Indian Servers) Dedicated, unshared, symmetric No compression ratio Should be 100% throughput – Non-Blocking	
3	Redundancy	100% Redundant internet Leased Line (ILL) should be available from different source location using Ring architecture / Backup line and both should work from day one, so that uptime availability shall be of 99.5% to be ensured. From the POP there should be redundancy of equipment, link, power backhaul connectivity etc.	
4	Last Mile connectivity	Type of Connection: - Fibre optic Should be ISP's Own Fibre Optic Network. Last Mile shall be Fibre on ring architecture on two different paths for redundancy and demonstrate to prove the same. This include supply and installation of necessary equipment, deploying of cable upto ethernet port. Local Loop has to be through fibre cable where in optical fibre is extended right upto the IIIT Dharwad Campus, the cost for the same shall be borne by the bidder All Necessary clearances shall be the sole responsibility of the service provider. Bidder should ensure that the local loop provisioning does not violate regulations as laid by the Govt of India/ DoT/TRAI in respect of such links/networks.	
5	Hand Off	Hand off from ISP's MUX to IIIT-Dharwad Network: - Fibre optic medium and the vendor must take them back on the expiry of the contract period. The connectivity must not be extended to any other sites from IIIT-Dharwad Data Centre during the contract period.	
6	Network Diagram	The contractor should furnish a detailed network/schematics diagram of total solution proposed	
		Showing connectivity from ISPs gateway Terminal Point.	
7	SLA	a) SLA Measurement Period: - Quarterly	
	Parameters	b) Guaranteed Uptime Percentage: - minimum 99.5	
		c) Packet Loss: - <=1%(Average 1000 Ping)	
		d) MTTR (Mean time to Restore) :- Upto 2 Hours	
		e) Latency of Link :-<10ms from provider peering point which will be randomly checked. In case of non-adherence, the link will be considered down effect from detection date till date of restoration.	

8	Integration	Seamless Integration: Interface of the devices should have 100% compatibility with the existing hardware/software at IIIT Dharwad	
9	IPs	Connectivity shall be implemented through BGT protocol with IIIT Dharwad IRINN IPs. However, contractor shall be prepared to provide 50 public IPv4, IPv6 IPs. These IP's should work from day one	
10	IPv6	Should be IPv6 compliant. Should have dual stack (IPv6 & IPv4) from day1.	
11	SLA	<p>ISP has to sign a SLA with IIIT Dharwad guaranteeing the quality of services as mentioned in the Terms & conditions. Downtime calculation shall be made as follows: $((\text{Total time} - \text{Downtime}) / \text{Total Time}) \times 100$</p> <p>a) The vendor has to ensure minimum 99.5% uptime per month for the connectivity.</p> <p>b) Any fault in the internet connectivity will need to be resolved by the vendor as per the following schedule:</p> <p>c) On failure of fibre Link penalty will be calculated as follows:</p> <p>i) The port uptime shall be minimum 99.5% quarterly.</p> <p>ii) If the up time is between 97% to 99.5% quarterly, contract price calculated for 2 days shall be recovered from the bill.</p> <p>iii) If the up time is between 95% to 97% quarterly, contract price calculated for 7 days shall be recovered from the bill.</p> <p>iv) If the up time is between 90% to 95% quarterly, contract price calculated for 15 days shall be recovered from the bill.</p> <p>v) For the downtime below 90% quarterly, penalty will be Rs.5000/-per day of downtime.</p> <p>d) If SLA is not met in two successive quarters, then the leased line service contract will be terminated by IIIT-Dharwad and no further payments will be released.</p>	
12	Proactive Monitoring	The service provider shall provide Proactive Monitoring & Management of Connectivity and report immediately to IIIT-Dharwad whenever any outage is detected.	
13	Management Portal	The service provider shall provide portal access for user management and fetching uptime, bandwidth utilization summary, etc., before handoff for acceptance. It should provide Realtime customised (hourly, daily, weekly, monthly etc.) report generation	

		The service provider shall send us the outage report every quarter vide E-mail and submit the invoice at the end of each quarter in person.	
14	Help Desk	The service provider shall provide technical support 24 x 7 x 365 help desk. If IIIT Dharwad requires, then your technical support team should visit campus on same day / next day itself without any further delay. The cost for the same shall be borne by the bidder.	
		Escalation Matrix with various levels of support	
		Primary and Backup NOC location with Address	
15	Customer Details	Customer Premises Location: - IIIT Dharwad	
16	Terminal Equipment's / Maintenance	The contractor has to supply, install and maintain required terminal / hardware / CPE throughout the contract period without any additional charges.	
17	User Acceptance	The service provider shall demonstrate and establish bandwidth delivery of 1 Gbps with necessary bandwidth meter tools with 1 Gig interface for acceptance.	
18	Scalability	The service provider shall be capable of enhancing the required bandwidth (if required), seamlessly any time during the contract period.	
19	Preventive Maintenance	The Service Provider will do preventive maintenance once a quarter for upkeep of the systems running.	
20	License	ISP should have a valid Class A license. (Attach a Copy of License)	
21	Estimated duration of Installation/commencement of service:	Maximum 3 to 5 weeks from the date of placement of purchase order.	
22	Firewall & IPS	Should be compatible with the existing firewall/ network infrastructure at IIIT Dharwad.	
23	Installation	All the installation, testing, commissioning should be done by the certified engineer and any other accessories required for providing internet connectivity over existing network infrastructure like SFP Modules, Converters, Adaptors etc. then you need to provide the same at your own cost & The Supplied accessories should be compatible to our network switches.	

24	Others	The bidder shall be responsible to maintain and monitor end to end connectivity on 365days x 24-hour basis so as to meet the committed SLA. The bidder should have toll free number for complaint registration, Mention the escalation procedure and matrix for handling connectivity issues or complaints. the fault call should be responded within 15 Minutes and should be resolved within 2 Hours after lodging the fault complaint.	
25		The Bidder shall handle 1GB DDoS Attack and also ensure that DDoS infra itself does not go down and become unavailable for mitigation of attacks without any additional charges.	