



Tender reference No.CC/IITK/09/675

Tender document

Department of Computer Centre
Indian Institute of Technology Kanpur
Kanpur (UP) 208016 India

Enquiry date: August 13, 2018

Enquiry No: CC/IITK/09/675

Online quotations are invited for Internet Bandwidth. The detailed specification of the Internet Bandwidth is described below.

Annexure-I

A. Name of services:

1. 2 Gbps (1:1) internet bandwidth for IIT Kanpur for one year.

B. Scope of services:

The proposed Internet links will be installed at the Computer Centre, IIT Kanpur. The services involve supply, installation, commissioning and management* of the link for one year.

(* See item D. 13 for further details on management).

C. Estimated duration of installation/ commencement of service: Maximum 4 weeks from the date of placing order.

D. Terms and conditions (ISP bid should clearly state the compliance of the terms and conditions as given):

1. ISP should have a VALID Class A license.
2. ISP Should have experience in providing satisfactory service for at least 3 internet links of 1Gbps or higher bandwidth each for a period of at least two years. Certificate to this effect from the customer organization signed by an officer not below the rank of General Manager/ Head of the user section or equivalent must be provided in original.
3. ISP Should have its own MPLS core network and NLD backbone.
4. ISP Should have valid GST Registration number.
5. ISP should have its own/direct access to International Gateway in India for providing Internet bandwidth.
6. ISP should have direct peering with Tier 1 carriers to minimize the number of hops and latency to international destinations. Details of Tier-1 carriers with which peering is done



Tender reference No.CC/IITK/09/675

- are to be provided. It should have local peering, within India, with at least one other ISP and it should have an aggregate international capacity of at least 10 Gbps at the time of commissioning. An undertaking to this effect is required to be submitted.
7. ISP should have fully resilient and self healing network architecture on fiber medium for the domestic backbone in India. The complete fiber and transmission systems from Computer Centre, IIT Kanpur, to International Gateway should be of the bidder only at the time of commissioning. An undertaking to this effect is required to be submitted.
 8. ISP should have fully resilient and self healing network architecture on fiber medium for its international backbone, either owned or hired. In case ISP's international backbone uses the infrastructure of other licensed ILDOs, the ISP must indicate the capacity available through these other providers' networks as well as provide the existing Service Level Agreement (SLA) with all involved providers.
 9. The bandwidth should be provided through a fiber link on SDH/MEN ring terminating in Computer Centre, IIT Kanpur and should be made available on Multi Gigabit Ethernet.
 10. The primary path and the backup path for Internet link between IIT Kanpur and International gateway each should be a single pipe of 2 Gbps.
 11. Complete network architecture diagram depicting the 2 Gbps connectivity between IIT Kanpur (both primary and backup paths) and International gateway should be provided. The ISP should also provide its international network diagram.
 12. The maximum latency from IIT Kanpur gateway router should be as under:

Location	USA Region	Europe Region	Asia Pacific Region
Latency Guarantee (X)	<350ms	<250ms	<120ms

- The bidder is required to monitor the latency figures at different times of day and report it at least once every quarter or whenever asked for.
13. The ISP should provide Managed services for monitoring (link up/down, packet drop, latency and other QS parameters) and maintenance of the link. The link (including the last mile) should be monitored on 24x7 basis by the provider. SNMP access to the IITK Gateway Router will be provided for monitoring. A dedicated service manager should be there who will liaison with the NOC in case the link goes down. This will include reporting, complaint logging, ticket generation and follow-up action. These services will be provided by the ISP directly and not through channel partner.



Tender reference No. CC/IITK/09/675

14. SLA should commit at least 99.5% service availability, including the last mile connectivity. The following penalties will be imposed in case of violation of SLA:

Service Parameter	Service Level	Penalties
Link availability (Packet drop will be treated as link unavailability)	$\geq 99.5\%$	Nil
	Between 98.5 and 99.5	Amount equivalent to 2 days
	Between 97.5 and 98.5	Amount equivalent to 4 days
	Between 96.5 and 97.5	Amount equivalent to 7 days
	Between 95.5 and 96.5	Amount equivalent to 10 days
	< 95.5	Amount equivalent to 30 days
Latency	X	Nil
	X+5%	Amount equivalent to 2 days
	X+10%	Amount equivalent to 4 days
	X+15%	Amount equivalent to 7 days
	X+20%	Amount equivalent to 10 days
	$> X+20\%$	Amount equivalent to 30 days

15. The service provider should have well-equipped Operations & Maintenance (O&M) centers staffed with experienced personnel. The service provider shall maintain sufficient spares at the O&M centers to comply with committed MTTR of less than six hours.
16. IITK has two pools of Class C Public IPv4 addresses, one pool of IPv6 addresses and an AS Number provided by APNIC. The ISP will be required to provide BGP routing of all the pools with different weights.
17. The contract period will be for one year. During the contract period, IIT Kanpur can terminate the services by giving 4 weeks advance notice. In that case, payment will be made only for the period during which service is provided on a pro-rata basis.
18. Payment term: Total amount payable in four equal quarterly instalments (at the end of each quarter) subject to satisfactory continuation of the service confirmed by the Head, Computer Centre, IIT Kanpur.
19. After the contract period of one year is over, if IIT Kanpur wishes to continue the services for a short period, the same should be provided on pro-rata basis for that period.
20. The contract period can be extended for one or two more years at the end of the first year provided the service provided by the ISP is excellent and the price offered by the ISP for the second and third year is acceptable to IIT Kanpur.
21. The link will be tested for a period of 2 weeks before acceptance of the services.
22. Price should be quoted exclusive of applicable taxes. However, details of all applicable taxes as on date of submission of the bid should be clearly mentioned separately.



Tender reference No. CC/IITK/09/675

E. Clarification:

1. For any clarification: Please contact Head, Computer Centre, IIT Kanpur (headcc@iitk.ac.in)

F. Final Decision Making Authority:

The decision of the Director, IIT Kanpur will be binding on all bidders.

G. Disclaimer:

1. Information disclosed under and in accordance with the tender document will not constitute as an offer, also the acceptance of responses to this tender cannot be considered as a binding contract.
2. Applicants are solely responsible for all expenses associated with responding to this tender.
3. IITK reserves the right to annul the tender process at any time, without thereby incurring any liability to the affected bidders or specifying the grounds for the action.

H. Legal

1. If any dispute, difference, question of disagreement or matter, whatsoever, before or after completion or abandonment of work, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach thereof, the same shall be referred to a Sole Arbitrator to be appointed by the Director of the Institute at the time of dispute.
 - a. The venue of the arbitration shall be at Kanpur.
 - b. Subject to as aforesaid, the provisions of the Arbitration and Conciliation Act. 1996 and any statutory modifications or re-enactment thereof and rules made there-under and for the time being in force, shall apply to the arbitration proceedings under this clause.
2. The contract shall be governed by and construed according to the laws in force in India. The Parties shall hereby submit to the jurisdiction of the courts situated at Kanpur.



Tender reference No.CC/IITK/09/675

Compliance Sheet

Sr. No	Name of ISP	Compliance (Yes/ No)												
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Appendix

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred/ terminated/ banned by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,
(Signature of the Bidder, with Official Seal)