भारतीय प्रौद्योगिकी संस्थान कानपुर
INDIAN INSTITUTE OF TECHNOLOGY KANPUR
संगणक केन्द्र
COMPUTER CENTRE

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CC/IITK/09/1535
July 11, 2013

Pre-Qualification tender of Internet Service Provider (ISP)
(For subsequent restricted call of tenders)

We are interested in purchasing internet bandwidth as per following:

1. 1 Gbps (1:2) internet bandwidth for Link-1 of IIT Kanpur
2. 1 Gbps (1:2) internet bandwidth for Link-2 of IIT Kanpur

Pre-qualification (PQ) bids are invited from class A internet service providers (ISP). The PQ tender document is given in annexure-I. The pre-qualification of ISP will be done based on the submitted PQ documents. The commercial bids for the above services will be called from the selected pre-qualified ISPs only. The services of the two links will be awarded to two different ISPs. Also the services for Link-2 will be awarded to that ISP which does not have any overlapping network with the ISP of Link-1 from Computer Centre, IIT Kanpur to the International Gateway.

PQ bid along with required documents should reach the Head, Computer Centre, IIT Kanpur by 01/08/13, 5 P.M.

11/7/13
(Ashish Dutta)

Annexure-I

PQ tender documents

Prequalification applications from class A ISPs are invited as per the details given below.

A. Name of services	1. 1 Gbps (1:2) internet bandwidth for Link-1 of IIT Kanpur for one year 2. 1 Gbps (1:2) internet bandwidth for Link-2 of 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 E.10 for further details on management)
C. Estimated duration of installation/ commencement of service	Maximum 4 weeks from the date of placing order
D. Required profile of the ISP	1. Should have a VALID Class A license. 2. Should have experience in providing internet link of 100 Mbps or higher bandwidth for a period of at least two years. 3. Should have its own MPLS core network and NLD backbone. 4. Should have valid Service Tax Registration number.
E. Required technical criteria to be satisfied by the ISP	1. ISP should have its own/direct access to International Gateway in India for providing Internet bandwidth. 2. 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 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 with the bid. 3. 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 with the bid. 4. 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. 5. 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 Gigabit Ethernet.

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	6. The primary path and the backup path for internet link between IIT Kanpur and International gateway each should be a single pipe of 1 Gbps. 7. Complete network architecture diagram depicting the 1 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. 8. There should be no rate limit to the 1 Gbps (1:2) bandwidth. 9. The maximum latency from IIT Kanpur gateway router should be less than 280 ms for New York (USA), 320 ms for Los Angeles (USA), 220 ms for London (UK) and 100 ms for Singapore. Within India, the latency should be less than 80 ms from IIT Kanpur Gateway to another point on a different ISP. 10. The ISP should provide Managed services for monitoring 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, ticket generation and follow-up action. These services will be provided by the ISP directly and not through channel partner. 11. SLA should commit at least 99.5% service availability, including the last mile connectivity. 12. The service provider should have well-equipped Operations & Maintenance (O&M) centres staffed with experienced personnel. The service provider shall maintain sufficient spares at the O&M centres to comply with committed MTTR of less than six hours. 13. IITK has two pools of Class C Public IP addresses and an AS Number provided by APNIC. The ISP will be required to provide BGP routing of both the pools with different weights.
F. Disqualifier	1. Non-compliance with any eligibility criteria listed above 2. Any falsification of supporting data/ claim /proofs /documents provided in the PQ application
G. Method of application	Interested class A ISP should apply with point-wise response for the entire PQ document with full details, supporting documents and attached compliance sheet. The application should be signed by the authorized signatory of ISP and should bear his/her full name, position and seal. Full contact details of the authorized signatory must also be provided.
H. Important dates	1. For any clarification: Please contact Head, Computer Centre, IITK on July 22, 2013, during 10 A.M. – 12:30 P.M. and 3 P.M. – 5 P.M. 2. Last date of submission of PQ application: 5 P.M., August 01, 2013. 3. Opening of PQ bids: 11 A.M., August 02, 2013 in Conference Room of Computer Centre, IIT Kanpur. Representatives of PQ bidders can be present during opening of the PQ bids. No further notice will be sent to this effect.

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I. Selection Criteria	The completed PQ applications shall be evaluated by the appointed committee. Commercial bids will be sought from the ISPs who satisfy all the criteria as stated in this PQ documents.
J. Final Decision Making Authority	IITK reserves the right to accept or reject any application and to annul the pre-qualification process and reject all application at any time, without thereby incurring any liability to the affected applicants or specifying the grounds for the action. The decision of the appointed committee will be binding to all applicants.
K. Disclaimer	1. This PQ is issued for information and planning purpose and does not constitute a solicitation. 2. Information disclosed under and in accordance with the PQ will not constitute as an offer, also the acceptance of responses to this PQ cannot be considered as a binding contract. 3. Applicants are solely responsible for all expenses associated with responding to this PQ

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Compliance Sheet

Name of ISP		Compliance (Yes/ No)
Required profile of the ISP	1. Should have a VALID Class A license	
	2. Should have experience in providing internet link of 100 Mbps or higher bandwidth for a period of at least two years	
	3. Should have its own MPLS core network and NLD backbone.	
	4. Should have valid Service Tax Registration number.	
Required Technical Criteria to be satisfied by the ISP	1. ISP should have its own/direct access to International Gateway in India for providing Internet bandwidth.	
	2. 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 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 with the bid.	
	3. 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 with the bid.	
	4. 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.	
	5. 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 Gigabit Ethernet.	
	6. The primary path and the backup path for internet link between IIT Kanpur and International gateway each should be a single pipe of 1 Gbps.	
	7. Complete network architecture diagram depicting the 1 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.	
	8. There should be no rate limit to the 1 Gbps (1:2) bandwidth.	
	9. The maximum latency from IIT Kanpur gateway router should be less than 280 ms for New York (USA), 320 ms for Los Angeles (USA), 220 ms for London (UK) and 100 ms for Singapore. Within India, the latency should be less than 80 ms from IIT Kanpur Gateway to another point on a different ISP.	

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	10. The ISP should provide Managed services for monitoring 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, ticket generation and follow-up action. These services will be provided by the ISP directly and not through channel partner.	
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	13. IITK has two pools of Class C Public IP addresses and an AS Number provided by APNIC. The ISP will be required to provide BGP routing of both the pools with different weights.	

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