



TECHNICAL SPECIFICATION

1. Introduction:

DDG(E), Doordarshan Kendra, Hyderabad intends to avail 400 Mbps (2x200 Mbps) internet connectivity leased line (OFC) (1:1 uncompressed and unshared) at Doordarshan Kendra, Hyderabad for a period of (01) one year on a rental basis. This is required for the purpose of connectivity for Internet services of Doordarshan Kendra, Hyderabad. The following document, in its entirety, has been brought out as both a bid specification to outline the requirements for the works to be provided and a basis for proposal submission by the bidder.

2. Scope of the Work:

To provide 400 Mbps (2x200 Mbps) Internet leased line connectivity on an uncompressed, unshared leased line (OFC) (1:1) at Doordarshan Kendra, Hyderabad on a rental basis. This includes installation, commissioning, testing & upkeep of the complete link for a one-year period. The connectivity will be through a dedicated Internet service on an end-to-end fibre. The hardware and software required for the establishment of a fully functional leased line will be provided by the bidder on a rental basis.

Responsibilities Under the Contract: The ISP would be responsible for the following:

1. To provide **400 Mbps (1:1) dedicated Internet Leased Line connectivity** over **end-to-end fibre** at Doordarshan Kendra, Hyderabad, on an annual rental basis. The required connectivity shall comprise **two independent ISP links of 200 Mbps each**, preferably terminating through diverse routes/locations, to facilitate **automatic failover and redundancy** in the event of failure of either link.
2. The bidder shall quote the **consolidated rate for the total 400 Mbps connectivity**. The payment shall also be considered against the **total contracted bandwidth of 400 Mbps as a whole**, and the quarterly bill shall be raised accordingly, irrespective of the division of bandwidth between the two 200 Mbps links.
3. Internet Router Port at ISP Gateways for required Bandwidth and each 16 Public IP addresses need to be provided.
4. Installation, commissioning, and configuring of the link and hardware/software (Mux, Modems, and Router, etc.) to make the line fully functional at 400 Mbps (2x200 Mbps).
5. Maintenance support service (24 hours and 7 days) for bandwidth and equipment.
6. ISP or an authorized person from ISP will be required to sign a Service Level Agreement.

7. This office may terminate the contract at any time for unsatisfactory service by the ISP.

3. Completion Period:

3.1 The successful bidder should take all care to complete the contract within 15 days from the date of award and acceptance of the contract.

3.2 Delivery Period & Installation:

(a) The bidder will perform preventive maintenance once a quarter for the upkeep of the systems running. (b) The schedule will have to be adhered to strictly by the bidder. (c) 99.5% Uptime shall be calculated as $(\text{Total Time} - \text{Downtime}) \times 100 / \text{Total Time}$ on a quarterly basis. (d) Deduction in payment will be made for downtime in the quarterly bills raised by the ISP. (e) The response time for attending to faults will be a maximum of four hours after they are reported to the bidder. (f) The bidder will rectify the faults within 24 hours, failing which the bidder will arrange temporary replacements. The services shall be provided 24 hours & 7 days a week. 3.3 Service Level Agreement: (a) 400 Mbps (1:1) Internet bandwidth at all times. (b) Packet Losses: Less than 1% (Average over 1000 pings) at any given point in time to any part of the globe. (c) Latency: Less than 350 ms outside India (International latency). Less than 250 ms within India (Domestic latency). (d) Network Availability: More than 99.5% per quarter. (e) Reports for performance, monitoring, and usage to be submitted by the ISP on a weekly or monthly basis or as per the requirement of Doordarshan Kendra, Hyderabad. (f) The bidder will provide the facilities to measure the above parameters at Doordarshan Kendra, Hyderabad. The facility for measurement/monitoring of the above parameters or graphical display will be provided by the bidder. NMS Tools to measure uptime availability.

(g) Penalty Charges:

99.5% to 98.5% availability: 1% of quarterly charges.

98.5% to 97.5% availability: 2%

97.5% to 96.5% availability: 3%

96.5% to 95.5% availability: 4%

95.5% to 95% availability: 5%

Below 95% availability: 10%

In case of the above parameters going out of specifications, Doordarshan Kendra, Hyderabad will be compensated adequately in respect of the extended time for the loss in service. Also, if services are not found satisfactory, Doordarshan Kendra, Hyderabad reserves the right to cancel the contract at any time. 4. Customer Support: In case of failure, customer support has to be provided 24 x 7 in a hierarchical manner. The bidder must provide a customer support escalation matrix for Internet services.

5. Price Scheme for (Price Bid):

A) Bandwidth Charges / Annual Port Charges:

400 Mbps (2x200 Mbps) of Internet Bandwidth (OFC) (1:1 uncompressed and unshared) from DDK,

Hyderabad to the International Internet Gateway of the ISP. B) Local Loop Charges:

The bidder has to complete the following service charges:

Name of Item:

1. Installation & configuration charges

2. Scalability charges:

o (a) For the bandwidth

o (b) For the bandwidth

o (c) For the bandwidth

3. Hardware charges

General Terms and Conditions:

1.Evaluation of Technical Bids:

A).The Technical Evaluation Committee (TEC) should be based on the past record of timely and good-quality Internet service provided/supplied by the bidder in the preceding 3 years.

B) The bidder must submit a Certificate of Incorporation and Certificate of Registration.

C) GST Registration Certificate.

D) PAN Card.

E) The turnover for the past 3 years must be 150% of the tender price.

F) The service provider's local address should be in Hyderabad.

G) A selfcertification that the firm is not blacklisted by any central/state government/public sector corporation.

2. Payment Procedure:

A) Payment will be made at the end of each quarter based on a satisfactory performance certificate issued by the Engineer-in-Charge.

B) Statutory deductions, as applicable, will be made while releasing payment.

C) A performance bank guarantee from any nationalized bank or scheduled commercial bank of 3% of the work order value, including GST, is to be submitted within 30 days from the date of issue of the work order.

3. Delivery Period:

The successful bidder shall have to provide the Internet Leased Line (ILL) at DDK Hyderabad within 7 days of placement of the contract/purchase order.

4. Local Loop:

The local loop has to be through fibre cable, where the media is extended right up to the customer premises. The media to the campus should be on a ring topology to provide redundancy.

5. Execution of Bond:

The bidder has to execute an agreement bond on a Rs.100 stamp paper once the work order is issued.
