

Doordarshan Kendra Lucknow

(Prasar Bharati – India's Public Service Broadcaster)

Ref: Tender for Two (2) Independent Internet Leased Line (ILL) Connections, 100 Mbps (1:1) each, for Doordarshan Kendra (DDK) Lucknow — File No. TV(LKO)/2(20)/E(ES)/2026-27 dated 26/08/2026

Scope of Work

The Service Provider shall be responsible for providing two (2) independent, dedicated Internet Leased Line (ILL) connections of 100 Mbps each (1:1 contention ratio, uncompressed and unshared) at Doordarshan Kendra Lucknow, 24 Ashok Marg, Lucknow – 226001, on physically diverse last-mile OFC routes, throughout the contract period.

1. Connectivity & Redundancy

- Two separate, independent ILL links (100 Mbps, 1:1 each), terminating over physically diverse Optical Fibre routes / building entry points, in ring topology, so that a single point of failure on one route does not affect both links.
- Local peering for national traffic; automatic failover to a Secondary International Gateway in the event the primary gateway fails.
- Operational uplink on both paths of the ISP's own ring, for each link, at all times.

2. Installation, Commissioning & Hardware

- Installation, commissioning and configuration of hardware for both connections, including a suitable edge router for each link (each rated for at least twice the contracted bandwidth), within 30 days of issue of the LOI/Work Order.
- Maintenance of OFC and equipment providing service up to the Server Room/terminating points at DDK Lucknow, ensuring efficient running at all times.
- All required hardware/technology to be supplied and maintained by the Service Provider at no separate charge; DDK Lucknow will not purchase any hardware.
- Liaisoning with other firms (if required) for point-to-point connectivity between the Service Provider's node and DDK Lucknow.

3. Cyber Security – DDoS Protection

- Both proposed Internet Leased Lines shall be protected against Distributed Denial of Service (DDoS) attacks through carrier-grade DDoS mitigation systems deployed at the Service Provider's network edge/upstream.
- The Service Provider shall furnish technical details of the DDoS protection mechanism/architecture as part of the Technical Bid and shall maintain this protection continuously for the duration of the contract.
- The DDoS mitigation system shall be capable of detecting and mitigating volumetric, protocol and application-layer DDoS attacks without manual intervention at DDK Lucknow's end, so as to preserve the committed uptime and SLA parameters (packet loss, latency, availability) even under attack conditions.

4. Service Levels

- Availability: 24×7×365 for both links, uncompressed and unshared.
- Network Availability (uptime): more than 99.5% per month, per link.
- Packet Loss: less than 1% (average over 1000 pings) to any part of the globe.

- Latency: <350 ms to North America, <250 ms to Europe, <150 ms to Asia Pacific, <20 ms to the ISP's Tier-1 peering point.
- Minimum 32 public IPv4 addresses per link, with Reverse Lookups configured.
- BGP implementation on both internet links.
- Fault response within 1 hour of reporting; rectification within 12 hours, failing which the vendor shall arrange temporary replacement.
- Quarterly preventive maintenance on each link, per the agreed schedule.
- Monthly performance/monitoring/usage reports for both links, or as required by DDK Lucknow.

5. Compliance & Responsibility

- Compliance with all applicable DoT/TRAI/WPC regulations for local loop provisioning; responsibility for all associated statutory payments (local loop charges, right-of-way, spectrum/WPC charges, rentals etc.).
- Sub-contracting or sub-letting of the work to any other agency is prohibited.
- Work to be delivered to the IT Division, Doordarshan Kendra Lucknow.