

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

Penalties

1. Delay Penalty (Installation & Commissioning)

If the Service Provider fails to uplink either connectivity link by the specified date (30 days from issue of LOI/Work Order), the Purchaser shall deduct from the Contract Price, as penalty, a sum equivalent to 1% per week of the delayed portion, up to a maximum deduction of 10% of the contract price, for each week or part thereof of delay. Once the maximum is reached, the Purchaser reserves the right to terminate the Contract.

2. Downtime / SLA Penalty (Uptime-linked, per link, per month)

S.No.	Uptime (per link, per month)	Penalty (% of monthly payment, per affected link)
1	>= 99.5%	0
2	> 99% to < 99.50%	2
3	> 98.5% to < 99%	5
4	> 98% to < 98.5%	10
5	> 95% to < 98%	20
6	> 90% to < 95%	40
7	< 90%	100

Uptime = $(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$, computed separately for each link. Payment deductions for downtime are made in the quarterly bills.

Latency non-adherence is treated as link downtime from the time of detection until restoration. Failure of any ring/redundant path, on random check, is treated as downtime for that link until restored, even if service continues via the alternate path or the other independent link.

3. Downtime Due to DDoS Attacks

The Service Provider is required to protect both links against Distributed Denial of Service (DDoS) attacks through carrier-grade DDoS mitigation systems. Any service disruption or degradation caused by a DDoS attack that is not mitigated by the Service Provider's protection systems shall be counted as downtime for the affected link and shall attract the downtime penalty above on the same basis as any other outage; it is not a recognized exclusion from penalty.

4. Exclusions from Downtime Penalty

- Link down due to power failure at the customer (DDK Lucknow) end.
- Scheduled maintenance by the Service Provider, with prior intimation and approval of DDK Lucknow.