प्रसार भारती / PRASAR BHARATI
(भारतीय लोक सेवा प्रसारक / INDIA'S PUBLIC SERVICE BROADCASTER)
दूरदर्शन केन्द्र/ DOORDARSHAN KENDRA
हैदराबाद / HYDERABAD – 500 013
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TECHNICAL SPECIFICATIONS

1. Introduction:

DDG (E), Doordarshan Kendra, Hyderabad intends to avail 400 Mbps internet connectivity leased line (OFC) (1:1 uncompressed and unshared) at Doordarshan Kendra, Hyderabad for a period of 1 year on a rental basis. This is required for the purpose of connectivity for Internet services of Doordarshan Kendra, Hyderabad. The following documents, in its entirety, have 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 work:

To provide 400 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 fiber. The hardware & 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:

1) To provide 400 Mbps (1:1) Internet connectivity (Leased Line on end-to-end fiber) at Doordarshan Kendra, Hyderabad on a rental basis
2) Internet Router port at ISP Gateway for required bandwidth and 16 port Public IP Addresses need to be provided
3) Installation, commissioning and configuring of the ling and hardware/software (Mux, Modems, and Router, etc.) to make the line fully functional at 400 Mbps.
4) Maintenance support service (24 hours and 7 days) for bandwidth & equipment.
5) ISP or an authorized from ISP will be required to sign a service level agreement.
6) This office may terminate the contract at anytime for unsatisfactory service by the ISP.

3. Completion period:

3.1 The successful bidder should take all care to complete the contract within the 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.

15/10/26

© 99.5% uptime shall be calculated as (Total time - Downtime) x100/Total Time on a quarterly basis
(d) Deduction in payment will be made for downtime in quarterly bills raised by the ISP.
(e) The response time for attending to faults will be maximum of 4 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 performance, monitoring and usage to be submitted by the ISP on a weekly or monthly basis or as per the requirements of the Doordarshan Kendra, Hyderabad. The facility for measurement or 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 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 satisfactorily, 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 24x7 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 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:
(a) For the bandwidth
(b) For the bandwidth
© For the bandwidth
3. Hardware charges

15/10/16

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 proceeding 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 three years must be 150% of the tender price. (F) The service provider's local address should be in Hyderabad. (G) A self Certification 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-chief (B) Statutory directions, as applicable will be made while releasing payment (C) A performance bank guarantee from any nationalized bank 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 fiber 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 Rs.100 stamp paper once the work order is issued.

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(BUKYA REDYANAY)
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DDK, HYD,
fL DY Director (E)
General

DD(E) Pl:

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DDG(E) Pl.