



# Sidho-Kanho-Birsha University

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District - Purulia, PIN – 723104, W.B.  
Phone : 03252- 202419 Website-[www.skbu.ac.in](http://www.skbu.ac.in)

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Ref No: FO/ 211 /SKBU/18

Date: 07/03/2018

## **E -Tender Notice FOR 50 MBPS INTERNET LEASED LINE CONNECTION( Over OFC)**

Sidho Kanho Birsha University, Purulia invites E Tender for 50 Mbps Internet Leased Line Connection (1:1 uncompressed and unshared) from reputed Internet Service Providers (ISP) /Authorised Agent . ISP/ Authorised Agent fulfilling the eligibility conditions and desirous to work can submit their rate at E Tender portal **[www.wbtenders.gov.in](http://www.wbtenders.gov.in)**.

**Last Date and Time of Receipt of Tender: 19/03/2018 upto 12 Noon.**

**Date of opening: 21/03/2018 at 1 PM**

## **Eligibility Criteria**

### **Pre-Qualification requirements which should be satisfied by the Bidder to be primarily considered for bidding.**

- A. The Bidder must be ISP license holder from Govt. of India or Authorised Agent. (Attach a copy of License to work in Purulia, West Bengal).
- B. The bidder / Authorised Agent should be a company registered in India under Registrar of companies (Attach a copy of Certificate).
- C. The Bidder/ Authorised Agent should have a fully functional Customer Service Centre for call logging, monitoring and troubleshooting purpose, which is operational 24 hours.
- D. The Bidder/ Authorised Agent must have an experience of similar work in Purulia or nearby location for at least 02 years. This should be duly supported by the Purchase Order/Work Order copy or any other associated document.
- E. The Bidder (ISP)/ Authorised Agent must be capable of delivering internet protocol i.e IPv4 or IPV6 as per the guidelines of govt. of India, as and when required.

**Bidders non-complying the above conditions and complete information/documents as described will not be considered.**

### **Delivery Period and Installation**

- A. The delivery period of the said tasks/services should be within 5-6 weeks from the date of issuance work order.
- B. The ISP should provide 99.5% service availability including last mile connectivity, on a 24\*7\*365 basis.
- C. The ISP will provide suitable software/tools for monitoring and recording the uptime of leased line internet connection.
- D. The ISP shall provide modems, routers etc.(or whatever h/w , s/w is required) and do installation and configuration to make the entire system working to provide sustained Internet bandwidth of not less than 30 mbps.
- E. Drop wire position should be flexible and subject to change as per the requirement of this office.
- F. ISP has to provide free Static live IPs (at-least 6).

### **Payment Schedule**

- A. Payment will be made on monthly/ quarterly/ yearly basis, as agreed upon by both the parties, in favour of ISP / Authorised Agent. Advance payment will not be possible.

## **Other Terms and Conditions**

- A. The quotation must be valid for minimum 60 days from the closing date of tender.
- B. Bidder should submit valid documentary proof of GST, Service Tax Registration Number and the details of income tax registration (PAN).
- C. The successful bidder is also required to sign an agreement within 15 days of receipt of work order, failing which no payment will be released.
- D. Complaints of the users at Sidho Kanho Birsha University, Purulia regarding non-performance or any other related to the internet connection/hardware/software etc. must be attended immediately (within 2 to 3 hours) during all working days upto the office hours of institute.
- E. The contract shall remain in force initially for a period of one year from the date of start of internet services. Thereafter, this can be renewed/ continued for further period of one year by mutual consent in writing.
- F. All disputes in relation to the quotation, or the interpretation of any of their terms or implementation thereof or arising out of or concerned directly or indirectly with the contractor, shall be decided by Registrar, Sidho Kanho Birsha University, Purulia and decision of University authority shall be final and binding on both the parties.
- G. At any stage, if it is found that the connection provided is not as per the specifications of the tender, the contract will be terminated immediately without assigning any reason.
- H. The Sidho Kanho Birsha University will not accept any of the terms and conditions specified by the party in their quotation and quotation must be strictly as per the format given by the SKBU otherwise quotation will be rejected.
- I. The University reserves the right to accept or reject any or all the quotations without assigning any reason thereof.
- J. No extra payment will be given on any account or services except the payment as per contract.
- K. Speed should not be less than the specified limit, which will be checked by the University regularly. Unlimited downloading facility will be arranged by the service provider for the services under contract.
- L. Bid as at Annexure-A must be submitted on letter head of the company.
- M. Comparison of the bidders will be based on the Yearly charges only. One time installation charge (if applicable) will be considered separately on actual basis.

**Note:-** Bidder may visit this office for any clarification during working hours on all official working days till 16/03/2018.

**SERVICE LEVEL GUARANTEE:**

1. The Service Provider shall provide the 50 Mbps (1:1 uncompressed and unshared) Internet leased line connectivity at all the time (24X7X365) at Institute.
2. Network Availability (uptime): More than 99.5 % per month.
3. Reports for performance, monitoring / usage to be submitted by the ISP on weekly or monthly basis or as per requirement of the Institute.
4. Downtime Calculation: Downtime shall be calculated as (Total Time – Down Time) X 100 /Total Time. Deduction in payment will be made for downtime in the quarterly bills raised by the ISP.
5. The response time for attending the faults will be 2 to 3 hour after they are reported to the ISP. The ISP will rectify the faults within 12 hours failing which; the vendor will arrange temporary replacements. The services shall be provided 24 X 7 days in a week.

Downtime due to the following situations will not be considered for the purpose of penalty:

- a) Link down due to power failure / or any situation which are beyond the control of service provider.
  - b) Due to schedule maintenance by the Service Provider, with prior approval of Institute.
6. Mean Time to Repair (MTTR), Packet loss and Link failover will be calculated from Network Management System (NMS) installed at Institute side.

Sd/-  
Registrar