

**Request for Proposal**  
**For**  
**FOR INTERNET LEASED LINE CONNECTION**  
**AT**  
**INDIAN INSTITUTE OF ASTROPHYSICS,**  
**Koramangala, Bangalore-34.**

## Objective of this RFP

This RFP (Request for Proposal) is issued as a request for the supply and installation of Internet bandwidth for various Internet application services at Indian Institute of Astrophysics (IIA). The following document, in its entirety, has been developed as both a bid specification to outline the requirements for the works to be provided, and a basis for proposal submission by the bidder also referred to as the Vendor.

## SCOPE OF WORK:

To provide 50 Mbps Internet leased line connectivity on uncompressed, unshared leased line (1:1) at Indian Institute of Astrophysics, Bangalore including installation, commissioning, testing & up keep of the complete link for 3 years of service period renewable each year based on review. The bidders are requested to visit the campus and take stock of the existing infrastructure before formulating their bid. The connectivity should be provided through a dedicated internet leased line service with the last mile on dark fibre. The minimum guaranteed bandwidth taken from the Bidder is 50 Mbps with an uptime of 99% on fibre.

## WARRANTY PERIODS:

1. The Vendor will be responsible for the comprehensive maintenance for the entire warranty period and an SLA should be agreed and signed by both the parties for the QoS including but not limited to monitoring and reporting of the link. Warranty period will start after the acceptance of installation & testing of complete connectivity.
2. The vendor will do preventive maintenance once a quarter for upkeep of the systems running. The schedule will have to be adhered to strictly by him.
3. During the period of SLA the vendor shall ensure proper functioning of the leased circuits with an uptime of 99% on fibre which shall be calculated as :

$$\text{Uptime (in\%)} = (\text{Total no. of Hours in the year} - \text{Total Down time in hours}) \times 100 / \text{Total no. of Hours in the year}$$

Loss of time or an equivalent amount will be adjusted in payment to be made for the downtime in the next quarterly bill raised by the ISP.

4. The response time for attending the faults will be one hour (maximum). Once reported to the vendor, the vendor will rectify the faults within 4 hours failing which; the vendor will be liable for a penalty as mentioned in clause 3 of Warranty Periods. The services shall be provided 24 hours & 7 days in a week.

## RESPONSIBILITIES UNDER THE CONTRACT:

The ISP would be responsible for the following:

1. To provide 50 Mbps Internet connectivity on uncompressed, unshared leased line (1:1) at IIA, Bangalore.
2. Internet Router Port at ISP Gateway for required bandwidth and minimum **8 Public IP addresses of ipv4 pool and 8 Public IP addresses of ipv6 pool** including Reverse Lookups configured at these IP's.
3. Installation, commissioning, configuring of the link and hardware (Modems, Router Firewall etc. to make line fully functional at 50 Mbps).
4. Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment.
5. ISP will be required to sign Service Level Agreement having the following:
  - 50 Mbps Internet bandwidth at all the time.
  - Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of globe.
  - Latency: Less than 10ms on fibre from ISP's NOC to IIA CPE device.
  - Network Availability: More than 99% on fibre per month.
  - Reports for performance, monitoring/usage to be submitted.
6. In case of the above parameters going out of specifications, IIA will be compensated adequately as mentioned in clause 3 of Warranty Periods.
7. Also, if services are not found satisfactory, IIA reserves the right to cancel the contract with one-month notice.

## Integrated Internet Connectivity- Work Statement

ISP shall provide 50 Mbps consolidated Internet bandwidth at IIA, Bangalore.

### Connectivity to IIA Campus

1. ISP shall provision Internet Connectivity through ILL at IIA, Bangalore. The consolidated Internet port shall be of 50 Mbps capacity.
2. The last-mile access circuits at IIA, Bangalore shall be provisioned on dark fibre with Ethernet hand off, on which Internet bandwidth shall be provisioned.

3. Reverse Lookup shall be configured for the IPs as required by IIA.

## Bidder/Vendor Eligibility

1. The bidder/vendor should be the Tier 1 national ISP and should have a valid Category "A" ISP license from Govt. of India (Attach a copy of license).
2. ISP must have DoT license to set up and operate International gateways. ISP must have distributed minimum 100 Mbps of International Internet bandwidth to its clients (Attach certificate).
3. ISP should have their own/direct access to international gateway in India, for providing Internet bandwidth, which should be connected onto international fiber systems only (not on satellite).
4. The list of existing enterprise customers of Internet Bandwidth (50 Mbps or more) should be provided along with feedback.
5. Should have at least one International Point of Presence for peering with Tier 1 carriers and local peering within India with at least one other ISP.
6. The quotation should clearly indicate the different components of the total charges-recurring (annual) and non-recurring (one time) for bandwidth and equipment supplied.
7. The firm must give compliance statement of all the identical items along with all terms and conditions. Deviations, if any, should be clearly indicated in remarks in separate deviation sheet.
8. The ISP should have a fully functional Customer Service Centre in Bangalore, which is operational 365x7x24 hours. (Attach Certificate)
9. The bidder would insure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. Bidder will be responsible for making all the payments towards the local loop charges/rentals/WPC charges etc.
10. Liaisoning (if required) with other firm(s) for obtaining point to point connectivity between ISP node and IIA, Bangalore shall be the responsibility of quoting firm.
11. ISP must clearly state in technical bid that financial bid contains all components viz. recurring, non-recurring, bandwidth charges etc. as mentioned above.
12. Quoting firms must put page number on every page of the bid. It is also required that page

nos. of the documents attached should be mentioned against each item of the main bid.

13. PERIOD OF INTERNET CONNECTIVITY SERVICE CONTRACT: - The Internet Connectivity contract shall be initially for three (03) years of service period renewable each year based on review. In case, the service offered by the vendor is not meeting the standards as per the SLA or due to any other reasons, any of the parties should give 3 months notice before contract termination.
14. Bidders not complying with above conditions or not providing complete information as described shall not be considered and their bids may be rejected out right.