



ISLAMIA COLLEGE OF SCIENCE & COMMERCE
(UGC AUTONOMOUS)
HAWAL, SRINAGAR JAMMU & KASHMIR-190002

**Request for
Proposal For
FOR INTERNET LEASED LINE CONNECTION AT
ISLAMIA COLLEGE OF SCIENCE & COMMERCE
HAWAL , SRINAGAR J&K.**



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SCOPE OF WORK:

To provide 50/100 Mbps Internet leased line connectivity on uncompressed, unshared leased line (1:1) at Islamia college of science & commerce , including installation, commissioning, testing & up keep of the complete link for 3 years of service period renewable each year based on review.

WARRANTY PERIODS:

1. The Vendor will be responsible for the comprehensive maintenance for the entire warranty period. 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. 98.5% uptime for RF shall be calculated as $(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$. 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 liable for a penalty. 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 50/100 Mbps Internet connectivity on uncompressed, unshared leased line (1:1) at Islamia college of science & commerce.
2. Internet Router Port at ISP Gateway for required bandwidth and minimum **4 Public IP addresses** 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 100 Mbps).

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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:
 - 100 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 350 ms from ISP's to Islamia college of science & commerce tier 1 peering point.
 - Network Availability: More than 98.5% on RF per month.
 - Reports for performance, monitoring/usage to be submitted.
6. In case of the above parameters going out of specifications, ICSC will be compensated adequately in respect of the extended time for the loss of hours in service.
7. Also, if services are not found satisfactory, ICSC reserves the right to cancel the contract with one-month notice.

Hardware charges

1. Islamia college of science & commerce will not purchase any additional hardware and vendor will have to provide all the required hardware.

Dates

The last date for receiving proposals will be 19th November 2020.

Contact

For further technical details contact

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