

Details Technical Specification and other
Information

Proposal

For INTERNET LEASED LINE
CONNECTION for Data Centre

AT

FMISC, Jal Sansdhan Bhawan, Anisabad Patna

Technical Specification

Supply and installation of Internet bandwidth for various Internet application services at Data Centre, Flood Management Improvement Support Center (FMISC), 2nd Floor, Block-A, Jal Sansadhan Bhawan, Anisabad Patna-800002. The following is an outline of 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 100 Mbps Internet leased line connectivity on uncompressed, unshared leased line (1:1) at Data Centre, Flood Management Improvement Support Center(FMISC), 2nd Floor, Block-A, Jal Sansadhan Bhawan, Anisabad Patna-800002, including installation, commissioning, testing & up keep of the complete link for 1 year of service period (renewable next year based on review). The bidders are requested to visit the campus and take stock of the existing infrastructure before formulating their Proposal. The connectivity should be provided through a dedicated internet leased line service with the last mile on Fibre Optic Cable. The minimum guaranteed bandwidth taken from the Bidder is 100 Mbps.

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 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 as mentioned in clause 3 of Warranty Period. 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 100 Mbps Internet connectivity on uncompressed, unshared leased line (1:1) at Flood Management Improvement Support Center(FMISC), 2nd Floor, Block-A, Jal Sansadhan Bhawan, Anisabad Patna-800002. .

2. Internet Router Port at ISP Gateway for required bandwidth and minimum usable **14 Public IP addresses of ipv4 pool and usable 14 Public IP addresses of ipv6 pool** including Reverse Lookups configured at these IP's as required.
3. Installation, commissioning, configuring of the link and hardware (Modems, Router Firewall etc. to make line fully functional at 100 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:
 - 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 FMISC tier 1 peering point.
 - Network Availability: More than 98.5% per month.
 - Reports for performance, monitoring/usage to be submitted.
6. In case of the above parameters going out of specifications, FMISC 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, FMISC reserves the right to cancel the contract with one-month notice.

Hardware charges

1. FMISC will not purchase any additional hardware and vendor will have to provide all the required hardware .
2. FMISC will not be responsible for any kind of damage these items being complete maintenance warranty of the firm.

Contacts

For further details contact Joint Director, FMISC , 2nd Floor, Block A Jal Snasadhan Bhawan Anisabad Patna-2. Ph 06122256999

- ◆ The NATing of the private IPs of FMISC to be configured on the firewall at FMISC campus, if required

Integrated Internet Connectivity- Work Statement

ISP shall provide consolidated Internet bandwidth at FMISC, Patna

Connectivity to FMISC

1. ISP shall provision Internet Connectivity through ILL at FMISC premises. The consolidated Internet port shall be of 100 Mbps capacity.
2. The last-mile access circuits at FMISC Patna shall be provisioned through

Fibre optic cable with Fibre or ethernet hand off as required , on which Internet bandwidth shall be provisioned.

3. The last-mile circuits shall terminate on the existing routers at FMISC Premises.

Bidder/Vendor Eligibility

1. 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).
 - 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).
 - The list of existing enterprise customers of Internet Bandwidth (100 Mbps or more) should be provided along with feedback.
2. The quotation should clearly indicate the different components of the total charges- recurring (annual) and non-recurring (one time) for bandwidth and equipment supplied.
3. 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.
4. The ISP should have a fully functional Customer Service Centre , which is operational 365x7x24 hours. (Attach Certificate)
5. ISP must clearly state in technical bid that financial bid contains all components viz. recurring, non-recurring, bandwidth charges etc. as mentioned above.
6. 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.
7. PERIOD OF INTERNET CONNECTIVITY SERVICE CONTRACT: - The Internet Connectivity contract shall be initially for one (01) year of service period renewable next year based on review.
8. Bidders not complying with above conditions or not providing complete information as described shall not be considered and hence out rightly rejected.
9. Conditional proposal will not be entertained.
10. Deadline for receiving of technical and financial proposal is 23rd June 2020 (Tuesday) till 3:00 PM either in hard copy or soft copy through email-fmiscbihar@gmail.com
11. Further notice regarding this proposal will be uploaded on the website <http://fmis.bih.nic.in> or <http://wrd.bih.nic.in>

