

Tender Notice

Subject: Quotation for 100 Mbps Leased Line dedicated (1:1) Internet ILL circuit on OFC with wireless backup for one year

1. **Invitation**

Quotations are invited from reputed firms/vendors from eligible Internet Service Providers (ISPs) for providing **100 Mbps dedicated (1:1) Internet Leased Line (ILL)** connectivity over **Optical Fiber Cable (OFC)** with **wireless backup** for a period of **one year**.

2. **Technical Specifications (Summary)**

- 100 Mbps dedicated (1:1 uncontended) bandwidth
- Number of Public Static IP -02
- OFC last-mile mandatory
- Wireless backup with auto failover
- 24x7 support with SLA

3. **Payment Terms.**

- Payment will be made on a monthly basis.
- No advance payment.

4. **Eligibility Criteria**

- Valid ISP (Class A or B) License from DoT.
- Minimum 3 years of experience.
- At least 3 similar completed projects.
- PAN, GST, and statutory compliance.
- Local support presence in Lucknow (Uttar Pradesh).

5. **Contract Period.** The contract period for providing the Leased Line Connectivity of 100Mbps to GIDS would be initially for one year and shall be further extendable for two years on the same terms and conditions. The agreed price would be applicable throughout the contract period. No hike in price would be admissible; however, if the prices are reduced on any account, benefit of the same should be granted only after taking the approval of the Competent Authority of GIDS.

6. **Service Level Guarantee:**

- The Service Provider shall provide Internet leased line connectivity of 100 Mbps symmetric bandwidth dedicated (1:1), unshared, and uncompressed with last mile connectivity on fiber at all the time (24 X 7 X 365) at GIDS, Lucknow.
- To provide Internet Router Port at ISP Gateway for required Bandwidth.
- Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of Country / ISP Internet gateway.
- Latency: Less than 100ms from The Institute to ISP's tier 1 peering point. Latency will be randomly checked on daily basis. In case of non-adherence latency limit, the link will be considered as down with effect from time of detection till the time is restored.
- Network Availability (uptime): More than 99.5 % per month.
- National Backbone should be available on the same ISP.

- Uptime Calculation: Downtime shall be calculated as $(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$.
- Deduction in payment will be made for downtime in the ensuing bills raised by the ISP.
- The response time for attending the faults will be 1 hour after they are reported to the ISP. The ISP will rectify the faults within 12 hours failing which; the bidder will arrange temporary replacements. The services shall be provided 24 X 7 days in a week.
- Mean Time to Repair (MTTR), Packet loss and Link failover will be calculated from Network Management System (NMS) at GIDS side or through ISP portal. Downtime penalty in percentage of monthly payment

Downtime	Penalty
> = 99.5%	0
> 99 to < 99.5	10
> 98.5 to < 99	20
> 98 to < 98.5	30
> 95 to < 98	50
> 92 to < 95	70
< 92%	100

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

- Link down due to power failure / or any situation which are beyond the control of service provider.
- Due to schedule maintenance by the Service Provider, with prior approval of GIDS, Lucknow.

8. **Documents Submission**

- All supporting documents must be signed.

9. **General Terms**

- The Institute reserves the right to cancel or reject any bid without assigning reason.
- The interested parties are requested to send their quotation duly typed '**Leased Line Internet Service**' on the envelop, address to the Director, Giri Institute of Development Studies, Sector-O, Aliganj, Lucknow – 226024 on or before May 19, 2026.
- For further inquiry, if any, may contact to the stores of the Institute during office hours.
- Jurisdiction: Courts in **Lucknow**.

Director
Giri Institute of Development Studies, Lucknow