

High Court of Jharkhand, Ranchi

Corrigendum to Quotation invited vide ref. no. 3853/Accts. dated

30.10.2017

Reference no. 4048/Accts.

Date: - 10.11.2017

Sealed quotations were invited from the reputed internet service provider (ISP) for providing 100 Mbps internet leased line (1:1 under surround OFC in ring) for a period of one (01) year, latest by 26.11.2017 till 5:00 p.m.

However, the following terms and conditions are being laid down in relation to the aforesaid quotation, the details of which are as given below: -

1. PERIOD OF INTERNET CONNECTIVITY SERVICE CONTRACT:

The Internet Connectivity contract shall be initially for a period of (1) One years.

2. DELIVERY PERIOD & INSTALLATION:

Bidder should quote the minimum and maximum period he will take to install/operate the link at Hon'ble High Court of Jharkhand, Ranchi. The supply shall actually be deemed to have been completed on the actual date of installation.

3. WARRANTY PERIODS:

- i) The ISP will be responsible for the comprehensive maintenance for the entire warranty period of one year. Warranty period will start after the acceptance of installation & testing of complete connectivity.
- ii) The ISP will do preventive maintenance once a quarter for upkeep of the systems running. The schedule will have to be adhered to strictly by him.
- iii) 99.5% Uptime 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 quarterly bills raised by the ISP provider.
- iv) The response time for attending the faults will be two hours (maximum) after they are reported to the ISP. The ISP will rectify the faults within 24 hours failing which; the ISP will arrange temporary replacements.
- v) The services shall be provided 24 hours & 7 days in a week.

4. RESPONSIBILITIES UNDER THE CONTRACT:

The ISP would be responsible for the following:

- i) To provide Internet Speed connectivity of 100 Mbps Leased Line (1:1 uncompressed and unshared with last mile on fiber/Ethernet output / Wi-Fi under surround OFC in ring) at High Court Campus. All terminating equipment will be provided by ISP with minimum **8 IP, if in future more IP will be required then selected ISP may be provide upto 50 IP without any extra cost.**
- ii) Installation, commissioning, configuring of the link and hardware (Modems, Router and SMS billing gateway etc).
- iii) Termination router to be provided by ISP along with link.
- iv) Managed internet link to be provisioned.
- iv) 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:

- i) 100 Mbps Internet Speed (Download and Upload should be 100 MBPS) at all time.
- ii) Packet Losses: Less than 0.5% (Average over 1000 ping).
- iii) Network Availability: More than 99.5 % per month.
- iv) 99.5% Uptime shall be calculated as $100 - \frac{\text{Total Time-Down Time}}{\text{Total Time}} \times 100$.

Deduction in payment will be made for downtime in the quarterly bills raised by the ISP provider in following manner:-

- a) If down time is less than 99.5% to 95% then the penalty will be imposed 5% of bill amounts in the quarterly bills raised by the ISP provider,
- b) If down time is less than 95% to 90% then the penalty will be imposed 10% of bill amounts in the quarterly bills raised by the ISP provider,
- c) If down time is less than 90% to 80% then the penalty will be imposed 20% in the quarterly bills raised by the ISP provider, and
- d) If down time is less than 80% then the penalty will be imposed 50% in the quarterly bills raised by the ISP provider.

In case of the above parameters are not found satisfactory High Court of Jharkhand, Ranchi reserves the right to cancel the contract with –one month notice.

6. OTHER TERMS & CONDITIONS:

- a)** Bidder should submit valid documentary proof of GST Registration.
- b)** Bidder should be a Nationalized Class- "A" ISP provider.
- c)** Hon'ble High Court of Jharkhand, Ranchi reserves the right to verify/seek confirmation of all original documentary evidence submitted by ISP in support of above mentioned specification for eligibility criteria. In case any information furnished by the bidder is found to be false / incorrect at any stage, the bid shall be summarily rejected and no correspondence on the same shall be entertained.

7. Submission of Tender:

- i)** Last date & Time for receipt of tenders is 26th November, 2017 till 5:00 p.m.
- ii) Taxes:** The percentage of all the taxes, duties, levies, must be quoted in clear terms separately. If the taxes are not mentioned separately, it will be presumed that the rates quoted are inclusive of all taxes.
- iii) Delivery:** The link should be delivered within 40 days after receiving of work order.
- iv) Hon'ble High Court of Jharkhand, Ranchi** reserves its right to cancel the notice inviting quotation at any stage of the matter.
- v) Tender received after stipulated date & time shall not be considered.**

It is further informed that the last date of submission of sealed quotation is extended to 26.11.2017 till 5:00 p.m.

Last Date: - 26.11.2017

**S/d- Ambuj Nath
Registrar General
High Court of
Jharkhand, Ranchi.**