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**ISLAMIA COLLEGE OF SCIENCE AND COMMERCE,
SRINAGAR, KASHMIR- 190 002
UGC AUTONOMOUS (NAAC ACCREDITED GRADE-A)**

No. ICS/ 1010-13/I-20/A-35

Dated: 16-7-2024

**EXPRESSION OF INTEREST FROM REGISTERED INTERNET SERVICE PROVIDERS
FOR INTERNET LEASED LINE CONNECTIVITY**

An expression of interest is invited from reputed and registered internet service providers for providing 100 Mbps internet leased line connectivity on uncompromised, unshared leased line (1:1) at this College, including installation, commissioning, testing and upkeep of the complete link for 03 years of service period renewable after every year based on review by the College internet Committee. Detailed specifications and other terms and conditions are available on College website www.isamiacollege.edu.in. Interested vendors are requested to go through the specifications, terms and conditions before offering rates. The complete wax sealed offers addressed to the Principal, Islamia College of Science and Commerce, Srinagar must reach the office of the undersigned by or before 31-07-2024 by 3:00 PM. Any information with regard to specifications, installation and service can be had from IT&SS of the College during working hours. Ambiguous and incomplete offers shall be straightaway rejected. Undersigned reserves the right to accept or reject any or all offers without assigning any reason thereof.

Sd/-

Prof.(Dr.) Tehmina Yousuf
Principal

c.c.

1. Dy. Director, Information Department, Srinagar for favour of publication in two leading newspapers in one insertion only.
2. Convenor, College Internet Committee
3. Accounts Officer
4. IT&SS for uploading on College website
5. Record



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**SPECIFICATIONS, TERMS AND CONDITIONS
FOR INTERNET LEASED LINE CONNECTION AT
ISLAMIA COLLEGE OF SCIENCE & COMMERCE
HAWAL, SRINAGAR J&K.**

**(ANNEXURE TO EXPRESSION OF INTEREST FROM REGISTERED INTERNET
SERVICE PROVIDERS FOR INTERNET LEASED LINE CONNECTIVITY ISSUED VIDE
NO. ICS/1010-13/I-20/A-35 DATED 16-7-2024)**

SCOPE OF WORK:

To provide 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 100 Mbps Internet connectivity on uncompressed, unshared leased line (1:1) at Islamia college of science & commerce., Srinagar Kashmir
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).
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, Srinagar Kashmir 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, Srinagar Kashmir will not purchase any additional hardware and vendor will have to provide all the required hardware.

Dates

The last date for receiving sealed offers is 31-07-2024 by 3:00 PM.

Contact

For further technical details contact
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Email: Jimmy_comp@yahoo.com