

# INDIAN INSTITUTE OF MANAGEMENT INDORE

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## Corrigendum-I

No.: IIMI/2016-17/15/Corrigendum-1

13-08-2016

The following amendments have been made in Tender No. IIMI/2016-17/15 dated 02-08-2016 for 30 MBPS (1:1) Leased Line Internet Connection at IIM Sambalpur Campus for one year.

Point No.	For	Read as
In Para No. 02 Technical Specification- Sr.No. (d)	ISP should have backup line and should provide 100% backup through alternate router (Self-healing fiber connectivity)	ISP should provide 99.5% up time SLA
Annexure-VI Sr.No. (d)	ISP should have backup line and should provide 100% backup through alternate router (Self-healing fiber connectivity)	ISP should provide 99.5% up time SLA

**Accordingly the revised Technical Bid (Annexure-VI) is attached. All bidders are requested to submit the bid in the attached revised format only.**

### **Revised critical dates of the tender:**

S. No.	Particulars	Date	Time
01	Bid Submission Close Date	23-08-2016	1100 Hrs.
02	Closing date & time for Submission of original EMD & Tender Fee	23-08-2016	1100 Hrs.
03	Opening of Technical Bids	23-08-2016	1130 Hrs.

Other terms and conditions remain unchanged.

Sd/-

Santosh Kumar Sahoo  
Officer (Stores & Purchase)

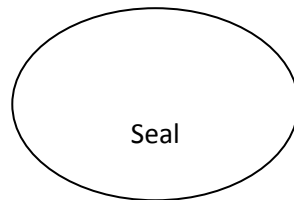
**ANNEXURE – VI**

**REVISED TECHNICAL**

Sl.	Supply, Installation, Commissioning & Maintenance of Full Duplex 30 MBPS (1:1) Leased Line Internet Connection at IIM Sambalpur Campus for one year as per the following technical specification	Compliance by the Vendor (Yes / No.)
(a)	The connection has to be made available within 30 days (maximum) from the date of issue of contract.	
(b)	The ISP will have to provide all the required Terminal Equipment, UPS and any other required accessories for the service.	
(c)	Last Mile Connectivity on Optical Fiber Cable.	
(d)	ISP should provide 99.5% up time SLA	
(e)	Throughput: 100% non-blocking [symmetric] uncompressed.	
(f)	Acceptable Packet Loss/Drop: <1% (Till ISP Internet Gateway and with no dependencies on CPE router)	
(g)	Leased line output interface should be on Ethernet, which will be terminated on Cyberroam firewall.	
(h)	ISP should provide the 30 minutes UPS backup for their terminal equipment to provide stable leased line connection to IIM Sambalpur.	
(i)	The ISP should quote total charges that includes equipment rental charges, installation charges, Registration charges, Local loop charges, port charges, service charges, internet charges, other charges if any.	
(j)	The ISP should provide a pool of 16 static public IP address for these services.	
(k)	The ISP should provide a service support of 24 X 7 basis.	
(l)	The ISP should monitor and maintain the leased line connectivity round the clock, which includes local circuit maintenance also.	
(m)	The ISP should ensure that the average round trip time for data packets will not exceed 30ms (milliseconds) between the ISP routers and Sambalpur or Edge Network, as measured over any continuous 15-minute period.	
(n)	ISP should have state of the art network Management Center and Network Operation Center, which operates on a 24*7 basis. ISP should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose. ISP should provide all the administrative contact information for maintenance. The	

	ISP should ensure that their Support team is contactable 24/7 by IIM Sambalpur. ISP should provide single point of contact for service requirements such as ordering, implementation, operations and billing related matters.	
(o)	In case of downtime shall not be more than 4 hours, failing which penalty* will be imposed. (*Penalty in Rs. Charges of one hour X downtime time in hours X 2)	
(p)	ISP should provide the link to monitor the leased line link utilization and should also provide Performance Reports: Real Time, Hourly, Daily, Weekly and Monthly basis.	
(q)	The contract shall be for one year starting from the date of installation of leased line, which may be further extended, subject to the services being found satisfactory by IIM Sambalpur.	
(r)	The bidder must have single fully functional contact support center with 24 X 7 supports within 30 Kms of IIM Sambalpur.	
(s)	Vendors must have their own outgoing and incoming gateway in Sambalpur / Bhubaneswar and have an optical fiber backbone and should have minimum two numbers of same or higher bandwidth Internet leased line customers in Odisha.	

Date:



Authorized Signatory:

Name:

Designation:

Place:

Contact No.: