

**Annexure-I****Scope, Technical Criteria, Maintenance, Payment****Terms Used:****Bidder** – Vendor participating in the tender as per the qualification criteria**Vendor** – Successful Vendor executing the contract after tender process**PO** – Purchase Order**CPE** – Customer Premise Equipment (Supplied by vendor)**ILL** – Internet Leased Line

<b>A. Scope of 8 Mbps Wireless Internet Leased Line Service</b>		Bidder's Compliance Yes / No	Bidder's Remarks
<b>1</b>	<p>The scope of wireless internet leased line service consists of:</p> <ul style="list-style-type: none"> <li>8 Mbps wireless Internet Leased Line Service with required CPE / Modems / Connectors, etc (1:1 uncompressed and unshared) shall be provided at Data Centre, BHEL, Hyderabad.</li> <li>The ILL Service shall be provided through two different links with automatic failover to ensure uninterrupted service.</li> <li>BHEL will provide Router and power source only. Vendor shall provide RJ45 connectivity to the router at data center.</li> <li>Proactive Monitoring of the Service and online reporting system.</li> </ul>		

<b>B. Qualification Criteria for Bidders</b>		Bidder's Compliance Yes / No	Bidder's Remarks
<b>2</b>	Bidder should have NLDs / ILDs License and <b>Category "A" ISP</b> as per GOI regulations. Copies of certificates shall be submitted with tender documents.		
<b>3</b>	Bidder must have executed at least TWO orders for providing wireless internet of bandwidth 8 Mbps or above <b>in Hyderabad</b> . Copies of the PO, execution and satisfactory certificate shall be submitted.		
<b>4</b>	<b>This Wireless link is to ensure uninterrupted internet connectivity. Since existing internet leased lines are from BSNL, offers from BSNL or its partners will not be considered.</b>		
<b>5</b>	Bidder shall satisfy statutory requirements / registrations applicable for the execution of Works Contract - PAN, VAT, GST / CST / ST, ESI / PF, etc. Copies of the certificates shall be submitted with tender documents.		
<b>6</b>	Bidder shall fulfill all statutory and safety requirements of personnel engaged in the contract execution. Due to noncompliance of the applicable statutory provisions, if BHEL has to incur any expenditure in this regard the same will be compensated by the Bidder.		

Name:

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Signature: with Date:

<b>C. Technical Criteria, Maintenance/Support, Payment</b>		Bidder's Compliance Yes / No	Bidder's Remarks
<b>7</b>	Bidder shall provide wireless internet bandwidth of 8 Mbps of type 1:1, symmetric, uncompressed and unshared on last mile. The ILL Service shall be provided through two different links with automatic failover to ensure uninterrupted service.		
<b>8</b>	Vendor shall do Installation, commissioning, configuring of the link with required hardware and providing Ethernet termination at BHEL server room. Location / Tower / Line of Site are in the scope of the vendor. UPS and connectivity to be taken care by the vendor Router will be provided by BHEL		
<b>9</b>	Vendor should provide IPv6 and IPv4 in dual stack mode.		
<b>10</b>	Vendor should provide at least 16 IPv4 and 32 IPv6 WAN addresses.		
<b>11</b>	The vendor shall maintain the equipment installed at BHEL premises. Any damage due to natural calamities/accidents shall be borne by the vendor. BHEL shall provide power source. Vendor shall maintain UPS and connectivity to the equipment		
<b>12</b>	The vendor shall guarantee 99.5% uptime calculated on quarterly basis. Any fall below the guaranteed uptime will result in penalty on pro rata basis.		
<b>13</b>	Vendor shall provide tools to monitor real time bandwidth utilization, log complaint online and provide onsite support if required.		
<b>14</b>	<b>Monitoring:</b> 24x7 proactive support system shall be available for monitoring and fault resolution. The following features shall be available to the monitoring system: Link Up/Down alerts through E-Mail and SMS Link downtime / Uptime reports. Bandwidth utilization reports. Packet Loss reports. Average latency reports.		
<b>15</b>	The service provider shall maintain and provide on-site support for the entire contract period on any hardware/software(s) provided for the delivery of the services under this contract. 24x7 Online support shall be provided.		
<b>16</b>	<b>Delivery Period:</b> Installation and commissioning of link shall be completed within a period of 60 days from the date of Purchase Order.		
<b>17</b>	ILL Service charges quoted shall remain FIRM for entire contract period and shall be inclusive of the following: Applicable Taxes as given in the Price Bid. Tax rates as applicable.		

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<b>18</b>	ILL Service charges will commence from the date of acceptance by BHEL. Acceptance Test includes: 1. Demonstration of 8Mbps Bandwidth. 2. Demonstration of monitoring system/ Tools.		
<b>19</b>	ILL Service charges will be paid on quarterly basis, on successful completion of each quarter with guaranteed uptime and on certification by BHEL. Penalty resulting from failure from guaranteed uptime will be deducted from the quarterly charges.		
<b>20</b>	<b><u>Period of the contract:</u></b> The contract period shall be one year from the date of installation and commissioning of the wireless link. BHEL reserves the right to extend the contract on the same rates, terms and conditions on yearly basis. BHEL reserves the right to terminate the contract with a notice of TWO months after the initial period of ONE Year. BHEL reserves the right to terminate the contract, if the vendor fails to maintain guaranteed uptime continuously for more than three months.		

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