

Tender Reference No: NUSRL/RNC/2025/

Date: 06-08-2025



Request for Quotation (RFQ)

Provisioning of 300 Mbps Internet Leased Line (ILL) Service

at

National University of Study and Research in Law, Ranchi

1. Introduction

National University of Study and Research in Law, Ranchi invites sealed Tender from eligible Internet Service Providers (ISPs) for provisioning a dedicated, secured, and reliable 300 Mbps Internet Leased Line (ILL) at our premises.

2. Scope of Work

Supply, installation, commissioning, and maintenance of 300 Mbps (1:1 dedicated bandwidth) Internet Leased Line at [Customer Address]. The service must be delivered on fiber/UBR based media with guaranteed bandwidth. Provider must ensure future scalability up to 1 Gbps Provision for at least 8 static public IPv4 addresses (expandable).

3. Technical Requirements

3.1 Service Availability (Uptime)

Minimum 99.5% availability on a quarterly basis.

3.2 Service Level Commitments (SLA)

Latency (Domestic): ≤ 40 ms

Latency (International): ≤ 150 ms (Mumbai–London), ≤ 260 ms (Mumbai–New York)

Packet Loss: $\leq 1\%$

Jitter: ≤ 5 ms

3.3 MTTRespond & MTTR

Respond time: ≤ 20 minutes

MTTR:

- Top 20 Cities: ≤ 3 hours (Fiber)

- Rest of India: ≤ 6 hours (Fiber)

3.4 Redundancy

Dual-path last-mile fiber from two different PoPs. Auto-failover capability required.

3.5 Security & Protection

DDoS protection included. Optionally managed firewall service.

3.6 Infrastructure Ownership

Only ISPs with self-owned backbone and last-mile fiber are eligible.

3.7 Network Monitoring & Reporting

24x7 NOC, real-time dashboards, monthly SLA reports, account manager.

4. Eligibility Criteria

- Valid Category-A Unified License (UL) from DoT.
- Minimum 5 years of experience in providing ILL services to enterprises.
- At least 3 references of 300 Mbps or higher ILL links installed for large customers.
- PoP within 5 km of the customer premises.
- ISO 27001:2013 certification for network security.
- Bids may be submitted by:
 1. ISP directly
 2. Authorized channel partner (must attach valid authorization letter)

5. Penalty & Performance Clauses

For downtime beyond SLA, the provider will pay a penalty of 3x pro-rata rental for the affected duration. Non-compliance of any SLA parameter will lead to proportionate service credits.

6. Commercial Terms

- Quote both Annual Recurring Cost (ARC) and Monthly Recurring Cost (MRC).
- Pricing must be inclusive of installation, commissioning, and hardware (if any).
- Prices should be valid for 3 years from the date of award.
- Payment terms: Quarterly in advance.
- Provider must commit to price protection for the contract period.

7. Bid Submission

Quotations must be submitted in a sealed envelope by **3:00 p.m. on 14-08-2025** to:

The Registrar,
At Nagri, PO Bukru
Ranchi Pithoria Road,
Ranchi - 834006

Envelopes should clearly mention “RFQ for 300 Mbps Internet Leased Line”.

8. Evaluation Criteria

- 70% Technical Evaluation (SLA compliance, infrastructure ownership, redundancy, certifications).
- 30% Commercial Evaluation (Total cost of ownership).
- Preference will be given to providers meeting 100% eligibility and technical compliance.

9. Contact Details

For any queries regarding this RFQ, please contact:

Contact: Mr. Alok Ranjan
Establishment

8580322071

purchase@nusrlranchi.ac.in

Annexure-1: SLA Compliance Sheet

(To be filled and signed by the bidder)

SLA Parameter	Bidder Compliance (Yes/No)
Service Availability $\geq 99.5\%$	
Domestic Latency ≤ 40 ms	
International Latency ≤ 150 ms	
Packet Loss $\leq 1\%$	
Jitter ≤ 5 ms	
MTTRespond ≤ 20 minutes	
MTTR (Metro) ≤ 3 hours	
MTTR (Non-Metro) ≤ 6 hours	
24x7 NOC Monitoring	
ISO 27001 Certification	

Annexure-2: Customer References

(List of similar deployments done in the last 3 years)

Customer Name	Location	Bandwidth	Contact Person & Number

Financial Bid

Sr. No.	Description	Qty.	Period	Monthly Rate	Annual Amount	Tax Amount (with %age)	Total Amount (Rs.)
	Supply, installation, commissioning, and maintenance of 300 Mbps (1:1 dedicated bandwidth) Internet Leased Line	300 MBPS	12 Months				
Total (INR)							

(Amount in words: Rupees _____)

Note: The above rates should be inclusive of all taxes and duties.

Signature with Stamp of Authorized Person

Date:

Full Name:

Place:

Company's Seal: