Request For Budgetary Estimate of 1 Gbps Internet Leased Line (ILL)

HSCC/LHMC/ILL/1 Gbps/2025 Date: 24/10/2025

HSCC (India) Ltd. intends to invite on-line bids from eligible bidders, in single stage two bid systems for Supply, installation, testing and commissioning of 1 Gbps Internet Leased Line (ILL) for LHMC.

Technical Specifications and Bill of Quantity proposed for above are enclosed herewith. It is requested to submit the Budgetary Quotation of the same inclusive of all taxes & duties.

The quotation should be on Company Letter Head with sign and stamp as per the BOQ format enclosed and should be submitted in Hard Copy only in a sealed envelope within 10 days of issue of this Notice at the following address:

General Manager (IT)
IT Department
HSCC (India) Ltd.,
E-6(A), Sector-1,
Noida (U.P.) - 201301.

General Manager (IT),
HSCC (India) Ltd.

TECHNICAL SPECIFICATIONS AND REQUIREMENTS

INTRODUCTION

LHMC, New Delhi has been laying emphasis on reaping the benefits of information technology to effectively serve the national and international community to be an institution of international standard and repute in the areas of knowledge networking and develop state-of-the-art databases on health record.

SCOPE OF WORK

To cater the Internet bandwidth and connectivity requirement, LHMC New Delhi intends to hire 1 Gbps dedicated uncompressed symmetric Internet Leased Line (1:1) Connectivity through Leased Line (redundant fully fiber optic) with assured bandwidth of 1 Gbps at LHMC, New Delhi, on end- to-end basis per annum.

LHMC is indenting to utilize the required bandwidth to be made available uninterrupted for 24 X 7 X 365 basis on reliable media i.e. fiber optic for running various common network services such as hosting website, Internet access, web mail, running HMIS, PACS, QMS, EMS, LMS, e-Office & related applications etc. If any earthwork/minor civil work is involved inside the premises it should be done by the bidder without any extra cost in intimation to the HSCC/client.

Routers, UPS or any other item/equipment required for providing the required 1 Gbps Internet Leased Line services should be provided by the agency/service provider without any additional charges. Maintenance of the same during the contract period is the responsibility of the agency/service provider.

HARDWARE PROVISIONING & MAINTENANCE:

The bidder shall provide all the equipment such as mux, modems, converters and any other hardware required to terminate the internet leased line at LHMC, Delhi. The maintenance of all such equipment will be with bidder only. Client shall provide power and space for co-locating the termination equipment without any charges. The bidder must specify in the bid the space and power requirements for their equipment.

PERIOD OF SERVICE:

The bidder shall provide the services under the contract valid for a period of 01 year starting from the date of Commissioning & Acceptance of the client. The Internet Leased Line (ILL) services shall initially be contracted for a period of one (1) year. The services may be renewed after completion of the first year based on the satisfactory performance of the service provider and the requirement of LHMC, on the same rate as applicable for the first year or at a lower/discounted rate as prevailing in the market at the time of renewal, whichever is beneficial to LHMC.

Details of the period of services are as under:

1. Set-up of 1 Gbps Internet Leased Line at LHMC, Delhi - completion within 1 calendar month.
2. Providing services of 1 Gbps Internet Leased Line for the period of 5 years (contract reviewed & renewed on yearly basis).

The service provider shall be responsible for Supply, Installation, Testing, Commissioning & Maintenance of the Internet connectivity to ensure 99.8% uptime of the Internet Leased Line provided, on monthly basis. **The service provider shall be ready to relocate the Leased Line in nearby building/block during the period of service/contract if as & when required without any additional cost.**

The technical requirements with terms and conditions are given below:

1. I P Addresses

The bidder shall provide 32 IPV4 IP addresses for exclusive use by client.

2. The bidder shall do installation & configuration of modems, routers or any such associated Fiber-optic equipment to make the entire system working to provide sustained Internet Leased Line of not less than 1 Gbps.

3. Bidder should guarantee for LHMC, Delhi backbone support for uptime of 99.8%.

4. Local Loop has to be through Fiber Cable, wherein optical fiber is extended right up to the customer premises.

5. Network redundancy has to be built to protect the traffic from cable cuts.

6. Providing last mile connectivity to the LHMC, Delhi premises will be the responsibility of Service Provider. The Service Provider shall meet associated hardware such as modems/converters and so on.

7. Complete detail of service provisioning including offered bandwidth, compression type, termination details etc. are to be clearly stated.

8. Service Provider should provide details of the proposed connectivity, viz., the name of the cable and landing points of the involved cable.

9. The last mile connectivity up to LHMC Delhi premises should not be laid by third party.

10. At the bidder's end the link shall terminate at a Point of Presence (POP), which is owned by the bidding company. The bidder will deliver the last mile on its own optical fibre from bidder's POP to LHMC, Delhi premises.

11. Redundancy: The bidder shall provide the last mile i.e local loop based on optical fibre in self-healing ring topology to enable service availability on 24x7x365 basis.

12. Bidder must possess expertise on the complete set of BGP protocols, and prevent malicious/spurious traffic to LHMC Delhi. The bidder shall provide cover to LHMC Delhi during any such global or targeted attacks**.** DDOS attack is not required. All BGP protocols should be followed.

13. The bidder shall provide complete technical support for Implementation of BGP and other routing related aspects to LHMC Delhi.

14. The ISP's network shall support IPv6 and all necessary technical support for implementation shall be provided to LHMC Delhi as and when required.

15. The bidder must provide the all relevant details of its peering points with NIXI.

16. Quality of Service (QoS)Parameters:
    Port availability:- 99.8% calculated on monthly basis

17. The service provider shall provide 24/7 Help desk support to LHMC Delhi and carry out Proactive maintenance, management and monitoring of the Internet Leased Line links to meet the desired SLA. The bidder must also provide methodology for problem management, resolution and escalation.

18. The bidders Network Operation Centre must respond to the complaints from LHMC Delhi on 24/7 basis in the event of any failure or any attacks from internet.

Service Performance& Deliverables

1) The bidder must have a state of the art Network Management Centre or Network Operation Centre to ensure complete monitoring and process driven support on 24x7x365 basis to enable trouble shooting of all types of problems.

2) The bidder should provide monitoring tools at LHMC Delhi for Bandwidth/Usage/Performance monitoring on real time basis. The bidder should be capable of providing Bandwidth usage reports, Performance reports on Real time /Hourly /Daily/ Weekly /Monthly basis & Network latency reports. Latency should be standard i.e. 80 ms.

3) Planned Downtime:-
There shall however, be a provision for planned maintenance activity in the service providers' network for which the service provider shall inform LHMC Delhi at least 10 working days in advance. The maximum window for such maintenance shall not exceed 8 hours in six months with a single block not exceeding 4 hours at a stretch. The downtime period taken for the planned maintenance activity shall be made available only during off-peak hours and as advised by LHMC Delhi. The downtime period taken for planned maintenance activity shall not be reckoned for calculating the Uptime availability of the services.

4) Service Level Guarantee:-

The bidder will have to meet service level parameters as mentioned. The bidder shall ensure to provide the minimum service availability of 99.8% on monthly basis and meeting the QoS parameter defined above.

5) Damages for Service Failure:

Bidder should give uptime guarantee of 99.8% on monthly basis. If the Quality of Service (QoS) parameters as defined are not met for any duration of time, the link shall be deemed to be down for such duration and penalty shall be imposed.

Damages for failing to maintain the stipulated internet port/link uptime of 99.8 % on monthly basis shall be calculated as under.

Uptime (%) per month	Damages for Service Failure to be deducted from the agency's Invoices.
>=99.8	0
>=99 and <99.8	5 % of 'x'
>=98.5 and <99	10 % of 'x'
>=98 and <98.5	15 % of 'x'
>=97.5 and < 98	20% of 'x'
>=97 and < 97.5	30% of 'x'
	where 'x' is the total monthly charges payable to agency

If the uptime (%) per month is less than 97% for 2 consecutive months, LHMC Delhi reserves the right to review and terminate the contract.

6) In case of any degradation of service at any point during agreement period, the penalty conditions are to be imposed.

7) A Service Level Agreement shall be signed between client and Service Provider wherein the penalty clause as given below is to be accepted.

Other terms & conditions are mentioned below:

1.0 The bidder should have

i. Direct peering (connectivity) with Tier 1 carriers to minimize numbers of hops.
ii. Local peering, within India, with at least one other bidder.

1.1 The bidder should have fully resilient and self-healing network architecture, on fiber medium.

1.2 In case bidder's national backbone uses the infrastructure of other licensed National Long-Distance Operations (NLDO), the bidder must indicate the capacity available through these other provider networks, as well as indicate the existing SLA with all involved providers which should be complying and committing, at least 99.8% service availability including the last mile connectivity, on a 24*7*365 basis.

1.3 The bidder must have adequate support facility in Punjab to provide 24* 7* 365 customer support and:

a. The bidder should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.
b. The bidder should have single Toll Free number for all the call logging and status update.
c. The bidder should have well defined capabilities and procedures to track call resolution progress status and provide the updates to the customer. In addition, bidder should have well defined management and technical escalation procedures.

1.4 The bidder has to provide monthly Multi Router Traffic Grapher (MRTG) Report of usage of Bandwidth and will ensure that LHMC Delhi is getting 1 Gbps (1:1) Bandwidth.

1.5 The bidder must submit, the detailed schematics/network diagrams explaining the implementation scheme, route map of the proposed connectivity along with their technical proposal. The proposal should clearly bring out the Bill of Material (BOM), the space and power required in LHMC's Internet data center required to commission and provision the Internet connectivity.

1.6 LHMC Delhi may inspect the bidder's PoP (Point Of Presence) during tender evaluation to verify details submitted by the bidder in the bid.

1.7 Providing last mile connectivity to LHMC will be the responsibility of bidder. All equipment such as mux, modems/converters etc. should be provided by the bidder. Bidder will be responsible for the maintenance of this equipment.

1.8 During the contract period if there is any reduction in the tariffs for Internet Lease Line in the market due to changes in Government policy etc., the benefit of subsequent price reduction shall be immediately passed on to LHMC.

1.9 During currency of the contract, client reserves the right to re-negotiate on the tariffs being charged, based on market conditions, after one year apart from any other reductions in tariffs due to Government policies.

1.10 Client at any time may terminate the Contract by giving written notice of one month in advance to the selected agency/service provider, without any compensation, if the selected agency/service provider becomes bankrupt of otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to LHMC.

1.11 Tenderer are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders (so far as is practicable), the form and nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. A bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. The bidder shall be responsible for arranging and maintaining at its own cost all materials, tools and all other services required for executing the work unless otherwise specifically provided for in the contract documents. Submission of a tender by a bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and of conditions and rates at which stores, etc.

The Bidders should make visit to see and understand the current IT set up of LHMC, Delhi including servers, switches, firewall, wireless controller, access points, Network Management Solution (NMS) etc. at Server room so as no incompatibility is left.

Payment Terms

The standard payment terms shall be as below:

I. The 100% payment for One Time Charges of the contract value will be made by client/LHMC after 90 days of successful commissioning of Internet lease line and acceptance test at the site in terms of agreement.

II. The payment of recurring charges will be made by client/LHMC on quarterly basis after successful commissioning and acceptance test subject to the satisfactory performance of the services and against the submission of the invoice.

Deduction of Taxes as applicable shall be made from each bill as applicable.

User Acceptance Tests (UAT)

User Acceptance Testing (UAT) consists of a process of test to assure that Inter Leased Line connection has been installed & commissioned according to the specifications mentioned in tender document and accepted by the Client.

Handing over & Taking over process

For handing over & taking over process in addition to clauses specified the following services/works to be complied by the agency/service provider:-

a) Rectification of all defects shall be carried out by the agency before Handing over/Taking over process.

b) All services/equipments/Hardware/Software/Application Software/Network to be run and check as per requirements and satisfaction of Client.

c) Agency shall submit catalogues, brochures, operation manual, manufacturer test certificate, Guaranty/Warranty papers, licence etc for all equipments/Hardware/Software before handing over & taking over process.

BUDGETARY QUOTATION					
Subject: Supply, installation, testing and commissioning of 1 Gbps Internet Leased Line (ILL) for LHMC.					
Reference No.		**HSCC/LHMC/IT/ILL/1 Gbps/2025**			
Name of Internet Service Provider (ISP)					
Address & Contact Details of the ISP submitting the Budgetary Quotation:					
S. No.	Description	**Unit**	**Total Quantity**	**Rate Per Unit (In Rs.) with inclusive of All Taxes & Duties**	**Amount (In Rs.) with inclusive of All Taxes & Duties**
1	One Time Cost	No.	1		
2	Annual Recurring Charges for Internet lease line for 1st year & 1st quarter	No.	1		
3	Annual Recurring Charges for Internet lease line for 1st year & 2nd quarter	No.	1		
4	Annual Recurring Charges for Internet lease line for 1st year & 3rd quarter	No.	1		
5	Annual Recurring Charges for Internet lease line for 1st year & 4th quarter	No.	1		