

# High Court of Jharkhand, Ranchi

## NOTICE INVITING TENDERS

Ref. no.-1634/Accts.

Date – 03.07.2025

Sealed Tenders are invited from reputed internet service providers (ISP) for providing 2GBPS (1:1 under surround OFC in ring) Internet Lease Line at High Court Building, Dhurwa, Ranchi for a period of 1 (One) year. (Sealed tenders must be submitted in Accounts Establishment Section of the High Court).

### Terms and conditions for Lease Line:-

#### **1. PERIOD OF INTERNET CONNECTIVITY SERVICE CONTRACT:**

The Internet Connectivity contract shall be initially for a period of (1) One year.

#### **2. Delivery Period & Installation:-**

Bidder should quote the minimum and maximum period he will take to install/operate the link at Hon'ble High Court of Jharkhand, Ranchi. The supply shall actually be deemed to have been completed on the actual date of installation & activation of Link.

#### **3. WARRANTY PERIODS:**

- i) The ISP will be responsible for the comprehensive maintenance for the entire warranty period of one year. Warranty period will start after the acceptance of installation & testing of complete connectivity.
- ii) The ISP will do preventive maintenance once a quarter for upkeep of the systems running. The schedule will have to be adhered to strictly by the ISP.
- iii) 99.5% Uptime shall be calculated as  $(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$ .

Deduction in payment will be made for downtime in the quarterly bills raised by the ISP.

iv) The response time for attending the faults will be two hours (maximum) after they are reported to the ISP. The ISP will rectify the faults within 24 hours failing which, the ISP will arrange temporary replacements.

v) The services shall be provided 24 hours & 7 days in a week.

#### **4. RESPONSIBILITIES UNDER THE CONTRACT:**

**The ISP would be responsible for the following:**

- i) To provide Internet Speed connectivity of 2 GBPS Internet Lease Line (1:1 with last mile solution through OFC in ring with protection path) at Hon'ble High Court of Jharkhand, Dhurwa, Ranchi. All terminating equipment will be provided by ISP with minimum **25 IP, if in future more IP will be required then the ISP will provide upto 50 IP without any extra cost.**
- ii) Installation, commissioning, configuring of the link and hardware (Modems, Router etc).
- iii) Termination router to be provided by ISP along with link.
- iv) Managed internet link to be provisioned.
- v) An Escalation Matrix along with the response time should be clearly specified in the Bid.
- vi) The agency/firm must have a fully functional Network Operation Centre(s) to monitor and manage ILL Link(s) and Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment.
- vii) Testing of all equipment should comply with latest NSCS (National Security Council Secretariat) Guidelines.
- viii) The Link provided by the bidder should be resilient against all type of Cyber Attacks including the (Distributed denial of service) DDoS.

**5. ISP will be required to sign Service Level Agreement with the undersigned within a week having the following:**

- i) 2 GBPS Internet Speed (Download and Upload should be 2 GBPS) at all time.
- ii) Packet Losses: Less than 0.5% (Average over 1000 ping).
- iii) Network Availability: More than 99.5 % per month.
- iv) 99.5% Uptime shall be calculated as (Total Time-Down Time) x 100/Total Time.

Deduction in payment will be made for downtime in the quarterly bills raised by the ISP provider in following manner:-

- a) If down time is less than 99.5% to 95% then the penalty will be imposed 5% of bill amount in the quarterly bills raised by the ISP provider,
- b) If down time is less than 95% to 90% then the penalty will be imposed 10% of bill amount in the quarterly bills raised by the ISP provider,
- c) If down time is less than 90% to 80% then the penalty will be imposed 20% of the bill amount in the quarterly bills raised by the ISP provider, and
- d) If down time is more than 80% then the penalty will be imposed 50% of the bill amount in the quarterly bills raised by the ISP provider.

In case of the above parameters are not found satisfactory High Court of Jharkhand, Ranchi reserves the right to cancel the contract within One months notice.

**6. Payment terms:** The payment for bandwidth charges for internet lease line subscription shall be made on quarterly basis and will be released within 20 days after submission of invoice. The billing cycle for internet leased line shall start after successful installation and activation of link.

**7. Other terms and conditions:-**

- 1. Bidder should submit valid documentary proof of GST Registration.
- 2. Bidder should be a Nationalized Class- "A" ISP provider.
- 3. Hon'ble High Court of Jharkhand, Ranchi reserves the right to verify/seek confirmation of all original documentary evidence submitted by ISP in support of above mentioned specifications for eligibility criteria. In case any information furnished by the bidder is found to be false/ incorrect at any stage, the bid shall be summarily rejected and no correspondence on the same shall be entertained.
- 4. Taxes:- The percentage of all the taxes, duties, levies must be quoted in clear terms separately. If the taxes are not mentioned separately, it will be presumed that the rates quoted are inclusive of all taxes.
- 5. Delivery:- The link should be delivered within 30 days after receiving of work order.

**8. Submission of Tender:-**

- 1. Last date & Time for receipt of tenders is 23.07.2025 till 4:30 p.m.
- 2. Tenders received after stipulated date & time shall not be considered.

**In case the above parameters are not found satisfactory, High Court of Jharkhand, Ranchi reserves the right to cancel the contract with one month's notice. In case of any error, omission and confusion etc. interpretation of High Court of Jharkhand shall be final.**

Sd/-  
Registrar (Establishment)  
High Court of Jharkhand