

Appendix-I

Sr. No	Detailed Specifications
1	The bidder should have a valid Category Class A ISP license from Govt. of India (Attached a copy of license).
2	The Internet connectivity leased line should have fully dedicated (1:1), unshared & High Quality 30Mbps symmetric bandwidth without any compression factor.
3	All the equipment supplied by bidder should be capable of handling higher Bandwidth in case upgradation is required in the later stage.
4	The ISP/bidder should have Network Operation Center (NOC) for trouble Shooting around the clock.
5	Internet Router port at ISP Gateway for required Bandwidth and 8 Public IP Addresses.
6	Any Software and Hardware required established the purchased bandwidth will be provided by bidder to make leased line fully functional
7	The Bidder should submit technical literature explaining the proposed implementation diagram with the technical bid
8	The firm / agency must have a fully functional Customer Service Center(s) in Ahmedabad, which is fully operational 24 X 365 days.
9	The Bidder should have Direct toll free number to register complaints round the clock (24X7), Maintenance support service (24 hours and 7 days a week)
10	Bandwidth Utilization (in Mbps, in frames/sec), Errors (frames/sec), Discarded (frames/sec), Non unicast(frame/sec), Bandwidth availability, Packet loss(in %), Latency of links etc. through any network monitoring tool / web browser provided by service provider
11	Bidder should have valid ISO 9001 and ISO 27001 Certification.
12	Band width service 30Mbps Internet Leased Line Connectivity (1:1, uncompressed and unshared)
13	Bidder has to provide material/service as per Scope of work and above specification.