

JAMIA HAMDARD

(Deemed to be University) Accredited by NAAC in 'A' Category Phone : 011 26059688 (12 Lines) Fax : 011 20059663 Website; www.jamiahamdard edu HAMDARD NAGAR

NEW DELHI - 110062

JH/RO/ICOR/2022/30 Dated 07.10.2022

TO WHOM IT MAY CONCERN

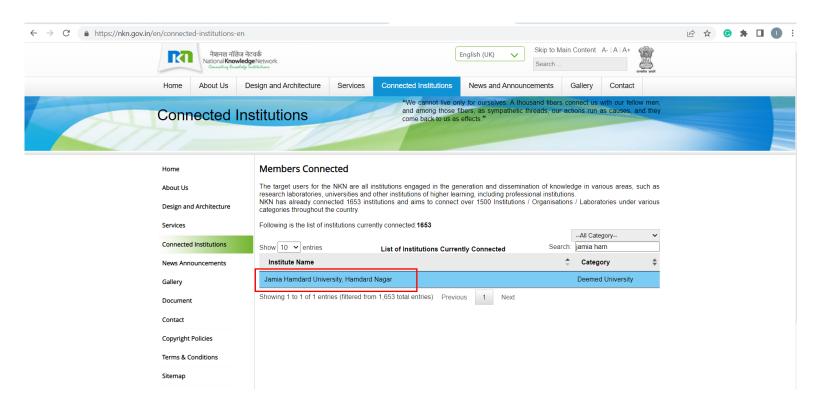
This is to certify that Jamia Hamdard, Hamdard Nagar, New Delhi-62 is having 1 Gbps (1:1) bandwidth under National Knowledge Network, GOI. It can also be verified from the URL link for the list of connected institutions page of NKN website given as under

https://nkn.gov.in/en/connected-institutions-lt-en

Onetime payment of Rs. 49, 63, 508 has been made to NKN vide OCR No. 64/05 dated 04.03.2011 (copy enclosed) and there is no requirement for the monthly bill.

Registrar

Registrar Jamia Hamdard (Deemed to be University) Hamdard Nagar New Delhi - 110062



MAHANAGAR TELEPHONE NIGAM LIMITED O/O THE GENERAL MANAGER (TR) K.L. BHAWAN, JANPATH, NEW DELHI

No. DGM (TR)/NME-ICT Project/5/2010-11 Dated at ND the July 77, 2010

The Vice Chancellor Dinector

Jamia Hamdrad University

New Dethi - 110062

ub: Demand note @ 25% of the cost for provisioning of 1Gbps link to each university -under NME-ICT project of MHRD.

ind attention: Sh. Afsan Alam Nodal officer

7ith reference to the NME-ICT project of MHRD kindly find enclosed herewith demand note for 25% of syment to be made by university concerned for provisioning of 1 Gbps link for connectivity with NKN-DP as per details enclosed herewith.

emand Note of Rs 49,63,500/- (Forty Nine Lakh Sixty Three Thousand Five Hundred Only)

Deputy General Manager (IRTHQ MTNL, NEW DELHI.

to: 1. The PPS to the Secretary, DOT Contact No-9868 133385

2. CMD. MTNL

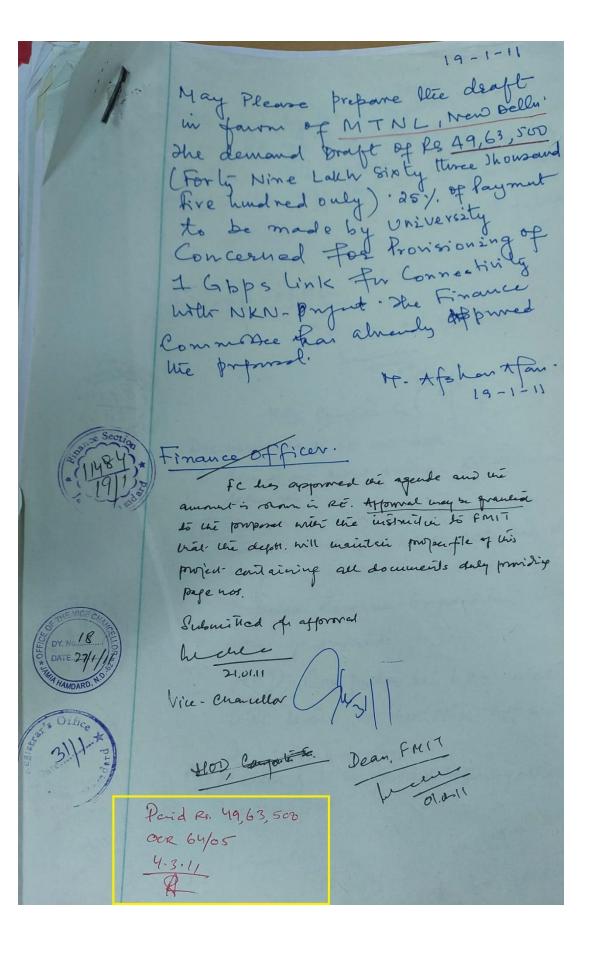
3 ED-DELHI/ED-MIIMBAT

4. PGM (O)

5. GM (Fin.)/GM (TR)/GM(BD-CO)/GM(LC)/GM(CPSL)

height falls

Hos (computer)



1. Alternative Bandwidth arrangement (50 Mbps, Provider – Spectranet)



(Declared as Deemed-to-be University under Section 3 of the UGC Act, 1956 vide Notification No. F.9-18/85-U.3 dated 10.5.1989 of the Government of India) Accredited by NAAC in 'A' Category Phone : 011 26059688 (12 Lines)
Fax : 011 26059663
E-mail : inquiry@jamiahamdard.edu
Website : www.jamiahamdard.edu

HAMDARD NAGAR NEW DELHI - 110062

Dated: 29/01/2021

Ref: JH/PS/ Quot-592/August-2019/bandwidth/

To, M/s. SHYAM SPECTRA PVT LTD 258, Okhla Industrial Estate, Phase-3 New Delhi-110020

Ref: Yours quotation No. JH/PS/ Quot-592/August-2019/

You are being awarded work order to supply, install and provide following items and services as per given specifications and rates. Terms and conditions are mentioned overleaf.

S. No	Description	Quantity	Rate Rs	Amount
1	Non shared, non-compressed (1:1) 50Mbps Internet lease line for one year starting with access of Internet by Jamia Hamdard with 256 Public IPs (detailed technical Specs, terms and conditions are attached on Annexure "A"		3,77,600/-	3,77,600/-

- Prices are inclusive of all taxes.
- Service parameters given at Annexure "A".

Indenting Officer:

System Analyst (Networking) Computer Centre

Dy. Registrar

TERMS & CONDITIONS

- 1. The specifications given on above should be strictly followed
- 2. All repairs/replacement must be done within 2 hours. The ISP shall provide details of downtime along with quarterly bills.
- 3. In case of delay in supply 2% deduction will be made from the bill.
- 4. Jamia Hamdard will deduct an amount of 0.25% from all the bills for Jamia Hamdard Relief and Welfare Funds.
- 5. In case of any manufacturing defects in the equipment, it should be replaced immediately.
- 6. Jamia Hamdard reserves the right to accept/ reject any item without assigning any reason thereof.
- 7. Start of Work: The work will start from the date of issue of acceptance certificate by Jamia Hamdard.
- 8. Project Completion: Within two weeks of acceptance of work order to M/S SHYAM SPECTRA PVT LTD

- 1. Quality of Service
 - a) Packet loss <1%
 - b) Domestic Latency <80 Millisecond during peak traffic hours.
 - c) Availability 99% (Calculate on quarterly basis)
 - d) Service availability would be calculated as following:

Service Availability = $\frac{\text{Quarter (days)} \times 24 \text{ hours } \times 60 \text{mons-Vaid down time } \times 100}{\text{Quarter (days)} \times 24 \text{ hours } \times 60 \text{ mins}}$

 In case the services availability percentage is less than the service availability assurance percentage, ISP shall provide to customer service credits as mentioned.

Type of SLA	Service Availability Percentage	Service Credit (Days)
Standard UP to 99%		Nil
Standard	98.49% to 98.99%	1 Days
	98.49% to 98.49%	2 Days
	98.00% to 98.47%	3 Days
		4 Days
	Less than 97.50%	ISP's 1st Tier 1 peering point.

Average latency should not be more than 350 ms up to ISP's 1st Tier 1 peering point.

2. The ISP will designate routers in India and other key countries. The expected average roundtrip transmission delays between these designate routers are to be calibrated as below.

		Upper Limit on Round Trip Delay	Packet Loss Percentage
Sr.No	Country	280 ms	<1%
1	U.S.A		<1%
2	U.K	160 ms	<1%
3	Singapore	90 ms	<1%
		130 ms	<1%
19. 11.004	Hong Kong	160 ms	
	Tokyo	300 ms	<1%
5	Australia	300 1115	

3. No of IP addresses FQDN and Enablement of Voice Port as per the table given below

Descrip Numbe	r of IP Address	Minimum 256 required for 50 Mbps	
IP Add	ress to FQDN reverse	Yes	
Enablig	ng Provided ng the voice port for video rencing/Multimedia	Yes	

Alhson 09/02/21

The vendor will be responsible for the comprehensive maintenance during the entire agreement period after the acceptance of installation of herebyers for which agreement period after the acceptance of installation & testing of hardware for which Jamia Hamdard will not make any action.

The vendor will do preventive maintenance service once a quarter for upkeep of the

system running. The schedule will have to be adhered to by him. 99.0% uptime shall be calculated as per SLA. Deduction in payment will be made for

downtime in the quarterly bills raised by the ISP.

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

The bidder shall provide following reports on the web for reviewing service parameters.

- Actual Bandwidth
- Summary of usage weekly, monthly and quarterly
- Monthly network bandwidth availability

Service report The bidder shall provide web based interface access capable to provide the Bandwidth utilization (In Mbps), Packet loss (in %), latency report to Jamia Hamdard, New Delhi -