TERMS OF REFERENCE

Background

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is fully owned by the German Government and works in the field of international cooperation for sustainable development. GIZ is also engaged in international education work around the globe and currently operates in more than 130 countries worldwide, www.giz.de

Germany has been cooperating with India by providing expertise through the organizations now forming GIZ for more than 50 years. To address India's priority of sustainable and inclusive growth, GIZ's joint efforts with the partners in India currently focus on the following areas:

- Energy- Renewable energy and energy efficiency
- Sustainable Urban and Industrial Development
- Natural Resource Management
- Private Sector Development
- Social Protection
- Financial Systems Development
- HIV/AIDS-Blood Safety

The GIZ Office in New Delhi, India is looking for professional internet service provider to cater its three major premises for providing internet lease line as per the details given below-

Bandwidth required

Total bandwidth of 55 mbps for three major premises as per the segregation given below

Address of Office Premises & segregation of bandwidth

Location	Total Mbps
B-5/1 & B-5/2, Safdarjung Enclave, New Delhi-110029	30 mbps
A2/18, Safdarjung Enclave, New Delhi- 110029	20 mbps
46, Pachimi Marg, Vasant Vihar, New Delhi- 110057	15 mbps

Technical specification

- It should be single point of contact (Customer Support for all location)
- Fibre Connectivity from vendor office (node) to GIZ-Office with ring topology (Signed network Diagram should be attached with the proposal)
- At least 32 (16+8+8) static IP addresses allocated to GIZ-Office
- DNS services for the allocated IP addresses
- 99% internet working up-time

- Service level / customer support matrix should be clearly defined and signed between parties
- All equipment required for last mile connectivity in GIZ-Office and last point for connectivity should be Ethernet port (I/O outlet).
- Maintenance of link and all supplied equipment.
- MRTG Settings for GIZ Connection.

Financial Quote

- Should be submitted in separate template enclosed in tender package and also in a separate envelope *(ref. invitation to tender)*.

Particular	Particular	Charges
B-5/1 & B-5/2, Safdarjung Enclave, New Delhi- 110029	30 mbps	
A2/18, Safdarjung Enclave, New Delhi- 110029	20 mbps	
46, Pachimi Marg, Vasant Vihar, New Delhi- 110057	15 mbps	
Initial capital expenditure (one time installation cost)	Booster, wiring etc	
Monthly recurring charges if any		

Eligibility Conditions

The company should have minimum continuous experience of more than 10 years providing lease line services to at least 10 reputed organizations

Contract Period

The contract will be initially for **two year period** effected 01 Sep 2016 and will be renewed for a further period keeping in view the satisfactory performance of the job. However in event of non-performance/un-satisfactory services the contract can be terminated by giving one month notice.

General Provision

1. The company has to submit single monthly bill for all the service rendered latest by 07th of every month, which will be paid within five work days, after deduction of TDS (if applicable).
2. Installation time of new connection should be mentioned in the proposal (No. of Days).
3. Problem resolving time and working hrs (in day) of the service engineers / team should be mentioned in the proposal.
4. TDS on all the payments will be deducted as per government applicable norms.