



സാമൂഹ്യനീതി ഡയറക്ടറേറ്റ്,  
വിക്കാസ് ഭവൻ,  
തിരുവനന്തപുരം  
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വിജ്ഞാപനം

കേന്ദ്ര സർക്കാർ മുതിർന്ന പൗരൻമാർക്കുവേണ്ടി നടപ്പിലാക്കുന്ന പരാതി പരിഹാര സംവിധാനമായ നാഷണൽ ഹെൽപ്പ് ലൈൻ എന്ന പദ്ധതിയിലേക്ക് ഒരു ഇന്റർനെറ്റ് ലീസ് ലൈൻ, പി.ആർ.ഐ. സെക്കൻഡറി കണക്ഷൻ എന്നിവ എടുക്കുന്നതിനായി ടെലികോം സർവീസ് പ്രോവൈഡിംഗ് ഏജൻസികളിൽ നിന്ന് താത്പര്യപത്രം ക്ഷണിക്കുന്നു.

താത്പര്യമുള്ള ഏജൻസികൾ 23/07/21 നകം സാമൂഹ്യനീതി ഡയറക്ടർ, സാമൂഹ്യനീതി ഡയറക്ടറേറ്റ്, വിക്കാസ്ഭവൻ ( അഞ്ചാംനില) ,തിരുവനന്തപുരം എന്ന വിലാസത്തിൽ ബജറ്റ് എന്ട്രിമേറ്റ് സഹിതമുള്ള വിശദമായ പ്രൊപ്പോസൽ സമർപ്പിക്കേണ്ടതാണ്. കൂടുതൽ വിവരങ്ങൾക്കായി <http://swd.kerala.gov.in/> എന്ന വെബ്സൈറ്റ് സന്ദർശിക്കുക.

*Preethy*  
സാമൂഹ്യനീതി ഡയറക്ടർക്കു വേണ്ടി

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## **EXPRESSION OF INTEREST (EOI)**

Invited from Registered National Internet Service Providers (ISPs) for providing dedicated Internet Leased Line (ILL) and PRI connection at the office of Elderline, Social Justice Department, Poojappura for 10Mbps bandwidth.

### **DEPARTMENT OF SOCIAL JUSTICE GOVERNMENT OF KERALA**

#### **1.0 BACKGROUND**

Department of Social Justice (Hereinafter referred as DSJ) Government of Kerala is responsible for implementation of various schemes and welfare programmes for the persons with disabilities, elderly, transgenders and other marginalised groups

#### **2.0 PROJECT**

The National Helpline for Senior Citizens - Elderline is launched with the objective of expeditiously attending to the complaints and grievances of the senior citizens. The National Helpline for Senior Citizens (NHSC) – Elder Line (Toll Free No. 14567) would operate through tripartite arrangement.

#### **3.0 PARTICULARS OF WORK**

1. Procurement of PRI connection linked to TOLL FREE NUMBER
2. Internet Leased Line Connection with 10 MBPS

#### **4.0 SCOPE OF WORK FOR THE APPLICANT**

The detailed scope of work involves:

1. Provide dedicated (1:1) connection, (dedicated wired Internet Leased Line uncompressed and unshared.)
2. Provide SIP/PRI connection
3. Bidder should provide the tool to monitor the bandwidth/network performance without additional cost.
4. The bidder should also provide interface to the Elderline office for monitoring utilization performance reports on real time, hourly, daily, weekly and monthly basis.
5. The bidder should provide all necessary equipment for connectivity, if any
6. The vendor has to provide onsite support when required
7. Static IP address should be provided.

8.The Actual Uptime on fiber link to be calculated in respective month and will be measured against total uptime hours 99.5%. If the downtime exceeds the total uptime hours following penalty in % will be applicable:

Sl No	Uptime	Penalty in % on monthly basis
1	>=99.5%	0
2	>95 to <99.5	10
3	>90 to <95	30
4	>80<90	60
5	<80%	100%

Calculation of Actual Uptime % = (Actual Uptime Hours/Total Uptime hours) X 100

Definition : Total uptime hours = No of days in month X 24

Actual Uptime hours = Total uptime hours – Downtime in hours in a month

## 5.0 ELIGIBLE APPLICANTS FOR EOI

1. The bidder should be Category 'A' national ISP with valid NLD/ISP License from DOT, the bidder should have established Fiber/wireless network across India and operational from last 3 years.
2. The bidder should have own access network for providing last mile (local loop)
3. ISP should have their own/direct access to international gateway in India for providing Internet bandwidth, which should be connected onto international fiber systems only.
4. The ISP should have a fully functional Customer Service Centre in Thiruvananthapuram Division which is operation 365 days (7x24 hours)

Bidders not complying with above conditions are not providing complete information as described shall not be considered and hence shall be out rightly rejected.

## 6.0 TERMS AND CONDITIONS

### 6.1 PERIOD OF VALIDITY OF BIDS

- a) Bids shall remain valid for a minimum period of 60 days after the date of bid opening prescribed by the Directorate of Social Justice. A bid valid for a shorter period shall be rejected by DSJ as non-responsive.
- b) In exceptional circumstances, DSJ may solicit the Bidders consent to an extension of the period of validity. The request and the responses there to, shall be made in writing.

### 6.2 RIGHT OF ACCEPTANCE

- a) The DSJ reserves all rights to reject any bid including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of DSJ in this regard shall be final and binding.
- b) The DSJ may terminate the Contract, if it is found that the ISP is blacklisted on previous occasions by any of the Government Departments/Institutions/Local Bodies/Municipalities/Public Sector Undertakings etc.
- c) DSJ reserves the right to reject any Short Tender or part or whole of inviting Short Tender process without assigning any reason. Decision of the DSJ will be final in this regard.

### **6.3 PERFORMANCE GUARANTEE**

- a) Performance Bank Guarantee (PBG) of value 10% of the contract value valid for contract period plus 3 months claim period shall be submitted within 7 days from acceptance of the Purchase Order
- b) The contract period shall be valid till the continuation of the Elderline Project from the date of successful installation and commissioning of the internet leased line and PRI, which may be cancelled depending upon satisfactory performance.

### **6.3 WARRANTY AND ANNUAL MAINTENANCE CONTRACT (AMC)**

- a) The internet with related equipment and communication links installed by the vendor shall have a comprehensive onsite warranty for the entire period of the Service contract after the successful commissioning and acceptance.
- b) The bidder shall ensure an uptime of 99.5% for the entire duration.
- c) ISP will ensure maintaining services from the nearest service center which should be well equipped with service engineers and sufficient spares. The vendor will do preventive maintenance once a month for upkeep of the system.

### **6.4 EXECUTION OF SLA/NDA**

A Non Disclosure Agreement and Service Level Agreement has to be executed between DSJ and the vendor within 15days from the date of Award of Contract.

### **6.3 COMMENCEMENT OF WORK**

The vendors have to commence the work within 3 days from the date of award of contract.

### **6.4 ASSISTANCE TO BIDDERS**

For any Queries, you may write to: