झारखण्ड केन्द्रीय विश्वविद्यालय, राँची
Central University of Jharkhand
(A Central University established by an Act of Parliament of India, 2009)

LIMITED TENDER ENQUIRY (LTE)

Tender No.: CUJ/ITP/2025/153
Date: 29.08.2025

Subject: Limited Tender Enquiry for Providing 200 Mbps Internet Leased Line with Managed Services and Managed Wi-Fi (Opex-based Model).

1. Introduction:

Central University of Jharkhand (CUJ), Ranchi invites **Limited Tender Enquiry (LTE)** from eligible service providers for the procurement of:

- **200 Mbps Internet Leased Line with Managed Services** (Stateful Firewall)
- **Managed Wi-Fi with 40 Access Points (APs)**

Under full **OPEX-based model** for CUJ campus (1.Administrative Building ,2.Science Building, 3.Management Building and 4.School Style (green) Building in Cheri-Manatu Campus, Ranchi- 835222)

2. Scope of Work:

- Dedicated, symmetric 200 Mbps Internet Leased Line (ILL) with 1:1 dedicated contention
- SLA-driven Managed Services including proactive monitoring and reporting
- Deployment of next-gen networking equipment (CPE)
- Campus-wide Managed Wi-Fi infrastructure
- Basic network security including stateful firewall protection

- Uptime of 99% on a monthly basis with proper SLA.
- Provision, installation, configuration, and management of 40 Wi-Fi Access Points for campus-wide Wi-Fi coverage.
- 24x7 monitoring, reporting, and troubleshooting support.
- Performance monitoring dashboard for bandwidth utilization, AP status, and user management.
- OPEX model billing on a quarterly basis. Contract period: 36 months.
- All necessary passive and active components to be provided by the vendor.

3. Eligibility Criteria for connectivity (ILL):

1. ISP and its Authorised Channel Partner is eligible to bid.
2. The bidder should be a company registered in India with Registrar of Companies under supplying the Service. Documentary evidence should be provided to this effect
3. Bidder should have valid PAN
4. Bidder should have valid GST Certificate.

5. Bidder should have average annual turnover from the last 3 financial Years i.e. 2020 – 2021, 2022 – 2023 and 2023 – 2024 should be minimum Rs. 300 Crores. Audited Annual report & CA certificate for last 3 financial years to be enclosed.
6. The bidder should have Class A ISP License. Valid License copy to be submitted.
7. The ISP should be a member of NIXI (National Internet Exchange of India). Documentary evident to be submitted.
8. The bidder should have at least an aggregate bandwidth of 10Gbps of subscribed customers
9. The bidder should support IPv6 on the Internet backbone with Dual Stackable capacity
10. The ISP should have a fully functional Customer Service Centre in this region which is operational 24/7.
11. The ISP should have fully resilient and self-healing network architecture, on fibre medium, for the domestic backbone up to the international gateway in India
12. The ISP should have centralized trouble ticketing tool for call logging, monitoring and Troubleshooting purpose
13. ISP should have 24x7x365 online call login facility through e-mail, toll free no. & call login portal.
14. ISP should have valid ISO certificates like ISO 9001 & ISO 27001
15. Declaration on ILD Gateways in India along with DOT clearance on setup of International Gateways.
16. Bidder should have adequate bandwidth in Access network.
17. Bidder should have commissioned at least 3 nos. of Internet Leased line links each of 2 Gbps & above to Govt/PSU/Educational Institute/Banks/Private customers in India during last 3 financial years.
18. The Bidder should have nationwide network reach. Present state on 4G LTE, but should be 5G ready
19. The Bidder should have the combined capability of ILL and Mobility.
20. The bidder must have single fully functional Customer Service Centre(s)/Contact Support Centre with 24 X 7 X 365 support. The bidder should have Toll Free number
21. The Bidder must have support centre within 30 Km.

4. Eligibility Criteria for Wi-Fi services:

- Wi-Fi 6 Solutions with increased capacity and coverage.
- Centralized Wi-Fi Management Platform to configure and manage the entire campus network including Access Points, Switches from a single dashboard.
- Ability to define different user profiles on data quota, speed and time.
- Traffic Segregation through different SSID's with different authentication methods for Employees, Guest, and Dumb terminals.
- Secure user log storage and access for law enforcement.
- Branded Captive Portal (Login Portal) with Customer Logo and Banner for User authentication.
- Secure Wi-Fi with WPA3 compliant solutions.
- Highly scalable to accommodate more users and devices.
- The ISP's equipment should automatically configure itself and connect to the network without manual setup, making installation faster, reducing errors, and saving time during deployment.
- Should support policy-based management on destination applications.
- Should be Open Wi-Fi compliant.

- Should be Wi-Fi 6 compliant with WPA3 security

Technical Configuration: (Wi-Fi)

1. **Memory**
   a. Flash: 256 MB
   b. Memory: 512 MB
2. **Environmental**
   a. Outdoor Ingress Protection Rating: IP55
   b. Operating Temperature: 0°C to +45°C (32°F to 113°F)
   c. Operating Humidity: 5 to 95% condensing
3. **Antenna**
   a. Type: Buit-in Antennas
   b. Gain : 4.9 dBi (2.4 GHz), 5.8 dBi (5 GHz), 4dBi (BLE)
4. **Power**
   a. DC Input: 12V/2.0A (Power adapter to be provided separately)
   b. PoE Power Supply: 802.3at (PoE injector to be provided separately)
   c. Power Consumption: 21.54W max
5. **Interface**
   a. LED Indicator: 1 tri-colour LED (Power, Cloud status, Uplink)
   b. Buttons: Restart/ Reset
   c. Uplink: 1 x 10/100/1000Base-T Ethernet, Auto MDIX,
   d. RJ-45 with 802.3at
   e. LAN: 1 x 10/100/1000Base-T Ethernet, Auto MDIX, RJ-45
6. **Standard**
   a. 802.11a/b/g/n/ac/ax (Wi-Fi 6)
   b. Concurrent dual-band 2.4 GHz & 5 GHz

5. General term and Conditions:-

- The vendor shall provide installation, commissioning, testing, and maintenance without additional cost.
- The entire proposal is under OPEX (operating expenses) model thus all cost and investment required for said purpose including all sorts of hardware, software and whatsoever will be borne by Service provider.

- Any additional requirement such as Space, Power etc. shall be made available by CUJ for the same purpose.

- Payment shall be made on a quarterly basis after submission of the invoice and performance report.
- The initial contract will be for **three year**, extendable based on performance, if required university may increase or decrease the quantity of Wi-Fi as per actual requirement.
- In case of downtime beyond the SLA, applicable penalties will be levied as :-

SLA Terms:

Sl. No.	SLA Parameters	Penalty Percentage
1.	SLA Uptime >=98% (Greater than or equal to)	-
2.	SLA Between <98% to >=96% (Less than or greater than equal to)	5%
3.	SLA <96% (Less Than)	10%

- The vendor shall submit a signed SLA agreement post-award.
- Bid validity: 90 days from the date of submission.
- The University reserves the right to accept or reject any tender without assigning any reason.
- If anytime, university found that Bidder has provided false information as per the above mentioned terms and condition the contract will be terminated as per discretion of university authority.
- The work has to be completed in 45 days after the issue of purchase order.

6. Nodal point of contact: on behalf of Service provider

Name:
Contact No.:

7. Submission Details:

The sealed quotation should be submitted to:

The Prof. I/c (Technical cell),
Central University of Jharkhand,
Cheri-Manatu Campus,
Ranchi, Jharkhand – 835222

On or before: [22.09.2025 & Time: 5.00 pm]

8. Contact for Clarifications:

For any clarifications, please contact:
Dr. Niraj Kumar, STA
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Phone: 9955142700

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