



President
Shri. Amrishbhai Patel

Shirpur, Tal. Shirpur - 425405, Dist.: Dhule (MS)
Registration No.: E 288 (Dhule)

Date: 3rd Nov. 2018

To,
Maxtech Broadband Pvt Ltd
117, Bodke Plaza, Above IDBI Bank, Dwarka Nashik,
Maharashtra PIN:422011
Email- tellstarnetworks@gmail.com , Mobile : 7588319626

Subject : Work Order to provide uncompressed (1:1) premium 200 Mbps Internet leased line Connectivity at R. C. Patel Institute of Pharmaceutical Education and Research

Reference: Proposal send through email dated 1st Oct 2018 and 3rd Oct 2018

Dear Sir,

With reference to the above subject, we hereby issue you work order for providing uncompressed (1:1) 200 Mbps internet bandwidth. The details of the price and scope of work is as under -

A. Pricing Details of uncompressed (1:1) Premium 200 Mbps Internet Leased Line Connectivity

i. Price - for the link is as follows:-

Annual Bandwidth Charges for 200 Mbps in Rs.	Quarterly Amount in Rs.	One Time Charges in Rs.	Taxes such as GST.
7,00,000	1,75,000	50,000	As Applicable on OTC and bandwidth charges

B. Scope of Work:

i. Deliverables:

- Uncompressed (1:1) Premium 200 Mbps Internet Bandwidth. The last mile connectivity will be obtained and terminated by the Internet service provider (ISP) through optical fiber at server room of R. C. Patel Institute of Pharmaceutical Education and Research.
- Two RF backup links having aggregate bandwidth of 200 Mbps from two different BTS.

ii. Hardware and other deliverables: The ISP will have to provide all the hardware required for terminating the Internet Leased Line at the above location. The maintenance and ownership of all such equipment will be with the ISP only.

iii. Service Performance :

- Packet Loss – Should be <1%.
- Circuit Availability - Should be 99% or better.
- Latency Domestic- Should be <80 milliseconds
- MTTR: should be upto 4 hrs

SHIRPUR EDUCATION SOCIETY

Central Office: R. C. Patel Main Building, Near Shirpur Telephone Exchange, Shirpur, Dist.: Dhule.

Tel: (02563) 251005, 255238, 258213 Email: ses.centraloffice@gmail.com

- iv. The above SLA commitments should be backed with ring protected access; mesh core and redundant through two RF links as college.
- v. Last mile connectivity should be on optical fiber with 100 % back up through RF link providing Internet bandwidth.
- vi. **Service Level Agreement (SLA):**
 - a. ISP should provide web based monitoring tools, which should provide latency, packet drop and availability of bandwidth.
 - b. The ISP will have to ensure all the parameters mentioned in the above clause iii of service performance. Any parameter not meeting the specification will be considered as non compliance to the SLA.
 - c. The minimum service availability requirement is of 99%. The penalties for the link will be computed on monthly basis. Service credit to the downtime beyond commitment will be passed on in next billing invoice.
 - d. The ISP will have to inform one day in advance for any technical issue related to service performance. Any non-availability of circuit without intimation will be considered as non-compliance of the SLA, which will attract penalty, or even the termination of the contract.
 - e. The ISP will not block any website or a link without the prior permission of the Principal, R.C.Patel Institute of Pharmaceutical Education and Research. Any abnormal behavior observed will be immediately reported to the Principal, R. C. Patel Institute of Pharmaceutical Education and Research.
 - f. In case the R.C.Patel Institute of Pharmaceutical Education and Research (RCPIPER) finds that the services are not as per the requirements, it reserves the right to unilaterally terminate the contract by giving one-month notice. RCPIPER also reserves the right to terminate the contract by giving one month notice without giving any reason.
 - g. Termination and Activation of circuit : The ISP will be responsible to activate the uncompressed (1:1) Premium 200 Mbps Internet Bandwidth with the parameters mentioned in Service Performance. The ISP will also coordinate for the DNS entries required for the commencement of the service.
- vii. The payment would be made quarterly advance on submission of hard copy of invoice.. Taxes as applicable during the period of invoice will be paid.
- viii. 16 usable static IP's should be provided by Maxtech without any additional charges.
- ix. Maxtech should provide dedicated service assurance manager for service support , customer relationship manager for billing support and account manager for business related queries and support.
- x. Maxtech should refund the differential advance amount from the quarterly advance payment in case college intends to terminate link by giving one month notice.

- xi. The link should be delivered within 6 weeks from the work order date. The time for delivery of goods / completion of services are to be strictly adhered . This work order is liable to cancellation if delivery is not received within the due date.
- xii. Price quoted by supplier and accepted by us are final and no deviation there from will be accepted without our specific agreement on writing.
- xiii. Any dispute arising out of this injury shall be deemed to have been arisen in Shirpur and is subject to adjudicated to the Shirpur Court
- xiv. Maxtech will provide necessary original certification if required by the buyer without any escalation of price of goods/services.
- xv. Purchase order placed for works contract will attract TDS whichever is statutorily applicable.
- xvi. All the invoices submitted must bear PAN No. /GST No. whichever is statutorily applicable.
- xvii. Invoice to be generated as : R. C. Patel Institute of Pharmaceutical Education and Research , Shirpur

Yours Truly,



Mr. Rajgopal Bhadari
Vice President
Shirpur Education Society, Shirpur