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Director Higher Education, Haryana,  
Shiksha Sadan, Sector-5, Panchkula.

To

The Principals of Government Colleges in the State  
(as per list enclosed)

Memo No. 29/1-2018 Co. (2)

Dated Panchkula the 03/12/18

**Subject: Internet lease line connectivity to Government colleges.**

Kindly refer to subject cited above.

The Department of Higher Education is taking various initiatives to boost digital and smart learning in all colleges. This infrastructure will be redundant without connectivity with adequate bandwidth. Accordingly, department has signed an agreement with BSNL for providing 50 MBPS lease line to 104 government colleges(as per list attached). In this regard, BSNL will be connecting each college with Optical Fiber Cable (OFC). Details of agreement and expenditure of laying the OFC is annexed herewith.

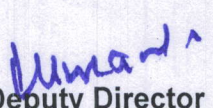
It may be noted that all the expenditure for annual recurring charge for 50 Mbps lease line, one-time OFC laying charges, installation of network routers and accessories and AMC from second years onwards will be borne by each college. This expenditure may be met out of computer funds available in the college.

**Commercials:**

Annual Recurring charges for 50 Mbps lease line	Rs. 2,88,136.00
One time SITC per Router (with 1-year warranty	Rs. 82,630.00
One time SITC charges per Media Convertor (FCD	Rs. 2800.00
One Time charges for OFC laying :	As per the list attached.
AMC Charges (2 <sup>nd</sup> year onwards):	@11.5% of equipment cost

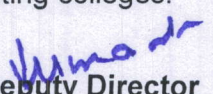
In case of any clarification, you are requested to get in touch with following representatives of BSNL:-

- i. Mr. Sandeep Kohar, Sub Divisional Engineer, BSNL : 9416057200
- ii. Sh. Arun Kumar, JTO, BSNL : 9467769300
- iii. Sh. Arun Bhardwaj, JTO, BSNL : 9416210621
- iv. Sh. Karamveer, JE, BSNL: 9466600567

  
Deputy Director  
Department of Higher Education,  
Panchkula, Haryana

A copy of above is forwarded to following for information and necessary action:

- i. PA to Principal Secretary Higher Education, Haryana
- ii. PA to Director Higher Education, Haryana
- iii. Mr. Sandeep Kohar, BSNL for submitting site visit plan for visiting colleges.

  
Deputy Director  
Department of Higher Education,  
Panchkula, Haryana



## SERVICE LEVEL AGREEMENT

This Memorandum of Understanding is made and entered into on this the 28<sup>th</sup> day of August, 2019.

BETWEEN

**The Bharat Sanchar Nigam Limited, a Company** under the Companies Act, 1956 and having its Registered Office at Bharat Sanchar Bhawan, Harish Chandra Mathur Lane, Janpath, New Delhi-110001 (hereinafter referred to as 'BSNL', which expression, unless repugnant to the context or meaning hereof, shall include its successors, administrators or permitted assignees) and represented by its General Manager Telecom District, Sonapat Haryana.

AND

**The Higher Education Department Haryana (Higher Education Department, Panchkula / Government Colleges, Haryana)**, which is looking after higher education in the state of Haryana & is the parent department for all government colleges of Haryana and having its office at Shiksha Sadan, Ground & 1st Floor, Sec - 5, Panchkula, Haryana (134105) Haryana India. The Department of Higher Education / Government Colleges of Haryana, (hereinafter referred to as Higher Education Department /Government Colleges, Haryana which expression shall unless repugnant to the context, include its successors in business, legal representatives and administrators or permitted assigns) of the OTHER PART.

The Higher Education Department Haryana and BSNL are hereinafter individually referred to as 'Party' and collectively as 'Parties'.

WHEREAS:-

- A) BSNL is engaged in providing all types of telecom services all over the country (except Delhi & Mumbai).
- B) BSNL is leading telecom Service provider in India.
- C) BSNL having Category A ISP/NLD/ILD license with a network spread across India for providing the required type of connectivity and services within time frame, quality, security and reliability level.
- D) BSNL deploys internet connectivity services for their customer. BSNL is reliable Service Provider to provide the connectivity solution. BSNL will provide and own the End to End Solution delivery and maintenance comprising of:
  - 1) Complete Link Provisioning, Documentation and Installation;
  - 2) Complete supply, installation and maintenance of the Hardware like Routers, CPE's, FCD's etc;
  - 3) Management of Links and Equipment.
- E) The Higher Education Department Haryana, which is looking after Higher Education in the state of Haryana & is the parent department for all Government Colleges of Haryana.

Hemant Verma  
Deputy Director

AGM (Trans.)  
BSNL Sonapat

### **1. DEFINITIONS AND INTERPRETATION:**

- 1.1 In this Agreement and in the Background (above), unless inconsistent with the context or otherwise specified, the following expressions shall have the following meanings:
- a. "**Agreement**" means this Agreement together with all Schedules;
  - b. "**Authority**" means any competent governmental or regulatory authority in India.
  - c. "**Authorized Representatives**" shall be the persons as mentioned in clause 17 of this Agreement;
  - d. "**Charges**" means the applicable charges specified in the Schedule 2 for any Services and/or Deliverables provided by BSNL pursuant to the Agreement;
  - e. "**Competent Authority**" means any local, national body which has jurisdiction over the Parties or all or part of the subject matter of this Agreement;
  - f. "**Effective Date**" means the date set out at beginning of this Agreement;



g. **"Force Majeure"** means events which are beyond the reasonable control of the party claiming Force Majeure which occur after the Effective Date. Events of Force Majeure include but are not limited to governmental act, strikes, lockouts, war, the threat of imminent war, riots, act of terrorism, civil commotion, fires, explosions, storms, floods, lightning, cable cuts, earthquakes and other natural calamities.;

h. **"Insolvency Event"** means, in relation to either party : when a Party is unable to pay its debts when due, or any of the following happens to a Party under its national laws for the protection of debtors (or like circumstances arise or like actions are taken): (a) the Party is determined to be bankrupt or insolvent or the process to make this determination has started; (b) the Party has a receiver, administrator or liquidator appointed for it; (c) the Party makes an arrangement or composition with, or an assignment for the benefit of, its creditors; or (d) the Party goes into either voluntary (other than for reconstruction or amalgamation) or compulsory liquidation

i. **"Services"** means the services provided by BSNL to The Transport Department Haryana pursuant to this Agreement as set out in the Schedule 1 of this Agreement;

1.2 The headings and footnotes in this Agreement are for ease of reference only and shall not affect its interpretation or construction.

1.3 Any phrase introduced by words including, include, in particular or any similar word or expression is illustrative only and is not intended in any way to limit the sense or interpretation of the preceding words.

1.4 Any reference to either gender includes the other gender.

1.5 Any reference to "writing" includes printing, typing, lithography and other means of reproducing words in any visible form.

## 2. CONTRACT PERIOD

The validity of this contract shall be for Three year from the date of commissioning of the circuit. The contract period can be extended by mutual consent of both sides further upto two years.

## 3. GENERAL CONDITIONS

3.1 During the period of MOU the BSNL shall ensure proper functioning of leased circuits for an **uptime** of 98% (Ninety Eight per cent Quarterly)

Uptime is defined as below:

$$\text{Uptime (in \%)} = \frac{\text{Total no. of Hours in the year} - \text{Total Downtime (in Hours)}}{\text{Total No. of Hours in the year}} * 100$$

**Total No. of Hours in the year**

3.2 The first month of the MOU (entered for the first time) will be taken as 'proving-in' period. Though BSNL shall maintain the circuit to the highest possible efficiency during this period, no rebate due to faulty period as mentioned in clause 7 shall be applicable.

3.3 If any one end of the circuit is shifted to other Locations (other end remaining the same), BSNL will shift the said Ckts on new Location on chargeable basis. The charges for the same will be raised by BSNL to Higher Education Department, Panchkula /Government Colleges, Haryana, and after payment of shifting charges of both hardware and media involved, then only the ckts will be shifted.

3.4 The Higher Education Department /Government Colleges, Haryana, shall provide reliable, regulated, uninterrupted A/C Power Supply for working of the Customer side Equipment's (CPE) all the time as provided by the BSNL. Higher Education Department /Government Colleges, Haryana shall also keep the CPE powered on round the clock. If for any reason, CPE is required to be switched off, the Higher Education Department /Government Colleges, Haryana shall intimate at the designated telephone number of BSNL NOC Number.

3.5 In case there is any failure of network due to inability of Higher Education Department /Government Colleges, Haryana, to take precautions as mentioned in para 3.4 then for such downtime BSNL shall not be held accountable.

3.6 For the purpose of measurement, "**downtime**" or "**fault duration**" constitutes any period of time during which the Leased Circuit is unable to transfer data/ IP traffic due to the reasons assignable to BSNL and its network only. Any "downtime" and "fault duration" and its occurrence due to reasons assignable to Higher Education Department /Government Colleges, Haryana, and its network shall not be constituted as a cause of downtime or fault of BSNL or its network. Causes of downtime include but are not limited to

- Hardware failures or malfunction as supplied by BSNL if in AMC or warranty
- Circuit Outage (at BSNL end only);

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- Power outages at BSNL Exchange side only where Higher Education Department /Government Colleges, Haryana involvement is not there.
- Human error (in BSNL);
- Process failure (in BSNL); and

Downtime ends upon the successful transmission of data/ IP Traffic to and from such site or circuit being shown transmitting data as per prescribed testing procedure of BSNL. Downtime report and login services come under Managed Services which are provided by BSNL through the empanelled System Integrators (SI). The charges for managed services will be extra @ Rs 10400 per annum

#### **DETERMINATION OF FAULT DURATION**

- 4.1 Fault duration of up to thirty minutes at a stretch shall be excluded from fault duration for the purpose of calculating availability (uptime) of the circuit.
- 4.2 Any fault duration (i.e. downtime) shall be calculated after subtracting thirty minutes.
- 4.3 The Higher Education Department /Government Colleges, Haryana will ensure availability of staff during period of fault, as BSNL after rectification of Fault will intimate immediately to Higher Education Department /Government Colleges, Haryana Officials present at the particular site/Office. The period in which Higher Education Department /Government Colleges, Haryana premises is found closed or no personnel is available when BSNL staff visits the premises for testing or want to test the circuit from BSNL location, will be excluded from fault duration.
- 4.4 The Higher Education Department /Government Colleges, Haryana shall provide all necessary assistance and access, to its facilities for preventive and corrective maintenance, to BSNL's personnel all the time.
- 4.5 In addition to the above following shall be excluded from fault duration :
- a) Unavailability of circuit due to power failure at Higher Education Department /Government Colleges, Haryana end ;
  - b) Unavailability of circuit due to mishandling of Equipment by Higher Education Department /Government Colleges, Haryana personals /Staff or damage to any cables attached to such equipment at BSNL's Equipment's as placed in the offices of Higher Education Department /Government Colleges, Haryana
  - c) Unavailability of circuit due to Higher Education Department /Government Colleges, Haryana equipment/network at either end of the circuit excluding any Cabling at Customer Premises to be done by BSNL;
  - d) Unavailability of circuit due to Force Majeure.
  - e) Personal/Staff of Higher Education Department /Government Colleges, Haryana will take care of all the equipment's at their offices and any faults due to mishandling / breakage / cable damage / Power failure (at Customer End) will be excluded from fault duration.

Hemant Verma  
Deputy Director

#### **5 PROCEDURE OF FAULT BOOKING**

- 5.1 Higher Education Department /Government Colleges, Haryana shall book the fault on Toll free no. 18004251957 or any other assigned number. (Date and time of booking of fault shall be taken as reference for the purpose of calculation of duration of non-availability of circuit.);
- 5.2 Higher Education Department /Government Colleges, Haryana shall abide by the prescribed fault booking procedure of BSNL. Where the Higher Education Department /Government Colleges, Haryana is unable to find a BSNL representative on Toll free number/assigned number above the fault can be booked on 18004251957, which will work as alternate coordinate in such emergency. Status/fault report generated by BSNL MLLN network (to the extent provided by the system) shall be taken as reference in situations where there is ambiguity about the timing and nature of fault.
- 5.3 Normally a fault docket number shall be provided to the Higher Education Department /Government Colleges, Haryana from BSNL on booking of fault.
- 5.4 BSNL SONIPAT EB Team will be the SPOC for completing the formalities like (collecting application form, supporting documents, advance payments etc) until the commissioning of

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the leased line. Further on the commissioning of the ILL, the escalation matrix of the concerned district under which the college falls will be shared to the college.

## 6 RESTORATION OF FAULTS

- 6.1 On receipt of complaint, BSNL shall make its best efforts to localize the fault and restore the same at the earliest. The Higher Education Department /Government Colleges, Haryana shall provide all necessary support for enabling testing of the circuit at any hour of the day.
- 6.2 In case the Higher Education Department /Government Colleges, Haryana is unable to provide necessary facilities to BSNL. Then BSNL will test the circuit on its own to the last point feasible and clear the fault docket after rectification of the fault. Circuit shall be presumed to be restored when BSNL has tested the circuit and cleared the fault docket after finding that the circuit is capable of working properly. The fault duration shall be accounted accordingly.
- 6.3 It will be responsibility of BSNL to show proper working of circuit on end to end basis through use of test instruments by sending test data while at the same time keeping the bit error rate within limits. Once circuit is brought to right condition through such tests and the data transfer by Higher Education Department /Government Colleges, Haryana equipment does not take place, it shall be the responsibility of the Higher Education Department /Government Colleges, Haryana to take necessary action at his end. The downtime will end as soon as BSNL staff is able to show end to end data transfer using test instruments.
- 6.4 In case of OFC Cut, the restoration time is 8-10 Hours. Any fault duration (i.e. downtime) due to OFC Cut shall be calculated after subtracting starting initial 10 Hours. For Ckts down due to OFC but not due to any equipment faults at any SITE, the rebate shall be granted per link site (Affected) from the Bandwidth Amount per site and the maximum rebate due to OFC Cuts or OFC problems shall be capped to 5 % of the Yearly Bandwidth Recurring Charges and in any case shall not be more than 5 % of the Yearly recurring bandwidth Charges (without Tax). In this case the downtime as shown by BSNL NOC shall be final. The downtime will be counted only in standard working Office Hours of Higher Education Department /Government Colleges, Haryana Offices. Faulty time period on Holidays or beyond Standard Office hours of Higher Education Department /Government Colleges, Haryana Offices will not be counted as Faulty Time period for calculation of Rebate.
- 6.5 In case of Hardware/Equipment Problems or Faults , as supplied by BSNL and for which AMC Charges are being paid to BSNL, due to which Ckts remain downs, the fault duration (downtime) due to hardware shall be calculated after subtracting starting initial 8 hours for Hardware Faults , as the time to attend the same shall be 6-8 hours per site. In this case the downtime as shown by BSNL NOC shall be final. For Ckts down due to Hardware but not due OFC or media, the rebate shall be granted per link site from the Hardware AMC Charges shall be capped to 5 % of the Charges of AMC without Tax) per Site and in any case shall not be more than 5%. Faulty time period on Holidays or beyond Standard Office hours of Higher Education Department /Government Colleges, Haryana Offices will not be counted as Faulty Time period for calculation of Rebate.
- 6.6 In case the fault is reported after office hours then the fault duration will be calculated from the starting of office hours the next morning.

Hemant Verma  
Deputy Director

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## 7 MOU REBATE :

- 7.1 If the circuit uptime for the applicable Quarterly is below the uptime guaranteed as per clause 3.2 above, then the Rebate as applicable will be calculated as per the following table:

Downtime exceeding target value by (in percentage)	Hardware Rebate (Clause 6.5)	OFC Media Rebate (Clause 6.4)
up to 5 %	1%	1%
>5% -10%	2%	2%
>10% to 15%	3%	3%
>15%- 20%	4%	4%
>20%	5%	5%



For this purpose the number of days in a year is taken as 365 leading to a total duration of 8760 hours per year.

7.2 If the Higher Education Department /Government Colleges, Haryana opts for variable bandwidth service during any period of the day for any number of days during the validity of MOU, the MOU rebate shall be applicable only for the basic bandwidth for which the circuit is initially provided and further the variable bandwidth service will be provided with Extra Charge as per BSNL terms and conditions.

7.3 If the Higher Education Department /Government Colleges, Haryana wishes to change the bandwidth of the circuit from the one for which the circuit was initially hired the period of validity of MOU on 24 hrs x 7 days basis for one month or more, the rebate shall be admissible on pro-rata basis for the duration for which the circuit is hired for changed bandwidth. Change of bandwidth will also be done with charges. The charges will be paid by Higher Education Department /Government Colleges, Haryana to BSNL as per the Bills raised by BSNL in this regards.

## 8 INVOICE AND PAYMENT

- i. Undisputed invoice amount shall be due and payable within 15 days of such invoices becoming due. If any query or discrepancy is noticed by Higher Education Department /Government Colleges, Haryana then the same shall be communicated to BSNL by the Higher Education Department /Government Colleges, Haryana within Weeks' time of receipt of Bills. In case Higher Education Department /Government Colleges, Haryana doesn't raise any dispute on any invoice/Bills within 15 days it shall be assumed that the invoice has been accepted but not paid by Higher Education Department /Government Colleges, Haryana If the undisputed payment is not made by Higher Education Department /Government Colleges, Haryana for reasons solely attributable to Higher Education Department /Government Colleges, Haryana within the due date or the time period extended by BSNL, as the case may be, BSNL, shall charge interest on the said outstanding amount at the rate of 5% per month from the expiry of the due date or the time period extended by BSNL, as the case may be, till the payment is made by Higher Education Department /Government Colleges, Haryana BSNL also reserves the right to terminate the provision of services being provided to Higher Education Department /Government Colleges, Haryana under this Service Level Agreement in case of non-repayment of invoices for a period 30 days or more.
- ii. All Onetime Installation , Recurring Bandwidth charges, One Time OFC laying & Hardware charges along with all applicable Taxes will be paid 100% advance along with Purchase order from Higher Education Department /Government Colleges, Haryana to BSNL & frequency of recurring billing will be quarterly with advance payment .
- iii. All AMC charges, Hardware AMC Charges, Maintenance Charges and subsequent recurring Bandwidth Charges will be paid 100% Advance along with all applicable Taxes at beginning of the contract period. All recurring Charges from 2<sup>nd</sup> Year onwards will be paid in Advance to BSNL before start of Year along with all applicable Taxes.
- iv. All taxes as applicable will be extra and all new Taxes as imposed by State Govt or Central Govt or any amendment of Taxes will be borne by Higher Education Department /Government Colleges, Haryana
- v. Commissioning of lease line will be done in 04-06 weeks from the date of payment.

## 9 COMMERCIALS

- i. Annual Recurring charges for each 50 Mbps ILL : Rs 288136.00
- ii. One time SITC charges/Router(With 01 year warranty) : Rs 82630.00
- iii. One time SITC charges per Media Convertor (FCD) : Rs 2800.00
- iv. AMC Charges (2<sup>nd</sup> year onwards) : @ 11.5% of equipment cost
- v. One time OFC Charges (104 colleges in Annexure-II) : Rs 27163981.00

Hemant Verma  
Deputy Director

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## **10 ACCESS TO PREMISES**

Higher Education Department /Government Colleges, Haryana shall allow or obtain the required permission to enable BSNL employees or BSNL authorized personnel, BSNL appointed distributors, BSNL agents or BSNL subcontractors to enter at all times during the normal working hours Higher Education Department /Government Colleges, Haryana into the premises where the Services are provided for periodical inspection with reasonable prior notice, installing, maintaining, replacing and removing equipment hardware and/or software prior to, during and after the provision of the Services, as well as to inspect the network or in connection with the Services. Higher Education Department /Government Colleges, Haryana shall render all assistance in this regard and shall provide safe access and conditions for BSNL employees or appointed personnel whilst in the premises. BSNL employees or appointed personnel shall comply with security and confidentiality policies and procedures while on Higher Education Department /Government Colleges, Haryana premises.

## **11 TERMINATION**

This agreement may be terminated only by the mutual, written consent of the parties giving 30 days' notice after the commitment period, however if performance of BSNL is not found to be satisfactory, Department may terminate the contract by giving 15 days' notice only.

## **12 CONSEQUENCE OF TERMINATION**

Termination of this agreement shall be without prejudice to the accrued rights and liabilities of the parties at the date of termination, unless waived in written by the agreement made by the Parties. On termination of this agreement, the leased circuit may continue to be used by the Higher Education Department /Government Colleges, Haryana as per applicable terms and conditions.

## **13 NON - SOLICITATION**

Each party acknowledges that the employees and contractors of the other parties are valuable business assets and agrees not to knowingly, for itself or any third party, offer employment to, or otherwise hire, engage the services of, solicit or induce the termination of employment or services of, any employee or contractor of the other party, during the Term of this Agreement and for a period of Five years thereafter. It is hereby clarified that the term "employee" in this clause shall include retired and resigned employees previously in the employment of such party

## **14 SEVERABILITY**

Should any part of this agreement be declared unenforceable by TRAI through direction / order / regulation or if terms of license of BSNL are changed through any amendment or order of the Government, the parties will cooperate and take all appropriate steps to amend, modify or alter this agreement. If any stage of time there is change of Tariff or amendment of Internet Leased Line Policy, by the BSNL Corporate HQ Office, the same will be agreeable to Higher Education Department /Government Colleges, Haryana and in case any rates are revised in respect of Internet Leased Lines or Leased Lines same will be acceptable to Higher Education Department /Government Colleges, Haryana.

## **AGM (TAMILNADU) MISCELLANEOUS**

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Assignment: This agreement shall be binding upon the respective successors and permitted assigns of the parties. The rights of a party hereunder may not be assigned in part to any third party without the prior written consent of the other party. Any such permitted assignment shall not relieve the assigning party of any liability whether occurring before or after such assignment, arising out of activities carried out or events occurring prior to such assignment.

15.2 Modifications: Any of the terms and provisions of this agreement, including all Exhibits hereto, may be waived, amended, supplemented or otherwise modified only by a written instrument executed by the parties specifically and clearly stating that it is an amendment to this agreement.

15.3 Consequential Damages: BSNL shall not be liable to the Higher Education Department /Government Colleges, Haryana notwithstanding any other provision to the contrary herein



or under law and to the extent of any such right under law, the Higher Education Department /Government Colleges, Haryana hereby expressly and, irrevocably waives its right thereto, for any indirect or consequential damages arising out of this agreement including, but not limited to, loss of revenue and profit.

15.4 Date of Effect: This agreement shall become effective when executed and delivered by the each of the parties.

## **16 DISPUTES AND ARBITRATION**

16.1 In the event of any question, dispute or difference arising under this agreement or in connection there-with (except as to matter the decision of which is specifically provided under this agreement), the same shall be referred to sole arbitration. The dispute shall be referred to a sole Arbitrator or in case of disagreement to two Arbitrators, each Party nominating one. The two Arbitrators so nominated shall then mutually appoint a third Arbitrator. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996. The arbitration proceedings shall be conducted in English language. The award of the arbitrator shall be final and binding on the Parties.

16.2 The venue of the arbitration proceeding shall be the Panchkula and the proceedings shall be conducted in English language.

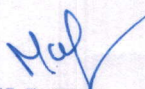
16.3 Any party shall not use any information obtained from other party during the course of dispute resolution process under this clause for any purpose other than to resolve the dispute and such information shall not be used in any litigation.

16.4 Both parties shall use their best efforts in good faith and best intention to resolve disputes by mutual negotiation and consultation and shall settle amicably any dispute that may arise or relate to this agreement or a breach thereof.

## **17 FORCE MAJURE**

Neither Higher Education Department /Government Colleges, Haryana nor the BSNL shall be liable to the other for any delay in or failure of performance of their respective obligation under the agreement caused by occurrences beyond the control Higher Education Department /Government Colleges, Haryana or the BSNL including but not limited to fire (including failure or reductions), acts of God, acts to the public enemy, was, insurrections, riots, strikes, lockouts, sabotage, any law, status or ordinance, thereof of any other local authority, or any compliance therewith or any other causes, contingencies of circumstances similar to the above. Either party shall promptly but not later than twenty days thereafter notify the other of the commencement, and cessation of such contingencies, and if such contingencies continue beyond three months. Both parties agree upon the equitable solution for termination of this agreement or otherwise decide the course of action to be adopted.

  
Hemant Verma  
Deputy Director

  
AGM (Trans) BSNL Sonapat



**18 NOTICES**

**18.1 Addresses for serving notices**

Any notice or other document to be served under the Agreement may (except as otherwise expressly provided herein) be delivered to the email ID's of authorized representative(s), or sent by speed post or by courier to the following address:

**For BSNL:**

Attn: O/o General Manager

BSNL, Sonipat

**For Office of Higher Education Department/ Government Colleges:**

Attn: O/o Director General, HIGHER EDUCATION HARYANA PANCHKULA

Shiksha Sadan, Ground & 1st Floor, Sec - 5, Panchkula, Haryana (134105)

**18.2 Any notice or document shall have effect:**

18.2.1 if delivered, upon delivery to the recipient's address notified under the Agreement;

18.2.2 if posted, at the time of delivery; or

18.2.3 If sent by email, on receipt of delivery receipt.

IN WITNESS WHEREOF the Parties by the hand of duly authorized representative signed – these presents of on the day, month and year mentioned above.

*Hemant Verma*  
20/01/15  
Dr. Hemant Verma

Deputy Director (Co-ordination)

Department of Higher Education

Shiksha Sadan, Sector 5

Panchkula, Haryana

Hemant Verma  
Deputy Director

*Mahavir Parsad*  
20/01/15  
Mahavir Parsad

Assistant General Manager (EB)

O/o GMTD

BSNL, Sonipat, Haryana

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BSNL Sonapat



## SCHEDULE - 1

Scope of Work of BSNL under this MOU.

### **1. LINK PROVISIONING AND INSTALLATION**

- Delivery of Equipment's at Higher Education Department /Government Colleges, Haryana Installation of Router
- Coordination with Higher Education Department /Government Colleges, Haryana officials for testing of links
- Testing of links
- Submission of link wise commissioning report to Higher Education Department /Government Colleges, Haryana
- Carrying out Project Management/Project Monitoring during implementation Phase.
- Reports will be submitted as and when required by the Higher Education Department /Government Colleges, Haryana

### **2. LINK MANAGEMENT**

- In case of any outage BSNL will provide onsite support at branch location
- BSNL will diagnose the problem.
- BSNL will implement necessary solution to make link up.
- In case of any active component failure, BSNL will replace the equipment for which AMC has been done with BSNL.
- Equipment Configuration and faults in Equipment for which AMC has been done with BSNL
- Update Higher Education Department /Government Colleges, Haryana Offices time to time of the work.
- Root cause analysis (RCA).

### **3. KEY DELIVERABLES**

- BSNL will provide 24X7 NOC support
- BSNL will ensure the uptime of links of the Haryana Higher Education Department /Government Colleges, Haryana Offices circuits up to routers
- BSNL shall ensure 98% uptime guarantee for connectivity and CPE under the Network Management Services.
- Quick response time and 24-hour resolution time by BSNL.
- Periodic reports to be sent through email by BSNL.
- BSNL will Notify Higher Education Department /Government Colleges, Haryana Offices in 30-45minutes of the problem on the numbers as given by Haryana Higher Education Department /Government Colleges, Haryana Office.

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Hemant Verma  
Deputy Director

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**Annexure II**

No	Name of College	Address	Telecom district	Total one time OFC cost in Rs.
1	GOVT. COLLEGE, NARAINGARH	Kullarpur Road, Naraingarh	Ambala	192500
2	RAJIV GANDHI GOVT.COLLEGE, SAHA	Saha (Ambala)	Ambala	192500
3	GCW AMBALA CITY	Govt. College (W)Ambala City	Ambala	462500
4	GOVT. COLLEGE FOR GIRLS	VPO BARAGARH SHAHZADPUR	Ambala	300000
5	GOVT. COLLEGE, BILASPUR	GOVT.COLLEGE BILASPUR, PRESENT CAMPUS AT GOVT.MIDDEL SCHOOL AHARWALA KAPAL MOCHAN	Ambala	153600
6	GOVT. COLLEGE,RADAUR	vill Radauri Yamuna Nagar	Ambala	303600
7	GOVT. COLLEGE TIGAON	Govt College Tigaon, Faridabad	faridabad	95000
8	GOVT. COLLEGE KHERI GUJРАН	Govt. College Kheri Gujran (Faridabad)	faridabad	295000
9	GOVT. COLLEGE FOR GIRLS BALLABGARH	GOVT. COLLEGE FOR GIRLS BALLABGARH	faridabad	185000
10	GOVT. COLLEGE, MOHNA	GOVT. COLLEGE, MOHNA	faridabad	215000
11	GOVT. COLLEGE HATHIN	HATHIN, Palwal	faridabad	335000
12	GOVT. COLLEGE FOR GIRLS	Govt. Primary School, Mandkola, Palwal (proposed-opposite govt hospital, mandkola)	faridabad	185000
13	GOVT. COLLEGE FOR GIRLS	Govt. Girls Middle School, Badoli, Palwal (proposed-near shamshan ghat badoli)	faridabad	335000
14	HARDWARI LAL GOYAL GOVERNMENT COLLEGE TAURU	Bawla Road, Near Radha Swami Satsang Bhawan, Tauru, Nuh	Gurgaon	304000
15	GOVT.COLLEGE, NAGINA	Govt.College, Nagina Mewat	Gurgaon	150000
16	GCW SALAHERI NUH	GCW Salaheri Nuh, Mewat	Gurgaon	93000
17	GOVT.COLLEGE FOR WOMEN	Govt.College for Women, Punhana, Mewat	Gurgaon	604000
18	GOVT.COLLEGE	V.P.O. Sidhrawali (Rural) Gurugram	Gurgaon	600000
19	GOVERNMENT COLLEGE FOR GIRLS, SECTOR 14	Mehraulli Gurgaon Road, Gurugram	Gurgaon	154000
20	D.GOVT COLLEGE	Gurugram	Gurgaon	454000
21	GOVT. COLLEGE FOR GIRLS	Manesar (Rural) Gurugram above Polytechnic building Manesar	Gurgaon	154000
22	GOVT. COLLEGE	RITHOJ, Gurugram	Gurgaon	604000
23	GOVT. COLLEGE, BHATTU KALAN	Govt.College Bhatu kalan, Fatehabad	Hisar	90000
24	GOVT. COLLEGE FOR WOMEN, RATIA	Near Tehsil Complex, Jakhandadi Mandir Road	Hisar	90000
25	K.T.GOVT.COLLEGE, RATIA	SARDULGARH ROAD, RATIA	Hisar	360000
26	CH. MANI RAM JHORAR GOVT. COLLEGE, MITHI SURERAN	MITHI SURERAN, ELLENABAD (SIRSA)	Hisar	360000
27	GOVT. COLLEGE FOR WOMEN, SIRSA	GOVT. COLLEGE (W) SIRSA	Hisar	150000
28	F.G.M.GOVT. COLLEGE, ADAMPUR	F.G.M.GOVT. COLLEGE,	Hisar	25000
29	GOVT. COLLEGE, BARWALA (HISAR)	GOVT. COLLEGE, BARWALA	Hisar	279810
30	GOVT.COLLEGE NALWA	GOVT.COLLEGE NALWA	Hisar	270000

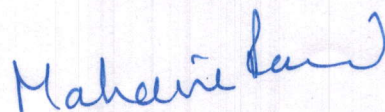
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31	GOVT. COLLEGE FOR WOMEN, HISAR	GOVT. COLLEGE (W) HISAR	Hisar	273512
32	GOVT. COLLEGE, HANSI	GOVT. COLLEGE, HANSI	Hisar	25000
33	GOVT COLLEGE NARNAUND	Govt College, Near Khanda Mor, Narnaund, Hisar	Hisar	235805
34	GOVT. COLLEGE FOR GIRLS DATTA	GOVT. COLLEGE (G) DATTA	Hisar	352925
35	GOVT. COLLEGE KHERI CHOPTA	GOVT. COLLEGE KHERI CHOPTA	Hisar	235805
36	GOVT. COLLEGE FOR GIRLS UGALAN	GOVT. COLLEGE (G) UGALAN	Hisar	1422524
37	GOVT. COLLEGE, UKLANA	Govt. College, Mugal Pura, Uklana	Hisar	323314
38	GOVT. COLLEGE BALASMAND, HISAR	BALASMAND, HISAR	Hisar	355592
39	GOVT.COLLEGE SAFIDON [JIND]	URBAN AREA (DISTT. JIND)	JIND	161000
40	P.I.G GOVT. COLLEGE FOR WOMEN	P.I.G Govt. College For Women, Jind	JIND	27000
41	SARLA MEMORIAL GOVT. COLLEGE FOR WOMEN	Safidon (Jind)	JIND	161000
42	GOVT COLLEGE	Julana, Jind	JIND	603000
43	GOVT. COLLEGE ALEWA	assandh road alewa, Jind	JIND	371000
44	GOVT. COLLEGE FOR WOMEN	Railway Road, Karnal	Karnal	202200
45	GOVT.COLLEGE GHARAUNDA	Rural, The Gharaunda (Karnal)	Karnal	234900
46	S.U.S. GOVT. COLLEGE, MATAK MAJRI	Rural, Indergarh Road, Matak Majri (karnal)	Karnal	529200
47	BABA FATEH SINGH JI GOVERNMENT COLLEGE, ASSANDH	First Floor, ITI Building, Jaisinghpura, Assandh (Karnal)	Karnal	431100
48	GOVT. COLLEGE FOR GIRLS TARAORI	GOVT. COLLEGE (G) TARAORI	Karnal	365700
49	GOVT. COLLEGE FOR GIRLS JUNDLA	GOVT. COLLEGE (G) JUNDLA	Karnal	267600
50	GOVT. GIRLS COLLEGE, PADHA	Village Padha, Dist. Karnal	Karnal	365700
51	GOVT. COLLEGE, BEHRAMPUR	Govt. College, Behrampur (Bapauli)	Karnal	177554
52	GOVT COLLEGE, PANIPAT	Panipat	Karnal	35000
53	GOVT. COLLEGE, ISRANA	Israna, Panipat	Karnal	35001
54	GOVT COLLEGE FOR WOMEN	Govt College (W) Madlauda, Panipat	Karnal	115723
55	GOVT. COLLEGE FOR GIRLS CHEEKA	GOVT. COLLEGE (G) CHEEKA	Karnal	1266000
56	SHRI KAPIL MUNI GOVT. COLLEGE FOR WOMEN, KALAYAT, (KAITHAL)	SHRI KAPIL MUNI GOVT. COLLEGE FOR WOMEN, KALAYAT, (KAITHAL)	Karnal	438000
57	GOVT. COLLEGE	CHAMU KALAN, Kurukshetra	KARNAL	303000
58	GOVT. COLLEGE FOR GIRLS	PALWAL (KURUKSHETRA)	KARNAL	573000
59	GOVT. COLLEGE BARWALA (PKL)	Govt. College Barwala, Panchkula	Panchkula	805000
60	GOVT. COLLEGE, RAIPUR RANI	NEAR BUS STAND RAIPUR RANI, Panchkula	Panchkula	425000
61	GOVT. COLLEGE, ATELI	ATELI, MAHENDERGARH	Rewari	89500
62	GOVT.COLLEGE FOR WOMEN	MAHENDERGARH	Rewari	127544
63	GC KRISHAN NAGAR	GC Krishan Nagar, Mahendergarh	Rewari	180000
64	GOVT COLLEGE, NARNAUL	Narnaul, Mahendergarh	Rewari	173089
65	GOVT. COLLEGE, SATNALI	Govt. College, Satnali, Mahendergarh	Rewari	70000
66	GOVT COLLEGE KANINA	Govt College Kanina, Mahendergarh	Rewari	111864
67	BAIJNATH CHOUDHARY GOVT COLLEGE FOR WOMEN	Nangal Choudhary, Mahendergarh	Rewari	90000
68	GOVT. COLLEGE, CHHILRO	GOVT. SEC. SER. SCHOOL, NIZAMPUR	Rewari	150000

  
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69	GOVT.COLLEGE	KOSLI (Rural), Rewari	REWARI	205088
70	GOVT.COLLEGE	Bawal , Rewari	REWARI	172410
71	GOVT. COLLEGE	VPO: Nahar, Dist. Rewari (Rural)	REWARI	267727
72	GOVT.COLLEGE FOR WOMEN	VPO GURAWARA (REWARI), Rural, Rewari	REWARI	217943
73	GOVT.COLLEGE	Kharkhara ,Rewari	REWARI	110231
74	GOVT. COLLEGE FOR WOMEN	Pali ,Rewari	REWARI	90000
75	GOVERNMENT COLLEGE, BAHADURGARH	Govt.College Bahadurgarh ,Jhajjar	Rohtak	75000
76	CHAUDHARY HARDWARI LAL GOVT. COLLEGE,CHHARA	V.P.O Chhara (Jhajjar )	Rohtak	30000
77	GOVT. COLLEGE. DUBALDHAN (JHAJJAR)	V.P.O. Dubaldhan (Rural	Rohtak	75000
78	GOVT. COLLEGE DUJANA	Govt.College Dujana,Jhajjar	Rohtak	370000
79	CHAUDHARY DHEERPAL GOVT. COLLEGE, BADLI	Chaudhary Dheerpal Govt.College,Badli,Jhajjar	Rohtak	75000
80	GOVT.COLLEGE BIROHAR	GOVT.COLLEGE BIROHAR, JHAJJAR	Rohtak	150000
81	GOVT. COLLEGE BAHU	GOVT. COLLEGE BAHU	Rohtak	75000
82	GOVT. COLLEGE FOR WOMEN, JASSAUR KHERI	GOVT. COLLEGE FOR WOMEN, JASSAUR KHERI	Rohtak	275000
83	GOVT. COLLEGE, MATANHAIL (JHAJJAR)	Matanhail (Jhajjar)	Rohtak	362500
84	GOVT. COLLEGE FOR WOMEN, BAHADURGARH (JHAJJAR)	Govt.College for Women,Bahadurgarh, Jhajjar	Rohtak	100000
85	GOVT. COLLEGE FOR WOMEN	GOVT. COLLEGE (W) KULANA	Rohtak	250000
86	GOVT COLLEGE, BAUND KALAN	VPO Baund Kalan CHARKHI DADRI	Rohtak	75000
87	GOVT COLLEGE FOR WOMEN, BADHRA ( CHARKHI DADRI )	Govt College for Women, Badhra, (Charkhi Dadri)	Rohtak	90000
88	GOVT. COLLEGE	, Meham ,Rohtak	ROHTAK	384500
89	GOVT. COLLEGE FOR WOMEN	Sampla ,Rohtak	ROHTAK	122650
90	GOVT. COLLEGE FOR WOMEN LAKHAN MAJRA	Lakhan Majra (Rohtak	ROHTAK	602200
91	GOVT. COLLEGE JASSIA	V.P.O. Jassia Distt. Rohtak	ROHTAK	602200
92	GOVT. COLLEGE	GC Sampla, Beri Road ,Sampla,	ROHTAK	269400
93	SHAKSHI MALIK GOVT. COLLEGE (G)	, Mokhra (Rohtak	ROHTAK	453400
94	G.C.W.	Bawani Khera Bhiwani	ROHTAK	125000
95	RAJIV GANDHI GOVT COLLEGE FOR WOMEN	Hansi Road near Education Board, Bhiwani (Urban)	ROHTAK	150000
96	SMRJ.GOVT. COLLEGE	Hisar-Rajgarh Road, Siwani,Bhiwani	ROHTAK	28000
97	GOVT COLLEGE	Loharu, Bhiwani	ROHTAK	75000
98	GCW BEHAL	Behal, Bhiwnai	ROHTAK	180000
99	GOVT. COLLEGE FOR GIRLS	NEAR DSP OFFICE LOHARU	ROHTAK	19500
100	GOVT. COLLEGE FOR GIRLS	Kairu Bhiwani	ROHTAK	300000
101	GOVT.P.G.COLLEGE FOR WOMEN	GOHANA-131301, SONIPAT	SONIPAT	124510
102	GOVT. COLLEGE FOR WOMEN	Village - Murthal, Sonapat	SONIPAT	171010
103	SHAHEED DALBIR SINGH GOVT. COLLEGE	Delhi Road, Near KMP Highway, VPO-Pipli Sonipat	SONIPAT	136310
104	GOVT. COLLEGE BAROTA	Barota (Gohana) ,Sonipat	SONIPAT	253740
			<b>Total</b>	<b>27163981</b>

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