



Criteria for Internet Service Provider

- The Service Provider should have ISP license with minimum working experience of 8 years.
- ISP should have multiple upstream connectivity.
- The service Provider should be able to provide dual connectivity optical fiber, primary and secondary link. (Wireless connectivity optional).
- Service Provider should submit technical network diagram of connectivity to endpoint.
- Service Level Agreement (SLA) for the link to be 99.9% uptime.
- Link to be delivered within 7 days from the date of purchase order.
- ISP should support in optical fiber connection repair /maintenance of hospital's internal network.
- ISP should be able to provide VLAN port for Nepal Research and Education (NREN) network.
- ISP can mention extra / complementary service willing to provide.
- ISP should mention following technical parameters
 - Connection Type
 - Specify the local bandwidth ratio ISP will provide
 - Connection Medium
 - Failover Link
 - Hand-off
 - Symmetric Upload and Download
 - Peering with NPIX
 - Peering with the Google Services
 - Peering with Akamai Services
 - Virtual Private Network (VPN)
 - Bandwidth increase on demand
 - 24*7*365 Support
 - Multiple Upstream and Service Provider
 - Data Limitation
 - Public IP address (5 minimum)
 - Proactive Link Monitoring
 - Bandwidth monitoring system (international & local)

