

# PROCUREMENT OF INTERNET BANDWIDTH

(Tender No: STPI/HQ/TECH/DAC/BWPR/24-25/2 dated 27-01-2025)



**SOFTWARE TECHNOLOGY PARKS OF INDIA**

(Ministry of Electronics and Information Technology)

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East Kidwai Nagar, New Delhi-110023

[www.stpi.in](http://www.stpi.in)

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## SECTION I

### NOTICE INVITING TENDER (NIT)

S · N o	Item	Description
1.	Start Date of Tender Issuance	27-January-2025
2.	Last date and time for submission of pre-bid queries	Bidders shall have to post queries on the CPP portal on or before 03-February-2025
3.	Pre-Bid Conference time, date, and venue	Pre-Bid conference will be held on 06-February - 2025 at the STPI office and in online mode (link : <a href="https://stpi.webex.com/stpi/j.php?MTID=m02d7bfb3f2695335138e25b1a3650d7d">https://stpi.webex.com/stpi/j.php?MTID=m02d7bfb3f2695335138e25b1a3650d7d</a> )
4.	Last Date and time for Bid submission (On or before)	On or before 17-February-2025 up to 18:00 Hrs.
5.	Date, time for opening of Technical Bids	19-February-2025 at 11:00 Hrs.
6.	Date of Financial Bid Opening	To be notified later
7.	Bid Validity	Bid must remain valid up to 180 (One Hundred & Eighty) days from the actual date of submission of the bid

- Software Technology Parks of India (STPI) invites sealed Tenders under a two-bid system (Technical bid and Financial bid) from reputed vendors fulfilling the eligibility requirements as mentioned in the tender document for the supply of Internet Bandwidth to Locations of STPI over Optical Fiber Cable Medium conforming to the Service Levels as mentioned in the Tender document.
- Bid security for an amount of Rs. 25,00,000/- (Rupees Twenty-Five Lakhs only) in the form of RTGS/NEFT, in favor of STPI, payable at New Delhi must be submitted along with the bid. Bank details mentioned below: -  
Bank Name-Canara Bank  
Account No.-1098101101244  
IFS Code-CNRB0001098
- Tender document can be downloaded from [www.stpi.in](http://www.stpi.in) & <https://eprocure.gov.in/eprocure/app>

Sd/-  
**CAO-Cum-Registrar**  
**Software Technology Parks of India**

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## **SECTION II**

### **INSTRUCTIONS TO BIDDERS**

#### **1. INTRODUCTION**

- 1.1. Software Technology Parks of India (STPI) provides Internet services PAN India under ISP License Class 'A'.
- 1.2. Software Technology Parks of India (herein referred to as Purchaser) invite bids to provide Internet Bandwidth (hereinafter referred to as Services) as described in Section V (Technical Specifications).

#### **2. DEFINITIONS**

- 2.1. **'The Purchaser'** means the Software Technology Parks of India (STPI).
- 2.2. **'The Bidder'** means the company who participates in this tender and submits its bid.
- 2.3. **'The Supplier'** means the company supplying 'the Service' under the contract.
- 2.4. **'The Service'** means Internet service to be provided to the Purchaser by the Supplier as per the specifications mentioned at Section VI
- 2.5. **'Letter of Intent (LOI)'** means a letter indicating the intention of the Purchaser to place a Purchase Order on the bidder.
- 2.6. **'The Purchase Order'** means the order placed by the Purchaser on the Supplier duly signed by the Purchaser and includes all attachments and appendices hereto and all documents incorporated by reference therein.
- 2.7. **'Contract'** means the agreement between STPI and the successful bidder called Supplier for the provisioning of the Service including the supply of all documents to which reference may be made in order to ascertain the rights and obligations of the parties and shall include the Instructions to bidders, General Terms and Conditions of the Contract, Addenda, Supplementary Agreement(s) (if any) as part of the Contract.
- 2.8. **'The Contract Price'** means the price payable to the Supplier under the purchase order for complete fulfilment and proper performance of its contractual obligations to the satisfaction of STPI.
- 2.9. **'Contract Date'** means the date on which the Contract comes into effect.
- 2.10. **'Certificate of Acceptance'** means the certificate issued by STPI to the Supplier upon completion of the acceptance tests of the Service.
- 2.11. **'Progress Report'** means the reports prepared by the Supplier containing details of the progress and implementation of the project as required by STPI.
- 2.12. **'Site'** means the place(s) other than the Supplier's premises, to which the services are to be delivered.

- 2.13. **'Commissioning'** means successful completion of acceptance testing procedures as may be prescribed by STPI subsequent to the delivery of the Service.
- 2.14. **'Up-gradation/Down-gradation'** Change of bandwidth of existing circuits.

### 3. BIDDER'S ELIGIBILITY CRITERIA

- 3.1. The bidder should be a company registered in India with the Registrar of Companies under supplying the Service. Documentary evidence should be provided for this effect.
- 3.2. The bidder should either have own International Internet Bandwidth capacity or should have an agreement/ MOU with Supplier of International Internet Bandwidth to be offered as per this tender. Copy of such agreement/ MoU/ILD License on supply of Internet bandwidth should be submitted along with the bid.
- 3.3. Average Annual turnover of the bidder for the last three financial Years 2021-22, 2022-23 and 2023-24 should be a minimum of Rs 50 Crores each in the relevant service area. The audited financial statement duly signed by CA and Annual IT Returns for FY 2021-22, 2022-23 and 2023-24 should be submitted along with the bid in support of turnover.
- 3.4. The bidder should be a holder of NLD and Class A ISP/Unified license from the Department of Telecommunication (DoT), Government of India for providing Internet Bandwidth in India. Documentary evidence should be provided for this effect.
- 3.5. The bidder's Gateway or having arrangement (MOU/Agreement) with the party having its own Gateway at submarine cable landing station (Mumbai/ Cochin/ Chennai/ Tuticorin/ Trivandrum) should have installed bandwidth capacity of at least 50 GBPS on date of issue of NIT. The relevant documentary evidence should be submitted along with the bid.
- 3.6. The bidder's gateway or having arrangement (MoU/Agreement) with the party having its own Gateway shall be operational for at least the last three (03) years in providing Internet bandwidth services to ISPs/clients on the date of issue of NIT.
- 3.7. The bidder must be feasible for at least 75% of the STPI locations mentioned in Section-X.
- 3.8. The bidder should have Internet bandwidth connectivity directly with Tier-1 IP exchanges in the USA or should have an MOU/Agreement with the supplier having Internet bandwidth connectivity directly with Tier-1 IP exchanges in the USA, from its gateway router in India. The relevant documentary proof should be submitted along with the bid.
- 3.9. The bidder should be a holder of Valid quality certifications like ISO 9001 and ISO 27001 or equivalent for delivering quality internet service in India. Documentary evidences should be provided for this effect.
- 3.10. The bidder should not be under declaration of ineligibility for corrupt/fraudulent practices or blacklisted by any of the Govt. agencies. Declaration should be given by authorized signatory as per Section XIII.
- 3.11. The bidder should have registered with GSTN (having GST number of respective States from where bidder will provide the services) and Income-tax Department. Documentary evidence viz., Copy of PAN, GST Registration Certificate(s), should be submitted. Bidders may refer to Table-D of Section X for STPI locations (existing & Upcoming).

#### 4. COST OF BIDDING

The bidder shall bear all costs associated with the preparation and submission of the bid. The purchaser will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

#### 5. BID DOCUMENTS

5.1. The services required, bidding procedures and contract terms are prescribed in this Bid Document. The Bid Document includes the following:

S. No.	TITLE	Section No.
1	Notice Inviting Tender (NIT)	Section – I
2	Instructions to Bidders	Section – II
3	Terms and Conditions of Contract	Section – III
4	Operations and Management of Internet Bandwidth	Section – IV
5	Technical Specifications	Section – V
6	Bid Form, Price Schedules & Bid Security Declaration format	Section – VI
7	Proforma for Performance Bank Guarantee	Section – VII
8	Proforma for Advance Bank Guarantee	Section – VIII
9	Letter of authorization for attending bid opening.	Section – IX
10	Feasibility Report /STPI Locations	Section – X
11	Internet Bandwidth Commissioning Report Format	Section – XI
12	Format for Bid Clarification	Section – XII
13	Self-Declaration	Section – XIII
14	Existing Bandwidth at STPI locations	Section – XIV

5.2. The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Document. Failure to furnish all information required as per the Bid Document or submission of bids which are not substantially responsive to the Bid Document in every respect may result in the rejection of the bid. In respect of the interpretation/clarification of each and every clause of this tender and in respect of any matter relating to this tender, the decision of STPI will be final.

## 6. CLARIFICATION OF BID DOCUMENTS

- 6.1. A prospective bidder, requiring any clarification on the Bid Documents, shall notify the Purchaser in writing as per the prescribed format (**Section XII**) at the Purchaser's mailing address or by Email ([bandwidthrfp@soft.net](mailto:bandwidthrfp@soft.net)). The Purchaser shall respond to any request for clarification of the Bid Documents, which it receives not later than the date of the pre-bid meeting of the Tender. The clarifications by the Purchaser to the queries (without identifying the source) shall be published on the website [www.stpi.in](http://www.stpi.in).
- 6.2. Any clarification issued by STPI in response to query raised by prospective bidders shall form an integral part of bid documents and it may amount to an amendment of relevant clauses of the bid documents.
- 6.3. The bidders are required to keep a watch on the STPI website <https://eprocure.gov.in/eprocure/app> w.r.t. any amendment to the tender document or clarification to the queries raised by the bidders till Two (2) days prior to the opening of the tender. STPI reserves the right to reject the bids if the bids are submitted without taking into account these amendments/clarifications. Further bidder will be fully responsible for downloading of the tender document and amendments for their completeness.

## 7. AMENDMENT TO BID DOCUMENTS

- 7.1. At any time, prior to the date of submission of bids, the Purchaser may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify/ alter any terms & conditions of the bid documents by amendments as long as they are uniformly applied to all.
- 7.2. The amendments shall be hosted on web [www.stpi.in](http://www.stpi.in) & <https://eprocure.gov.in/eprocure/app> and these amendments will be binding on them.
- 7.3. In order to give prospective bidders reasonable time to take the amendments into account while preparing their bids or for any other reason, the Purchaser may, at its discretion, extend the last date/time for the submission of bids.

## 8. PREPARATION OF BIDS

- 8.1. Language of Bid: The bid prepared by the Bidder and all correspondence and documents relating to the bid exchanged by the bidder and the purchaser shall be written in the English language
- 8.2. Documents comprising the bid: The bidder should upload the scanned copy of all the following documents as part of the Technical Bid in the stipulated format, without the supporting documents the bid is liable to be rejected. The Technical bid prepared by the bidder shall comprise of the following components:
  - (a) Documentary evidence to establish eligibility in accordance with **Clause-3** and **Clause-11** indicating that the bidder is eligible to bid and is qualified to perform the contract if his bid is accepted.
  - (b) Bid Security furnished in accordance with Clause-13.
  - (c) A clause-by-clause compliance of the services offered as per **Clause-12.3 C**.
  - (d) A bid form completed in accordance with **Clause-9**.



- (e) Block Schematic Diagrams showing proposed connectivity between NOCs of respective STPI centers and Supplier's peering router.
- (f) A complete Feasibility Report as per Section X. The feasibility report along with the media details of all the locations for which the bidder is participating to be provided along with the bid.

## 9. BID FORM

The bidder shall complete the Bid form and the appropriate Price Schedule strictly in the format furnished in the Bid Documents, indicating the Services to be supplied along with a brief description of the services, quantity and prices as per **Section –VI (Part I)**.

The Financial bid prepared by the bidder shall comprise of the price schedule in accordance with **Section VI (Part II)**.

## 10. BID PRICES

10.1. The offer shall be firm in Indian Rupees.

10.2. Prices indicated in the Price Schedule shall be entered in the following manner:

- i. The Basic Unit price of the Services and the applicable taxes shall be quoted separately.
- ii. The supplier shall quote as per price schedule format given in Section VI (Part-II) for all the items given in schedule of requirement.

10.3. The Basic Unit Price for the first and second years, finalized by bidder shall remain fixed during the scheduled delivery period of two years or until the next price revision whichever precedes. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

10.4. **"DISCOUNT"**, if any, offered by the bidders shall not be considered unless specifically indicated in the price schedule. Bidders desiring to offer discount shall therefore modify their offers suitably while quoting and shall quote clearly net price taking all such factors like Discount, free supply, etc, into account.

10.5. The price approved by STPI for procurement will be the basic unit price and the taxes shall be as per the prevailing rates at the time of billing.

## 11. DOCUMENTS NEEDED FOR ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATIONS

11.1. Pursuant to **Clause 3**, the bidder shall furnish, as part of the bid, documents establishing the bidder's eligibility to bid, and its financial, technical and production capability to perform the contract. Any subsequent correspondence in this regard shall be treated as a post-tender offer/clarification and shall not be entertained. The documents shall comprise of the following:

- i. Certificate of Incorporation.
- ii. Article or Memorandum of Association or Partnership deed or Proprietorship deed as the case may be.
- iii. In case of foreign collaboration, approval from Reserve Bank of India /SIA.

- iv. Current and valid NLD and Class- A ISP License/ Unified License.
  - v. Current and valid International Gateway Licenses issued by relevant authorities/organizations.
  - vi. Annual Financial Statement (including P&L statement, Balance sheet) and IT Returns for the past three financial years.
  - vii. Copy of PAN and GST Registration Certificate(s). Bidders may refer to Table-D of Section X for STPI locations.
  - viii. Documentary evidence about the service delivery capability necessary to perform the contract like details of offices located in India with the address from where operational & implementation support may be given.
  - ix. Bidder shall submit a copy of Purchase Orders along with its completion certificate from the customers for similar experience.
  - x. Bid Security Declaration as per the format given in Section VI (Part III).
  - xi. Any other related documents.
- 11.2. The bidders shall have a Nodal Centre existing/ proposed to be opened, to facilitate the interaction in Delhi-NCR, which shall form part of contractual commitment. The services of the centre shall be available throughout the period of the contract. The office address and nodal officer name for the above activity should be provided.
- 11.3. If any document is not submitted by a bidder at the time of submission of bid in support of Bidder Eligibility Criteria, evaluation of bids will be based on available documents in the bid and non-submission of documents will be treated as non-availability of the document.

## 12. DOCUMENTS FOR ESTABLISHING SERVICES ELIGIBILITY AND CONFORMITY TO BID DOCUMENTS

- 12.1. Pursuant to **Clause 8.2(c)**, the bidder shall furnish as part of his bid, documents establishing the conformity of Bid Documents to all services, which the bidder proposes to supply under the contract, by clearly indicating 'complied' or 'not complied'. No ambiguity in compliances should be there in the bids.
- 12.2. The documentary evidence of the 'services' shall be to the Purchaser's satisfaction and the bidder shall state that they will comply with all conditions specified in technical specifications and other conditions of this tender.
- 12.3. The documentary evidence of the services in conformity to the Bidding document may be in the form of literature, drawings and data. It may comprise of:
- (a) A detailed description of the Services with essential technical and performance characteristics and sketches, drawings and circuit diagram, physical and technical parameters for all equipment/services offered.
  - (b) Detailed project implementation schedule covering all the activities of the work and Bar/Pert Chart.
  - (c) A clause-by-clause compliance on the purchaser's Technical Specifications and Commercial Conditions demonstrating substantial responsiveness to the Technical Specifications and Commercial Conditions. In case of deviations, a

statement of the deviations and exception to the provision of the Technical Specifications and Commercial Conditions shall be given by the bidder. In case there is no deviation, "NIL" deviation statement shall be given. A bid without clause-by-clause compliance of the Technical Specifications (Section V), Terms and Conditions of Contract (Section III) and Operations and Management of Internet Bandwidth (Section IV) shall not be considered. Further, wherever specifications indicate a specific parameter to be met, bidder shall indicate the actual value of the parameter.

### 13. BID SECURITY

- 13.1. Pursuant to **Clause 8**, the bidder shall furnish, as part of the bid, a bid security in the form of NEFT/RTGS for Rs. 25,00,000/- (Rupees Twenty-Five Lakhs Only). However, the bidders who are exempted from furnishing bid security as per the subsequent clause 13.9 are required to furnish a bid security declaration as per the format given in Section VI (Part III).
- 13.2. The bid security is required to protect the Purchaser against the risk of the bidder's conduct, which would warrant the forfeiture of the security, pursuant to **Clause 13.7**.
- 13.3. The bid security shall be in the form of NEFT/RTGS in favour of the Purchaser.
- 13.4. A technical bid not secured in accordance with **Clause 13.1 and 13.3**, Financial Bid shall not be opened by the Purchaser as it is non-responsive.
- 13.5. The bid security of the unsuccessful bidder will be returned within 60 days after the placement of the LOI by the purchaser.
- 13.6. The successful bidder's bid security will be discharged upon the bidder's acceptance of the Letter of Intent (LOI) satisfactorily and furnishing the performance security.
- 13.7. The bid security shall be forfeited:
  - a) If a bidder withdraws his bid during the process of finalization of tender or
  - b) In the case of a successful bidder, if the bidder fails to accept the contract/offer and furnishes performance security.
- 13.8. In both the above cases, i.e. **13.7 (a) & (b)**, the bidder will not be eligible to participate in the tender for the same item for two years from the date of issue of LOI.
- 13.9. The following categories of bidders shall, however, be exempted from furnishing Bid Security:
  - (a) Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturers of the offered Product or Service (Primary Product / Service - in case of bunch bid with total value-wise evaluation) and give specific confirmation to this effect at the time of bid submission and claim EMD exemption and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting document uploaded during bidding process and validated by the purchaser.
  - (b) Start-ups as recognized by the Department for Promotion of Industry and Internal Trade (DPIIT), holding a valid Startup Recognition Certificate which is to be uploaded while bidding and claiming EMD exemption and to be validated by the Buyer. Bidder to ensure that turnover for any of the financial years has not exceeded the limits prescribed in the certificate / Start-Up scheme of DPIIT.
  - (c) Sellers / Service Provider having an annual turnover of ₹ 500 Crore or more, at least in one of the past three completed financial year(s)
  - (d) Central / State PSUs.

## 14. PERIOD OF VALIDITY OF BIDS

- 14.1. Bid shall remain valid for 180 days from the date of opening of the commercial bid prescribed by the Purchaser. A bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.
- 14.2. In exceptional circumstances, the Purchaser may request in writing the bidder's unconditional consent for extension(s) to the period of bid validity. The request responses there to shall be made in writing. A bidder may refuse the request. The bidder accepting the request and granting an extension will not be permitted to modify his bid.

## 15. INSTRUCTION TO BIDDERS FOR SUBMISSION OF BID

15.1 The bid must be submitted **online** at the CPP eProcurement Portal using English Language and international numerals.

15.2 The interested Bidders would be required to submit their bid online in a Two-Bid Format, viz. Technical and Financial Bids.

- Technical Bid: All the documents are to be merged in sequence as pages in one PDF file and to be uploaded to the relevant section in the eProcurement portal.
- Financial Bid: To submit a financial bid, the bidder needs to download **Section VI (PART-II)** from the CPP eProcurement Portal provided as a part of tender documents, fill in respective cells and upload the file to the portal without changing the name or format.

15.3 All correspondence, if any, should be made at the following address:

Software Technology Parks of India,  
1st Floor, Plate B, Office Block-1,  
East Kidwai Nagar, New Delhi-110023  
Ph.No. 011-24628081

Please mention the following things on the envelope:

1. Kind attention: Procurement of Internet Bandwidth
2. Name, Phone no., Company Name and address details of the bidding company

15.4 All documents submitted should be stamped and signed by the authorized signatory of the bidder. All declarations/undertakings should be on the organization's letterhead. **Non-submission of complete documents in a specified format may result in the rejection of the bid.**

15.5 The duly filled financial bid must be submitted as per the proforma given in the tender document in **Section VI (PART-II)**. Conditional financial bids shall be summarily rejected. Modification of the financial bid is not allowed, once the bid is submitted. The Financial Bids of only those agencies who have qualified in the Technical bids shall be opened.

15.6 All documents of 'Technical Bid/Un-priced Bid' and 'Financial/ Price Bid' should be numbered sequentially and signed by the bidder on each page.

15.7 Venue of Tender Opening: Tender will be opened in STPI- 1st Floor, Plate B, Office Block-1, East Kidwai Nagar, New Delhi-110023 on the due date. If due to administrative reasons,

the venue of the Bid opening is changed, it will be hosted on web [www.stpi.in](http://www.stpi.in).

- 15.8 The Purchaser may, at its discretion, extend the deadline for the submission of bids by amending the Bid Documents in accordance with **Clause 6** in which case all rights and obligations of the Purchaser and bidders subject to the previous deadline will thereafter be subject to the deadline as extended.

## 16. BID OPENING

- 16.1. Opening of bids by purchaser: The Purchaser will open Technical/ Un-priced bids, in the presence of authorized bidder's representatives who choose to attend, at the date and time specified in the 'Notice Inviting Tender'. Technical Bids shall be opened first and Financial Bids of only technically eligible bidders shall be opened subsequently. In the event that the specified date of bid opening is declared a holiday by the Purchaser, the bid shall be opened at the appointed time and location on the next working day.
- 16.2. A maximum of two representatives for any bidder shall be authorized and permitted to attend the bid opening.

## 17. CLARIFICATION OF BIDS

To assist in the examination, evaluation and comparison of bids, the Purchaser may, at its discretion, ask the bidder for any clarification(s) of its bid. The request for clarification and the response shall be in writing and no change in the price substance of the bid shall be sought, offered or permitted. However, no post-bid clarifications at the initiative of the Bidder shall be entertained.

## 18. PRELIMINARY EVALUATION

- 18.1. The purchaser shall evaluate the Technical/Unpriced bids to determine whether they are complete, whether any computational errors have been made, whether the required bid security declaration has been furnished, whether the documents have been properly signed and whether the bids are generally in order.
- 18.2. Bids without proper authorization from the bidder as per **Clause 15** shall be treated as non-responsive.
- 18.3. The Purchaser may waive any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided that such waiver does not prejudice or affect the relative ranking of any bidder.

## 19. EVALUATION OF TECHNICAL/UN-PRICED BIDS

- 19.1. The criteria for technical and commercial qualification shall be the following:
- 19.1.1. Capability of the bidding company to provide the Service in terms of
- Technical and Service Support Infrastructure
  - Financial strength
  - Feasibility of bidder's network availability to STPI locations (As per the **Clause 3.7**)
- 19.1.2. Experience of the bidding company in provisioning similar services in India.

Customer's satisfactory performance certificates shall be attached.

- (a) Performance report of the Service supplied by the bidding company. A certificate from the customer/s of the bidder over the letterhead of the customer should be provided.
- (b) Support given by the bidder's company in the operation and maintenance of the Service supplied by them.
- (c) The above shall be supported by documents fulfilling the criteria stipulated in **Clause 3.0 and 8.2 of Section -II.**

- 19.2. The details of financial strength and experience of the bidders shall be examined to determine whether the bidders meet the qualification in accordance with the criteria specified in **Clause 3 & 11** above.
- 19.3. During the technical evaluation, STPI at its discretion may call upon the bidder to give their presentation on their offer, to explain their capability to undertake the project and to respond to any question from STPI.
- 19.4. Prior to detailed evaluation the Purchaser will determine the substantial responsiveness of each bid to the Bidding Documents. A substantially responsive bid is one that generally conforms to all the terms and conditions of the Bidding Documents without material deviation.
- 19.5. A bid determined not substantially responsive will be rejected by the Purchaser.
- 19.6. A detailed evaluation of technical bids of all substantially responsive bids will be carried out and a list of technically and commercially acceptable bids will be made.

## **20. EVALUATION OF FINANCIAL/PRICE BIDS**

- 20.1. The price bid of the technically and commercially acceptable bidders will be opened in the presence of the bidder's representative(s) who choose to attend on the date and time of opening of the Price Bid.
- 20.2. The bidder's name, along with the all-inclusive final price shall be announced at the time of the price bids.

## **21. COMPARISON OF BIDS**

- 21.1. Arithmetic errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price will be corrected. If there is a discrepancy between the total bid amount and the sum of total prices, the total prices shall prevail, and the total bid amount will be corrected. If anywhere, prices are quoted in figures and words and if there is a discrepancy between the two, words would prevail.

## **22. CONTACTING THE PURCHASER**

- 22.1. No bidder shall try to influence the Purchaser on any matter relating to its bid, from the time of the bid opening till the time the contract is awarded, or at any other time. In the event of such acts of the Bidder being established by STPI, the bidder's tender may be cancelled.
- 22.2. Any effort by a bidder to modify his bid or influence the Purchaser, in the Purchaser's bid

evaluation, bid comparison or contract award decisions, may result in the rejection of the bid.

## 23. AWARD OF CONTRACT: PLACEMENT OF ORDER

The Purchaser shall consider the placement of orders for commercial supplies only on those eligible bidders whose offers have been found technically and financially acceptable. **The Purchaser reserves the right to counter offers/ price(s) against price(s) quoted by any bidder.**

## 24. AWARD CRITERIA

24.1. The purchaser may award the LOI to three successful bidders whose bids have been determined to be substantially responsive, technically and financially acceptable and have been determined as the lowest evaluated price bids provided further that bidders are determined by the purchaser to be fully qualified to perform the contract satisfactorily.

For all procurements, the L1 supplier shall be given first preference. The bandwidth distribution shall be done by taking care of the feasibility matrix provided by the successful bidder and the respective centre requirements.

For three successful bidders, the purchaser shall try to ensure that the L1 supplier shall be given overall 50-60% of the order, the L2 supplier 25-20% of the order and the L3 supplier 25-20% of the order, if the L2 and L3 supplier matches the L1 price.

In case Bidder L2 fails to match the lowest evaluated price of L1, the offer will be passed to the next successful bidder (say L3) so on and so forth, till three empanelled vendors are finalized. However, if only two bidders are finalized in that case the percentage ratio of L3 will be distributed among L1 (60-70)% and L2 (40-30)%.

These percentages may vary due to geographical limitations, technical limitations, performance history as applicable, and temporal reasons and STPI has absolute discretion in deciding on the ratio.

For distribution among L1, L2 and L3 bidders both fresh and existing bandwidth volume shall be considered.

24.2. In case either of the three successful bidders fails to provide the service to any of the STPI locations due to non-feasibility, STPI may place orders to the next successful bidder (say L4 and L5 and so on), if matches the lowest evaluated price.

24.3. STPI shall place orders for bandwidth initially for a period of Two (2) years.

24.4. Purchase Orders for bandwidth shall be placed on the suppliers as and when there is a requirement for the same throughout the period of two years.

24.5. However, STPI reserves the right to extend the same for another one (01) year on the same terms and conditions subject to revision of rates up to the satisfaction of STPI.

24.6. STPI shall invite the rates in the following manner:

- a) Bidder must quote a Basic Unit Price of 10 Mbps per month for the first year. The rate for the second year shall be 90% of the rates finalized for the first year.



- b) The rate finalized for the second year shall be applicable for the existing Bandwidths and new requirements including bulk bandwidth purchases.
- 24.7. Individual Purchase orders shall be placed on the Supplier/s for each STPI centre as listed in Section-X, which needs bandwidth during the proposed period of two years. Service corresponding to each of such purchase orders shall be covered under separate Service Contracts, each of which is valid for a period of two years from the date of service delivery.
- 24.8. 10 Mbps capacity shall be the basic unit of service and the price corresponding to one unit of service shall constitute the unit price, specified in **Section VI (Part-II) (Financial Bid/Price Schedule)**
- 24.9. After the finalization of the tender the existing BW service at old rates shall either be terminated or renewed at the newly finalized price (as the case may be). However, in case of termination, the services are continued till the new supplier implements the bandwidth and new finalized rates will be applicable.
- 24.10. STPI reserves the right to place an order with any service provider available in a particular STPI location of concern at the appropriate rates in case successful bidders fail to provide the Bandwidth.

## **25. PURCHASERS' RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS**

The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and to reject all bids, at any time prior to the award of the LOI/contract without assigning any reasons whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of the Purchaser's action.

## **26. NOTIFICATION OF AWARD (ISSUE of LOI)**

- 26.1. The issue of a Letter of Intent (LOI) shall constitute the intention of the Purchaser to procure the Services from the Successful Bidders during the specified period. The rate revision shall be applicable from the date of issue of the LOI.
- 26.2. The successful bidders shall, within 14 days of the issue of the Letter of Intent, give their acceptance along with performance security as per the format in **Section VII** of the bid document.

## **27. ISSUE OF PURCHASE ORDER**

- 27.1. Subsequent to the issue of LOI and during the entire specified period of two years, Purchase Orders shall be issued on the Supplier/s for bandwidth requirements of various STPI centres.
- 27.2. The Supplier shall furnish a performance security pursuant to **Clause 4 of Section III**, within 14 days of issue of the LOI.

## **28. ANNULMENT OF LETTER OF INTENT**

Failure of the successful bidder to comply with the requirement of **Clause 26** above shall constitute sufficient ground for the annulment of the LOI and action as per the provision of bid security in which event the Purchaser may make the offer to any other bidder at its discretion or call for new bids.



29. While all the conditions specified in the Bid documents are critical and are to be **complied with**, special attention of **the** bidder is invited to the following clauses of the bid documents. Non-compliance of any one of **these** shall result in outright rejection of the bid.
- 29.1. **Clauses 13 & 14.1 of Section II:** The bids will be rejected at the opening stage if the Bid security is not submitted as per Clauses 13 and the bid validity is less than the period prescribed in Clause 14.1 mentioned above.
- 29.2. **Clause 3 & 11 of Section II:** If the eligibility condition as per Clause 3 of Section II is not met and/or documents prescribed to establish eligibility as per Clause 11 of Section II are not enclosed, the bids will be rejected without further evaluation.
- 29.3. **Clause 12.3 (c) of Section II:** If clause-by-clause compliance and deviation statements as prescribed are not given, the bid will be rejected at the stage of primary evaluation. In case of no deviations, a statement to that effect must be given.
- 29.4. **Section III, Section IV, Section V and Section VI:** Compliance if given using ambiguous words like “Noted”, “Understood”, “Noted & Understood” shall not be accepted as complied. Mere “Complied” will also be not sufficient, reference to the enclosed documents showing compliances must be given.
- 29.5. **Section VI (Part-II) Price Schedule:** Prices must be filled in as prescribed in the price schedule.
- 29.6. **Section II Clause 10.4 on discount which is reproduced below:**
- “Discount, if any, offered by the bidder shall not be considered unless specifically indicated in the price schedule. Bidders desiring to offer discount shall therefore modify their offer suitably while quoting and shall quote clearly net price taking all such factors like Discount, free supply etc. into account”.
30. The purchaser reserves the right to disqualify the supplier for a suitable period who habitually failed to supply the service on time. Further, the suppliers whose services do not perform satisfactorily in accordance with the specifications may also be disqualified for a suitable period as decided by the purchaser.
31. Purchaser reserves the right to blacklist a bidder for a suitable period in case the bidder fails to honor his bid without sufficient grounds.
32. **Bulk Purchase:** In addition to the current requirement, STPI would reserve the right to invite commercial offers from all the technically qualified vendors of this tender from time to time, for any additional specific bulk requirements of bandwidth, like 500 Mbps and above.
- i) The locations/ SLA terms shall be as per the new bulk requirements.
- ii) Percentage reduction in price for the second year shall be applicable for bulk purchases.
- iii) Redistribution of bulk purchase is at the sole discretion of the Purchaser based on requirement.

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## **SECTION III**

### **Terms and Conditions of Contract**

#### **1. APPLICATION**

The general conditions shall apply to all contracts made by the Purchaser for the procurement of Services.

#### **2. STANDARDS**

The Services supplied under this contract shall conform to the standards mentioned in the Technical Specifications.

#### **3. PATENT RIGHTS**

The supplier shall indemnify the purchaser against all third-party claims/actions of infringement of patent, trademark or industrial design rights arising from the use of the Services or any part thereof in the Indian Telecom Network.

#### **4. PERFORMANCE SECURITY**

- 4.1. The supplier shall furnish performance security to the purchaser for an amount equal to 5% of the yearly service charges as per the value of the initial purchase order within 14 days from the date of issue of the Purchase Order by the Purchaser.
- 4.2. The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract.
- 4.3. The performance security shall be in the form of a Bank Guarantee issued by a Nationalized/Scheduled Bank and in the form provided in **Section VII** of this Bid document.
- 4.4. The performance security bond shall be valid for a total period of **24 months (tender validity) + 60 days**. However, the supplier shall submit a renewed/additional performance security bond after one year based on the price revision and total served bandwidth.
- 4.5. The performance security Bond will be released by the Purchaser after completion of the supplier's performance obligations.

#### **5. ACCEPTANCE PROCEDURE / INSPECTIONS AND TESTS**

- 5.1. The services being offered shall be subjected to on-site Acceptance Testing. During the Acceptance Testing, complete services as per the purchase order and tender will be duly tested. The test schedule & procedures for acceptance testing shall be finalized by the respective STPI centre. The Supplier shall rectify any deficiency found during Acceptance Testing in the performance of the service as per the tender requirement immediately. The Supplier shall provide, at his own cost, all necessary equipment, testing instruments and benchmarking equipment (Hardware & Software) as required for all the tests necessary to be conducted for commissioning.

- 5.2. The bidder shall finalize an acceptance test schedule at least one week in advance of the beginning of installation in consultation with the testing team of the respective STPI centre. Bidder shall also clearly indicate the specification clause (s) verified by each test.
- 5.3. It shall be the responsibility of the bidder to ensure that the software programs, testers etc are available for carrying out the acceptance tests as per the schedule. The bidders shall provide a list of instruments/simulators required for carrying out all tests against the proposed test schedule as indicated above. The bidder shall indicate whether the software package includes programs for testing the nodes under full load conditions and overload by the creation of artificial traffic. Bidder shall provide full details of software programs and hardware required for the creation of artificial traffic in their bid.
- 5.4. After all acceptance tests have been successfully carried out to the satisfaction of the respective STPI centre will certify the services as fit for commissioning. Service provided by the supplier shall be tested against all defined SLA parameters (excluding uptime). Service upon meeting all the parameters shall be monitored for 48 Hours before giving the acceptance certificate.
- 5.5. In case of reduction of tariff by the Regulator (TRAI), the benefit of the same shall be passed to the STPI with the effective date.
- 5.6. The bidder will quote only one solution & no multiple options shall be quoted. A bid with multiple options shall be summarily rejected.
- 5.7. During the technical evaluation, STPI at its discretion may call upon the bidders to give their presentation on their offer, to explain their capability to undertake the project and to respond to any question from STPI.
- 5.8. The bidder who is given a Purchase Order must give the details of the services made against the Purchase Order every month on the first working day of the following month to STPI Head Quarter & respective STPI Centers.

## 6. DELIVERY AND DOCUMENTS

- 6.1. Delivery of the Services shall be made by the supplier in accordance with the terms specified by the purchaser in the Terms and Conditions.
- 6.2. The delivery of the Service shall commence as specified and be completed within the time schedule specified in the Terms and Conditions and this along with the completion of the project for an STPI Centre as per schedule shall be the essence of the contract.

## 7. SERVICE DELIVERY SCHEDULE

- 7.1. **New Connection or Bandwidth Upgradation:** The physical connectivity for the new Internet bandwidth circuit should be completed within 4 weeks, and bandwidth upgrades should be made within 2 weeks from the date of placement of the purchase order served by email/fax/post/online portal. However, for circuit implementation cases like laying of new fiber/ Installation of new optical mux/ installation of new Microwave radio set, up to 5 weeks can be considered on a case-to-case basis with prior intimation to the purchaser.
- 7.2. **Bandwidth Downgradation:** In case of bandwidth down-gradation, the link must be downgraded within 2 weeks from the date of the down-gradation purchase order (say X) served by email/fax/post/online portal. The purchaser shall be liable to pay the bandwidth charges as per the downgraded bandwidth from the date of downgradation or (X + 14) date whichever is earlier.
- 7.3. **Disconnection:** In case of disconnection, the link must be disconnected within 2 weeks from

the date of the disconnection order (say X) served by email/fax/post/online portal. The purchaser shall be liable to pay the bandwidth charges up to (X + 14) date or actual date of disconnection whichever is earlier.

- 7.4. **Installation, Testing, Commissioning:** Successful bidder(s) shall have to arrange installation, testing & commissioning of all the equipment required to deliver services at the network termination point of respective STPI centres. All the electric/electronic components installed should adhere to adequate safety measures with proper earthing etc. The circuit shall be considered commissioned only when the respective STPI center is satisfied, and its officer certifies in this regard.

## 8. PAYMENT TERMS

The Purchaser shall make payments towards the services to the Supplier in Indian Rupees and payment terms shall be as follows:

- 8.1. Payment shall be made on a quarterly in advance basis subject to submission of the Advance Payment Bank Guarantee of an amount equal to one-quarter payment of total order value and valid for a period of One Year. The payment for the first quarter shall be made only after successful testing/Commissioning. The bidder must submit a separate bank guarantee (for each STPI Directorate) towards quarterly advance payments for internet bandwidth as per the format enclosed in Section-VIII.
- 8.2. The service should be as per the SLA specified in Section-V. SLA reports should be certified by the designated officer of the respective STPI Centre covering penalties if any as per SLA. SLA reports shall be submitted by the supplier within 15 days after each quarterly billing cycle and the penalty for non-compliance with SLA parameters shall be deducted from the current bill (in case of arrear payment)/next bill (in case of advance payment). The credit for non-compliance in the final quarter of the contract will be submitted within 15 days from the date of completion of the quarter; otherwise, the Advance Payment Bank Guarantee may be forfeited.
- 8.3. Payments shall be made by the respective STPI centre.
- 8.4. The invoices shall be submitted within 15 days from the start (in case of advance payment) or completion (in case of arrear payment) of the quarterly billing cycle along with the SLA reports for releasing payments.

## 9. PRICES

- 9.1. Prices charged by the supplier for services delivered under the contract shall not be higher than the prices quoted by the Supplier in his Bid.
- 9.2. Prices once fixed will remain valid during the scheduled delivery period of two years or until the next price revision whichever precedes.
- 9.3. Taxes and Levies shall be as per the prevailing rates at the time of billing.

## 10. CHANGE IN ORDERS

The purchaser may, at any time, by a written order given to the supplier, make changes within the general scope of the contract in any one or more of the following:

- 10.1. The place of delivery; or
- 10.2. The services to be provided by the supplier.

## 11. SUB-CONTRACTS

- 11.1. The bidder/the supplier cannot assign/transfer and sub-contract its interests/obligations under the contract without the prior written permission of the purchaser.
- 11.2. The supplier shall notify the Purchaser in writing of all sub-contracts awarded under this contract if not already specified in his bid. Such notifications, in his original bid or later shall not relieve the supplier from any liability or obligation under the contract. The supplier shall be solely responsible for provisioning and managing the services as per the SLA terms of the tender.

## 12. DELAYS IN THE SUPPLIER'S PERFORMANCE

- 12.1. Delivery of the services and performance of the services shall be made by the Supplier in accordance with the time schedule specified by the Purchaser in its purchase order. In case the supply is not completed in the stipulated delivery period, as indicated in the Purchase Order, the purchaser reserves the right either to short close /cancel this purchase order and/or recover liquidated damage charges. The cancellation/short closing of the order shall be at risk and responsibility of the supplier and the purchaser reserves the right to purchase the balanced unsupplied item at the risk and cost of the defaulting bidders.
- 12.2. Delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to any or all the following sanctions: forfeiture of its performance security, imposition of liquidated damages and/or termination of the contract for default.
- 12.3. If at any time during the performance of the contract, the supplier encounters a condition impeding the timely delivery of the services and performance of service, the Supplier shall promptly notify the Purchaser in writing the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the delivery period.
- 12.4. If the supplies are not completed in the extended delivery period, the purchase order shall be short-closed, and the Performance security shall be forfeited.

## 13. PROGRESS REPORT

The Supplier shall, at its own costs, compile, prepare and submit on time, periodical progress reports (monthly or as required by STPI) on the progress of delivery implementation or both, whichever is applicable, financial status as well as physical progress of all purchase orders issued by STPI.

## 14. LIQUIDATED DAMAGES

The date of delivery of the services stipulated in the acceptance of the tender should be deemed to be the essence of the contract and delivery of service must be completed not later than the dates specified therein. Extension will not be given except in exceptional circumstances. Should, however, deliveries be made/ services be delayed after the expiry of the contracted delivery period, without prior concurrence of the purchaser and be accepted by the consignee, such delivery/ services will not deprive the purchaser of his right to recover liquidated damage under **Clause 14.2** below.

#### 14.1. For Late Delivery/Non-Delivery of Services [New link or Upgradation]

a) In case the supplier fails to deliver the services (new or upgrade) or any consignment thereof within the period prescribed for delivery, the purchaser is entitled to recover 1% of the quarterly recurring charges of the delayed per-week link with a maximum delay of up to 10 weeks.

b) In case the link is not implemented/delivered within the extended period of 10 weeks with a penalty as per point (a) above, the Purchase Order shall be liable for cancellation and the purchaser is liable to recover the total penalty of 10% of the total value of the delayed link from the payment due from STPI for bandwidth/ associated service to the service provider.

14.2. Quantum of liquidated damages assessed and levied by the purchaser shall be final and not challengeable by the supplier.

### 15. FORCE MAJEURE

15.1. If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligations under this contract shall be prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, pandemic, quarantine restriction, strikes, lockouts or act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by the either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this and contract shall be resumed as soon as practicable after such event may come to an end or cease to exist, and the decision of the STPI as to whether the deliveries have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at its option terminate the contract.

15.2. Provided also that if the contract is terminated under this clause, the purchaser shall be at liberty to take over from the Supplier at a price to be fixed by the Purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture in possession of the Supplier at the time of such termination of such portions thereof as the purchaser may deem fit excepting such materials / bought out components and stores as the Supplier may with concurrence of the purchaser elect to retain.

### 16. TERMINATION FOR DEFAULT

16.1. The purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Supplier, terminate this contract in whole or in part.

a) If the Supplier fails to deliver any or all of the goods/services within the time period (s) specified in the Contract, or any extension thereof granted by the Purchaser pursuant to **Clause 12**.

b) If the Supplier fails to perform any obligation(s) under the Contract; and

c) If the Supplier, in either of the above circumstances, does not remedy his failure within a period of 30 days (or such a longer period as the Purchaser may authorize in writing) after receipt of the default notice from the Purchaser.

16.2. In the event of Purchaser terminates the contract in whole or in part, pursuant to **Clause**



**16.** the Purchaser may procure, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered and the supplier shall be liable to the Purchaser for any excess cost for such similar goods.

16.3. However, the supplier shall continue the performance of the contract to the extent not terminated. The purchaser may, without prejudice, on the happening of any of circumstances, to its other rights under the law or the contract provided elsewhere, purchase the balance quantity of the goods at the risk and cost of the supplier and look to him for the payments thereof and can also claim a set off of any dues payable under the contract to the supplier against his any dues under the contract or any previous contract.

## **17. TERMINATION FOR INSOLVENCY**

17.1. The Purchaser may at any time terminate the contract by giving written notice to the Supplier, without compensation to the Supplier, if the Supplier becomes unwilling, bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

17.2. The Purchaser may at any time terminate the contract and supply of services by giving one-month written notice to the Supplier, without compensation to the Supplier, subject to the Supplier not meeting the requirements terms and conditions of the tender.

## **18. APPLICABLE LAW**

18.1. The Applicable Law for the interpretation and management of the obligations under the present tender exercise together with all the legal relations arising there from shall be under Indian Law.

18.2. The substantive law of the final contract will also be Indian law.

## **19. GOVERNING LAWS AND JURISDICTION**

The tender and consequent P.O. and agreement etc. shall be bound by Indian Laws. All disputes relating to this tender and the resulting contract shall be subject to the jurisdiction of Courts in New Delhi only.

## **20. ARBITRATION**

The rights, obligations and relationships of the parties hereto under this tender and subsequent procurements shall be governed by and construed in accordance with the laws of India.

In case of any dispute(s), the Parties shall initially seek to resolve such dispute(s) or claim arising out of or in connection with procurement, termination, interpretation or validity thereof (each, a "Dispute"), or any breach, through friendly consultations within thirty [30] days from commencement of a Dispute. In the event such friendly consultations fail for any reason to resolve such Dispute shall be referred to a sole arbitrator appointed and selected by parties. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any other subsequent modifications or enactments thereof. The seat of the arbitration shall be in New Delhi, India.

20.1. Each Party shall cooperate in good faith to expedite, to the maximum extent practicable, the conduct of any arbitral proceedings commenced under this Agreement.

20.2. The costs and expenses of the arbitration, including, without limitation, the fees of the

arbitration and of the arbitrator, shall be borne by the bidder/party as may be determined by the arbitrator.

- 20.3. Any arbitration award that is made pursuant to an arbitration proceeding under this clause shall be made in writing and shall be final and binding on the Parties from the day it is made.
- 20.4. Notice: All notices by one Party to the other in connection with the arbitration shall be in writing and shall be made as provided in this Agreement.
- 20.5. Language: The arbitration proceedings shall be conducted in the English/Hindi language.

## **21. SET OFF**

- 21.1. Any sum of money due and payable to the supplier (including security deposit refundable to him) under this contract may be appropriate by the purchaser and set off the same against any claim of the Purchaser for payment of a sum of money arising out of this contract made by the supplier with the Purchaser.
- 21.2. The bidders, who are given Purchase Orders, must give the details of the supplies made against all the Purchase Orders every month on the first working day of the following month to designated officers at STPI headquarters and respective STPI centres.
- 21.3. The Bidder shall have a Nodal Centre existing/ proposed to be opened preferably in New Delhi, to facilitate the interaction with STPI which shall form part of the contractual commitment. The services of the Centre shall be available throughout the period of the contract on a 24\*7\*365 basis.
- 21.4. The purchaser reserves the right to blacklist a bidder for a suitable period in case he fails to honor his bid.

## **22. CONFIDENTIALITY**

- 22.1. Suppliers and STPI shall treat all documents/ data/ services details or part of them, which one may provide party to the other, as strictly confidential and maintain secrecy for the same.
- 22.2. Suppliers and STPI shall not publish, disclose any information about, make available or otherwise dispose of the document/ data/ services details or any part or parts thereof to any third party, directly or indirectly without prior written consent of the other party to this agreement.
- 22.3. Suppliers and STPI shall restrict access to the documents/ data/ services details only to those of their employees to whom it will be felt necessary and relevant for this project and shall draw the provision of this undertaking to the personal attention of those of its employees to whom access to the document/ data/ services details will be granted.

## **23. TERMINATION CLAUSE**

The purchaser can terminate the contract by giving one-month notice in advance to the supplier. In case the bidder stops service without notice, STPI has the right to revoke the bank guarantee.



24. If at any time during the period of the contract period, The Regulatory authorities' i.e. DoT/TRAI propose any changes such that the Internet Bandwidth and allied services prices are lower than the price chargeable under this contract, STPI reserves the right to get the rates revised from the suppliers from the date of its effect. Also, STPI reserves the right to recover any excess amount already paid/ payable to the suppliers, as the case may be. In case the supplier fails to respond/ revise the prices, STPI reserves the right to terminate the contract without accepting any further services with forfeiture of the Performance Bank Guarantee (PBG) and seek the services from any other suitable supplier at appropriate rates.

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## **SECTION IV**

### **OPERATIONS AND MANAGEMENT OF INTERNET BANDWIDTH**

1. The Operation & Management of International Bandwidth shall be carried out from the respective NOC locations of the Suppliers.
2. The Operation & Management of International Bandwidth shall include but not be limited to the following:
  - 2.1. 24/7 Help desk support to STPI.
  - 2.2. Submission of Performance Reports to STPI
  - 2.3. Online performance reporting facility
3. Performance Reports shall be submitted to STPI as follows:
  - 3.1. Monthly Performance Report indicating routine and specific jobs done. The report should also contain the detailed status of various SLA/performance parameters monitored during the previous month.
  - 3.2. Adhoc and scheduled reports required by Regulatory Authorities (i.e. TRAI /DoT etc) and MIS reports as per requirement of STPI shall also be Generated. The bidder is required to submit the reports as and when required by TRAI /DoT in the required format. The supplier is expected to provide the necessary information about the service being offered, this may be necessary for STPI to meet the regulatory requirements.
4. The support from the selected bidder shall also include advice regarding any specific action to be taken by STPI Management as and when required, with regard to performance optimization, security, capacity planning etc.
5. Supplier shall provide a Toll-Free Telephone line facility for service support activities.
6. The Service provider/ Supplier should comply with the instructions/ directions of regulatory authorities (i.e., TRAI / DOT) from time to time for the bandwidth extended to STPI.
7. The selected bidder shall announce the networks / Prefixes of STPI (Autonomous System) and its customers (Autonomous System) if any, based on STPI requirements. STPI will provide IPv4 Prefixes in the form of /24. For STPI customers AS Set will be reflected under STPI.

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## **SECTION V**

### **TECHNICAL SPECIFICATIONS**

1. The Bandwidth asked for is an uncompressed symmetric Bandwidth in 1:1. The Bandwidth is to be provided on fiber cable only end to end, comprising of the international segment, Backhaul and the Local Loop.
2. Termination of the bandwidth shall be on STM-4/STM-1/FE/GE interfaces at the STPI gateway routers as per the requirements of respective STPI centres.
3. Providing last-mile connectivity to respective STPI premises on optical fiber will be the responsibility of the bidder. Associated equipment like Modems/ Converters or any such requirement shall be provided by the bidder only. The bidder shall include any other hardware/ software item required for installing and commissioning the system, at no extra cost to STPI. The CPE (Switch/Routers) will be provided by STPI for the termination of the links.
  - 3.1. Supplier shall provide Microwave last mile only if establishing terrestrial last mile is not feasible, including hiring of such service from other operators along with necessary statutory clearances like WPC/ Frequency/ Spectrum etc. from concerned regulatory authorities. STPI will extend necessary roof right permission to install a pole /antenna at the premises of respective STPI centres only.
  - 3.2. Microwave last mile links shall be established upon prior approval from the respective STPI centre and all such links shall be given relaxation in the latency up to a maximum of 30 ms and uptime up to 0.5 %.
  - 3.3. Suppliers must provide the multilink/ load-balancing configuration as per the requirement of the respective STPI centre wherever multiple links are implemented by the same supplier. The bidder should be able to support and configure multilink/ load balancing configuration in its respective ISP router also as per the requirement of the respective STPI Centre.
4. The Quality of Service of the proposed Internet services shall be as follows:
  - 4.1. The minimum guaranteed throughput shall be **99%** while the other service parameters like Latency and Packet loss shall be measured at a maximum of 90 % loading only.
  - 4.2. **Service Availability:** - The supplier shall guarantee that the services will be available for **99.5% or better Uptime**, of time-averaged over a period of 30 days with reference to each parameter Namely Uptime, Throughput, Round Trip delay & Packet loss. Non-conformance to the limits of any of the parameters shall be counted towards service unavailability.
  - 4.3. The round-trip latency to the various locations across the globe should not exceed the following values given in **Table-A** below and the Bidder / Supplier needs to provide a minimum of one (1) No. of the IP address of each location mentioned in Table-A to check the latency status from STPI.

Table-A

STPI-Locations	Hong Kong	London/ Europe	Singapore	New York	Japan	San Jose	Amsterdam	Sydney
	Max (in ms)	Max (in ms)	Max (in ms)	Max (in ms)	Max (in ms)	Max (in ms)	Max (in ms)	Max (in ms)
Bengaluru Chennai Mumbai Hyderabad Noida/Delhi Pune Bhubaneswar Jaipur	155	240	130	280	220	300	280	300
*For all other Cities, an additional latency of 30ms shall be permissible.								

- 4.4. The round-trip latency will be measured by the supplier and the reports should be made available to STPI.
- 4.5. The average packet loss on the circuits should be  $\leq 1\%$ . It shall be measured by computing the percentage packet loss of one thousand pings (with acknowledgement for each previous packet received) of sixty-four bytes each. This confirmed packet loss is the measurement of packet loss from the STPI router to the router of Internet backbone Tier-I carrier in USA/Europe/Australia/other Asia-Pac countries. Packet loss is desired to be measured online using relevant software tools and online reports are expected.
- 4.6. The packet loss shall be measured up to STPI gateway routers. Notwithstanding the above, if over-utilization of STPI router resources causes packet loss; such packet loss shall not be considered for SLA calculation. The bidder shall furnish the quality of all the relevant service parameters, which shall be ensured for these links. There should be 100% redundancy in case of failure of media carrying international Internet bandwidth.
- 4.7. The distinction between Service Availability and Service Outage shall be made as per the parameters in Table-B below:

Table-B

Parameter	Service Availability	Service Outage (Downtime)
Throughput	$\geq 99\%$ of the contracted Bandwidth	Less than 99% of the throughput continuously for 30 minutes, upon full loading from the Purchasers side.
Round Trip Delay	As per Table-A	More than the latency figures specified in Table-A continuously for a duration of 30 minutes.
Packet Loss	Less than 1%	Greater than 1% continuously for 30 minutes

If any of the above service parameters vary intermittently for periods less than 30 minutes between acceptable to unacceptable & if such behaviour is observed continuously for one hour, then the service would be considered to be unavailable for

one hour. The duration for which SLA performance parameters are not met will be taken towards service outage and penalty/credit calculations.

4.8. Help Desk Response Time:

4.8.1. Call Logging – Immediate

4.8.2. Updates – every 30 Minutes

## 5. Penalty for Service Delivery/ Service Degradation

In case the service delivered by the Supplier does not meet the QOS parameters mentioned in section-V clause-4 above, the supplier is liable to pay Financial and Service penalties as per **Table-C** below:

**Table-C**

Service Parameter	Service Level Compliance	Penalty in % on Quarterly recurring charges
Link Availability (Uptime/ Throughput/ Round trip latency/packet loss).  Note: To be assessed on a quarterly basis)	$\geq 99.5\%$	0%
	$< 99.5\% \text{ \& } \geq 98.5\%$	3%
	$< 98.5\% \text{ \& } \geq 97.5\%$	4%
	$< 97.5\% \text{ \& } \geq 96.5\%$	6%
	$< 96.5\% \text{ \& } \geq 95\%$	8%
	$< 95\%$	10%
If the Measured service level is below 95 %, in providing leased line services, the STPI reserves the right to terminate the contract after issuing one month's prior notice.		
Penalty for non-availability of service due to temporary disconnection of link by ISP stating reason as non-payment		

## 6. Service Level Agreement (SLA)

### 6.1. SLA Management Process

#### 6.1.1. Uptime

- a) The service uptime refers to the availability of service provided by suppliers right up to the router port of the respective STPI centre. Failure at any segment via an international link, backhaul, or local loop connecting up to STPI's router is the responsibility of the supplier.
- b) The following are exclusions for availability calculations:
  - I. Service unavailability due to failure of any of STPI's equipment Connected to this link
  - II. AC Power supply failure at STPI premises affecting the power supply to the supplier's equipment providing the service

III. Service unavailability due to physical damage/disturbance to the equipment and cables of the supplier caused by STPI employees. (Supplier must substantiate such claims)

c) During any instance of service outage, for availability calculation, the duration of the corresponding trouble ticket shall be considered.

#### 6.1.2. Throughput

a) The throughput shall be measured upon pumping more than 99% of the bandwidth. In case the line does not take 99% of the contracted bandwidth continuously for 30 minutes, the service shall be considered unavailable.

b) Service unavailability for lack of throughput shall be equal to the duration of the corresponding trouble ticket.

#### 6.1.3. Latency

a) The latency measurements for all the specified locations shall be measured at intervals of 30 minutes and the same shall be made available on the CNM portal.

b) In case of any deviation from the committed latency to any of the destinations continuously for a duration of more than 30 Minutes, the service is considered as unavailable. The unavailability period shall be equal to the duration of the corresponding trouble ticket opened and has to be added to the overall unavailability for the month.

c) If the STPI centre observes high latency, a route trace shall be sent, and a trouble ticket shall be opened. (Trace shall be done if ICMP port on supplier's routers at designated POPs are open)

d) In case of any dispute, each of the parties should substantiate their claim through recorded trace routes.

#### 6.1.4. Packet Loss

a) The Packet-Loss measurements for all the specified locations shall be measured at intervals of 30 minutes and the same shall be made available on the CNM portal.

b) In case of any deviation from the committed Packet-Loss to any of the destinations continuously for duration of more than 30 Minutes, the service is considered as unavailable. The unavailability period shall be equal to the duration of the corresponding trouble ticket opened and has to be added to the overall unavailability for the month.

c) If STPI center observes high Packet-loss, ICMP Ping plots shall be sent and trouble ticket shall be opened. (PING shall be done if ICMP ports on supplier's routers at designated POP's are open).

d) In case of any dispute, each of the parties should substantiate their claim through recorded ping plots at the corresponding time Interval.

#### 6.1.5. Report format: The monthly report shall indicate the following:

a) Summary of overall uptime for the month.

- b) Number of trouble tickets, Incident or Problem details and outage duration if any.
  - c) Creditable outage calculation and corresponding service/financial credits for the month/quarter.
- 6.2. The date of commencement of the SLA would be the date of Service Acceptance.
  - 6.3. The successful bidder shall be required to provide comprehensive service support with effect from the date of commencement of services till the end of the Contract period.
  - 6.4. The technical telephonic support related to services should be available round the clock on a 24\*7\*365 basis.
  - 6.5. A copy of the network diagram showing interconnect points, backup links, and details of peering with Internet Exchanges and other ISPs in India and in other countries should be provided. Details about Diversity and Redundancy in the Internet Bandwidth should be provided for evaluation purposes and shall form part of the Contract.
  - 6.6. The termination details at the level of the router port at International Peering points should be submitted along with a technical bid to measure latency and other SLA parameters mentioned in the tender. Remote end details for NOCS (Network Operation and Control Services) for monitoring the performance of STPI links shall be provided by the supplier. Supplier shall provide online real-time statistics of all defined service providers at STPI Port or supplier router.
  - 6.7. The bidder shall provide access to web-based tools, which will allow monitoring of the ports from the bidder's end and these tools should provide details like packet drops, errors, bandwidth utilization, circuit availability etc. beyond the termination point, on the IP backbone. Details of such tools should be provided in the bid.
  - 6.8. The bidder shall provide an Internet Bandwidth Commissioning Report in the format as per Section-XI.
  - 6.9. STPI network is IPv6 Ready. STPI has its own ASN and IPv4 and IPv6 Subnets. The bidder should be able to provide the services in dual mode i.e. on IPV4 and IPV6. ASN, IPv4 and IPv6 addresses will be provided by STPI.

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## **SECTION VI (PART - I)**

### **BID FORM**

Tender No. ....

Date: .....

CAO-Cum-Registrar  
Software Technology Parks of India,  
1st Floor, Plate B, Office Block-1,  
East Kidwai Nagar, New Delhi-110023

Dear Sir,

1. Having examined the conditions of the contract and specifications including addenda Nos.....the receipt of which is hereby duly acknowledged, we, undersigned, offer to supply and deliver .....in conformity with the conditions of contract and Technical specifications for the sum shown in the schedule of prices attached herewith and made part of this Bid.
2. We undertake, if our Bid is accepted, to commence service deliveries within 4 weeks for new circuits and up-gradations within 2 weeks from the date of issue of Purchase Order.
3. If our Bid is accepted, we will obtain the Performance Bank Guarantee from a Nationalized/ Scheduled Bank for a sum @ 5% of the contract value for the due performance of the contract.
4. We agree to abide by this Bid for a period of-----days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. Until a formal Purchase Order of Contract is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
6. We understand that you are not bound to accept the lowest or any bid, you may receive.

Dated this ..... day of.....2025

Name and Signature -----

In the capacity of -----

Duly authorized to sign the bid for and on behalf of.....

Witness.....

Address.....

Signature

\*\*\*\*\*



## **SECTION VI (Part II)** **Price Schedule/Financial Bid**

**Tender Inviting Authority: Software Technology Parks of India**

**Name of Work: Procurement of Internet Bandwidth**

**Name of Bidder/ Bidding Firm/Company: \_\_\_\_\_**

**Internet Bandwidth (1:1) for General Locations mentioned at the feasibility report of Section X:**

Internet Bandwidth Price for the first year		
Unit price (Basic Unit Price exclusive of all levies & charges) per 10 Mbps per month in INR	Levies / taxes in INR	Unit Price per 10 Mbps per month inclusive of all levies & taxes in INR
Rate for the Second year shall be 90% of the rates finalized for the First year		

**Internet Bandwidth (1:1) for Other Locations mentioned at feasibility report of Section X:**

Internet Bandwidth Price for the first year		
Unit price (Basic Unit Price exclusive of all levies & charges) per 10 Mbps per month in INR	Levies / taxes in INR	Unit Price per 10 Mbps per month inclusive of all levies & taxes in INR
Rate for the Second year shall be 90% of the rates finalized for the First year		

**Note:**

- **Purchase Order will be placed for Two Year.**
- **At present, the total estimated requirement of Bandwidth is around 35 Gbps which may increase by 50 % during the next one year.**
- **Rate finalized for the second year shall be applicable for the existing bandwidth and new requirements.**

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**SECTION VI (Part III)**  
**Bid Security Declaration Form**

<Letterhead of the bidder>

<Date>

To (insert complete name and address of the purchaser)

I/We, the undersigned, declare that:

I/We understand that bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you/ STPI for a period of two years from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity or its extended period, if any; or

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity

(i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Bank Guarantee, in accordance with the Instructions to Bidders.

c) If the bidder is found indulging in any corrupt, fraudulent or other malpractice in respect of the bid.

or

d) If there is a discrepancy between words and figures quoted by the bidder and the bidder does not accept that the amount in words prevails over amount in figure.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

in the capacity of (insert legal capacity of person signing the Bid Security Declaration)

Name: (insert complete name of person signing the Bid Security Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on \_\_\_\_\_ day of \_\_\_\_\_(insert date of signing)

Corporate Seal (where appropriate)

## **SECTION VII**

### **PERFORMANCE SECURITY GUARANTEE BOND**

1. In consideration of the Director General, STPI (hereinafter called 'STPI') having agreed to exempt (hereinafter called 'the said Supplier(s)') from the demand under the terms and conditions of an agreement/Advance Purchase Order No. \_\_\_\_\_ dated \_\_\_\_\_ made between \_\_\_\_\_ and \_\_\_\_\_ for the supply of \_\_\_\_\_ (hereinafter called "the said agreement"), of security deposit for the due fulfillment by the said Supplier (s) of the terms and conditions contained in the said Agreement, on production of the bank guarantee for \_\_\_\_\_ we, (name of the bank) \_\_\_\_\_ ( hereinafter refer to as "the bank") at the request of \_\_\_\_\_ (Supplier(s)) do hereby undertake to pay to the STPI an amount not exceeding \_\_\_\_\_ against any loss or damage caused or suffered or would be caused to or suffered by STPI by reason of any breach by the said Supplier(s) of any of the terms or conditions contained in the said Agreement.
2. We (name of the bank) \_\_\_\_\_ do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from the STPI by reason of breach by the said Supplier(s) of any of the terms or conditions contained in the said Agreement or by reason of the Suppliers(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of STPI in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding \_\_\_\_\_.
3. We undertake to pay to the STPI any money so demanded notwithstanding any dispute or disputes raised by the Supplier(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the Supplier(s) shall have no claim against us for making such payment.
4. We (name of the bank) \_\_\_\_\_ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the STPI under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till \_\_\_\_\_ (office/Department)

STPI certifies that the terms and conditions of the said Agreement have been fully or properly carried out by the said Supplier(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of TWO/TWO AND HALF/THREE YEARS (as specified in P.O) from the date hereof, we shall be discharged from all liabilities under this guarantee thereafter.

5. We (name of the bank) \_\_\_\_\_ further agree with STPI that STPI shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary many of the terms and conditions of the said Agreement or to extend time of performance by the said Supplier(s) from time to time or to postpone for any time or from time to

time any of the powers exercisable by the STPI against the said Supplier(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Supplier(s) or for any forbearance, act or omission on the part of the STPI or any indulgence by the STPI to the said Supplier(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Supplier(s).
7. We (name of the bank)\_\_\_\_\_lastly undertake not to revoke this guarantee during its currency except with the previous consent of the STPI in writing.
8. Notwithstanding anything contained herein above, the Banks liability under this bond is limited to Rs .....and shall remains in force up to ..... (validity of tender + 60 days) and the bank shall be abounded of all its obligations under this guarantee unless a claim in writing in terms of this bond is made on the bank within one month from the date of expiry i.e .....whether or not the original guarantee bond is returned to the bank. A confirmation of this guarantee can be had from the zonalbank office with address as under:

Bank name and address:

Dated the\_\_\_\_\_day of for \_\_\_\_\_  
(Indicate the name of bank)

\*\*\*\*\*

## **SECTION VIII**

### **FORMAT OF BANK GUARANTEE FOR ADVANCE PAYMENT**

Note:

1. This Guarantee should be furnished by a Nationalized Bank/Scheduled Bank.
2. The Bank Guarantee should be furnished on Stamp paper as per the Stamp Paper Act (at present not less than Rs.100/-)
3. The stamp paper should have been purchased in the name of the Bank executing the

Guarantee. Advance Payment Guarantee No. \_\_\_\_\_ Place \_\_\_\_\_  
Date \_\_\_\_\_

TO

CAO-Cum-Registrar  
Software Technology Parks of India,  
1st Floor, Plate B, Office Block-1,  
East Kidwai Nagar, New Delhi-110023  
India.

Dear Sir,

1. Pursuant to the contract, hereinafter referred to as "The CONTRACT" which M/s. \_\_\_\_\_ hereinafter referred to as the "CONTRACTOR", which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, representatives and assignees, have concluded with SOFTWARE TECHNOLOGY PARKS OF INDIA (STPI), herein after referred to as the "PURCHASER", which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, representatives \_\_\_\_\_ and \_\_\_\_\_ assignees, \_\_\_\_\_ on \_\_\_\_\_ vid \_\_\_\_\_

e

Letter of Intent No. \_\_\_\_\_

\_\_\_\_\_ dated \_\_\_\_\_ the Contractor have undertaken to \_\_\_\_\_

\_\_\_\_\_ manufactured in \_\_\_\_\_

\_\_\_\_\_ and supplied on Internet Bandwidth basis \_\_\_\_\_

particularly listed in \_\_\_\_\_ of the contract as per the prices indicated hereunder against each:

a. \_\_\_\_\_

b. \_\_\_\_\_

c. \_\_\_\_\_

2. According to the said contract, the PURCHASER has undertaken to make an advance payment of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_

\_\_\_\_\_ only) being the payment of \_\_\_\_\_

\_\_\_\_\_ % for \_\_\_\_\_ against issuance of an advance payment guarantee by a Bank.

3. For this advance payment, we, the undersigned \_\_\_\_\_ (address),

hereinafter

referred to at Bank, which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, representatives and assignees, hereby guarantee to the effect that we irrevocably undertake to pay upon the PURCHASER mere on demand without any previous notice and without any demur and without recourse to the Contractor and without referring to any other source, any and all money payable by the Contractor towards the advance or part thereof paid by the PURCHASER, but not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_

\_\_\_\_\_ only) provided the PURCHASER advises

us that the Contractor has failed to fulfill his contractual obligations stipulated in the said Contract,

Any such demand made by the PURCHASER on the Bank shall be conclusive and binding, absolute and unequivocal not withstanding any difference between the PURCHASER and the CONTRACTOR or any dispute or disputes raised/pending before any court. Tribunal, Arbitrator or any other authority.

- 4 This Guarantee will not be discharged due to the change in the constitution of the Bank or the CONTRACTOR(S)/SUPPLIER(S).
5. This guarantee will become invalid \_\_\_\_\_ months after the completion of the \_\_\_\_\_  
 \_\_\_\_\_ by the contractor of all the parts of the \_\_\_\_\_ equipment under the contract or as soon as this letter of guarantee has been returned to us, at the latest, however, on 200 unless a claim has been lodged with us under this guarantee before the date.
6. We, the \_\_\_\_\_ (Bank), further agrees that if the said contractor fails to adhere to the total or individual time schedules stipulated in the said Contract and if there be delay in the \_\_\_\_\_  
 \_\_\_\_\_ to reimburse, to the PURCHASER, INTEREST AT THE PREVAILING BANK RATE APPLICABLE FOR cash/Credit facilities on the amount of advance payment made by the PURCHASER.
7. The PURCHASER shall have the fullest liberty without affecting in any way liability of the Bank under this guarantee from time to time to extend the time of performance by the CONTRACTOR. The Bank shall not be released from its liability under these presents by any exercise of the PURCHASER of the liberty with reference to the matter aforesaid.
8. The Bank also agrees that the PURCHASER shall be entitled at his option to enforce this guarantee against the Bank as a Principal Debtor, in the first instance notwithstanding any other Security or guarantee that it may have in relation to the Contractor's liabilities.
9. This guarantee shall remain in force up to the including \_\_\_\_\_ and shall be extended from time to time for such period as may be desired by M/s. \_\_\_\_\_  
 \_\_\_\_\_ on whose behalf this guarantee has been given.
10. The Bank further agrees that the decision of the PURCHASER as to the failure on the part of the CONTRACTOR to fulfill the contractual obligations stipulated in the said contract and/or to the amount payable by the Bank to the Purchaser shall be final, conclusive and binding.

11. This guarantee is revocable only with the written consent of the PURCHASER.
12. In any case, our liability under this advance payment guarantee does not exceed Rs. \_\_\_\_\_  
\_\_\_\_\_  
(Rupees \_\_\_\_\_ )  
subject, however, to the application of the interest clause envisaged in para-6 above  
which will be paid in addition to the said guarantee amount.
13. This guarantee deed must be returned to us upon the expiration, of the  
guarantee. Dated this \_\_\_\_\_ day of \_\_\_\_\_  
\_\_\_\_\_, 2025.

Witness:

1. \_\_\_\_\_ SIGNATURE \_\_\_\_\_

Signature with name in Block Letters with designation.

2. \_\_\_\_\_ (Printed Name \_\_\_\_\_

Signature with name in Block Letters Designation:

with designation. Banker's

Common Seal \_\_\_\_\_

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## SECTION IX

### **LETTER OF AUTHORISATION FOR ATTENDING BID OPENING/ PRE-BID CONFERENCE (to reach STPI Head Quarters before date of bid opening)**

To,

CAO-Cum-Registrar  
Software Technology Parks of India,  
1st Floor, Plate B, Office Block-1,  
East Kidwai Nagar, New Delhi-110023

Sub: **Authorization for attending bid opening on\_in the tender no. ....**  
**Dated.....**

The following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of \_\_\_\_\_ (the bidder) in the order of preference given below:

Order of preference	Name	Specimen Signatures

I II

Alternate Representative

Signature of bidder or  
Officer authorized to sign the bid  
documents on behalf of the bidder  
(Attested copy of Attorney must be attached)

Note:

1. Maximum of two representatives will be permitted to attend bid opening. In case where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.
2. Permission for entry to the hall where bids are opened, may be refused in case authorization as prescribed above is not received

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**SECTION X**  
**Feasibility Report to be submitted for the following sites**

S. No.	STPI - Location	Feasible (YES/NO)	Last mile (Fiber/RF/Copper)	Ready for service (RFS) as of 31 <sup>st</sup> Jan 2025	If not feasible, pls specify the reasons
1.	STPI, No 76 & 77, NOC, Opposite Wipro Gate No 1 & 2, Electronics City, Hosur Road, Bangalore - 560100				
2.	STPI, No 76 & 77, 6th Floor, Cyber Park, Electronics City, Hosur Road, Bangalore - 560100.				
3.	STPI, No 76 & 77, part 78, STPI Building, adjacent to Cyber Park, Electronics City, Hosur Road, Bangalore - 560100.				
4.	STPI-CoE (EA), Yuvaka Sangha, Yuvapatha, No. 4, 31st Cross, 11th Main Road, 4th Block, Jayanagar, Bengaluru, Karnataka 560011				
5.	A block, 4th Floor, Opp. of Indira Glass House, IT Park, Hubballi - 580029				
6.	JSS Technical Institutions Campus, SJCE STEP, Manasa Gangothri, Mysuru 570006				
7.	Plot NO 365-A, Hebbal Industrial Area, Next to Infosys Campus, Mysuru 570018				
8.	Blue Berry Hill, Hari Padavu Road, Derebail, Mangaluru-575008, Karnataka,				
9.	1st Floor, KSOU Regional Centre, Naganur Rd, behind Shamanur, J.H. Patel Nagar, Davanagere, Karnataka 577004				
10.	Junwani Road, Bhilai, Durg, Chhattisgarh				
11.	Mangal Bhawan, Nehru Nagar (E), Bhilai, Durg, Chhattisgarh				
12.	STPI MPSEDC STP Building, Electronic Complex, Pardeshipura, Indore.				
13.	IIT-Indore, Khandwa Road, SIMROL, Indore				
14.	ClearTrail, Crystal IT Park-SEZ, Indore				
15.	Impetus, Crystal IT Park-SEZ, Indore				
16.	Ganga Malanpur, Morena Link main road, Gwalior (MP) - 474010				
17.	Plot No:- C-11, IT Park, Near RGPV, New Jail Road, Gandhinagar, Bhopal				
18.	Software Technology Parks of India Chennai No. 5, III Floor, Rajiv Gandhi Salai, Taramani, Chennai - 600 113.				
19.	Software Technology Parks of India, 333/1, Ground Floor, Kumaraguru College of Technology Chinnavedampatti, Coimbatore - 641 049.				
20.	Software Technology Parks of India, Technopolis Building-1, Puducherry Technology University Campus, Pillaichavady, Puducherry-605015				

S. No.	STPI - Location	Feasible (YES/NO)	Last mile (Fiber/Fiber/Copper)	Ready for service (RFS) as of 31 <sup>st</sup> Jan 2025	If not feasible, pls specify the reasons
21.	Software Technology Parks of India B-9, Light Engineering Shed, Trichy Regional Engg. College - Science & Technology Park (TREC-STEP), Trichy - 620 015.				
22.	Software Technology Parks of India Thyagarajar College of Engineering, Madurai - 625 015.				
23.	9th Floor, GIFT One Tower, Block-56, Road-5C, Zone-5, GIFT City, Gandhinagar-382 355 (Gujarat)				
24.	TP:22, Jiav-Budia Road, Nr. Someshwar Society, Bhestan, Surat - 395023, Gujarat				
25.	NOC, 30, Electronic City, Phase IV, Udyog Vihar, Sector 18, Gurugram, Haryana-122015				
26.	IT-21, IT PARK, EPIP, SITAPURA, JAIPUR-302022 (RAJ.)				
27.	STATE DATA CENTER (SDC), 3RD FLOOR, YOJNA BHAWAN, TILAK MARG, ASHOK NAGAR, C-SCHEME, JAIPUR-302005 (RAJ.)				
28.	CYB-1, Cyber Park, Near Saras Dairy, HIA, Jodhpur, 342003				
29.	Network Operations Center, Software Technology Parks of India, Dr. MCR HRD Institute of Telangana, Road No: 25, Jubilee Hills Hyderabad				
30.	6Q3, Cyber Towers, Hitec City, Madhapur, Hyderabad				
31.	Solitaire Building, Plot No 14 & 15, Software Units Layout, Madhapur, Hyderabad				
32.	AIS, 4th floor, Western Aqua, Whitefields, HITEC city, Kondapur, Hyderabad				
33.	H.No.2-5-906/1, STPI Incubation Centre, Kakatiya IT Park, Circuit House Road, Hanamkonda, Warangal, Telangana State-506001				
34.	Software Technology Parks of India A.U College of Engineering (North Campus), Opp: Andhra University Tech hub (a-hub), Andhra University, Visakhapatnam -530003				
35.	Software Technology Parks of India, Unit No. 9, SDF-1 Building, Visakhapatnam Special Economic Zone, Duvvada, Visakhapatnam - 530049, Andhra Pradesh				
36.	Software Technology Parks of India, Ground Floor, Sunrise Incubation Hub, Plot No.13 & 14, Hill No.3, Madhurawada, Visakhapatnam-530045, Andhra Pradesh				
37.	Software Technology Parks of India TechHUB, Tech Mahindra, Tower-2 Building, Survey No. 44, Resapuvanipalem, Near LB College. Visakhapatnam-530013.				

S. No.	STPI - Location	Feasible (YES/NO)	Last mile (Fiber/Fiber/Copper)	Ready for service (RFS) as of 31 <sup>st</sup> Jan 2025	If not feasible, pls specify the reasons
38.	Software Technology Parks of India Kalpataru- Center of Entrepreneurship Sector-1, Ukkunagaram Visakhapatnam - 530032 Andhra Pradesh.				
39.	GM35+7HR, NH16, opp. LEPL ICON, Krishna Nagar, Benz Circle, Vijayawada, Andhra Pradesh 520008				
40.	MEDHA HI-TECH CITY Kesarapalli, Gannavaram Mandal, Krishna District - 521102				
41.	Collectorate Compound, Kakinada, Kakinada Dist., Andhra Pradesh				
42.	Survey No. 234, behind ShilpaRamam - Urban Hut, Tiruchanur, Tirupati, Andhra Pradesh 517501				
43.	Software Technology Parks of India (STPI), STPI IT Park, 6th Floor, Block - DP, Plot - 5/1, Sector-V, Salt Lake, Kolkata - 700091, West Bengal				
44.	Software Technology Parks of India, (Opposite to Spencers) Sahid Sukumar Banarjee Sarani, Bidhan Nagar, Durgapur, Dist. Paschim Bardhaman, Pin - 713212, West Bengal				
45.	Software Technology Parks of India, WBIIDC Industrial Growth Center, Plot no. - 3, Sector - B, Nimpura, Kharagpur, Dist. Paschim Medinipur, Pin - 721303, West Bengal				
46.	Software Technology Parks of India, Opposite to Uttorayan, Plot no. - JL 86 Matigara, Siliguri, Dist. Darjeeling, Pin - 734010, West Bengal				
47.	Software Technology Parks of India, Plot no. - 149, Debhog, Bhabanipur, Haldia, Dist. Purba Medinipur, Pin - 721657, West Bengal				
48.	STPI Plot C 184, Indl Area Phase-8A Mohali				
49.	EDC, Plot No.20, Chandigarh				
50.	Rangreth, Old Airport Road, Srinagar				
51.	Rangreth, Old Airport Road, Srinagar				
52.	EPIP Kartholi, Bari Brahmana Jammu				
53.	Block No:-24,SDA Complex,Kasumpti,Shimla,H.P.,Pin-171009				
54.	93/1,Near Kamna Devi Temple, Boileauganj,Shimla,H.P.,Pin-171005				

S. No.	STPI - Location	Feasible (YES/NO)	Last mile (Fiber/RoF/Copper)	Ready for service (RFS) as of 31 <sup>st</sup> Jan 2025	If not feasible, pls specify the reasons
55.	STPI ELITE Building, Plot No.2/A, IDCO Industrial Area, Gothapatna, PO-Malipada, District-Khurda, Bhubaneswar-751003, Odisha, India.				
56.	Software Technology Parks of India, C Ground Zero, Fortune Tower, Maitri Vihar, CSPur, Bhubaneswar-751023, Dist-Khurda, Odisha				
57.	Software Technology Parks of India, STPI Building, IDCO Plot No:2, Bampada Industrial Estate, Chhanapur, Balasore-756056, Odisha, India.				
58.	Software Technology Parks of India, Plot No: 860/4562, Near Income Tax Office, Ambapua, Berhampur-760011, Odisha, India.				
59.	Software Technology Parks of India, Near PanthaNiwas, Sector-5, Rourkela-769002, Odisha, India.				
60.	Software Technology Parks of India, Module A-5, STP Complex, 13th Floor, Biscomaun Tower, West of Gandhi Maidan, Patna 800001, Bihar				
61.	Software Technology Parks of India, Patliputra Colony, Rajeev Nagar Road, Near New Government Polytechnic College, Patna 800013, Bihar				
62.	Plot No 8 (part), Namkum Industrial Area, Namkum, Ranchi - 834010				
63.	MECON Limited, Vivekananda Path, Doranda P.O. Ranchi JHARKHAND India 834002				
64.	Plot NS 15 Part, Industrial Area Jusidih, Manikpur, Jasidih Deoghar PIN - 814142				
65.	BIT, Sindri, Jharkhand 828120				
66.	Software Technology Parks of India, Plot No P1, MIDC, Hinjewadi Phase 1 Rd, Hinjawadi Rajiv Gandhi Infotech Park, Pune, Maharashtra 411057				
67.	Software Technology Parks of India, Ground Floor, Electronic Sadan-III, MIDC, Bhosari, Pune, Maharashtra 411026				
68.	Software Technology Parks of India, 7th Floor, Cybercity Tower-1, Magarpatta City, Pune-411028				
69.	STPI, 4th Floor, Samruddhi Venture Park, MIDC, Central Road, Andheri East, Mumbai-400093				
70.	STPI, First Flr, Telecom Bldg.,Sector 1, Millenium Business Park, Mahape, Navi Mumbai-4000710				
71.	Plot no. 3, IT Park , Parsodi, Nagpur -440022				
72.	Software Technology Parks of India, Plot IT-1, Opp. E2, MIDC , Ambad-422010				
73.	Plot No B 24 25 Satpur MIDC Road, Nashik, Maharashtra 422007				

S. No.	STPI - Location	Feasible (YES/NO)	Last mile (Fiber/Fiber/Copper)	Ready for service (RFS) as of 31 <sup>st</sup> Jan 2025	If not feasible, pls specify the reasons
74.	Plot No. T 25, MIDC, Chikalthana, Chhatrapati Sambhajnagar, Maharashtra, 431201				
75.	STPI, Plot No. P-5, IT Park, Hockey Stadium Road, Kolhapur				
76.	2nd Floor, Udyog Bhawan, Panaji, Goa-403001				
77.	Software Technology Parks of India C-21, Thejaswini Building, Technopark, Thiruvananthapuram-695 581, Kerala				
78.	Second Floor, STPI Building, Technopark, Thiruvananthapuram-695 581, Kerala				
79.	Building, Survey no 321/1-3, Kinfra Hi-Tech Park, Near Medical College, Kalamassery, Ernakulam 683503				
80.	Software Technology Parks of India Ground Floor, Thapasya Building, Infopark, Kakkanad, Cochi - 682 042 Kerala				
81.	Ganga Software Technology Complex, Sector-29 Noida-201303				
82.	STP Complex, UPTRON Building, adjacent Gomti Barrage, Eldeco Greens, Gomti Nagar, Lucknow, Uttar Pradesh 226010				
83.	UPSIDC Ltd, A-1/4, Lakhanpur, Khyora, Kanpur, Uttar Pradesh 208024				
84.	MNNIT Allahabad Campus, Teliarganj, Prayagraj, Uttar Pradesh 211002				
85.	Plot No IT-01, IT Park, Sahstradhra Road, Dehradun, Uttarakhand, 248013				
86.	2, Survey Chowk, Near Vikas Bhawan, Dehradun, Uttarakhand, 248001				
87.	Plot No. ITP-03, Near NH-58 bypass, Vedvyas Puri Yojna, Meerut, Uttar Pradesh				
88.	Sector-D, Shastripuram, Agra - 2820087				
89.	Software Technology Parks of India, Borjhar, Near LGBI Airport, Guwahati - 781015, Assam.				
<b>Other Locations</b>					
90.	Software Technology Parks of India, Lumjingshai, Short Round Road, Shillong- 793001				
91.	Software Technology Parks of India, 2nd Floor, Ch. Chhunga Terminal Building, Thuampui, Aizawl-796017, Mizoram				
92.	STPI CoE, G-Floor, MIMS Building, Manipur University Campus, Imphal 795003				
93.	Top Floor Sikkim Jewels Limited Complex, NH-10, Tadong, Gangtok 737102, Sikkim				
94.	3rd Floor, IT Bhavan, Indranagar, ITI Road Agartala, Pin-799006, Tripura.				
95.	2nd Floor, Mukut Bipani Bitan, Lichubagan Market, Agartala, Pin-799010, Tripura.				

S. No.	STPI - Location	Feasible (YES/NO)	Last mile (Fiber/RoF/Copper)	Ready for service (RFS) as of 31 <sup>st</sup> Jan 2025	If not feasible, pls specify the reasons
96.	Techi Takar Parking Lots Complex, 4th Floor, Bank Tinali, Itanagar, Arunachal Pradesh-791111				
97.	Thizama DITC Building Kohima				

**Table D****The Existing STPI / PoP locations**

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
1.	Bengaluru	Bengaluru	NOC	STPI, No 76 & 77, NOC, Opposite Wipro Gate No 1 & 2, Electronics City, Hosur Road, Bangalore - 560100	Manoj Kumar Singh Additional Director	94490 78440
2.	Bengaluru	Bengaluru	Cyber Par-I	STPI, No 76 & 77, 6th Floor, Cyber Park, Electronics City, Hosur Road, Bangalore - 560100.	Manoj Kumar Singh Additional Director	94490 78440
3.	Bengaluru	Bengaluru	Cyber Park-II	STPI, No 76 & 77, part 78, STPI Building, adjacent to Cyber Park, Electronics City, Hosur Road, Bangalore - 560100.	Manoj Kumar Singh Additional Director	94490 78440
4.	Bengaluru	Bengaluru	COE-EA Jayanagar	STPI-CoE (EA), Yuvaka Sangha, Yuvapatha, No. 4, 31st Cross, 11th Main Road, 4th Block, Jayanagar, Bengaluru, Karnataka 560011	Manoj Kumar Singh Additional Director	94490 78440
5.	Bengaluru	Hubballi	Hubballi NOC	A block, 4th Floor, Opp. of Indira Glass House, IT Park, Hubballi - 580029	V. Sasikumar, Additional Director and OIC	8762103035
6.	Bengaluru	Mysuru	STPI Mysuru NOC JSS	JSS Technical Institutions Campus, SJCE STEP, Manasa Gangothri, Mysuru 570006	Jayaprakash, Additional Director and OIC	9945957840
7.	Bengaluru	Mysuru	STPI Mysuru NOC Hebble	Plot NO 365-A, Hebbal Industrial Area, Next to Infosys Campus, Mysuru 570018	Jayaprakash, Additional Director and OIC	9945957840
8.	Bengaluru	Mangaluru	STPI Mangaluru NOC	Blue Berry Hill, Hari Padavu Road, Derebail, Mangaluru-575008, Karnataka	Ravindra Aroor, Additional Director and OIC	9448428516

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
9.	Bengaluru	Davanagere	STPI Davanagere NOC	1st Floor, KSOU Regional Centre, Naganur Rd, behind Shamanur, J.H.Patel Nagar, Davanagere, Karnataka 577004	V. Sasikumar, Additional Director and OIC	8762103035
10.	Bhopal	Bhilai	Junwani NOC	Junwani Road, Bhilai, Durg, Chhattisgarh	Mukul Dhar Sharma	9718108616
11.	Bhopal	Bhilai	Mangal Bhawan	Mangal Bhawan, Nehru Nagar (E), Bhilai, Durg, Chhattisgarh	Mukul Dhar Sharma	9718108616
12.	Bhopal	Indore	Indore NOC	STPI MPSEDC STP Building, Electronic Complex, Pardeshipura, Indore.	Sh. Sanjay Kumar Verma	8860611672
13.	Bhopal	Indore	IIT Indore-PoP	IIT-Indore, Khandwa Road, SIMROL, Indore	Sh. Sanjay Kumar Verma	8860611672
14.	Bhopal	Indore	Cleartrail SEZ-PoP	ClearTrail, Crystal IT Park-SEZ, Indore	Sh. Sanjay Kumar Verma	8860611672
15.	Bhopal	Indore	Impetus Infotech-PoP	Impetus, Crystal IT Park-SEZ, Indore	Sh. Sanjay Kumar Verma	8860611672
16.	Bhopal	Gwalior	Gwalior	Ganga Malanpur, Morena Link main road, Gwalior (MP) - 474010	Sh. Jitendra Kumar	9597200648
17.	Bhopal	Bhopal	Bhopal	Plot No.:- C-11, IT Park, Near RGPV, New Jail Road, Gandhinagar, Bhopal	Sh. Mayank Shrivastava	077570 52220
18.	Chennai	Chennai	Chennai	Software Technology Parks of India Chennai No. 5, III Floor, Rajiv Gandhi Salai, Taramani, Chennai - 600 113.	Mr. M. Murugananth	9841033677
19.	Chennai	Coimbatore	Coimbatore	Software Technology Parks of India, 333/1, Ground Floor, Kumaraguru College of Technology Chinnavedampatti, Coimbatore - 641 049.	Dr.V. Jinubala Add. Director	9642671113



S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
20.	Chennai	Puducherry	Puducherry	Software Technology Parks of India, Technopolis Building-1, Puducherry Technology University Campus, Pillaichavady, Puducherry-605015	Mr. Senthilkumar V	9444489356
21.	Chennai	Trichy	Trichy	Software Technology Parks of India B-9, Light Engineering Shed, Trichy Regional Engg. College - Science & Technology Park (TREC-STEP), Trichy - 620 015.	Mr. R. Pattabiraman	9345120633
22.	Chennai	Madurai	Madurai	Software Technology Parks of India Thyagarajar College of Engineering, Madurai - 625 015.	Mr. S. Lakshmanan	9842119566
23.	Gandhinagar	Gandhinagar	Gift-City	9th Floor, GIFT One Tower, Block-56, Road-5C, Zone-5, GIFT City, Gandhinagar-382 355 (Gujarat)	Abhishek Tiwari	9999411001
24.	Gandhinagar	Surat	STPI-Surat	TP:22, Jiav-Budia Road, Nr. Someshwar Society, Bhestan, Surat - 395023, Gujarat	Hitesh Narkhede	9879854913
25.	Gurugram	Gurugram	STPI-Gurugram	NOC, 30, Electronic City, Phase IV, Udyog Vihar, Sector 18, Gurugram, Haryana-122015	Neeraj Kumar	9999596924
26.	Gurugram	Jaipur	STPI-JAIPUR-NOC	IT-21, IT PARK, EPIP, SITAPURA, JAIPUR-302022 (RAJ.)	Sh. Raj Kumar Verma	99019 58384
27.	Gurugram	Jaipur	POP-STATE DATA CENTER (SDC)	STATE DATA CENTER (SDC), 3RD FLOOR, YOJNA BHAWAN, TILAK MARG, ASHOK NAGAR, C-SCHEME, JAIPUR-302005 (RAJ.)	Sh. Raj Kumar Verma	99019 58384
28.	Gurugram	Jodhpur	STPI Jodhpur NOC	CYB-1, Cyber Park, Near Saras Dairy, HIA, Jodhpur, 342003	Sh. Raj Kumar Verma	99019 58384

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
29.	Guwahati	STPI Guwahati	STPI- Guwahati	Software Technology Parks of India, Near LGBI Airport, SOS Road, Borjhar, Guwahati, Assam 781015	Gautam Kumar	9435195320
30.	Guwahati	STPI Shillong	STPI Shillong	Software Technology Parks of India, Lumjingshai, Short Round Road, Shillong-793001	L. Motilal Sharma	8731860532
31.	Guwahati	STPI Aizawl	Aizawl	Software Technology Parks of India, 2nd Floor, Ch. Chhunga Terminal Building, Thuampui, Aizawl-796017, Mizoram	Shri. K.V. Chandra Varma OIC	9666990060
32.	Guwahati	STPI Imphal	Imphal	STPI CoE, G-Floor, MIMS Building, Manipur University Campus, Imphal 795003	H. Arun Kumar Singh	9880830127
33.	Guwahati	STPI Gangtok	Tadong	Top Floor Sikkim Jewels Limited Complex, NH-10, Tadong, Gangtok 737102, Sikkim	Mr. N.S Siddaiah Addl. Director & OIC	9347500501
34.	Guwahati	STPI Agartala	Indranagar	3rd Floor, IT Bhavan, Indranagar, ITI Road Agartala, Pin-799006, Tripura.	Sri Shibendu Debbarma, OIC	9436120846
35.	Guwahati	STPI Agartala	Lichubagan(CoE)	2nd Floor, Mukut Bipani Bitan, Lichubagan Market, Agartala, Pin-799010, Tripura.	Sri Shibendu Debbarma, OIC	9436120846
36.	Guwahati	STPI Itanagar	Itanagar	Techi Takar Parking Lots Complex, 4th Floor, Bank Tinali, Itanagar, Arunachal Pradesh-791111	Poragiyoti Baruah, OIC, STPI Itanagar	8920560046
37.	Guwahati	STPI Kohima	Kohima	Thizama DITC Building Kohima	Sudhanshu Rai	9601287359
38.	Hyderabad	Hyderabad	NOC-Jubilee Hills	Network Operations Center, Software Technology Parks of India, Dr. MCR HRD Institute of Telangana,	Pradipa Kumar Behera	7893809950

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
				Road No: 25, Jubilee Hills Hyderabad		
39.	Hyderabad	Hyderabad	STPI-Hitec City office	6Q3, Cyber Towers, Hitec City, Madhapur, Hyderabad	Pradipa Kumar Behera	7893809950
40.	Hyderabad	Hyderabad	STPI-Solitaire Office	Solitaire Building, Plot No 14 & 15, Software Units Layout, Madhapur, Hyderabad	Pradipa Kumar Behera	7893809950
41.	Hyderabad	Hyderabad	Aqua PoP	AIS, 4th floor, Western Aqua, Whitefields, HITEC city, Kondapur, Hyderabad	Pradipa Kumar Behera	7893809950
42.	Hyderabad	Warangal	Kakatiya IT Park, Warangal	H.No.2-5-906/1, STPI Incubation Centre, Kakatiya IT Park, Circuit House Road, Hanamkonda, Warangal, Telangana State-506001	K.Ranga Reddy	9866662904
43.	Hyderabad	Visakhapatnam	STPI- Office, AU	Software Technology Parks of India A.U College of Engineering (North Campus), Opp: Andhra University Tech hub (a-hub), Andhra University, Visakhapatnam - 530003	P Srinivas	9032691202
44.	Hyderabad	Visakhapatnam	VSEZ-NOC	Software Technology Parks of India, Unit No. 9, SDF-1 Building, Visakhapatnam Special Economic Zone, Duvvada, Visakhapatnam - 530049, Andhra Pradesh	P Srinivas	9032691202
45.	Hyderabad	Visakhapatnam	Madhurawada-PoP	Software Technology Parks of India, Ground Floor, Sunrise Incubation Hub, Plot No.13 & 14, Hill No.3, Madhurawada, Visakhapatnam-	P Srinivas	9032691202

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
				530045, Andhra Pradesh		
46.	Hyderabad	Visakhapatnam	TechHub-PoP	Software Technology Parks of India TechHUB, Tech Mahindra, Tower-2 Building, Survey No. 44, Resapuvanipalem, Near LB College. Visakhapatnam-530013.	P Srinivas	9032691202
47.	Hyderabad	Visakhapatnam	Kalpataru_Co E - PoP	Software Technology Parks of India Kalpataru- Center of Entrepreneurship Sector-1, Ukkunagaram Visakhapatnam - 530032 Andhra Pradesh.	P Srinivas	9032691202
48.	Hyderabad	Vijayawada	Vijayawada	GM35+7HR, NH16, opp. LEPL ICON, Krishna Nagar, Benz Circle, Vijayawada, Andhra Pradesh 520008	B Vinaykumar	9666672749
49.	Hyderabad	Vijayawada	Gannavaram POP	MEDHA HI-TECH CITY Kesarapalli, Gannavaram Mandal, Krishna District - 521102	B Vinaykumar	9666672749
50.	Hyderabad	Kakinada	STPI Kakinada	Collectorate Compound, Kakinada, Kakinada Dist., Andhra Pradesh	A.V.Malleswara Rao	9959999491
51.	HYDERABAD	TIRUPATI	Tiruchanur	Survey No. 234, behind ShilpaRamam - Urban Hut, Tiruchanur, Tirupati, Andhra Pradesh 517501	Y.Varaprasad	9866662901
52.	Kolkata	STPI-Kolkata	Kolkata	Software Technology Parks of India (STPI), STPI IT Park, 6th Floor, Block - DP, Plot - 5/1, Sector-V, Salt Lake,	Dr. Manas Ray	9869462660

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
				Kolkata – 700091, West Bengal		
53.	Kolkata	STPI-Durgapur	Durgapur	Software Technology Parks of India, (Opposite to Spencers) Sahid Sukumar Banarjee Sarani, Bidhan Nagar, Durgapur, Dist. Paschim Bardhaman, Pin – 713212, West Bengal	Dr. Manas Ray	9869462660
54.	Kolkata	STPI-Kharagpur	Kharagpur	Software Technology Parks of India, WBIIDC Industrial Growth Center, Plot no. - 3, Sector - B, Nimpura, Kharagpur, Dist. Paschim Medinipur, Pin – 721303, West Bengal	Dr. Manas Ray	9869462660
55.	Kolkata	STPI-Siliguri	Siliguri	Software Technology Parks of India, Opposite to Uttarayan, Plot no. – JL 86 Matigara, Siliguri, Dist. Darjeeling, Pin – 734010, West Bengal	Dr. Manas Ray	9869462660
56.	Kolkata	STPI-Haldia	Haldia	Software Technology Parks of India, Plot no. - 149, Debhog, Bhabanipur, Haldia, Dist. Purba Medinipur, Pin – 721657, West Bengal	Dr. Manas Ray	9869462660
57.	Mohali	Mohali	STPI Incubation Center	STPI Plot C 184, Indl Area Phase-8A Mohali	Virender Singh	9814146104
58.	Mohali	Mohali	EDC IT park Chd	EDC, Plot No.20, Chandigarh	Ajay Bhosale	9822028325
59.	Mohali	Srinagar	Rangreth Srinagar	Rangreth, Old Airport Road, Srinagar	Asim Khan	9906628888

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
60.	Mohali	Srinagar	Rangreth Srinagar	Rangreth, Old Airport Road, Srinagar	Asim Khan	9822329240
61.	Mohali	Jammu	EPIP Kartholi	EPIP Kartholi, Bari Brahmana Jammu	Asim Khan	7745823994
62.	Mohali	Shimla	Kasumpti	Block No:-24,SDA Complex,Kasumpti,Shimla,H.P.,Pin-171009	Abbas Mehdi	97183-07669
63.	Mohali	Shimla	Boileauganj	93/1,Near Kamna Devi Temple, Boileauganj,Shimla,H.P.,Pin-171005	Abbas Mehdi	97183-07669
64.	Bhubaneswar	Bhubaneswar	Gothapatna	STPI ELITE Building, Plot No.2/A, IDCO Industrial Area, Gothapatna, PO-Malipada, District-Khurda, Bhubaneswar-751003, Odisha, India.	Sh. Soumya Ranjan Mohanty	94180 53489
65.	Bhubaneswar	Bhubaneswar	Fortune Tower	Software Technology Parks of India, C Ground Zero, Fortune Tower, Maitri Vihar, CSPur, Bhubaneswar-751023, Dist-Khurda, Odisha	Sh. Deepak Kumar Das	9437394794
66.	Bhubaneswar	Balasore	Balasore	Software Technology Parks of India, STPI Building, IDCO Plot No:2, Bampada Industrial Estate, Chhanapur, Balasore-756056, Odisha, India	Sh. Biswa Kishore Dey	98532 24433
67.	Bhubaneswar	Berhampur	Berhampur	Software Technology Parks of India, Plot No: 860/4562, Near Income Tax Office, Ambapua, Berhampur-760011, Odisha, India.	Sh. T Rajesh Kumar	99122 52182
68.	Bhubaneswar	Rourkela	Rourkela	Software Technology Parks of India, Near PanthaNiwas, Sector-5, Rourkela-769002, Odisha, India.	Sh. Jagannath Oraon	99373 58079

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
69.	Patna	Patna	Biscomaun Tower	Software Technology Parks of India, Module A-5, STP Complex, 13th Floor, Biscomaun Tower, West of Gandhi Maidan, Patna 800001, Bihar	Shri Samrat Chakraborty, Deputy Director	9379782116
70.	Patna	Patna	STPI-Patna Center	Software Technology Parks of India, Patliputra Colony, Rajeev Nagar Road, Near New Government Polytechnic College, Patna 800013, Bihar	Shri Samrat Chakraborty, Deputy Director	9379782116
71.	Patna	Ranchi	IIFC Building	Plot No 8 (part), Namkum Industrial Area, Namkum, Ranchi - 834010	Shri Ratnesh Ranjan, Deputy Director	9437480671
72.	Patna	Ranchi	Mecom	MECON Limited, Vivekananda Path, Doranda P.O. Ranchi JHARKHAND India 834002	Shri Ratnesh Ranjan, Deputy Director	9437480671
73.	PATNA	DEOGHAR	STPI Deoghar	Plot NS 15 Part, Industrial Area Jusidih, Manikpur, Jasidih Deoghar PIN - 814142	Siddharth Kumar Rai, OIC STPI Deoghar	9431103879
74.	PATNA	Dhanbad	STPI Dhanbad	BIT, Sindri, Jharkhand 828120	Dipak Kumar, OIC STPI Deoghar	9742489705
75.	Pune	Pune	Pune (Hinjewadi)	Software Technology Parks of India, Plot No P1, MIDC, Hinjewadi Phase 1 Rd, Hinjawadi Rajiv Gandhi Infotech Park, Pune, Maharashtra 411057	Ajay Bhosale	9822028325
76.	Pune	Pune	Pune (Bhosari)	Software Technology Parks of India, Ground Floor, Electronic Sadan-III, MIDC, Bhosari, Pune, Maharashtra 411026	Ajay Bhosale	9822028325
77.	Pune	Pune	Pune (Magarpatta)	Software Technology Parks of India, 7th Floor, Cybercity Tower-1, Magarpatta	Ajay Bhosale	9822028325

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
				City, Pune-411028		
78.	Pune	Mumbai	Mumbai Andheri, SVP	STPI, 4th Floor, Samruddhi Venture Park, MIDC, Central Road, Andheri East, Mumbai-400093	Ashok Yadav	8637256040/ 9437044565
79.	Pune	Mumbai	Navi Mumbai Mahape	STPI, First Flr, Telecom Bldg, Sector 1, Millenium Business Park, Mahape, Navi Mumbai-4000710	Ashok Yadav	8637256040/ 9437044565
80.	Pune	Nagpur	Nagpur Parsodi	Plot no. 3, IT Park , Parsodi, Nagpur - 440022	Sanjay Darne	7745823994
81.	Pune	Nashik	Nashik (Ambad)	Software Technology Parks of India, Plot IT-1, Opp. E2, MIDC , Ambad-422010	Mr. Parag Modi	9223552885
82.	Pune	Nashik	Nashik (Satpur/ ESDS)	Plot No B 24 25 Satpur MIDC Road, Nashik, Maharashtra 422007	Mr. Parag Modi	9223552885
83.	Pune	Chhatrapati Sambhajinagar	Chhatrapati Sambhajinagar	Plot No. T 25, MIDC, Chikalthana, Chhatrapati Sambhajinagar, Maharashtra, 431201	Prafulla Patinge	9822028312
84.	Pune	Kolhapur	Kolhapur	STPI, Plot No. P-5, IT Park, Hockey Stadium Road, Kolhapur	Sachin Narule	9850963617
85.	Pune	Goa	Panaji NOC	2nd Floor, Udyog Bhawan, Panaji, Goa-403001	Dinesh Bhagat	9974525681



S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
86.	Thiruvananthapuram	Thiruvananthapuram	Thiruvananthapuram	Software Technology Parks of India C-21, Thejaswini Building, Technopark, Thiruvananthapuram-695 581, Kerala	Mahesh M	9446080992
87.	Thiruvananthapuram	Thiruvananthapuram	Thiruvananthapuram	Second Floor, STPI Building, Technopark, Thiruvananthapuram-695 581, Kerala	Mahesh M	9446080992
88.	Thiruvananthapuram	Kochi	Kochi	Building, Survey no 321/1-3, Kinfra Hi-Tech Park, Near Medical College, Kalamassery, Ernakulam 683503	Nevin S R	9249578335
89.	Thiruvananthapuram	Kochi	Kochi	Software Technology Parks of India Ground Floor, Thapasya Building, Infopark, Kakkanad, Cochi - 682 042 Kerala	Nevin S R	9249578335
90.	Noida	Noida	Noida	Ganga Software Technology Complex, Sector-29 Noida-201303	Dr.Sunil Sharma	9871398817
91.	Noida	Lucknow	Lucknow	STP Complex, UPTRON Building, adjacent Gomti Barrage, Eldeco Greens, Gomti Nagar, Lucknow, Uttar Pradesh 226010	Dr. Praveen Kumar Dwivedi	9839201314
92.	Noida	Kanpur	Kanpur	UPSIDC Ltd, A-1/4, Lakhanpur, Khyora, Kanpur, Uttar Pradesh 208024	Dr. Praveen Kumar Dwivedi	9839201314

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
93.	Noida	Prayagraj	Prayagraj	MNNIT Allahabad Campus, Teliarganj, Prayagraj, Uttar Pradesh 211002	Dr. Praveen Kumar Dwivedi	9839201314
94.	Noida	Dehradun	IT Park	Plot No IT-01, IT Park, Sahstradhra Road, Dehradun, Uttarakhand, 248013	Sh. Maneesh Kumar	9997601172
95.	Noida	Dehradun	Survey Chowk	2, Survey Chowk, Near Vikas Bhawan, Dehradun, Uttarakhand, 248001	Sh. Maneesh Kumar	
96.	Noida	Meerut	Meerut	Plot No. ITP-03, Near NH-58 bypass, Vedvyas Puri Yojna, Meerut, Uttar Pradesh	Sh. Sanjay Kumar	9911341714
97.	Noida	Agra	Agra NoC	Sector-D, Shastripuram, Agra - 2820087	Sh. Avadhesh Srivastav	9810013986

### Upcoming STPI Locations

S No	Location Name/PoP Name	Address	Concerned contact Person	Mobile
1.	Siliguri	WEBEL Siliguri (Phase - I) IT Park Paribahan Nagar, Matigara, Siliguri, Dist.- Darjeeling, Pin - 734010	Dr. Manas Ray	9869462660
2.	Mehli	STPI Mehli Building, Shoghi Mehli Bypass Road, Mehli, Shimla, Himachal Pradesh - 171013 (Landmark - Next to DDTG IT Bhawan)	Abbas Mehdi	97183-07669
3.	Chetru	STPI Kangra Building, Village Chetru, Himachal Pradesh - (Landmark near Vatika Nursery).	Abbas Mehdi	97183-07669
4.	Innovation Tower	Software Technology Parks of India, Innovation Tower, Maitri Vihar, CSPur, Bhubaneswar- 751023, Dist-Khurda, Odisha	Sh. Deepak Kumar Das	9437394794
5.	Jeypore	Software Technology Parks of India, Plot No.505 Near District Head Quarter Hospital Jeypore (Koraput), Jeypore, Dist:Koraput, Pin: 764002	Sh. Saurjya ranjan Patra	9437066062
6.	Tentulikhunta	Software Technology Parks of India Plot No. 815/1219, Tentulikhunta (Near Railway over bridge) Panikolili-Keonjha Road Jajpur 755019	Sh. Saurjya ranjan Patra	9437066062
7.	Burla Town	Software Technology Parks of India Near VSSUT Burla Town Sambalpur- 768018	Sh. Saurjya ranjan Patra	9437066062
8.	STPI- Darbhanga Center	Software Technology Parks of India, Near Govt. Industrial Training (ITI)- Ramnagar, P.S- Darbhanga, District-Darbhanga, Revenue Thana No. 236, Khata No 346	Shri Samrat Chakraborty, Deputy Director	9379782116
9.	STPI- Bhagalpur Center	Software Technology Parks of India, Backside of the Industrial Area (BIADA) Merrachak Road, Barari, Bhagalpur- 812001	Shri Samrat Chakraborty, Deputy Director	9379782116
10.	Dr. Shyama Prasad Mukherjee University	Dr. Shyama Prasad Mukherjee University, Morabadi, Ranchi - 834008	Shri Ratnesh Ranjan, Deputy Director	9437480671
11.	Sahkarita Bhawan	Sahakarita Bhawan, Near JSSC, Namkum, Ranchi - 834010	Shri Ratnesh Ranjan, Deputy Director	9437480671
12.	Pune	ParentPay India Private Limited 5th Floor, Amar Tech Park, aluka Haveli, Balewadi, Pune, Maharashtra, 411045	Ajay Bhosale	9822028325
13.	Pune	Science & Technology Park (University), University of Pune, Ganeshkhind Road, Pune- 411007, Maharashtra, India	Ajay Bhosale	9822028325
14.	Pune	SPPU Edutech Fondation, Savitribai Phule Pune University, Ganeshkhind Rd, Ganeshkhind, Pune, Maharashtra 411007	Ajay Bhosale	9822028325

S No	Location Name/PoP Name	Address	Concerned contact Person	Mobile
15.	Navi Mumbai Airoli	Reliable Tech Park, B Wing, Thane - Belapur Rd, Gavate Wadi, MIDC, Airoli, Navi Mumbai, Maharashtra 400708	Ashok Yadav	8637256040/ 9437044565
16.	Mumbai Kalina	University of Mumbai, Vidya Nagari, Kalina, Santacruz East, Mumbai, Maharashtra 400098.	Ashok Yadav	8637256040/ 9437044565
17.	Nagpur VNIT	Visvesvaraya National Institute of Technology (VNIT) , South Ambazari Road, Nagpur -440010	Sanjay Darne	7745823994
18.	Chhatrapati Sambhajnagar	Auric City, DMIC, Industrial area, near Perkins company, Shendra MIDC, Kubhephal, Chhatrapati Sambhajnagar, Maharashtra 431007	Prafulla Patinge	9822028312
19.	Chhatrapati Sambhajnagar	Golden IT Park, MIDC Industrial Area, Chilkalthana, Chhatrapati Sambhaji Nagar, Maharashtra 431006	Prafulla Patinge	9822028312
20.	Chhatrapati Sambhajnagar	Dr. Babasaheb Ambedkar Marathwada University, University Campus, near Soneri Mahal, Jaisingpura, Chhatrapati Sambhaji Nagar, Maharashtra 431004	Prafulla Patinge	9822028312
21.	Kolhapur Shivaji University	Shivaji University, Vidyanagari, Kolhapur	Sachin Narule	9850963617
22.	Kozhikode	PoP, C/o Kerala Startup Mission, Second Floor, UL CyberPark Rd, Nellikkode, Kozhikode - 673 008	Nevin S R	9249578335

## SECTION XI

### Internet Bandwidth Commissioning Report.

**A. Name of the Center & Address** : .....

**B. PO/WO Reference No.** : .....

**C. Bandwidth ordered/Commissioned** : .....

**D. Commissioned Date** : .....

**E. Link Delivery Address** : .....

S.No	Name of the activity	Requirement/Specifications	Observation	Remarks
1	<b>Physical layer Implementation</b>			
	1. Engineering Diagram	Please attach the Engineering Diagram	Yes/No	
	2. Terminated interface as per the PO		Yes/No	
2	<b>Physical Layer Testing</b>			
	1. 24 hrs BER test	Please attach 24 hours BER Test results	Yes/No	
	2. End-to-End interface Ping test	Please attach ping snap shots	Yes/No	
3	<b>Circuit details handover</b>	<b>Please provide necessary details</b>		
	1. Circuit Designation		Yes/No	
	2. Circuit ID		Yes/No	
	3. Stream and Crone Details		Yes/No	
4	<b>IP details</b>	<b>Please provide necessary details</b>		
	1. WAN IP details		Yes/No	
	2. Loop back /Peering IP Details		Yes/No	
	3. AS Number			
5	<b>BGP - Establishment</b>			
	1. Establishment of BGP session		Yes/No	

	2. MD-5 Authentication enabling password 3. Stability of Routes 4. Receiving of Partial / Full Routes 5. Our prefix advertisement confirmation	Should be same both ends    Please attach the Prefix list	Yes/No Yes/No Yes/No Yes/No	
6	<b>Performance Monitoring features</b>	<b>Please attach the necessary documents</b>		
	1. Service availability 2. Through-Put As per the Table - B at Clause 4.7, Section - V 3. Round-Trip-Delay (port-to-POP's) Table - B at Clause 4.7, Section - V 4. Packet Loss less than 1% Table - B at Clause 4.7, Section - V		Yes/No Yes/No  Yes/No  Yes/No	
7	<b>Supplement Features</b>			
	1. WEB-Portal Account Details 2. Online monitoring tool as per Performance Monitoring features 3. Online Trouble Ticket Monitoring System		Yes/NO Yes/NO  Yes/NO	

**Tested By****Approved By****1. Service Provider**

Name: - .....

Name:- .....

Date: - .....

Date:- .....

**2. STPI Engineer**

Name:- .....

Name: - .....

Date:- .....

Date: - .....

**SECTION XII****Format for Bid Clarification**

S No	Clause No	Existing Statement	Recommended Statement	Reasons for Change

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**SECTION XIII**  
**Self-Declaration**

This is to certify that << COMPANY NAME >> has not been blacklisted by any Central / State Government (incl. its department/agency) or was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices as on 31<sup>st</sup> Dec 2024.

I hereby certify that the information furnished in the referred RFP is full and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, the bid will summarily be rejected, and the bidder will be liable to be blacklisted.

**Seal and Sign of authorized signatory of the Bidder**  
**Name & Address:**

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**SECTION XIV****Existing Bandwidth requirements at different locations (slab-wise)**

<b>≥500 Mbps</b>	<b>&lt;500 Mbps and ≥250 Mbps</b>	<b>&lt; 250 Mbps and ≥100 Mbps</b>
STPI, No 76 & 77, NOC, Opposite Wipro Gate No 1 & 2, Electronics City, Hosur Road, Bangalore - 560100	Blue Berry Hill, Hari Padavu Road, Derebail, Mangaluru-575008, Karnataka	STPI-CoE (EA), Yuvaka Sangha, Yuvapatha, No. 4, 31st Cross, 11th Main Road, 4th Block, Jayanagar, Bengaluru, Karnataka 560011
STPI, No 76 & 77, part 78, STPI Building, adjacent to Cyber Park, Electronics City, Hosur Road, Bangalore - 560100	Mangal Bhawan, Nehru Nagar (E), Bhilai, Durg, Chhattisgarh	STPI MPSEDC STP Building, Electronic Complex, Pardeshipura, Indore.
STPI, No 76 & 77, 6th Floor, Cyber Park, Electronics City, Hosur Road, Bangalore - 560100.	Impetus, Crystal IT Park-SEZ, Indore	ClearTrail, Crystal IT Park-SEZ, Indore
A block, 4th Floor, Opp. of Indira Glass House, IT Park, Hubballi - 580029	Software Technology Parks of India, Near LGBI Airport, SOS Road, Borjhar, Guwahati, Assam 781015	Plot No.:- C-11, IT Park, Near RGPV, New Jail Road, Gandhinagar, Bhopal
JSS Technical Institutions Campus, SJCE STEP, Manasa Gangothri, Mysuru 570006	Thizama DITC Building Kohima	Software Technology Parks of India, Technopolis Building-1, Puducherry Technology University Campus, Pillaichavady, Puducherry-605015
STPI, Plot NO 365-A, Hebbal Industrial Area, Next to Infosys Campus, Mysuru 570018	Solitaire Building, Plot No 14 & 15, Software Units Layout, Madhapur, Hyderabad	9th Floor, GIFT One Tower, Block-56, Road-5C, Zone-5, GIFT City, Gandhinagar-382 355 (Gujarat)
IIT-Indore, Khandwa Road, SIMROL, Indore	H.No.2-5-906/1, STPI Incubation Centre, Kakatiya IT Park, Circuit House Road, Hanamkonda, Warangal, Telangana State-506001	NOC, 30, Electronic City, Phase IV, Udyog Vihar, Sector 18, Gurugram, Haryana-122015
Software Technology Parks of India Chennai No. 5, III Floor, Rajiv Gandhi Salai, Taramani, Chennai - 600 113.	Software Technology Parks of India, Unit No. 9, SDF-1 Building, Visakhapatnam Special Economic Zone, Duvvada, Visakhapatnam - 530049, Andhra Pradesh	STATE DATA CENTER (SDC), 3RD FLOOR, YOJNA BHAWAN, TILAK MARG, ASHOK NAGAR, C-SCHEME, JAIPUR-302005 (RAJ.)
Software Technology Parks of India, 333/1, Ground Floor, Kumaraguru College of Technology Chinnavedampatti, Coimbatore - 641 049.	GM35+7HR, NH16, opp. LEPL ICON, Krishna Nagar, Benz Circle, Vijayawada, Andhra Pradesh 520008	Software Technology Parks of India, Lumjingshai, Short Round Road, Shillong- 793001
Software Technology Parks of India B-9, Light Engineering Shed, Trichy Regional Engg. College - Science & Technology Park (TREC-STEP), Trichy - 620 015.	Survey No. 234, behind ShilpaRamam - Urban Hut, Tiruchanur, Tirupati, Andhra Pradesh 517501	Top Floor Sikkim Jewels Limited Complex, NH-10, Tadong, Gangtok 737102, Sikkim
IT-21, IT PARK, EPIP, SITAPURA, JAIPUR-302022 (RAJ.)	STPI, 4th Floor, Samruddhi Venture Park, MIDC, Central Road, Andheri East, Mumbai-400093	AIS, 4th floor, Western Aqua, Whitefields, HITEC city, Kondapur, Hyderabad
Network Operations Center, Software Technology Parks of India, Dr. MCR HRD Institute of	Plot No. T 25, MIDC, Chikalthana, Chhatrapati Sambhajinagar, Maharashtra, 431201	Software Technology Parks of India TechHUB, Tech Mahindra,

Telangana, Road No: 25, Jubilee Hills Hyderabad		Tower-2 Building, Survey No. 44, Resapuvanipalem, Near LB College. Visakhapatnam-530013.
Software Technology Parks of India, Ground Floor, Sunrise Incubation Hub, Plot No.13 & 14, Hill No.3, Madhurawada, Visakhapatnam-530045, Andhra Pradesh	Plot No. ITP-03, Near NH-58 bypass, Vedvyas Puri Yojna, Meerut, Uttar Pradesh	Collectorate Compound, Kakinada, Kakinada Dist., Andhra Pradesh
Software Technology Parks of India (STPI), STPI IT Park, 6th Floor, Block - DP, Plot - 5/1, Sector-V, Salt Lake, Kolkata - 700091, West Bengal		EDC, Plot No.20, Chandigarh
STPI Plot C 184, Indl Area Phase-8A Mohali		Rangreth, Old Airport Road, Srinagar
STPI ELITE Building, Plot No.2/A, IDCO Industrial Area, Gothapatna, PO-Malipada, District-Khurda, Bhubaneswar-751003, Odisha,		Rangreth, Old Airport Road, Srinagar
Software Technology Parks of India, C Ground Zero, Fortune Tower, Maitri Vihar, CSPur, Bhubaneswar-751023, Dist-Khurda, Odisha		Block No:-24,SDA Complex,Kasumpti,Shimla,H.P ,Pin-171009
Software Technology Parks of India, Near PanthaNiwas, Sector-5, Rourkela-769002, Odisha, India.		Software Technology Parks of India, STPI Building, IDCO Plot No:2, Bampada Industrial Estate, Chhanapur, Balasore-756056, Odisha, India.
Plot No 8 (part), Namkum Industrial Area, Namkum, Ranchi - 834010		Software Technology Parks of India, Plot No: 860/4562, Near Income Tax Office, Ambapua, Berhampur-760011, Odisha, India.
MECON Limited, Vivekananda Path, Doranda P.O. Ranchi JHARKHAND India 834002		Software Technology Parks of India, Module A-5, STP Complex, 13th Floor, Biscomaun Tower, West of Gandhi Maidan, Patna 800001, Bihar
Software Technology Parks of India, Plot No P1, MIDC, Hinjewadi Phase 1 Rd, Hinjawadi Rajiv Gandhi Infotech Park, Pune, Maharashtra 411057		Software Technology Parks of India, Patliputra Colony, Rajeev Nagar Road, Near New Government Polytechnic College, Patna 800013, Bihar
Plot no. 3, IT Park, Parsodi, Nagpur -440022		Plot NS 15 Part, Industrial Area Jusidih, Manikpur, Jasidih Deoghar PIN - 814142
Software Technology Parks of India, Plot IT-1, Opp. E2, MIDC , Ambad-422010		Software Technology Parks of India, Ground Floor, Electronic Sadan-III, MIDC, Bhosari, Pune, Maharashtra 411026
Software Technology Parks of India C-21, Thejaswini Building.		2nd Floor, Udyog Bhawan, Panaji, Goa-403001

Technopark, Thiruvananthapuram-695 581, Kerala		
Second Floor, STPI Building, Technopark, Thiruvananthapuram-695 581, Kerala		Ganga Software Technology Complex, Sector-29 Noida-201303
		STP Complex, UPTRON Building, adjacent Gomti Barrage, Eldeco Greens, Gomti Nagar, Lucknow, Uttar Pradesh 226010
		Plot No IT-01, IT Park, Sahstradhra Road, Dehradun, Uttrakhand, 248013

**Note:**

- For the rest of the locations, bandwidth requirement may be considered as less than 100 Mbps at present.
- The bandwidth requirement at the Upcoming STPI locations will be intimated later.
- Bidders should provide the link in Ring Topology in all locations.

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## **SECTION XV**

### **Instructions to Bidder for Online Bid Submission**

Online bids under two envelope/cover system (Technical bid and Financial bid) is hereby invited on behalf of Software Technology Parks of India (STPI) from reputed Internet Service Providers for the supply of Internet Bandwidth to Locations of STPI over Optical Fiber Cable Medium conforming to the Service Levels as mentioned in the Tender document.

Tender documents may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app>. Aspiring Bidders/ Suppliers who have not enrolled/registered in e-procurement should enroll/register before participating through the website <https://eprocure.gov.in/eprocure/app>. The portal enrollment is free of cost. Bidders are advised to go through “instructions for online Bid Submission”. Tender forms can also be downloaded from the website [www.stpi.in](http://www.stpi.in).

This section of the bidding documents provides the information necessary for bidders to prepare online responsive bids, in accordance with the requirements of the STPI. It also provides information on online bid submission, opening, evaluation and contract award.

The bidders are required to submit soft copies / scan copy of their bids electronically on the Central Public Procurement (CPP) Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

#### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

#### **REGISTRATION:**

- (i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app> ) by clicking on the link “Online Bidder Enrollment” on the CPP Portal is free of charge.
- (ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iii) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- (iv) Upon enrolment the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certificate Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

- (v) Only one valid DSC should be registered by a bidder. Please note that Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- (vi) Bidders can then log into the site through the secured login by entering their user ID / password and the password of the DSC /eToken.

## PREPARATION OF BIDS

Bidder should take into account any corrigendum published on the tender document before submitting their bids.

Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

Only Online Bids need to be submitted on <http://eprocure.gov.in/eprocure>. The tenders shall be of 2 bid system (Technical Bid & Commercial Bid). Manual bids will not be accepted.

The following instruction may be followed by the bidders while submission of their bids on online mode.

1. Bidder should do Online Enrolment in this Portal using the option Click Here to Enroll available in the Home Page. Then the Digital Signature enrollment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA/GNFC/IDRBT/MtnITrustline/SafeScript/TCS.
2. Bidder then logs into the portal giving user id / password chosen during enrollment.
3. The e-token that is registered should be used by the bidder and should not be misused by others.
4. DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
5. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
6. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.
7. Financial Bid template must not be modified/replaced by the bidder and same should be scanned and uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender.
8. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before if any submitting the bids online.
9. Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.
10. The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids

11. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
12. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.
13. It is important to note that, the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids Which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
14. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
15. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
16. At the time of freezing the bid, the eProcurement system will give a successful bid updation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
17. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
18. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
19. The bidder should see that the bid documents submitted should be free from virus and if the documents cannot be opened, due to virus, during tender opening, the bid is liable to be rejected
20. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
21. All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.
22. During the transmission of bid document, the confidentiality of the bids is maintained since the data is transferred over secured Socket Layer (SSL) with 256-bit encryption technology. Data encryption of sensitive fields is also done.
23. The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time (as per Server System Clock).

**Note:** My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

*Any queries relating to the process of online bid submission or queries relating to CPP Portal are available at <http://eprocure.gov.in>. Further, any clarifications, in general may be directed to the 24x7 CPP Portal Helpdesk on 0120-4200462, 0120-4001002 & 0120-4001005 or you may send a mail to [support-eproc@nic.in](mailto:support-eproc@nic.in).*

Tenders and supporting documents should be uploaded through e-procurement. Tender documents submitted manually will not be accepted. However, the bidder(s) may submit the additional documents, if any, to the Tender Inviting Authority before the due date and time for submission of the tender in a sealed cover by super scribing the Tender Reference.

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