

Software Technology Parks of India



PROCUREMENT OF INTERNET BANDWIDTH
(Tender No: STPI/HQ/PDC/02/125 dated 30-11-2021)

SOFTWARE TECHNOLOGY PARKS OF INDIA
(Ministry of Electronics and Information Technology)
Government of India,
1st Floor, Plate B, Office Block-1,
East Kidwai Nagar, New Delhi-110023

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SECTION I

NOTICE INVITING TENDER

S. No	Item	Description
1.	Start Date of Tender Issuance	30-Nov-2021
2.	Last date and time for submission of pre-bid queries	Bidders shall have to post queries on GeM/CPP portal on or before 07-Dec-2021
3.	Pre-Bid Conference time, date, and venue	Pre-Bid conference will be held on 07-Dec-2021(12:00 Hrs.) at STPI office and in online mode (link will be shared on www.stpi.in a day prior to the meeting)
4.	Last Date and time for Bid submission (On or before)	On or before 21-Dec-2021.
5.	Date, time for opening of Technical Bids	23-Dec-2021 at 12:00 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

1. Software Technology Parks of India (STPI) invites sealed Tenders under two-bid system (Technical bid and Financial bid) from reputed vendors 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.
2. Sealed Tenders under two-bid system (Technical bid and Financial bid) are invited from reputed vendors fulfilling the eligibility requirements as mentioned in tender document.
3. Pre bid meeting shall be held at STPI, Software Technology Parks of India, 1st Floor, Plate B, Office Block-1, East Kidwai Nagar, New Delhi-110023 at 11:00 hrs. on 07/12/2021.
4. Tender document can be downloaded from www.stpi.in & eprocure.gov.in

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

SECTION II

INSTRUCTIONS TO BIDDERS

1. INTRODUCTION:

- 1.1. Software Technology Parks of India (STPI) provides Internet services PAN India under ISP License ClassA.
- 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 letter indicating the intention of the Purchaser to place 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 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 the complete fulfillment 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. **'Works'** means the job undertaken by the Supplier in order to complete the task falling within the scope of the Contract.
- 2.14. **'Commissioning'** means successful completion of acceptance testing procedures as may be prescribed by STPI subsequent to the delivery of the Service.
- 2.15. **'Up-gradation/Down-gradation'** Change of bandwidth of existing circuits.
- 2.16. **'Services Charge'** means Bandwidth Cost
- 2.17. **'NIT'** means Notice Inviting Tender
- 2.18. **'GST'** means The Goods and Services Tax is a value-added tax levied on most goods and services sold for domestic consumption. The GST is paid by consumers, but it is remitted to the government by the businesses selling the goods and services. In effect, GST provides revenue for the government.

3. BIDDER'S ELIGIBILITY CRITERIA:

- 3.1. The bidder should be a company registered in India with Registrar of Companies under supplying the Service. Documentary evidence should be provided to this effect.
- 3.2. 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 2018-19, 2019-20 and 2020-21 should be a minimum of Rs 50 Crores each in the relevant service area. The Audited balance sheet duly signed by CA and Annual IT Returns for FY 2018-19, 2019-20 and 2020-21 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 Department of Telecommunication (DoT), Government of India for providing International Data Bandwidth and Internet Bandwidth in India. Documentary evidence should be provided to 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 24 GBPS on date of issue of NIT. The relevant documentary evidence about operation of Gateway for at least last One (01) year and Installed capacity should be submitted along with 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 last One (01) year in providing Internet bandwidth services to ISPs/clients on date of issue of NIT.
- 3.7. The bidder should be feasible for at least 70% of the STPI locations mentioned at Section-X which should mandatorily cover Thirty (30) locations from the first 60 locations of the feasibility report list mentioned in Section X of tender document.
- 3.8. The bidder should have Internet bandwidth connectivity directly with Tier-1 IP exchanges in USA or should have MOU/Agreement with supplier having Internet bandwidth connectivity directly with Tier-1 IP exchanges in USA, from its gateway router in India. The relevant documentary proof should be submitted along with the bid.

- 3.9. The bidders should be a holder of Valid quality certifications like ISO 9001 / ISO 27001 or equivalent for delivering quality internet service in India. Documentary evidences should be provided to 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 provided to this effect. Bidders may refer 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 rejection of the bid. In respect of 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 indicated in the invitation of Bid. The Purchaser shall respond to any request for the clarification of the Bid Documents, which it receives not later than the date of pre-bid meeting of the Tender. The clarifications by the Purchaser to the queries (without identifying the source) shall be published in the website 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 w.r.t. any amendment to the tender document or to 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 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 English/Hindi language, provided that any printed literature furnished by the bidder may be written in another language but it is to be accompanied by an English translation of its pertinent passage(s) duly signed and verified as true English translation. The responsibility for the correctness of the translation will be solely and completely on the bidder and STPI shall not be responsible for any loss/likely loss due to error in translation whatsoever. In such cases, for the purpose of interpretation of the bid, the English translation shall only govern.
- 8.2. Documents comprising the bid: The bidder should upload the scanned copy of all the following document 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 the 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 Declaration 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) A 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 for 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 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, VAT/GST/SBC, and any other Levies/Charges payable by the supplier shall be quoted separately item wise.
- 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 taxes and levies 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 post tender offer/clarification and shall not be entertained. The documents shall comprise of 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. Latest and valid NSIC Certificate duly certified by NSIC (if applicable).
 - v. Current and valid Class-A ISP License / Unified License.
 - vi. Current and valid International Gateway Licenses issued by relevant authorities/organizations.
 - vii. Annual Financial Report, IT Returns for the past three financial years and/or a certificate from its bankers as evidence that the bidder has financial capability to perform the contract.
 - viii. Copy of PAN and GST Registration Certificate(s). Bidders may refer Table-D of Section X for STPI locations.
 - ix. Documentary evidence about technical and production capability necessary to perform the contract like no. of offices located in India with address from where operational & implementation support may be given.
 - x. In order to enable the Purchaser to assess the proven-ness of the Service offered, the bidder shall provide documentary evidence regarding the Service being offered by him. Bidder may submit the copy of Purchase Orders along with its completion certificate from the customers for similar experience.
 - xi. Bid Security Declaration as per the as per the format given at Section VI (Part III).
 - xii. Any other related documents.
- 11.2. The bidders shall have a Nodal Centre existing/ proposed to be opened, to facilitate the interaction preferably in Delhi, which shall form part of contractual commitment. The services of the center shall be available throughout the period of contract. The office address and nodal officer name for above activity should be provided.
- 11.3. If any document is not submitted by bidder at the time of submission of bid in support of Bidders 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 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

bein 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 DECLARATION

Pursuant to **Clause 8**, the bidder shall furnish, as part of the bid, a bid security declaration as per the format given at Section VI (Part III).

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 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 CPP eProcurement Portal (<https://eprocure.gov.in/eprocure/app>) using English Language and international numerals.
- 15.2 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.
- 15.3 Bidder can access tender documents on the website, fill them with all relevant information and submit the completed tender document into electronic tender on the website <https://eprocure.gov.in/eprocure/app>.
- 15.4 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.

- 15.5 The interested Bidders would be required to submit its bid online in 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 in relevant section in eProcurement portal.

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 and in specified format may result in rejection of the bid.**

Financial Bid: To submit financial bid, bidder needs to download **Section VI (PART-II)** from CPP eProcurement Portal provided as a part of tender documents, fill respective cells and upload the file to portal without changing the name or format.

- 15.6 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

Note: 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

- 15.7 The duly filled financial bid have to be submitted as per proforma given in the tender document at **Section VI (PART-II)**. Conditional financial bid shall be summarily rejected. Modification of 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.

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

- 15.9 Venue of Tender Opening: Tender will be opened in **Conference Room, STPI- 1st Floor, Plate B, Office Block-1, East Kidwai Nagar, New Delhi-110023 at 16:00 Hrs. on the due date**. If due to administrative reason, the venue of Bid opening is changed, it will be hosted on web www.stpi.in.

- 15.10 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'. The bidder's representatives, who are present, shall sign an attendance register. Authority letter to this effect shall be

submitted by the bidder/representative before they are allowed to participate in bid opening. 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.
- 16.3. The Bidder's name, modifications, bid withdrawal and the presence or absence of the requisite bid security declaration and such other details as the Purchaser, at its discretion, may consider appropriate will be announced and recorded at the time of bid opening.
- 16.4. The date fixed for opening of bids, if subsequently declared as holiday by the STPI, the revised date of schedule will be notified. However, in absence of such notification, the bid will be opened on next working day, time and venue remaining unaltered.

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/Un-priced bids to determine whether they are complete, whether any computational errors have been made, whether 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. 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
 - a) Technical and Service Support Infrastructure
 - b) Financial strength
 - c) 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. Certificate from customer/s of the bidder over the letterhead of the customer should be provided.
- (b) Support given by the bidder's company in 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 which generally conforms to all the terms and conditions of the Bidding Documents without material deviation.
- 19.5. A bid determined as 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 bidder's representative(s) who choose to attend on the date and time of opening of price Bid.
- 20.2. The bidder's name, along with all-inclusive final price shall be announced at the time of opening of 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 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 discrepancy between the two, words would prevail.

22. CONTACTING THE PURCHASER:

- 22.1. Subject to **Clause 22**, 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 placement of order 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. Subject to **Clause 30 (Section II)** the purchaser may award the LOI up to three successful bidders in situation as stipulated in **Clause 29.2 of Section-II** 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, L1 supplier shall be given first preference. The bandwidth distribution shall be done taking care of feasibility matrix provided by the successful bidder and the respective center requirements.

For three successful bidders, the purchaser shall try to ensure that L1 supplier shall be given overall 50-60% of order, L2 supplier 25-20% of order and L3 supplier 25-20% of order, if 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 next successful bidder (say L3) so on and so forth, till three empaneled 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 reason 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 three successful bidders fails to provide the service to any of the STPI location 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 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 Basic Unit Price per E1 per month for first year. Rate for the second year shall be 90% of the rates finalized for the first year.
 - b) Rate finalized for the second year shall be applicable for the existing Bandwidths and new requirements including bulk bandwidth purchases. (Kindly refer **Clause 29 of Section II** and **Section VI Part II**)
- 24.7. Individual Purchase orders shall be placed on the Supplier/s for each of STPI center as listed at 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 valid for a period of two years from the date of service delivery.
- 24.8.** E1 (2 Mbps) capacity shall be the basic unit of service and price corresponding to one E1 service shall constitute 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 new 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 order to 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. PURCHASER'S 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 reject all bids, at any time prior to award of 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 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 date of issue of LOI.
- 26.2. The successful bidders shall within 14 days of issue of the Letter of Intent, give their acceptance along with performance security as per format at **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 centers.
- 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 32** above shall constitute sufficient ground for the annulment of the acceptance of the bid and action as per the provision of bid security declaration 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, special attention of bidder is invited to the following clauses of the bid documents. Non-compliance of any one of which shall result in outright rejection of the bid.

29.1. **Clauses 13 & 14.1 of Section II:** The bids will be rejected at opening stage if Bid security declaration is not submitted as per Clauses 13 and 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 the 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 have to be filled in as prescribed in 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".

29. Purchaser reserves the right to disqualify the supplier for a suitable period who habitually failed to supply the service in time. Further, the suppliers whose services do not perform satisfactory in accordance with the specifications may also be disqualified for a suitable period as decided by the purchaser.
30. Purchaser reserves the right to blacklist a bidder for a suitable period in case he fails to honor his bid without sufficient grounds.
31. 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 100Mbps and above.
 - i) The locations/ SLA terms shall be as per the new bulk requirements.
 - ii) Percentage reduction in price for second year shall be applicable for bulk purchase.
 - iii) Redistribution of bulk purchase is at sole discretion of Purchaser based on requirement.

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 use of the Services or any part thereof in 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 initial purchase order within 14 days from the date of issue of 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 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, supplier shall submit renewed/additional performance security bond after one year based on the price revision/no. of EIs added.
- 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 Acceptance Testing complete services as per the P.O. and tender will be duly tested. The test schedule & procedures for acceptance testing shall be finalized by respective STPI center. The Supplier shall rectify any deficiency found during Acceptance Testing in 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 beginning of installation in consultation with testing team of respective STPI center. 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. 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 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 creation of artificial traffic. Bidder shall provide full details of software programs and hardware required for 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 center 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 Regulator (TRAI), the benefit of the same shall be passed to the STPI with 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 Purchase Order must give the details of the services made against the Purchase Order every month on 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 time schedule specified in Terms and Conditions and this along with completion of the project for an STPI Centre as per schedule shall be essence of the contract.

7. DELIVERY SCHEDULE:

The physical connectivity for new Internet bandwidth circuit should be completed within 4 weeks and up-gradation should be completed within 2 weeks from the date of placement of Purchase Order. 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 case-to-case basis with prior intimation to the purchaser. The POs will be issued to the successful bidders separately by the respective STPI Directorates

7.1. 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 centers.

All the electric/electronic components installed should adhere to adequate safety measure with proper earthing etc.

The circuit shall be considered commissioned only when 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 quarterly in advance basis subject to submission of the Advance Payment Bank Guarantee of amount equal to one quarter payment of total order value and valid for a period of One Year. The payment of the first quarter shall be made only after successful testing/Commissioning. The bidder has to submit the separate bank guarantee (for each STPI Directorate) towards quarterly advance payments for internet bandwidth as per the format enclosed at Section-VIII.
- 8.2. The service should be as per SLA specified in Section V. SLA reports shall be certified by the designated officer of 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 credits for non-compliances to SLA parameters shall be deducted in the next bill. The credit for non-compliance in the final quarter of the contract will be submitted within 15 days from the date of completion of quarter; else the Advance Payment Bank Guarantee may be forfeited.
- 8.3. Payments shall be made by respective STPI center.
- 8.4. The invoices shall be submitted within 15 days from the completion of quarterly billing cycle along with the SLA reports.

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 year 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, purchaser reserves the right either to short close /cancels this purchase order and/or recovers liquidated damage charges. The cancellation/short closing of the order shall be at the risk and responsibility of the supplier and purchaser reserves the right to purchase balance 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 of 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 condition impending timely delivery of the services and performance of service, the Supplier shall promptly notify to 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 period for performance of the contract subject to furnishing of additional performance security by the supplier @ 5% of the total value of the Purchase Order.
- 12.4. If the supplies are not completed in the extended delivery period, the purchase order shall be short-closed and both the Performance securities 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 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 is delayed after 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 fail to deliver the services (new or upgrade) or any consignment thereof within the period prescribed for delivery, the purchaser is entitled to recover 0.5% of the quarterly recurring charges per week of the said Purchase Order with a maximum delay upto 6 weeks.

b) In case the link is not implemented / delivered within the extended period of 6 weeks with penalty as per point (a) above, the Purchase Order shall be liable for cancellation and purchaser is liable to recover the total penalty of 5% of the total value of the said Purchase Order 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 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 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 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 the Indian Law.
- 18.2. The substantive law of the final contract will also be Indian law.
- 18.3. An International Commercial Arbitration will be inserted in the final contracts. The law of the arbitration Agreement will be the UK Law. The suits of the International arbitration would be London. The provision of the International arbitration will apply only to successful foreign bidders. In the event that the successful bidder is an Indian company or a company majority owned by Indian promoters, then the Indian Arbitration Act will apply and domestic arbitration will be resorted to for dispute resolution.
- 18.4. At the stage of the Tender, only Indian courts will have jurisdiction in the matter.

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

In the event of any claim, dispute or difference arising out of or in connection with or in relation to this Purchase Order, the same shall be referred to the sole arbitrator appointed by Director General, STPI. The decision of such Arbitrator shall be final and binding on the parties to the agreement. The provisions of the Indian Arbitration and Conciliation Act 1996 as amended from time to time shall apply to such arbitration proceedings and jurisdiction of courts in Delhi shall be applicable.

20.1. Costs: Each Party shall bear its respective costs in relation to any arbitration proceedings.

20.2. 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.

20.3. 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 appropriated 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 Head Quarters and respective STPI centers.

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 contractual commitment. The services of the Centre shall be available throughout the period of contract on 24*7*365 basis.

21.4. Purchaser reserves the right to blacklist a bidder for a suitable period in case he fails to honor his bid.

22. CONFIDENTIALITY:

22.1. Supplier and the 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. Supplier 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. Supplier and the 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. If at any time during the period of 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 Performance Bank Guarantee (PBG) and seek the services from any other suitable supplier at appropriate rates.

24. TERMINATION CLAUSE:

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

SECTION-IV

OPERATIONS AND MANAGEMENT OF INTERNET BANDWIDTH

1. The Operation & Management of International Bandwidth shall be carried out from respective NOC locations of the Suppliers.
2. The Operation & Management of International Bandwidth shall include but not be limited to the following: STPI prefers the industry best practice tools to measure the required parameters.
 - 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. Report shall also contain 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 required format. The supplier is expected to furnish 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 the STPI Management as and when required, with regards to performance optimization, security, capacity planning etc.
5. Supplier shall provide a Toll Free Telephone line facility for service support activities.
6. Service support shall meet the applicable SLA parameters as per Section V.
7. The successful bidder shall not further sub-contract whole or part of this assignment to any third party without the prior written permission of the purchaser.
8. The Service provider/ Supplier should comply with the instructions/ directions of regularity authorities (i.e., TRAI / DOT) from time to time for the bandwidth extended to STPI.
9. 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.

SECTION V

TECHNICAL SPECIFICATIONS

1. The **Bandwidth asked for is uncompressed symmetric Bandwidth in 1:1. The bandwidth is to be provided on fiber cable only end to end, comprising of International segment, Backhaul and the Local Loop.**
2. Termination of the bandwidth on GE/STM-4/STM-1/DS3/E1/FE/Gigabit Fiber SFP interfaces would be done at the STPI gateway routers in respective STPI locations across the country.

The following shall be standard Interfaces:

Ethernet / Fast Ethernet / Gigabit

Ethernet Gigabit Fiber SFP

The above Interfaces are to be provided as per the requirements of respective STPI centers.

3. Providing last mile connectivity till respective STPI premises on optical fiber will be the responsibility of 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 termination of the links. Delivery on Fiber or Copper last mile is mandatory. Hence the bidders should consider terrestrial local loops in their proposal.
 - 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 premise of respective STPI centres only.
 - 3.2. Microwave last mile links shall be established upon prior approval from respective STPI center and all such links shall be given a relaxation in the latency up to a maximum of 30 ms and uptime up to 0.5 %.
 - 3.3. Supplier has to provide the multilink/ load balancing configuration as per the requirement of respective STPI centre wherever multiple E1 links are implemented by same supplier. The bidder should be able to support and configure multilink/ load balancing configuration in its respective ISPs router also as per the requirement of 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, Packet loss shall be measured at a maximum of 90 % loading only.
 - 4.2. Service Availability: - The International Bandwidth provider shall guarantee that the services will be available for 99.5% or better, of time averaged over a period of 30 days with reference to each parameter Namely 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 has given in the **Table-A** below and Bidder / Supplier needs to provide minimum one (1) No. of 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)
Bangalore 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 percent packet loss of one thousand pings (with acknowledge for each previous packet received) of sixty-four bytes each. This confirmed packet loss is the measurement of packet loss from 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 tool 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 resource causes the packet loss; such packet loss shall not be considered for SLA calculation. The bidder shall furnish 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 the Table-B below:

Table-B

Parameter	Service Availability	Service Outage
Through put	≥ 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 duration of 30 minutes.
Packet Loss	Less than 1%	Greater than 1% continuously for 30 minutes

If any of the above service parameters varies intermittently for periods less than 30 minutes between acceptable to unacceptable & if such behavior 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 do not meet the QOS parameters mentioned at 4 above, the supplier is liable to pay Financial and Service penalties as per the **Table-C** below:

Table-C

Service Parameter	Service Level Compliance	Penalty in % on Quarterly recurring charges
Link Availability /Throughput/ Round trip latency/packet loss.(to be assessed on quarterly basis)	≥ 99.5%	0%
	< 99.5% & ≥ 98.5%	3%
	< 98.5 % & ≥ 97.5%	4%
	< 97.5 % & ≥ 96.5%	6%
	< 96.5% & ≥ 95 %	8%
	< 95%	10%
If 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 availability of service provided by supplier right up to the router port of the respective STPI center. Failure at any segment via international link, backhaul, local loop connecting up to STPI's router is the responsibility of 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 supplier's equipment providing the service
 - III. Service unavailability due to physical damage/disturbance to the equipment and cables of supplier caused by STPI employees. (Supplier has to substantiate such claims)
- c) During any instance of service outage, for the purpose of availability calculation, the duration of 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 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 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 latency, 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 POP's 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 clearly 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.

- 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 Contract period.
- 6.4. The technical telephonic support related to services should be available round the clock on 24*7*365 basis. The technical personnel responsible for the maintenance of bandwidth in all respect must have telephone connections at their residence and cellular mobile connection for contacting them round the clock. List of such officials must be made available to STPI by bidder. Any change in such details should also be intimated to STPI with sufficient prior notice.
- 6.5. A copy of network diagram showing interconnects points, backup links, 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 router port at International Peering points should be submitted along with technical bid to measure latency and other SLA parameters mentioned in 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 beyond 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 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 on dual mode i.e on IPV4 and IPV6. ASN, IPv4 and IPv6 addresses will be provided by STPI.

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 contract and specifications including addenda Nos.....the receipt of which is hereby duly acknowledged, we, undersigned, offer to supply and deliverin 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.....202x

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 feasibility report of Section X:

Internet bandwidth price for the first year				
Unit price (Basic Unit Price exclusive of all levies & charges) per E1 per month in Rupees	Discount offered in Rupees if any	Total discounted Unit Price per E1 per month in Rupees	Levies / taxes in rupees	Unit Price per E1 per month inclusive of all levies & taxes in Rupees
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 E1 per month in Rupees	Discount offered in Rupees if any	Total discounted Unit Price per E1 per month in Rupees	Levies / taxes in rupees	Unit Price per E1 per month inclusive of all levies & taxes in Rupees
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, estimated requirement of Bandwidth is 8135 E1s 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.**

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, Bank's liability under this bond is limited to Rsand shall remain in force up to.....(validity of tender + 60 days) and the bank shall be absolved 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 zonal bank office with address as under:

Bank name and address:

Dated the _____ day of _____
(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 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
 Sirs,

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 as 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 _____
__20__

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 _____

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.....

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of _____ (bidder) in 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

SECTION X

Feasibility Report (Existing sites)

S. No.	STPI - Location	Feasible (YES/NO)	Last mile (Fiber/RF/Copper)	Ready for service (RFS) as on 31st Jan 2022	If not feasible, pls specify the reasons
1.	No: 76 & 77, Network Operation Center (NOC), Opp. Wipro Gate- No.2, Electronic City, Bengaluru- 560100				
2.	No.76 & 77, 6th Floor, Cyber Park, Electronics City, Bengaluru - 560100				
3.	M/s. ArisGlobal Software Pvt Ltd , 120A , Elephant rock road, Jayanagar 3rd block, Bangalore 560 011				
4.	Mysuru, SJCE-STEP Campus , Manasa Gangothri , Mysuru 570006				
5.	Software Technology parks of India, Block-A, 4th Floor, IT Park, Hubballi-580029, Karnataka, India				
6.	Mangaluru, BLUEBERRY HILL, HARIPADAVU ROAD, DEREBAIL, Mangaluru 575008.				
7.	POP at BARNES TOWER, Brammavara near M/s.Indevor Services at Dr.K.N Pai Compound, Main road, Brahmavar,Udupi-576213				
8.	Ganga Software Technology Complex, ES-1 block Ivth Near Botanical Garden, Sector 29, Noida, Uttar Pradesh 201303				
9.	Room No.217,Main Admin, Building Jawaharlal Nehru University (JNU) New Delhi-110067				
10.	Plot 25 A Hartron Technology Complex Sector 18 Gurugram				
11.	PLOT NO-30, ELECTRONIC CITY, Udyog Vihar, Phase IV, Sector 18, Gurugram, Haryana 122015				
12.	Mangal Bhawan, Nehru Nagar(E), Bhilai				
13.	CYB-1, Cyber Park, Near Saras Dairy, Heavy Industrial Area, Jodhpur-342003 (Raj.)				
14.	Software Technology Parks of India - Lucknow, STP Complex, Near Gomti Barrage, Gomti Nagar, Lucknow - 226010				
15.	Software Technology Parks of India - Prayagraj, MNNIT Campus, Lucknow Road, Prayagraj -211004				
16.	IT-21, IT Park EPIP , Sitapura, JAIPUR - 302022 Rajasthan				
17.	SDC-Yojna Bhawan, Jaipur -302005 Rajasthan				
18.	1st Floor, RIICO Office Unit - II, Rest House Road, RIICO Chowk, Bhiwadi - 301019 Rajasthan				
19.	Software Technology Parks of India, MPSEDC Building, Electronics Compolex, Pardeshipura, Indore				
20.	Software Technology Parks of India, C-11, IT Park, Near RGPV, New Jail, Gandhinagar, Bhopal.				
21.	Software Technology Parks of India, Morena Link Main Road, Ganga Malanpur, Gwalior (M.P) - 474010				
22.	Plot No IT-01, It Park, Sahstradhra Road, Dehradun				
23.	Near Vikas Bhawan, Survey Chowk, Dehradun				

S. No.	STPI - Location	Feasible (YES/NO)	Last mile (Fiber/Fiber/Copper)	Ready for service (RFS) as on 31st Jan 2022	If not feasible, pls specify the reasons
24.	STPI-Mohali, C-184, Phase-8A Ind Area Mohali				
25.	STPI Chandigarh EDC Building, IT Park, Kishangarh, Chandigarh				
26.	Rangreth, Old Airport Road, Sgr				
27.	E P IP, Kartholi				
28.	Block No 24, SDA Complex, Kasumpti, Shimla-171009				
29.	93/1 Near Kamna Devi Temple, Boileauganj, Shimla-171005				
30.	Software Technology Parks of India, C-21, Thejaswini Building, Technopark, Thiruvananthapuram-695 581, Kerala				
31.	Software Technology Parks of India, Ground Floor, Thapasya Building, Infopark, Kakkanad, Cochi - 682 042 Kerala				
32.	Dr. MCR HRD Compound, Road no. 25, Jublee hills, Hyderabad, Telangana 500033				
33.	6Q3, Cyber Towers, HITEC City, Madhapur, Hyderabad, Telangana 500081				
34.	Solitaire Building, Plot No 14 & 15, Software Units Layout, Madhapur, Hyderabad, Telangana 500081				
35.	AIS, 4th floor, Western Aqua, Whitefields, HITEC city, Kondapur Hyderabad				
36.	Software Technology Parks of India, Collectorate Compound Kakinada - 533001 Andhra Pradesh				
37.	Software Technology Parks of India, Govt. Polytechnic College Campus, Opp. Stella College, Near Benz Circle, Vijayawada - 520008				
38.	C/o ACE URBAN IT PARK, Ground Floor, SY. NO.52 & 53/1, KESARAPALLI, GANNAVARAM MANDAL, Krishna District - 521102,				
39.	Software Technology Parks of India, Unit No. 9, SDF-1 Building, Visakhapatnam Special Economic Zone, Duvvada, Visakhapatnam - 530049, Andhra Pradesh				
40.	Software Technology Parks of India, Ground Floor, Sunrise Incubation Hub, Plot No.13 & 14, Hill No.3, Madhurawada, Visakhapatnam-530045, Andhra Pradesh				
41.	Software Technology Parks of India, Tech Hub, Tech Mahindra Tower 2 Building, Ground Floor, Survey No.44, Resapuvanipalem, Near LB College. Visakhapatnam - 530013				
42.	Software Technology Parks of India, Survey No.234, Behind Urban Haat, Tiruchanur Road, Tirupati - 517503				
43.	H.No. 2-5-906/1, Incubation Center, Kakatiya IT Park, Circuit House Road, Hanamkonda Warangal-506001 Telangana State				
44.	9th Floor, GIFT One Tower, Block-56, Road-5C, Zone-5, GIFT City, Gandhinagar-382 355 (Gujarat)				

S. No.	STPI - Location	Feasible (YES/NO)	Last mile (Fiber/Fiber/Copper)	Ready for service (RFS) as on 31st Jan 2022	If not feasible, pls specify the reasons
45.	TP:22, Jiav-Budia Road, Nr. Someshwar Society, Bhestan, Surat - 395023, Gujarat				
46.	Plot P1, MIDC, Rajiv Gandhi Infotech Park, Phase-1, Hinjawadi, Pune, Maharashtra-411057				
47.	incubation, 7th floor, Cyber Tower-1, Cybercity, Magarpatta City, Hadapsar, Pune, Maharashtra-411028				
48.	Gala No. 5-8, Ground Floor, Electronic Sadan-III, MIDC, Bhosari, Pune, Maharashtra 411026				
49.	Samruddhi Venture Park, 4th floor, Gala no.4, Central Road, MIDC, Andheri (E), Mumbai-400093				
50.	Software Technology Parks of India Plot No. IT-1, IT Park, MIDC, Ambad, Nashik -422 010				
51.	Plot.No.3, IT Park, Parsodi, Near VRCE Telephone Exchange, Nagpur-440022				
52.	Gala 7, Software Technology Park, Plot T 23, Chikalthana MIDC, Aurangabad 431006				
53.	Plot No. P-5, IT Park, Behind Yellama Temple, Kolhapur- Maharashtra-416012				
54.	2nd Floor, Udyog Bhavan, Panaji, Goa 403001				
55.	GD, 1/B, Maitre Vihar, Chandrasekharapur, Bhubaneswar, Odisha 751023				
56.	STPI-Elite Building, Plot no. 2/ A, IDCO Industrial Area, Gothapatna, Post-Malipada, District-Khurda, Odisha, Pin: 751003				
57.	STPI, IDCO Plot No. = 2, Bampada Industrial Estate, Chhanapur, Balasore, Odisha - 756056				
58.	Plot No- 860/4562, Near Income Tax Office, P.O Ambapuah, Brahmapur, Odisha- 760011, India				
59.	Software Technology Parks of India, Patliputra Colony, Rajeev Nagar Road, Near New Government Polytechnic College, Patna 800013, Bihar				
60.	Software Technology Parks of India, Module A-5, STP Complex, 13th Floor, Biscomaun Tower, West of Gandhi Maidan, Patna 800001, Bihar				
61.	STPI, Sector-5, Rourkela (Odisha)				
62.	Plot no. 8 part, Namkum Industrial Area, Namkum Ranchi-834010 Jharkhand				
63.	Plot No-NS. 15(P) Industrial Area, Jasidih, Deoghar - 814142 Jharkhand				
64.	STPI, MeITY, Govt Of India, No.5, 3rd Floor, Rajiv Gandhi Salai, Taramani, Chennai - 600 113.				
65.	STPI, MeITY, Govt Of India, S.F No: 333/1, Ground Floor, Kumaraguru College of Technology Campus, Chinnavedampatti, Coimbatore-641 049.				
66.	STPI, MeITY, Govt Of India, B-9, Light Engineering Shed, Trichy Regional Engineering College Science & Tech Entrepreneurs Park, (TREC-STEP), Trichy - 620 015				

S. No.	STPI - Location	Feasible (YES/NO)	Last mile (Fiber/Fiber/Copper)	Ready for service (RFS) as on 31st Jan 2022	If not feasible, pls specify the reasons
67.	STPI, MeITY, Govt Of India, Thiyagaraja College Of Engineering Campus, Madurai - 625 015.				
68.	STPI, MeITY, Govt Of India, Pondicherry Engineering College Campus Technopolis Building-I, Pillaichavadi, Puducherry- 605 014.				
69.	STPI Kolkata, 2nd Floor, Webel STP-II Building, DN-53, Sector-V, Salt Lake, Kolkata- 700091, West Bengal				
70.	Sify Data Center, DLF IT Park-I, 2nd Floor, Tower-C, Premises No-8, New Town- 700156, West Bengal				
71.	STPI Durgapur, SSB Sarani, Opposite to Spencer, Bidhannagar, Durgapur, Paschim Bardhaman- 713212, West Bengal				
72.	STPI Siliguri, Plot No-86, Matigata, Opposite Uttarayan, Siliguri, Darjeeling- 734010, West Bengal				
73.	STPI Haldia, Plot No-149, Bhabanipur, Haldia, Purba Medinipur- 721602, West Bengal				
74.	STPI Kharagpur, Plot No-3, Sector-B, WBIIDC Industrial Growth Center, Nimpura, Kharagpur, Paschim Medinipur-721303, West Bengal				
Other Locations					
75.	Software Technology Parks of India, Borjhar, Near LGBI Airport, Guwahati - 781015, Assam.				
76.	Software Technology Parks of India, Complex, Mantripukhri, National Highway – 39, Imphal - 795001, Manipur.				
77.	Software Technology Parks of India, Lumjingshai, Short Round Road, Shillong - 793001, Meghalaya.				
78.	Software Technology Parks of India, Sikkim Jewels Complex, Top Floor, Tadong, National Highway – 31A, Gangtok - 737102, Sikkim.				
79.	Software Technology Parks of India, 2 nd Floor, Ch. Chhunga Terminal Building, Thuampui, Aizawl - 796 017, Mizoram.				
80.	Software Technology Parks of India, 2 nd floor, Mukut Bipani Bitan, LichuBagan Market Complex, LichuBagan, Agartala – 799010, Tripura				
81.	Software Technology Parks of India, 3 rd floor in IT Complex cum Software Technology Park, ITI Road, Indranagar Agartala - 799010, Tripura.				
82.	STPI-Kohima Center, Ground Floor, Directorate of IT&C Complex (Below New Secretariat), Govt. of Nagaland, Thizama Road, Kohima - 797001, Nagaland.				

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	Guwahati	GUWAHATI	Borjhar	Software Technology Parks of India, Borjhar, Near LGBI Airport, Guwahati - 781015, Assam.	L. Motilal Sahrma	8731860532
2	Guwahati	IMPHAL	Mantripukhri	Software Technology Parks of India, Complex, Mantripukhri, National Highway – 39, Imphal - 795001, Manipur.	H. Arun Kumar Singh	9880830127
3	Guwahati	SHILLONG	Lumjingshai	Software Technology Parks of India, Lumjingshai, Short Round Road, Shillong - 793001, Meghalaya.	Paresh Kumar Thakuria	9856035023
4	Guwahati	GANGTOK	Tadong	Software Technology Parks of India, Sikkim Jewels Complex, Top Floor, Tadong, National Highway – 31A, Gangtok - 737102, Sikkim.	Vibhuti Raman Tiwari	9229245438
5	Guwahati	AIZAWL	Thuampui	Software Technology Parks of India, 2 nd Floor, Ch. Chhunga Terminal Building, Thuampui, Aizawl - 796 017, Mizoram.	Sunit Lyngwa Pillai	8787749964
6	Guwahati	AGARTALA (LICHUBAGAN)	Mukut Bipani Bitan	Software Technology Parks of India, 2 nd floor, Mukut Bipani Bitan, Lichubagan Market Complex, Lichubagan, Agartala – 799010, Tripura	Shibendu Debbarma	9436120846
7	Guwahati	AGARTALA (INDRANAGAR)	ITI Road, Indranagar, Guwahati	Software Technology Parks of India, 3 rd floor in IT Complex cum Software Technology Park, ITI Road, Indranagar Agartala - 799010, Tripura.	Shibendu Debbarma	9436120847

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
8	Guwahati	KOHIMA	Thizama Road, Guwahati	STPI-Kohima Center, Ground Floor, Directorate of IT&C Complex (Below New Secretariat), Govt. of Nagaland, Thizama Road, Kohima - 797001, Nagaland.	Benny Tep	8119054854
9	Bengaluru	Bengaluru	Bengaluru-NOC	No: 76 & 77, Network Operation Center (NOC), Opp. Wipro Gate- No.2, Electronic City, Bengaluru- 560100	Manoj Kumar Singh	9449078440
10	Bengaluru	Bengaluru	STPI-Cyber Park, Bengaluru	No.76 & 77, 6th Floor,Cyber Park,Electronics City, Bengaluru - 560100	Manoj Kumar Singh	9449078440
11	Bengaluru	Bengaluru	Aris Global - Bengaluru	M/s. ArisGlobal Software Pvt Ltd , 120A , Elephant rock road, Jayanagar 3rd block, Bangalore 560 011	Manoj Kumar Singh	9449078440
12	Bengaluru	Mysuru	STPI-Mysuru	Mysuru, SJCE-STEP Campus , Manasa Gangothri , Mysuru 570006	Jayaprakash	9945957840
13	Bengaluru	Hubballi	STPI-Hubballi	Software Technology parks of India, Block-A, 4th Floor, IT Park, Hubballi-580029, Karnataka, India	Sasikumar V	8762103035
14	Bengaluru	Mangaluru	STPI-Mangaluru	Mangaluru, BLUEBERRY HILL, HARIPADAVU ROAD,DEREBAIL, Mangaluru 575008.	Ravindra Aroor	9448428516
15	Bengaluru	Mangaluru	Brahmavara-UDUPI	POP at BARNES TOWER, Brammavara near M/s.Indevor Services at Dr.K.N Pai Compound, Main road, Brahmavar,Udupi- 576213	Ravindra Aroor	9448428516
16	Noida	NOIDA	NOIDA	Ganga Software Technology Complex, ES-1 block Ivth	Sangeeta Hemrajani	9873224246

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
				Near Botanical Garden, Sector 29, Noida, Uttar Pradesh 201303		
17	Noida	JNU	JNU	Room No.217, Main Admin, Building Jawaharlal Nehru University (JNU) New Delhi-110067	Sangeeta Hemrajani	9873224247
18	Noida	Gurugram	PoP	Plot 25 A Hartron Technology Complex Sector 18 Gurugram	Atul Kumar Singh	9968746191
19	Noida	Gurugram	GURGAON	PLOT NO-30, ELECTRONIC CITY Udyog Vihar, Phase IV, Sector 18, Gurugram, Haryana 122015	Atul Kumar Singh	9968746192
20	Noida	Bhilai	Mangal Bhawan, Nehru Nagar(E), Bhilai	Mangal Bhawan, Nehru Nagar(E), Bhilai	D.N. Behera,	98261-44033
22	Noida	Jodhpur	STPI NOC	CYB-1, Cyber Park, Near Saras Dairy, Heavy Industrial Area, Jodhpur-342003 (Raj.)	Avadhesh Srivastava	9810013986
22	Noida	Lucknow	STPI Lucknow	Software Technology Parks of India - Lucknow, STP Complex, Near Gomti Barrage, Gomti Nagar, Lucknow -226010	Surya Kumar Pattanayak	8960047092
23	Noida	PRAYAGRAJ	STPI PRAYAGRAJ - NOC	Software Technology Parks of India - Prayagraj, MNNIT Campus, Lucknow Road, Prayagraj - 211004	Surya Kumar Pattanayak Scientist-F & OIC	8960047092
24	Noida	Jaipur	NOC - STPI Jaipur	IT-21, IT Park EPIP, Sitapura, JAIPUR - 302022 Rajasthan	Avadhesh Kumar	9810013986
25	Noida	Jaipur	PoP - Yojna Bhawan	SDC-Yojna Bhawan, Jaipur -302005 Rajasthan	Avadhesh Kumar	9810013987
26	Noida	Jaipur	PoP - Bhiwadi	1st Floor, RIICO Office Unit - II, Rest House Road, RIICO Chowk, Bhiwadi - 301019 Rajasthan	Avadhesh Kumar	9810013988

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
27	Noida	Indore	STPI Indore NOC	Software Technology Parks of India, MPSEDC Building, Electronics Compolex, Pardeshipura, Indore	S.H. Abbas Mehdi	9718307669
28	Noida	Bhopal	STPI Bhopal NOC	Software Technology Parks of India, C-11, IT Park, Near RGPV, New Jail, Gandhinagar, Bhopal.	S.H. Abbas Mehdi (Joint Director & Officer In-Charge- STPI M.P.) <u>Local Contact-</u> Sandeep Nair (Technical Officer)- 9302338915	9718307669
29	Noida	Gwalior	STPI Gwalior NOC	Software Technology Parks of India, Morena Link Main Road, Ganga Malanpur, Gwalior (M.P) - 474010	S.H. Abbas Mehdi (Joint Director & Officer In-Charge- STPI M.P.) <u>Local Contact-</u> Jitendra Kumar (Deputy Director)- 9597200648	9718307669
30	Noida	Dehradun	IT PARK	Plot No IT-01, It Park, Sahstradhra Road, Dehradun	Maneesh Kumar	9997601172
31	Noida	Dehradun	Survey Chowk	Near Vikas Bhawan, Survey Chowk, Dehradun	Maneeshu Kumar	9997601172
32	Noida	Mohali	STPI-Mohali, C-184, Phase-8A Ind Area Mohali	STPI-Mohali, C-184, Phase-8A Ind Area Mohali	Ajay P Shrivastava	9914417457
33	Noida	Mohali	STPI Chandigarh EDC Building, IT Park, Kishangarh, Chandigarh	STPI Chandigarh EDC Building, IT Park, Kishangarh, Chandigarh	Ajay P Shrivastava	9914417458
34	Noida	SRINAGAR	RANGRETH, Srinagar	Rangreth, Old Airport Road, Sgr	Asim Khan	990662888

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
35	Noida	Jammu	Bari Brahmna, Jammu	E P IP ,Kartholi	Asim Khan	990662888
36	Noida	Shimla	Kasumpti, Shimla	Block No 24, SDA Complex, Kasumpti, Shimla-171009	Sunil Awasthy	9814707591
37	Noida	Shimla	Boileauganj, Shimla	93/1 Near Kamna Devi Temple, Boileauganj, Shimla-171005	Sunil Awasthy	9814707592
38	Thiruvananthapuram	Thiruvananthapuram	Thiruvananthapuram	Software Technology Parks of India C-21, Thejaswini Building, Technopark, Thiruvananthapuram-695 581, Kerala	Mahesh M	9446080992
39	Thiruvananthapuram	Kochi	Kochi	Software Technology Parks of India Ground Floor, Thapasya Building, Infopark, Kakkanad, Cochi - 682 042 Kerala	Mahesh M	9446080992
40	Hyderabad	Hyderabad	NOC-Jubilee Hills	Dr. MCR HRD Compound, Road no. 25, Jubilee hills, Hyderabad, Telangana 500033	B.Vinay Kumar, Joint Director	9666672749
41	Hyderabad	Hyderabad	NOC-Cyber Towers	6Q3, Cyber Towers, HITEC City, Madhapur, Hyderabad, Telangana 500081	B.Vinay Kumar, Joint Director	9666672749
42	Hyderabad	Hyderabad	STPI-IMAGE CoE	Solitaire Building, Plot No 14 & 15, Software Units Layout, Madhapur, Hyderabad, Telangana 500081	B.Vinay Kumar, Joint Director	9666672749
43	Hyderabad	Hyderabad	STPI-AIS (PoP)	AIS, 4th floor, Western Aqua, Whitefields, HITEC city, Kondapur Hyderabad	B.Vinay Kumar, Joint Director	9666672749
44	Hyderabad	Kakinada	-Kakinada	Software Technology Parks of India, Collectorate Compound Kakinada - 533001 Andhra Pradesh	A.V.Malleswara Rao, Joint Director & OIC	9959999491

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
45	Hyderabad	Vijayawada	NOC-Vijayawada	Software Technology Parks of India, Govt. Polytechnic College Campus, Opp. Stella College, Near Benz Circle, Vijayawada - 520008	Sanjeev.V Joint Director & OIC	9959999494
46	Hyderabad	Vijayawada	STPI-GANNAVARAM (PoP)	C/o ACE URBAN IT PARK Ground Floor ,SY. NO.52 & 53/1, KESARAPALLI, GANNAVARAM MANDAL, Krishna District - 521102,	Sanjeev.V Joint Director & OIC	9959999494
47	Hyderabad	Vishakapatnam	STPI-VSEZ NOC	Software Technology Parks of India, Unit No. 9, SDF-1 Building, Visakhapatnam Special Economic Zone, Duvvada, Visakhapatnam - 530049, Andhra Pradesh	M P Dubey, Joint Director & OIC	9000337719
48	Hyderabad	Vishakapatnam	STPI-Madhurawada PoP	Software Technology Parks of India, Ground Floor, Sunrise Incubation Hub, Plot No.13 & 14, Hill No.3, Madhurawada, Visakhapatnam-530045, Andhra Pradesh	M P Dubey, Joint Director & OIC	9000337719
49	Hyderabad	Vishakapatnam	STPI-TechHUB PoP	Software Technology Parks of India, Tech Hub, Tech Mahindra Tower 2 Building, Ground Floor, Survey No.44, Resapuvanipalem, Near LB College. Visakhapatnam - 530013	M P Dubey, Joint Director & OIC	9000337719
50	Hyderabad	Tirupati	- TIRUPATI	Software Technology Parks of India , Survey No.234,Behind Urban Haat , Tiruchanur Road , Tirupati - 517503	Y.Varaparasad Joint Director & OIC	9866662901

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
51	Hyderabad	Warangal	Warangal	H.No. 2-5-906/1, Incubation Center, Kakatiya IT Park, Circuit House Road, Hanamkonda Warangal-506001 Telangana State	K.Rama Kishore Babu Additional Director & OIC	9849188833
52	Gandhinagar	Gandhinagar	Gift-City	9th Floor, GIFT One Tower,Block-56, Road-5C, Zone-5,GIFT City, Gandhinagar-382 355 (Gujarat)	Anchal Pandey	9723895185
53	Gandhinagar	Surat	Surat	TP:22, Jiav-Budia Road, Nr. Someshwar Society, Bhestan, Surat - 395023, Gujarat	Hitesh Narkhede	9879854913
54	Pune	Pune	Hinjawadi	Plot P1, MIDC, Rajiv Gandhi Infotech Park, Phase-1, Hinjawadi, Pune, Maharashtra-411057	Ajay Bhosale	9822028325
55	Pune	Pune	Magarpatta	incubation, 7th floor, Cyber Tower-1, Cybercity, Magarpatta City, Hadapsar, Pune, Maharashtra-411028	Ajay Bhosale	9822028325
56	Pune	Pune	Bhosari	Gala No. 5-8, Ground Floor, Electronic Sadan-III, MIDC, Bhosari, Pune, Maharashtra 411026	Ajay Bhosale	9822028325
57	Pune	Mumbai	Andheri	Samruddhi Venture Park,4th floor, Gala no.4, Central Road, MIDC,Andheri (E),Mumbai-400093	Dr. Manas Ray	9.17021E+11
58	Pune	Nashik	Nashik	Software Technology Parks of India Plot No. IT-1, IT Park, MIDC, Ambad, Nashik - 422 010	Sachin Purnale	9822329240
59	Pune	Nagpur	Nagpur	Plot.No.3, IT Park, Parsodi, Near VRCE Telephone Exchange,Nagpur-440022	Sanjay Darne	7745823994
60	Pune	Aurangabad	Aurangabad	Gala 7 , Software Technology Park, Plot T 23, Chikalthana	Praful Patinge	9822028312

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
				MIDC, Aurangabad 431006		
61	Pune	Kolhapur	Kolhapur	Plot No. P-5, IT Park,Behind Yellama Temple,Kolhapur-Maharashtra-416012	Sachin Narule	9850963617
62	Pune	Goa	Panaji NOC	2nd Floor, Udyog Bhavan, Panaji, Goa 403001	Dinesh Kumar Bhagat	-9974525590
63	Bhubaneswar	STPI-Bhubaneswar	STPI-Earth Station	GD, 1/B, Maitre Vihar , Chandrasekharapur, Bhubaneswar, Odisha 751023	Susil Sethy	9437066061
64	Bhubaneswar	STPI-Bhubaneswar	STPI-ELITE Building, Gothapatna	STPI-Elite Building, Plot no. 2/ A,IDCO Industrial Area, Gothapatna, Post-Malipada,District-Khurda,Odisha, Pin: 751003	Susil Sethy	9437066061
65	Bhubaneswar	STPI-Balasore	STPI-Balasore	STPI, IDCO Plot No. = 2, Bampada Industrial Estate, Chhanapur, Balasore, Odisha - 756056	Biswakishore Dey	9853224433
66	Bhubaneswar	STPI-Berhampur	STPI-Berhampur	Plot No- 860/4562, Near Income Tax Office, P.O Ambapuah,Brahmapur, Odisha- 760011, India	T Rajesh Kumar	9912252182
67	Bhubaneswar	STPI- Patna	Patliputra NoC	Software Technology Parks of India, Patliputra Colony, Rajeev Nagar Road, Near New Government Polytechnic College, Patna 800013, Bihar	Rajeeva Kumar Samrat Chakraborty	9972941211 9886507083
68	Bhubaneswar	STPI- Patna	Biscomaun NoC	Software Technology Parks of India, Module A-5, STP Complex, 13th Floor, Biscomaun Tower, West of Gandhi Maidan, Patna 800001, Bihar	Rajeeva Kumar Samrat Chakraborty	9972941211 9886507083
69	Bhubaneswar	STPI-Rourkela	STPI-Rourkela	STPI, Sector-5, Rourkela(Odisha)	sh. Ashok Yadav	9437044565
70	Bhubaneswar	STPI-Ranchi	Ranchi	Plot no. 8 part, Namkum Industrial	Siddharth Rai	9431103879

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
				Area, Namkum Ranchi-834010 Jharkhand		
71	Bhubaneswar	STPI - Deoghar	Deoghar	Plot No-NS. 15(P) Industrial Area, Jasidih, Deoghar - 814142 Jharkhand	Siddharth Rai	9431103879
72	Chennai	Chennai	Taramani	STPI, MeITY, Govt Of India, No.5, 3rd Floor, Rajiv Gandhi Salai, Taramani, Chennai - 600 113.	M.Murugananth	9841033677
73	Chennai	Coimbatore	Coimbatore	STPI, S.F No: 333/1, Ground Floor, Kumaraguru College of Technology Campus, Chinnavedampatti, Coimbatore-641 049.	Dr V.Jinubala	9642671113
74	Chennai	Trichy	Trichy	STPI, B-9, Light Engineering Shed, Trichy Regional Engineering College Science & Tech Entrepreneurs Park, (TREC-STEP), Trichy - 620 015	R.Pattabiraman	9345120633
75	Chennai	Madurai	Madurai	STPI, Thiagaraja College Of Engineering Campus, Madurai - 625 015.	V.Ganapathi Eswawaran	9994359819
76	Chennai	Puducherry	Puducherry	STPI, Pondicherry Engineering College Campus Technopolis Building-I, Pillaichavadi, Puducherry- 605 014.	Senthil V	9444489356
77	Kolkata	STPI Kolkata	STPI Kolkata	STPI Kolkata, 2nd Floor, Weibel STPI-II Building, DN-53, Sector-V, Salt Lake, Kolkata- 700091, West Bengal	Rajib Kr. Das	9831899271
78	Kolkata	STPI Kolkata	Sify DC	Sify Data Center, DLF IT Park-I, 2nd Floor, Tower-C, Premises No-8,	Rajib Kr. Das	9831899271

S No	Name of the STPI Directorate	Name of Center	Location Name/ PoP Name	Address	Concerned Contact Person	Mobile
				New Town- 700156, West Bengal		
79	Kolkata	STPI Durgapur	STPI Durgapur	STPI Durgapur, SSB Sarani, Opposite to Spencer, Bidhannagar, Durgapur, Paschim Bardhaman-713212, West Bengal	Rajib Kr. Das	9831899271
80	Kolkata	STPI Siliguri	STPI Siliguri	STPI Siliguri, Plot No-86, Matigata, Opposite Uttarayan, Siliguri, Darjeeling-734010, West Bengal	Arindam Raymondal	9831080329
81	Kolkata	STPI Haldia	STPI Haldia	STPI Haldia, Plot No-149, Bhabanipur, Haldia, Purba Medinipur-721602, West Bengal	Sahadeb Jana	8800576886
82	Kolkata	STPI Kharagpur	STPI Kharagpur	STPI Kharagpur, Plot No-3, Sector-B, WBIIDC Industrial Growth Center, Nimpura, Kharagpur, Paschim Medinipur-721303, West Bengal	Abhishek Kumar	7042636026

Upcoming STPI Locations

S No	Location Name/PoP Name	Address	Concerned contact Person	Mobile
1.	ITANAGAR	Software Technology Parks of India, 3 rd floor, 4 th floor and Open Terrace Space of the Multi-Storied parking building, Bank Tinali, Itanagar - 791111, Arunachal Pradesh.	Shri L. Motilal Sharma	8731860532
2.	Mysuru	Plot no 356A, Next to Infosys , Hebbal Electronic City ,Hootagalli , Hebbal Industrial Estate,Hebbal , Mysuru 5700017	Mr.Jayaprakash	9945957840
3.	NOIDA	Ganga Software Technology Complex, ES-2 block Ivth Near Botanical Garden, Sector 29, Noida, Uttar Pradesh 201303	Ms. Sangeeta Hemrajani	9873224246
4.	Meerut	Plot No. ITP-03, Near NH-58 bypass, Vedvyaspuri Yojna, Meerut	Ms. Sangeeta Hemrajani	9873224246
5.	Agra	D block, Shastripuram, Agra	Ms. Sangeeta Hemrajani	9873224247
6.	Amritsar	STPI Amritsar ,Plot-A-9, Ind. Focal point Expn-III, Amritsar	Mr.Ajay P Shrivastava	9914417459
7.	Mohali	STPI Panchkula, Plot no-22, sector-22, Phase-1, technology Park, Panchkula	Mr.Ajay P Shrivastava	9914417460
8.	Vishakapatnam	Software Technology Parks of India, STPI-RINL Centre of Entrepreneurship, Old Home Guards Control Room Building, Sector-1, Ukkunagaram, Visakhapatnam-530031 , Andhra Pradesh	Mr. M P Dubey, Joint Director & OIC	9000337719
9.	Vishakapatnam	Software Technology Parks of India, M/s. ANDHRA PRADESH MEDTECH ZONE LTD., 1st Floor, World Incubation Hub, TORQUE B1 Administrative Building, C/o. AMTZ Campus, Pragati Maidan, VM Steel Project S.O., Visakhapatnam - 530031, , Andhra Pradesh	Mr. M P Dubey, Joint Director & OIC	9000337719
10.	Aurangabad	Plot T 25, Chikalthana MIDC, Aurangabad 431006	Mr. Praful Patinge	9822028312
11.	STPI-Bhagalpur	Software Technology Parks of India, Women Industrial Training Institute, Barari, Bhagalpur 812003, Bihar	Sh.Rajeeva Kumar	9886507083

S No	Location Name/PoP Name	Address	Concerned contact Person	Mobile
12.	STPI-Darbhanga	Software Technology Parks of India, Industrial Training Institute for Women Darbhanga Ramnagar, Bahadurpur, Bihar 846001	Sh. Rajeeva Kumar	9886507083
13.	STPI -Ranchi (Sahkarita Bhawan)	STPI Ranchi (Sahkarita Bhawan), Kali Nagar, Chai bagan, Namkum, Ranchi-834010	Sh. Siddharth Rai	9431103879
14.	STPI -Dhanbad	BIT Campus, Sindri, Dhanbad-828123	Sh. Siddharth Rai	9431103879
15.	Thiruvananthapuram	Building, CDAC Campus Technopark, Thiruvananthapuram - 695 581 Kerala	Mr.Mahesh M	9446080992
16.	Kochi	Building, Survey no 321/1-3, Kinfra Hi-Tech Park, Near Medical College, Kalamassery, Ernakulam 683503	Mr.Mahesh M	9446080992
17.	Kochi	PoP, C/o Kerala Startup Mission, Second Floor, UL CyberPark Rd, Nellikkode, Kozhikode - 673 008	Mr.Mahesh M	9446080992

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	Physical layer Implementation			
	1. Engineering Diagram	Please attach the Engineering Diagram	Yes/No	
	2. Terminated interface as per the PO		Yes/No	
2	Physical Layer Testing			
	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	Circuit details handover	Please provide necessary details		
	1. Circuit Designation		Yes/No	
	2. Circuit ID		Yes/No	
	3. Stream and Crone Details		Yes/No	
4	IP details	Please provide necessary details		
	1. WAN IP details		Yes/No	
	2. Loop back /Peering IP Details		Yes/No	
	3. AS Number			
5	BGP - Establishment			
	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	Performance Monitoring features	Please attach the necessary documents		
	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	Supplement Features			
	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: -

Format for Bid Clarification

S No	Clause No	Existing Statement	Recommended Statement	Reasons for Change

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 [31st March 2021](#).

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:

Section XIV

Existing Bandwidth at different locations (Slab wise)

Between 1 Gbps and 500 Mbps	Between 500 and 250 Mbps	Between 250 Mbps and 50 Mbps
STPI-Hubballi	Tadong-GANGTOK	Borjhar-GUWAHATI
STPI-NOC,Jaipur	NOC-Bengaluru	Lumjingshai-SHILLONG
STPI-Mohali	STPI-Cyber Park, Bengaluru	Aris Global -Bengaluru
STPI-NOC-Jubilee Hills-Hyderabad	STPI-Mysuru	Brahmavara-UDUPI-Mangaluru
STPI-Madhurawada, Vishakhapatnam	STPI-NOIDA	GURGAON-Gurugram
STPI-Earth Station-Bhubaneswar	STPI Indore NOC	Mangal Bhawan, Nehru Nagar(E), Bhilai
STPI-Trichy	STPI-IMAGE CoE-Hyderabad	STPI Lucknow
	STPI-VSEZ NOC-Vishakapatnam	IT PARK-Dehradun
	Hinjawadi-Pune	Survey Chowk-Dehradun
	STPI-Nagpur	STPI Chandigarh
	STPI-Aurangabad	RANGRETH,Srinagar
	STPI-ELITE Building, Gothapatna -Bhubaneswar	Thiruvananthapuram
	Taramani-Chennai	STPI-AIS (PoP)-Hyderabad
	STPI Kolkata	NOC-Vijayawada
		STPI-GANNAVARAM (PoP)-Vijayawada
		STPI-TechHUB PoP-Vishakapatnam
		TIRUPATI
		Magarpatta-Pune
		Andheri-Mumbai
		Nashik
		Biscomaun NoC-STPI- Patna
		STPI-Rourkela
		STPI- Ranchi
		Coimbatore
		Sify DC-STPI Kolkata
		Thuampui-AIZAWL
		Thizama Road, Guwahati-KOHIMA
		STPI-Mangaluru
		JNU-Delhi
		PoP - Yojna Bhawan- Jaipur
		STPI NOC- Bhopal
		STPI NOC-Gwalior
		NOC-Cyber Towers-Hyderabad

		Kakinada
		Warangal
		Gift-City-Gandhinagar
		Bhosari-Pune
		STPI-Balasore
		STPI-Berhampur
		Patliputra NoC-STPI- Patna
		Puducherry
		STPI Siliguri

Note:

- For rest of the locations, bandwidth requirement may be considered as less than 50 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.

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.

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 could not 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 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.

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.
