

## Software Technology Parks of India



TENDER FOR PROCUREMENT OF INTERNET BANDWIDTH

(Tender No: STPI/HQ/PDC/02/115 dated 16<sup>th</sup> Jan 2019)

## BID CLARIFICATIONS & AMENDMENTS

SOFTWARE TECHNOLOGY PARKS OF INDIA  
(Ministry of Electronics and Information Technology)  
Government of India  
9th Floor, NDCC II Building, Opp. Jantar Mantar,  
Jai Singh Road, New Delhi-110001

**PRE-BID CLARIFICATIONS**

S No	Tender Section and Clause No	Existing Clause Description	Bidders Queries/Suggestions	STPI's Clarification/Response
1	Section I NIT	Last date & time for submission of bids 07/02/2019 at 15:00hrs	To be extended by 15 days (22/02/2019 at 15:00hrs)	The Clause is amended as: Last date & time for submission of bids 22/02/2019 at 15:00hrs
2	Section I NIT	New Clause		Bid Submission Start Date: 07/02/18, 10:00 hrs
3	Section I Clause 2	Bid security for an amount of Rs. 30,00,000/- (Rupees Thirty Lakhs only) in the form of RTGS/NEFT, in favor of STPI, payable at New Delhi has to be submitted along with the bid.  Intending bidders may obtain the Tender Document from the Software Technology Parks of India, 9th Floor, NDCC II Building, Opp. Jantar Mantar, Jai Singh Road, New Delhi, on payment of Rs. 5000/- (Rupees Five Thousand only) non-refundable, from 16/01/2019 to 06/02/2019 between 10:00 hrs and 16:00 hrs on working days. The payment will be accepted in the form of RTGS/NEFT, in favor of STPI, payable at New Delhi.	Please add Demand Draft /BG option for Bid Security and Tender fee	The Clause is amended as: Bid security for an amount of Rs. 30,00,000/- (Rupees Thirty Lakhs only) in the form of Demand Draft from any Scheduled/Nationalized Bank in India or through RTGS/NEFT, in favor of STPI, payable at New Delhi has to be submitted along with the bid.  Intending bidders may obtain the Tender Document from the Software Technology Parks of India, 9th Floor, NDCC II Building, Opp. Jantar Mantar, Jai Singh Road, New Delhi, on payment of Rs. 5000/- (Rupees Five Thousand only) non-refundable, from 16/01/2019 to 21/02/2019 between 10:00 hrs and 16:00 hrs on working days. The payment will be accepted in the form of crossed Demand Draft, drawn on any Scheduled/Nationalized Bank or through RTGS/NEFT, in favor of STPI, payable at New Delhi.
4	Section I Clause 2	Bid security for an amount of Rs. 30,00,000/- (Rupees Thirty Lakhs only) in the form of RTGS/NEFT, in favor of STPI, payable at New	EMD to be waived OFF	No Change

		Delhi has to be submitted along with the bid		
5	Section I Clause 2	Intending bidders may obtain the Tender Document from the Software Technology Parks of India, 9th Floor, NDCC II Building, Opp. Jantar Mantar, Jai Singh Road, New Delhi, on payment of Rs. 5000/- (Rupees Five Thousand only) non-refundable, from 16/01/2019 to 06/02/2019 between 10:00 hrs and 16:00 hrs on working days.	Cost of RFP to be waived OFF	No Change
6	Section II Clause 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 on supply of Internet bandwidth should be submitted along with the bid.	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.	The Clause is amended as: 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.
7	Section II Clause 3.3	Annual turnover of the bidder for the last two financial Years 2016-17 and 2017-18 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 2016-17 and 2017-18 should be submitted along with the bid in support of turnover.	Bidder should have average Annual turnover of Rs. 50 Cr or above in last 2 financial years (FY 16-17 & FY 17-18). The Audited balance sheet duly signed by CA and Annual IT Returns for FY 2016-17 and 2017-18 should be submitted along with the bid in support of turnover	The Clause is amended as: Average Annual turnover of the bidder for the last two financial Years 2016-17 and 2017-18 should be a minimum of Rs 50 Crores in the relevant service area. The Audited balance sheet duly signed by CA and Annual IT Returns for FY 2016-17 and 2017-18 should be submitted along with the bid in support of turnover.

8	Section II Clause 3.3	Annual turnover of the bidder for the last two financial Years 2016-17 and 2017-18 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 2016-17 and 2017-18 should be submitted along with the bid in support of turnover.	Annual turnover of the bidder for the last two financial Years 2016-17 and 2017-18 should be a minimum of Rs 50 Crores each in the relevant service area. The Audited balance sheet duly signed by CA or Annual IT Returns for FY 2016-17 and 2017-18 should be submitted along with the bid in support of turnover.	No Change
9	Section II Clause 3.5	The bidder Gateway or having arrangement (MOU/Agreement) with supplier 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.	Please confirm if we can submit consultation paper issued from TRAI and undertaking for the details of gateway, CLS and installed capacity for last 1 Year.	No Change. The Clause is self explanatory.
10	Section II Clause 3.6	The bidder's gateway or having arrangement (MOU/Agreement) with supplier shall be operational for at least last One (01) year in providing Internet bandwidth services to ISPs/clients on date of issue of NIT.	Please confirm if we can submit consultation paper issued from TRAI, work order and undertaking in this regard.	No Change. The Clause is self explanatory.
11	Section II Clause 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	Since the order will be distributed among 3 bidders this clause, so the mandatory feasibility for 70% & first 30 out of 60 does not make relevance. Request to remove the clause.	No Change

12	Section II Clause 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.	Locations under NER and J&K to be included as mandatory locations	No Change
13	Section II Clause 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.	Please confirm if we can submit undertaking in this regard.	No Change. The Clause is self explanatory.
14	Section II Clause 3.11	3.11. The bidder should have registered with GSTN and Income tax Department. Documentary evidence viz., Copy of PAN, GST Registration Certificate(s), should be provided to this effect.	Please define the State for GST Certificate	GST of respective State from where bidder will provide the services. Bidders may refer Table-D of Section X for STPI locations.
15	Section II Clause 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.	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) weeks prior to the opening of the tender.	No Change
16	Section II Clause 8.2	Documents comprising the bid: The Technical bid prepared by the bidder shall comprise of the following components:		The Clause is amended as: 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:

17	Section II Clause 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.	The rates expected seems to be same for all the locations across India which is not Acceptable. Separate pricing schedule for NER and J&K locations as done till now should be continued.	Section VI (Part-II) is amended as enclosed.
18	Section II Clause 11.1 iii	Approval from Reserve Bank of India /SIA in case of foreign collaboration.	Approval from Reserve Bank of India /SIA in case of foreign collaboration. (if applicable)	The Clause is amended as: In case of foreign collaboration only, approval from Reserve Bank of India /SIA.
19	Section II Clause 11.1 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.	Please confirm if we can submit executed/ongoing Purchase order for similar experience.	Bidder may submit the executed Purchase Orders for similar experience.
20	Section II Clause 11.1 xi	New Clause		Copy of EMD/ Bid Security Transaction details (DD/ NEFT/ RTGS).
21	Section II Clause 11.1 xii	New Clause		Copy of tender document fee details (DD/ NEFT/ RTGS).
22	Section II Clause 11.1 xiii	New Clause		Any other related documents.
23	Section II Clause 13.1	Pursuant to Clause 8, the bidder shall furnish, as part of the bid, a bid security in the form of NEFT/RTGS for Rs. 30,00,000/- (Rupees Thirty Lakhs Only).	Tata request to allow submission BG instead of NEFT transfer	The Clause is amended as: Pursuant to Clause 8, the bidder shall furnish, as part of the bid, a bid security in the form of Demand Draft/ NEFT/ RTGS for Rs. 30,00,000/- (Rupees Thirty Lakhs Only).
24	Section II Clause 13.1	Pursuant to Clause 8, the bidder shall furnish, as part of the bid, a bid security in the form of NEFT/RTGS for Rs. 30,00,000/- (Rupees Thirty Lakhs Only).	30 lakhs is very big amount & NEFT/RTGS transaction from corporate account will not be possible. Request STPI to amend this clause & to consider the EMD in form of Demand Draft or in form of Bank Guarantee.	The Clause is amended as: Pursuant to Clause 8, the bidder shall furnish, as part of the bid, a bid security in the form of Demand Draft/ NEFT/ RTGS for Rs. 30,00,000/- (Rupees Thirty Lakhs Only).

25	Section II Clause 13.5	The bid security of the unsuccessful bidder will be returned within 60 days after the placement of Lol by the purchaser.		The Clause is amended as: The bid security of the unsuccessful bidder will be returned within 60 days after the placement of Lol by the purchaser without interest thereon.
26	Section II Clause 13.6	The successful bidder's bid security will be discharged upon the bidder's acceptance of the Letter of Intent (LOI) satisfactorily pursuant to the Clause 32 and furnishing the performance security.		The Clause is amended as: The successful bidder's bid security will be discharged without interest thereon upon the bidder's acceptance of the Letter of Intent (LOI) satisfactorily pursuant to the Clause 32 and furnishing the performance security.
27	Section II Clause 13.8	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. The value of bank guarantee should be equal to an amount of one quarter advance payment of total order value.	Single BG for entire value to be submitted. Value can be a pre-defined for each provider (irrespective of upgrade/downgrade in due course)	No Change
28	Section II Clause 13.8	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. The value of bank guarantee should be equal to an amount of one quarter advance payment of total order value.	Pls confirm will this bank guarantee will be submitted every quarter? If no, then how will the payment will happen as Payment clause on page 20 of 59 says Payments shall be made on quarterly in advance basis subject to submission of the Advance Payment Bank Guarantee of equal amount and valid for a period of One Year. The payment of the first quarter shall be made only after successful testing/commissioning of the service.	The Clause is amended as: 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. The value of bank guarantee should be equal to an amount of one quarter payment of total order value.

29	Section II Clause 15.4	Tenders and supporting documents should be uploaded through e-procurement. Hard copy of the tender documents will not be accepted. The successful bidder(s) would be required to submit original documents on issue of LOI.	Please clarify on original documents. Also do bidder need to submit original EMD at the time of submission	The Clause is amended as: 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.  In case the Tender Document Fee and EMD/ Bid security is in the form of Demand Draft, the same should reach 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. The scanned copy of the payment details may be sent to <a href="mailto:stpibw@stpi.in">stpibw@stpi.in</a> for reference.
30	Section II Clause 24.3	STPI shall place orders for bandwidth initially for a period of Two (2) years	Request STPI to consider the contract period of 3 Years or 5 Years	No Change
31	Section II Clause 24.6 a	Bidder has to 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.	Request STPI to delete this clause.	No Change
32	Section II Clause 31	Purchaser reserves the right to blacklist a bidder for a suitable period in case he fails to honor his bid without sufficient grounds	Request STPI to mutually discuss with Bidder before taking very severe decision of blacklisting.	No Change



33	Section III Clause 3	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.	Please replace the current clause with the following clause". In the event of a third party claim of intellectual property infringement, Bidder may, at its sole option, (i) obtain for Bank the right to continue using the Services, (ii) modify the services so that the services are non-infringing, (iii) replace the services with a functionally equivalent, non-infringing service, or (iv) if the alternatives in Section (i)-(iii) are not available, Bidder may so notify Bank and terminate such infringing Services without penalty to either Party. Notwithstanding anything in this Agreement to the contrary, this Section is Bank's sole and exclusive remedy for any intellectual property infringement claims."	No Change
34	Section III Clause 5	ACCEPTANCE PROCEDURE / INSPECTIONS AND TESTS	Airtel responsibility limited to installation and commissioning of items supplied by self for the project not any items beyond that. Please confirm	Refer Section III Clause 7.1

35	Section III Clause 7	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.	Delivery time lines will be subject to the feasibility. Incase if FTTB cases delivery time lines will be subject to availability of ROW permission. Minimum delivery time lines will be 8 to 10 weeks and can be revised as per the report submitted after the site survey.	No Change
36	Section III Clause 7	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.	Request the delivery timeline for new links to be extended to 8 weeks and upgradation within 3 weeks, subject to Bandwidth being asked is as per Bandwidth slab provided in Section XIV	No Change
37	Section III Clause 7	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 physical connectivity for new Internet bandwidth circuit should be completed within 8 weeks and up-gradation should be completed within 4 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 12 weeks can be considered on case to case basis with prior	No Change

			intimation to the purchaser.	
38	Section III Clause 7	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.	Request STPI to confirm whether all the orders for L1, L2 & L3 bidders for respective sites will be given on single PO or it will be distributed to multiple PO's.	PO will be issued to the successful bidders separately by the respective STPI Directorates.
39	Section III Clause 7	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.	If it is a Single PO for all sites. Request STPI to consider the Delivery time lines of 16 weeks from date of PO, as bandwidth requirement is very high.	No Change
40	Section III Clause 7	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.	If it is a multiple distributed PO's then Request STPI to consider the time lines of 12 weeks from date of PO.	No Change

41	Section III Clause 7	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.	Request STPI to consider the Up gradation time lines of 4 to 6 weeks from date of PO.	No Change
42	Section III Clause 7.1	All the electric/electronic components installed should adhere to adequate safety measure with proper earthing etc.	Space, online UPS power, earthing will remain under the scope of customer. Please confirm.	No Change. The Clause is self explanatory.
43	Section III Clause 8.1	Payment shall be made on quarterly in advance basis subject to submission of the Advance Payment Bank Guarantee of equal amount and valid for a period of One Year. The payment of the first quarter shall be made only after successful testing/commissioning.	Pls confirm will this bank guarantee will be submitted every quarter? If no, then how will the payment will happen as Payment clause on page 20 of 59 says Payments shall be made on quarterly in advance basis subject to submission of the Advance Payment Bank Guarantee of equal amount and valid for a period of One Year. The payment of the first quarter shall be made only after successful testing/commissioning of the service.	The Clause is amended as: 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.
44	Section III Clause 10	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.	Request to share exact TAT. Recommended: For shifting TAT - 6 weeks and for new order TAT is 8 to 10 weeks. Services can't be changed and will remain same	No Change

			throughout the contract duration.	
45	Section III Clause 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.	The bidder may assign/transfer and subcontract its interest/obligations under the contract and notify the same to the purchaser.	No Change
46	Section III Clause 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.	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 @ 1% of the total value of the Purchase Order.	No Change

47	Section III Clause 12.3	If at any time during the performance of the contract, the supplier encounters condition impeding 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.	Late Delivery charges if any should be capped at 3% of undelivered portion.	No Change
48	Section III Clause 14.2	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.	Late Delivery charges if any should be 0.5% of QRC per week on undelivered portion only with a max cap of 3% on undelivered portion.	No Change
49	Section III Clause 14.2	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	To be deleted	No Change

		from the payment due from STPI for bandwidth/ associated service to the service provider.		
50	Section III Clause 14.2	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.	Request STPI to amend the Late Delivery Penalty as below: Penalty to be applicable beyond 16 weeks as 0.5% Quarterly Recurring Charges per week of delay for undelivered link with a maximum cap up to 5% of Quarterly recurring charges for undelivered link only.	No Change
51	Section III Clause 14.2 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.	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 1% of the total value of the said Purchase Order from the payment due from STPI for bandwidth/ associated service to the service provider.	No Change

52	Section III Clause 16.1 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.	Customer should terminate only if there is material breach of terms by the Bidder and Bidder has failed to rectify the breach within 60 days of notice by the Customer.	No Change
53	Section III Clause 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.	Bidder should not be asked to bear cost and expenses as Bidder is already liable to pay agreed liquidated damages and risk & cost shall amount to double penalty	No Change
54	Section III Clause 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.	Bidder should not be asked to bear cost and expenses as Bidder is already liable to pay agreed liquidated damages and risk & cost shall amount to double penalty	No Change



55	Section III Clause 17	<p>17. TERMINATION FOR INSOLVENCY:</p> <p>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.</p> <p>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.</p>	“without compensation to the suppliers” may be for deleted from the mentioned clause (17.1 & 17.2)	No Change
56	Section III Clause 20	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.	Not Acceptable	No Change

57	Section III Clause 20	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.	Request STPI to amend this clause as Arbitration to be on Mutually & not on Sole Arbitrator.	No Change
58	Section III Clause 20	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.	Propose sole arbitrator be appointed with the mutual consent of the parties and not by DG, STPI	No Change
59	Section III Clause 21.4	Purchaser reserves the right to blacklist a bidder for a suitable period in case he fails to honor his bid.	Purchaser reserves the right to blacklist a bidder for a suitable period in case he fails to honor his bid, provided due process is followed and a reasonable opportunity of being heard is accorded to the bidder.	No Change

60	Section III Clause 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.	to be deleted as there is no any rate for ILL by TRAI.	No Change
61	Section III Clause 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.	STPI should not revoke the bank guarantee, rather it should be mutually discussed between vendor and STPI for the notice period of to be terminated location. As there could be a recoverable capex invested in that location which TCL had invested for SPTI	No Change
62	Section III Clause 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.	To be deleted. Link shall continue for minimum one year or end of PO.	No Change

63	Section III Clause 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.	Request STPI to delete this clause, Termination has to be with reason like Insolvency or due to bankruptcy.	No Change
64	Section III Clause 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.	Termination for convenience shall cause severe financial loss to customer, therefore, the clause should be amended accordingly.	No Change
65	Section IV Clause 2.2	Submission of Performance Reports to STPI	Manually prepared monthly uptime report will be share in excel with the customer. Please confirm.	STPI prefers the industry best practice tools to measure the required parameters.
66	Section IV Clause 2.3	Online performance reporting facility	Online portal will be shared only to check the BW utilization and link updown status. Another tool will be shared with the customer to log the TT/SR/complaint with the bidder. Please confirm.	STPI prefers the industry best practice tools to measure the required parameters.
67	Section IV Clause 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.	Request deletion.	No Change

68	Section IV Clause 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.	Kindly provide the requirement in detail otherwise will be mutually discussed on case to case basis and accordingly bidder will provide the confirmation.	No Change
69	Section IV Clause 9	The selected bidder shall announce the networks / Prefixes of STPI (Autonomous System) and its customers (Autonomous System) if any, based on STPI requirements.	1. IP Prefix announcement should be minimum /24 IPv4. 2. AS with IP Prefix of STPI customers to be announced should be reflecting under STPI AS Set. Please confirm	STPI will Provide IPv4 Prefixes in the form of /24. For STPI customers AS Set will be reflected under STPI.
70	Section V Clause 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.	Can Bandwidth be provided on offnet last mile. Please suggest	No Change
71	Section V Clause 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.	No E1 connectivity will be provided, please delete this clause.	No Change
72	Section V Clause 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.	Would request clarification on the specific interface termination requirement per location	No Change. Required Interface details will be provided to the successful bidders at the time of Service Delivery.

73	Section V Clause 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	We request handoff interface can be Fast Ethernet or Gig ethernet	No Change
74	Section V Clause 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.	Customer must confirm the interface/handoff. Also STPI must let TATA Communication know they require any routers from Tata Communication, If Yes then STPI must communicate the Bandwidth requirement of the location along with the full address of the location.	No Change. Required Interface details will be provided to the successful bidders at the time of Service Delivery.
75	Section V Clause 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	Request STPI to Standardize the Interface as below: Fast Ethernet Gig Ethernet (Electrical or Optical SFP handoff).	No Change
76	Section V Clause 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.	Please remove the E1 interface.	No Change

77	Section V Clause 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. Delivery on Fiber or Copper last mile is mandatory. Hence the bidders should consider terrestrial local loops in their proposal	Request STPI to share us the Site readiness at this location as below: Online UPS Power, E-N Voltage < 2 volts, Rack Space of 24U in existing rack, Air Conditioning inside server room, Permission inside building for laying the fibre cable, 24 * 7 Permission inside server room for installation & Maintenance of last mile link.	No Change. The Clause is self explanatory.
78	Section V Clause 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. Delivery on Fiber or Copper last mile is mandatory. Hence the bidders should consider terrestrial local loops in their proposal.	Please clarify if CPE equipment like Switch/Router will be provided by STPI. Bidder will be responsible for providing internet leased line of requisite BW with Ethernet interface	CPE (Termination) Equipments (i.e. Router/Switch) will be provided by STPI.
79	Section V Clause 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	Request STPI to provide the required permission on Rooftop for Installation of RF Pole/RF Tower. STPI to take care of any rental for arranging the permission from landlord for installation of RF Pole/RF Tower.	No Change. The Clause is self explanatory.

80	Section V Clause 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.	Subject to feasibility	No Change
81	Section V Clause 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.	Supplier shall provide Microwave/UBR 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.	No Change
82	Section V Clause 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.	Please allow the Unlicense Band Radio for smaller bandwidth.	No Change



83	Section V Clause 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.	The Bandwidth provide on microwave will not be necessary uncompressed symmetric Bandwidth in 1:1.	No Change
84	Section V Clause 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.	Request deletion.	No Change
85	Section V Clause 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.	Request clarification on the said clause. Is STPI looking at load sharing across multiple Bandwidth drops at Same or different locations	STPI needs load sharing across multiple Bandwidth drops at same location.

86	Section V Clause 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.	Requirement of respective STPI Centre must be communicated.	Refer Section XIV for existing bandwidth (slabwise) at different location.
87	Section V Clause 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.	For ISP it will be transparent. Bidder/ISP cant configure any load balancing on their network. Request STPI to have the separate load balancer as external appliance to take care of this activity. Bidder/ISP doesn't have any role to play in this.	Bidder should support multink configuration based on STPI Requirement.
88	Section V Clause 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.	Packet loss should not be considered if Bandwidth utilization is > 80% of the link Bandwidth. Request the same amendment to be considered	No Change
89	Section V Clause 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.	In Standard Services the Latency figures at <=325ms, for premium it varies as per locations.	No Change
90	Section V Clause 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	Request STPI to measure the Latency & Packet Loss at No load condition. Request STPI to amend this clause.	No Change

91	Section V Clause 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.	Please revise it to 80% of load.	No Change
92	Section V Clause 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	Request STPI to amend this clause as below: SLA up time on Fiber link - 99.5% measured on Quarterly basis. Links on RF - SLA up time of 98.5% measured on Quarterly basis.	No Change
93	Section V Clause 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.	Service availability of 99.5% is ok. Request to remove the following line - Non Conformance to the limits of any of the parameters shall be counted towards service unavailability	No Change
94	Section V Clause 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 should submit the IP details of the locations as per the Table-A	STPI to communicate what IP details they are looking for	Bidder needs to provide minimum one (1) No. of IP address of each locations mentioned in Table-A to check the latency status from STPI.
95	Section V Clause 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 should submit the IP details of the locations as per the Table-A:	We request to amend the latency requirement as below(ms): US-LA - 310, UK- 240, SNG- 130, HK-155	No Change

96	Section V Clause 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:	<p>Latency is between Airtel POP to POP, expected under normal condition when there is no submarine cable failure. Location where we do not have a pop, latency cannot be guaranteed and it should be same as per last RFP. Below are the latency from</p> <p>Mumbai/Chennai to respective countries.</p> <table border="1"> <thead> <tr> <th>City Pair</th> <th>Expected Latency (ms)</th> <th>Latency Threshold (ms)</th> </tr> </thead> <tbody> <tr> <td>Mumbai-Chennai</td> <td>50</td> <td>56</td> </tr> <tr> <td>Mumbai Singapore</td> <td>90</td> <td>99</td> </tr> <tr> <td>Mumbai-Hong Kong</td> <td>120</td> <td>132</td> </tr> <tr> <td>Mumbai-London</td> <td>160</td> <td>176</td> </tr> <tr> <td>Mumbai-New York</td> <td>300</td> <td>330</td> </tr> <tr> <td>Mumbai-Los Angeles</td> <td>300</td> <td>330</td> </tr> <tr> <td>Chennai-Singapore</td> <td>60</td> <td>66</td> </tr> <tr> <td>Chennai-Hong Kong</td> <td>90</td> <td>99</td> </tr> <tr> <td>Chennai-London</td> <td>180</td> <td>198</td> </tr> <tr> <td>Chennai-New York</td> <td>270</td> <td>297</td> </tr> <tr> <td>Chennai- Los Angeles</td> <td>280</td> <td>308</td> </tr> </tbody> </table>	City Pair	Expected Latency (ms)	Latency Threshold (ms)	Mumbai-Chennai	50	56	Mumbai Singapore	90	99	Mumbai-Hong Kong	120	132	Mumbai-London	160	176	Mumbai-New York	300	330	Mumbai-Los Angeles	300	330	Chennai-Singapore	60	66	Chennai-Hong Kong	90	99	Chennai-London	180	198	Chennai-New York	270	297	Chennai- Los Angeles	280	308	No Change
City Pair	Expected Latency (ms)	Latency Threshold (ms)																																						
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Chennai- Los Angeles	280	308																																						
97	Section V Clause 4.4	The round-trip latency will be measured by the supplier and the reports should be made available to STPI.	Tata Communications has a portal where the customer can access and check various link related parameters.	No Change																																				

98	Section V Clause 4.4	The round-trip latency will be measured by the supplier and the reports should be made available to STPI.	Internet Link is Open Public Cloud & Latency to respective countries can be measured directly by STPI by checking the RTD From Route server from that respective country. Request STPI to consider the same.	No Change
99	Section V Clause 4.4	The round-trip latency will be measured by the supplier and the reports should be made available to STPI.	Please delete this clause as no such tool is available. Bidder can share the logs on request basis.	No Change. STPI prefers the industry best practice tools to measure the required parameters.
100	Section V Clause 4.4	The round-trip latency will be measured by the supplier and the reports should be made available to STPI	Airtel will provide MRTG access which will have circuit usage stats and uptime. We do not have and provide any tool to measure packet loss, throughput & latency parameters. For any issues related to these, customer need to log ticket with Airtel support team. Request to modify the clause accordingly.	No Change. Bidder may check the Round-Trip Latency, Packet Loss etc manually and submit the report to STPI.
101	Section V Clause 4.5	The average packet loss on the circuits should be less than 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.	Airtel will provide MRTG access which will have circuit usage stats and uptime. We do not have and provide any tool to measure packet loss, throughput & latency parameters. For any issues related to these, customer need to log ticket with Airtel support team. Request to modify the clause accordingly.	No Change. STPI prefers the industry best practice tools to measure the required parameters.

102	Section V Clause 4.5	The average packet loss on the circuits should be less than 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.	Tata Communications requests STPI to amend the clause to <=1%.	The Clause is amended as: The average packet loss on the circuits should be <=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.
103	Section V Clause 4.5	The average packet loss on the circuits should be less than 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.	Request amendment of the clause as 1% Packet loss should be measured from bidder nearest PoP to Internet Gateway router.	No Change
104	Section V Clause 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	Packet loss should not be considered if Bandwidth utilization is > 80% of the link Bandwidth. Request the same amendment to be considered	No Change

		international bandwidth.	Internet		
105	Section V Clause 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.		As we understand that STPI will have their Own CPE router at all the locations where ILL link will be terminated. Please confirm the same.	STPI will provide own CPE router for Link termination.
106	Section V Clause 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.		As understand from this clause, as that STPI will take care of Procurement, Installation, Configuration & Maintenance of CPE router at all the locations.	STPI will provide own CPE router for Link termination.
107	Section V Clause 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.		Airtel will provide MRTG access which will have circuit usage stats and uptime. We do not have and provide any tool to measure packet loss, throughput & latency parameters. For any issues related to these, customer need to log ticket with Airtel support team. Request to modify the clause accordingly.	STPI prefers the industry best practice tools to measure the required parameters.

108	Section V Clause 4.7	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.	Standard product SLA to be proposed (Fiber: 99.5%, Copper: 99.0%, RF: 98.5%) Standard service Credit to be offered i.e. 0.5% for every 1% drop in committed uptime capped at maximum 5% of quarterly payment.	No Change
109	Section V Clause 5	Link Availability /Throughput/ Round trip latency/packet loss. (to be assessed on quarterly basis)	No penalty must be applicable on throughput. Please delete.	No Change
110	Section V Clause 5	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.	Please revise it 90% and below.	No Change



111	Section V Clause 5	<p>Penalty for not meeting the SLA up time. Link Availability /Throughput/ Round trip latency/packet loss. (to be assessed on quarterly basis).</p> <p>SLA ----- Penalty in % on Quarterly Charges</p> <p>≥ 99.5% ----- 0% of Quarterly recurring charges</p> <p>&lt; 99.5% &amp; ≥ 98.5% ----- 3% of Quarterly recurring charges</p> <p>&lt; 98.5 % &amp; ≥ 97.5% ----- 4% of Quarterly recurring charges</p> <p>&lt; 97.5 % &amp; ≥ 96.5% ----- 6% of Quarterly recurring charges</p> <p>&lt; 96.5% &amp; ≥ 95 % ----- 8% of Quarterly recurring charges</p> <p>&lt; 95% ----- 10% of Quarterly recurring charges</p> <p>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.</p>	<p>Request STPI to amend this Penalty for not meeting the SLA Up time (Table - C) as below:</p> <p>SLA -----</p> <p>Penalty in % on Quarterly Charges</p> <p>≥ 99.5% ----- 0% of Quarterly recurring charges</p> <p>&lt; 99.5% &amp; ≥ 98.5% ----- 1% of Quarterly recurring charges for impacted link only.</p> <p>&lt; 98.5 % &amp; ≥ 97.5% ----- 2% of Quarterly recurring charges for impacted link only.</p> <p>&lt; 97.5 % &amp; ≥ 96.5% ----- 3% of Quarterly recurring charges for impacted link only.</p> <p>&lt; 96.5% &amp; ≥ 95 % ----- 4% of Quarterly recurring charges for impacted link only.</p> <p>&lt; 95% ----- 5% of Quarterly recurring charges for impacted link only.</p> <p>If Measured service level is below 95 %, in providing leased line services, then request STPI to provide the cushion window of One Quarter as SLA improvement.</p>	No Change
112	Section V Clause 6.1.3	<p>Latency:</p> <p>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.</p>	<p>6.1.3. Latency:</p> <p>a) The latency measurements for all the specified locations shall be measured at intervals of 30 minutes by STPI. In case of breach from SLA parameters, STPI will book a Fault Ticket</p>	No Change

			with the Service Provider NOC.	
113	Section V Clause 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.	6.1.4. Packet Loss: a) The Packet-Loss measurements for all the specified locations shall be measured at intervals of 30 minutes by STPI. In case of breach from SLA parameters, STPI will book a Fault Ticket with the Service Provider NOC.	No Change
114	Section V Clause 6.1.4a	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.	STPI to provide access to the CNM portal	No change. STPI prefers the industry best practice tools to measure the required parameters.
115	Section V Clause 6.1.2	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.	Request to perform Throughput testing during initial testing of the link by field engineer.	No Change
116	Section V Clause 6.1.3	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.	Please delete this clause.	No Change

117	Section V Clause 6.1.4	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. 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.	Please delete this clause.	No Change
118	Section V Clause 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.	STPI to communicate the evaluation criteria	Refer Section II Clause 18, 19, 20
119	Section V Clause 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.	Bidder will extend the NMS access to monitor the BW utilization and link up/down status but STPI has to use the WAN ip and loop back ip provided by the bidder and STP has to configure the SNMP string in his router provided by the bidder	No Change

120	Section V Clause 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.	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 bandwidth utilization, circuit availability etc. beyond the termination point, on the IP backbone. Details of such tools should be provided in the bid.	No Change
121	Section V Clause 6.8	The bidder shall provide Internet Bandwidth Commissioning Report in the format as per Section-XI.	Request for amendment, The bidder shall provide Internet Bandwidth Commissioning Report in service provider's format.	No Change
122	Section V Clause 6.9	Dual mode i.e on IPV4 and IPV6.	LAN Pool need to be provided by STPI. Please confirm.	ASN, IPV4 and IPV6 addresses will be provided by STPI.
123	Section V Clause 6.9	The bidder should be able to provide the services on dual mode i.e on IPV4 and IPV6.	STPI must confirm whether IPV6 is currently implemented or any plans to implement it in near future. Tata Communications complies on IP requirements. Does STPI have their own ASN number. Plus the number of IP address required.	STPI network is IPV6 Ready. STPI has its own ASN and IPV4 and IPV6 Subnets. No additional requirements of IP address, except for the WAN & Peering IP addresses.
124	Section V	Feasibility Report	The Feasibility of the locations can be confirmed after conducting the feasibility. The Feasibility will also include which location can be on wired media and which location on wireless media	Feasibility status as per Section-X should be submitted along with Bid Document for Technical Evaluation. Refer Amended Annexure

125	Section VI Part II	Price Schedule/ Financial Bid		The Price Schedule/ Financial Bid format at Section VI, Part-II is amended as enclosed.
126	Section VI Part II	At present, estimated requirement of Bandwidth is 6700 E1s which may increase by 50 % during the next one year.	STPI must inform Tata Communications the exact Bandwidth requirement required initially at each sites/location, so that we can proceed with our initial feasibility checks. In case of any bandwidth upgrade, the same will be treated necessary feasibility checks as a standard procedure of Tata Communications. Also STPI to confirm if dual links are required at any locations with any fail over option requirement and provide full details of the locations.	1. STPI has Provided the existing bandwidth at different location (Slabwise) in Section XIV and for other locations, bandwidth requirement may be considered as less than 50 Mbps at present. 2. Bidders should provide the link in Ring Topology in all locations.
127	Section X	Feasibility Report		The Annexure w.r.t Feasibility Report at Section X is Amended as enclosed
128	Section X	Feasibility Report	Request STPI to share us the breakup of bandwidth against each site.	STPI has Provided the existing bandwidth at different location (Slabwise) in Section XIV and for other locations, bandwidth requirement may be considered as less than 50 Mbps at present.
129	Section X	Feasibility Report	Request customer to share location wise Bandwidth details considering 2/3 years Bandwidth growth potential	STPI has Provided the existing bandwidth at different location (Slabwise) in Section XIV and for other locations, bandwidth requirement may be considered as less than 50 Mbps at present.
130	Section X	Feasibility Report	We request to clarify bandwidth requirements on per location basis	STPI has Provided the existing bandwidth at different location (Slabwise) in Section XIV and for other locations, bandwidth requirement may be considered as less than 50 Mbps at present.

131	Section X Table D		Request STPI to share us the complete site address details with pin code & Site contact details to check the feasibility study.	Refer Section X Table-D
132	Section X Table D	Upcoming STPI locations	Please suggest how much Bandwidth is required at STPI upcoming locations and when the Internet requirement is likely to come up	The bandwidth requirement at the Upcoming STPI locations will be intimated later.
133	Section X Table D	Upcoming STPI Locations	We request to clarify bandwidth requirements on per location basis	The bandwidth requirement at the Upcoming STPI locations will be intimated later.
134	Section X and Section XIV	1. Pune Hinjawadi PoP - 50 to 200 Mbps - 2. Kolhapur , Agartala, Durgapur, Siliguri etc.	1. How much bandwidth required at "Pune Magarpatta PoP". It is not mentioned in Section-XIV 2. Kolhapur, Agartala, Durgapur, Siliguri not mentioned in Section - XIV	STPI has Provided the existing bandwidth at different location (Slabwise) in Section XIV and for other locations, bandwidth requirement may be considered as less than 50 Mbps at present.
135	Section XIII	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 Dec 2018.	Request to modify as "the bidder undertakes that it is not a party to any legal proceeding or investigation as on date which impacts its ability of perform its obligations under this bid."	No Change
136	Section XIV		Request customer to share location wise Bandwidth slab as the same is provided for only 53 locations.	STPI has Provided the existing bandwidth at different location (Slabwise) in Section XIV and for other locations, bandwidth requirement may be considered as less than 50 Mbps at present.

137		General	We request to clarify that wireless and OSP lastmile can be offered at some of the locations if there are any feasibility challenges at that location.	Refer Section-V Clause 3.1
138		Additional Clause	First level troubleshooting will be done by the LC from customer end under instruction of bidder support NOC. In case access is not available and LC is not responding then the delay caused due to customer end issues will not be allocated to bidder.	Not considered
139		Additional Clause	Internal cabling from false ceiling or POP wall will remain under the scope of customer.	Not considered. Termination upto the router port is responsibility of bidder
140		Additional Clause	Central spoke from customer is required to 1. address and resolve all customer end issues. 2. provide link delivery acceptance 3. weekly/monthly project review 4. Invoice submission and clearance.	Refer Section X Table-D.

141		Additional Clause	NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	Noted. However, it may be considered with due justification along with relevant documents/ proof.
142		Additional Clause	In building, incampus for mux installation and fiber extension and roof Right access for RF Tower (wherever applicable) at every premises to be provided as and when required for installation purposes	Refer Section V Clause 3.1
143		Additional Clause	Ladder, drilling machine will be arranged by customer	Not Considered
144		Additional Clause	If the customer doesn't give acceptance within 3 days on test, it will be considered as deemed acceptance and billing will start from the 4th day onward.	Not Considered
145		Additional Clause	SLA will be calculated basis the monthly uptime report shared by the bidder, where all the TT/SR along with the detailed RFO/RCA will be captured.	Not considered



146		Additional Clause	It would be customer responsibility to keep the delivered hardware properly at site. It should be opened in presence of bidder engineer. Any device if found physically damaged will not be covered under warranty/support. Customer has to release a separate PO for the replacement of damaged hardware.	Not considered
147		Additional Clause	Acceptance must be release sitewise within 24 to 48 hours of delivery and bidder will be allowed to active the billing immediately for the delivered site after receiving the acceptance from the customer from the date of acceptance.	Not considered
148		Additional Clause	Bidder will do the ping check between the WNA to wan and share the logs with the customer central spoc on mail.	Not considered
149		Additional Clause	In case any of the location is declared not feasible due to any constraint which is beyond the control of the bidder then bidder have the right of declare the location technically not feasible and no penalty/LD must be applicable for the same and the site will be excluded from bidder scope.	Not considered

150	General	Acceptance of link	Request STPI to consider the Acceptance of the link to be WAN Ping test (PE to CPE Ping test) & Successful browsing of IBW link on connecting laptop to Demark device.	No Change in the clause. Acceptance of the link will be as per the Section XI (Internet Bandwidth Commissioning Report)
151	General	Acceptance of link	Request STPI to provide the Acceptance of link within 2 days post handover of link & Acceptance of link to be site wise (i.e. On individual site wise).	Refer Section III Clause 5.4
152	General	Exclusion from LD Penalty	Request STPI to exclude the LD Penalty on below scenario. 1. Delay in Sharing the complete site address & site contact details for all sites. 2. Delay in getting the Building permission for laying the fibre cable 3. Site is not ready (i.e. Site readiness is not available as per checklist shared). 4. CPE is not available for termination of link. 5. Permission not available on rooftop for installation of link.	Noted. However, it may be considered with due justification along with relevant documents/ proof.
153	General	Exclusion from SLA up time Penalty	Request STPI to exclude the Penalty for not meeting the SLA up time in below scenario. 1. Power failure. 2. Force Majeure 3. Trouble ticket not booked with ISP. 4. Permission not available for maintenance & restoration of link.	Noted. However, it may be considered with due justification along with relevant documents/ proof.

			5. Earthing issue or Online UPS related issue.	
154	Additional Clause	Instructions to bidder for online bid submission		Section XV Instructions to bidder for online bid submission

**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 <u>90%</u> 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 <u>90%</u> of the rates finalized for the First year				

**Note:**

- Purchase Order will be placed for Two Year.
- At present, estimated requirement of Bandwidth is 6700 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.

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**SECTION – X**  
**Feasibility Report/STPI Locations**

S. No.	STPI - Location	Feasible (YES/NO)	Last mile (Fiber/RF/Copper)	Ready for service (RFS) as on 31 <sup>st</sup> Jan 2019	If not feasible, pls specify the reasons
	<b>General Locations</b>				
1	Allahabad				
2	Aurangabad				
3	Bhubaneswar, OCAC-POP				
4	Balasore Incubation Centre				
5	Berhampur				
6	Bhilai				
7	Bhopal NOC				
8	Bhiwadi				
9	Coimbatore				
10	Chennai				
11	Durgapur				
12	Dehradun IT Park				
13	Dehradun Survey Chowk				
14	Goa				
15	Gandhinagar GIFT-City				
16	Gandhinagar GIDC				
17	Gurugram				
18	Gurugram POP				
19	Gwalior NOC				
20	Haldia				
21	Hyderabad Western Aqua building				
22	HQ-CGO				
23	HQ-NDCC				
24	Hubballi				
25	Indore NOC				
26	Jammu NOC				
27	JNU				
28	Jaipur PoP Yojana Bhawan				
29	Jodhpur NoC				
30	Kakinada NoC				
31	Kharagpur				
32	Kolhapur				
33	Kochi				
34	Kanpur				
35	Kolkata				
36	Lucknow				
37	Madurai				
38	Mohali EDC				

39	Mohali PEC				
40	Mangaluru NOC				
41	Mysuru				
42	Nagpur				
43	Nasik				
44	Patna, Biscomaun Office				
45	Patna, Patliputra Incubation Facility				
46	Puducherry				
47	Pune, Hinjawadi-POP				
48	Pune, Magarpatta-POP				
49	Rourkela				
50	Srinagar NOC				
51	Shimla Incubation Centre Kasumpti				
52	Shimla NOC Boileauganj				
53	Siliguri				
54	Surat				
55	Trichy				
56	Tirupati NoC				
57	Vijayawada				
58	Visakhapatnam Siripuram				
59	Visakhapatnam TechHub				
60	Warangal NoC				
61	Bengaluru Cyber Park				
62	Bengaluru PoP Aris Global, JP Nagar				
63	Bengaluru NOC				
64	Bhubaneswar NoC				
65	Bhubaneswar Elite				
66	Guwahati Panbazar				
67	Guwahati PoP Zaloni Technologies India Pvt. Ltd				
68	Hyderabad NoC-Jubilee Hills				
69	Hyderabad Hitec City				
70	Hyderabad Solitaire Building				
71	Jaipur NOC Sitapura				
72	Mangaluru PoP JAI-JEETH Building				
73	Mangaluru PoP Indevor Services				
74	Mumbai				
75	Mohali Incubation Centre				
76	Noida				
77	Ranchi				
78	Srinagar PoP SKUAST Wadoora				
79	Srinagar PoP IUUST				
80	Srinagar PoP Chest Disease Hospital				
81	Srinagar PoP University of Kashmir				
82	Thiruvananthapuram				

83	Vijayawada Gannavaram PoP				
84	Visakhapatnam VSEZ				
85	Visakhapatnam - Madhurawada				
	<b>Other Locations</b>				
1	Agartala Lichubagan				
2	Agartala Indranagar				
3	Aizawl				
4	Gangtok				
5	Guwahati Borjhar				
6	Imphal				
7	Kohima				
8	Shillong				
9	Sikkim PoP, Ranngpo Substation South				

Few more locations shall be added in the course of tender. For address of STPI-Locations refer below Table D:

Table D

S No	Location Name/ PoP Name	Address	Director	Concerned Person	Mobile
1	Agartala, Lichubagan	2nd Floor Mukut Bipani Bitan, Lichubagan Market Complex, Lichubagan, Agartala-799010	<b>Sh. Prabir Kumar Das</b>	Sh. Shibendu Debbarma	9436120846
2	Agartala, Indranagar	IT Bhavan, 3rd, 4th, 5th Floor, ITI Road Indranagar, Agartala-799006.	<b>Sh. Prabir Kumar Das</b>	Sh. Shibendu Debbarma	9436120846
3	Aizawl	2nd Floor, CH.Chhunga Bus, Terminal Building, Thuampui, Aizawl-796017.	<b>Sh. Prabir Kumar Das</b>	Sh. Shibendu Debbarma	9436120846
4	Allahabad	MNNIT Campus, Luckow Road, Allahabad - 211004	<b>Sh. Rajneesh Agrawal</b>	Sh. Surya Kumar Pattanayak	8960047092
5	Aurangabad	Gala No 7, Plot No T 23, MIDC Area, Chikalthana, Aurangabad	<b>Sh. Sanjay Kumar Gupta</b>	Sh. Praful Patinge	9822028312
6	Balasure, Incubation Centre	STPI, 2nd Floor, NOCCI Trade Tower, NOCCI Business Park, Bampada Industrial Estate, Balasure-756056	<b>Sh. Manas Ranjan Panda</b>	Sh. Biswakishore Dey	9853224433
7	Bengaluru NOC	No. 76 & 77, NOC, Opposite Wipro Gate No 1 & 2, Electronics City, Hosur Road, Bangalore - 560100 Ph No: 080 66186000 to 007, Fax: 080 28521161	<b>Sh. Shailendra Tyagi</b>	Sh. Manoj Kumar Singh	9449078440

8	Bengaluru Cyber Park	No 76 & 77, 6th Floor, Cyber Park, Electronics City, Hosur Road, Bangalore – 560100.	<b>Sh. Shailendra Tyagi</b>	Sh. Manoj Kumar Singh	9449078440
9	Bengaluru, PoP- M/s Aris Global, JP Nagar	M/s. ArisGlobal Software Pvt Ltd, 120A, Elephant rock road, Jayanagar 3rd block, Bangalore - 560 011.	<b>Sh. Shailendra Tyagi</b>	Sh. Manoj Kumar Singh	9449078440
10	Berhampur	Near Income Tax Village Po Ambapuah, Brahmapur, Odisha 760010	<b>Sh. Manas Ranjan Panda</b>	Sh. Nihar Mohanty	9434071193
11	Bhilai	STPI, Mangal Bhavan, Nehru Nagar East, Bhilai, Durg, 490020	<b>Sh. Rajneesh Agrawal</b>	Sh. D.N Behera	9826144033
12	Bhiwadi	First Floor, RIICO Unit -II, Riico Chowk, Bhiwadi - 301019	<b>Sh. Rajneesh Agrawal</b>	Sh. Avadhesh Kumar	9810013986
13	Bhopal NOC	Plot No. C-11, IT Park, Near RGPV, New Jail Road, Gandhinagar, Bhopal (M.P.)	<b>Sh. Rajneesh Agrawal</b>	Sh. Ravi Varma	9893022844
14	Bhubaneswar, NOC	STPI, Plot No. GD-1/B, Maitri Vihar, Chandrasekharapur, Bhubaneswar-751023	<b>Sh. Manas Ranjan Panda</b>	Sh. Susil Sethy	9437066061
15	Bhubaneswar, ELITE	STPI Elite Building, Plot No. 570/1261(Pt), Gothapatana, Chandaka, Near IIIT, Bhubaneswar-751003	<b>Sh. Manas Ranjan Panda</b>	Sh. Susil Sethy	9437066061
16	Bhubaneswar, OCAC-POP	1st Floor, OCAC TOWER, Doordarshan Colony, Gajapati Nagar, Bhubaneswar-751013	<b>Sh. Manas Ranjan Panda</b>	Sh. Susil Sethy	9437066061
17	Chennai	STPI, MeITY, Govt Of India, No.5, 3rd Floor, Rajiv Gandhi Salai, Taramani, Chennai - 600 113.	<b>Sh. Sanjay Tyagi</b>	Sh. M.Muruganath	9841033677
18	Coimbatore	STPI, MeITY, Govt Of India, S.F No: 333/1, Ground Floor, Kumaraguru College of Technology Campus, Chinnavedampatti, Coimbatore-641 049.	<b>Sh. Sanjay Tyagi</b>	Sh. Y.Ramesh	9841090610
19	Dehradun, IT Park	STPI-Incubation center, Plot No-IT-1, IT Park, Dehradun-248001, Uttarakhand	<b>Sh. Rajneesh Agrawal</b>	Sh. Maneesh Kumar	9997601172
20	Dehradun, Survey Chowk	Near Vikas Bhwan, Survey Chowk Dehradun-248001, Uttarakhand	<b>Sh. Rajneesh Agrawal</b>	Sh. Maneesh Kumar	9997601172



21	Durgapur	Software Technology Parks of India (STPI), Sahid Sukumar Banarjee Sarani, Opp. To Spencers, Bidhan nagar, Dist – Burdwan, Durgapur – 713212, WB. Contact - 0343-2531295 / 94	<b>Sh. Prabir Kumar Das</b>	Sh. Manjit Nayak	9831773355
22	Gandhinagar, GIFT-City	9th Floor, GIFT One Tower, Block-56, Road-5C, Zone-5, GIFT City, Gandhinagar-382355 (Gujarat)	<b>Sh. Devesh Tyagi</b>	Sh. Anchal Pandey	9723895185
23	Gandhinagar, GIDC	Plot No. A/78/6/1, Flatted Factory Shed, G.I.D.C. Electronics Estate, Sector-25, Gandhinagar - 382024	<b>Sh. Devesh Tyagi</b>	Sh. Anchal Pandey	9723895185
24	Gangtok	Software Technology Parks of India, 1st Floor, Sikkim Jewels Ltd. Complex, National Highway - 31 A, Tadong, Gangtok, Sikkim - 737102	<b>Sh. Prabir Kumar Das</b>	Sh. Vibhuti Raman Tiwari	9229245438
25	Goa	Software Technology Parks of India, 2nd Floor Udyog Bhawan, Panaji, Goa, INDIA 403 001, Ph : 0832-2226828 (Extn: 253)	<b>Sh. Sanjay Kumar Gupta</b>	Sh. Dinesh Kumar Bhagat	9974525681
26	Gurugram	Plot No 30 Electronic city Sector 18 Gurugram	<b>Sh. Rajneesh Agrawal</b>	Sh. Ganesh Nayak	9997375656
27	Gurugram POP	Plot No 25 Hartron Complex Electrocity Sector 18 Gurugram	<b>Sh. Rajneesh Agrawal</b>	Sh. Ganesh Nayak	9997375656
28	Guwahati, Borjhar	Software Technology Parks of India, Near L.G.B.I. Airport, Borjhar, Guwahati - 781015	<b>Sh. Prabir Kumar Das</b>	Sh. Achyut Dutta	9435042633
29	Guwahati, Panbazar	Software Technology Parks of India, Institution of Engineers (India) Building, 2nd Floor, Panbazar, Guwahati - 781001	<b>Sh. Prabir Kumar Das</b>	Sh. Achyut Dutta	9435042633
30	Guwahati, PoP- M/s Zaloni Technologies India Pvt. Ltd.	3rd floor, Nexia Park, GMCH Road, Christian Basti, Guwahati - 781005	<b>Sh. Prabir Kumar Das</b>	Sh. Achyut Dutta	9435042633
31	Gwalior NOC	Morena Link Road, Village Ganga Malanpur , Gwalior (M.P) - 474010	<b>Sh. Rajneesh Agrawal</b>	Sh. Ravi Varma	9893022844

32	Haldia	Software Technology Parks of India (STPI), Plot no. - 149, Debhog, Bhabanipur, Dist-Purba Medinipur, Haldia – 721657, WB. Contact: 03224-255092 / 62	<b>Sh. Prabir Kumar Das</b>	Sh. Manjit Nayak	9831773355
33	HQ-CGO	STPI, Electronics Niketan, CGO Complex, Lodhi Road, New Delhi-110003	<b>Sh. Paritosh Dandriyal</b>	Ms. Kishori Kumari	9717180034
34	HQ-NDCC	STPI, 9th Floor, NDCC-II Building, Jai Singh Road, New Delhi-110001	<b>Sh. Paritosh Dandriyal</b>	Ms. Kishori Kumari	9717180034
35	Hubballi	4th Floor,Block-A, IT Park,Hubballi	<b>Sh. Shailendra Tyagi</b>	Sh. Sasikumar V	8762103035
36	Hyderabad, NOC-Jubilee Hills	Dr. MCRHRD Compound, Road no. 25, Jubilee hills, Hyderabad,Telangana 500033	<b>Sh. C V D Ram Prasad</b>	Sh. Rama Kishore Babu	9849188833
37	Hyderabad, Hitec City	6Q3, Cyber Towers, HITEC City, Madhapur, Hyderabad,Telangana 500081	<b>Sh. C V D Ram Prasad</b>	Sh. Rama Kishore Babu	9849188833
38	Hyderabad, Solitaire Building	Solitaire Building, Plot No 14 & 15, Software Units Layout, Madhapur, Hyderabad,Telangana 500081	<b>Sh. C V D Ram Prasad</b>	Sh. Rama Kishore Babu	9849188833
39	Hyderabad, Western Aqua building	AIS, 4th floor, Western Aqua, Whitefields, HITEC city, Kondapur, Hyderabad - 500081	<b>Sh. C V D Ram Prasad</b>	Sh. Rama Kishore Babu	9849188833
40	Imphal	Software Technology Parks of India, Mantripukhri, Imphal East -795002	<b>Sh. Prabir Kumar Das</b>	Sh. Laimayum Motilal Sharma	8731860532
41	Indore NOC	MPSEDC-STP Building Electronics Complex, Pardeshipura, Indore-452010	<b>Sh. Rajneesh Agrawal</b>	Sh. Ravi Varma	9893022844
42	Jaipur, NOC-Sitapura	IT-21, EPIP, Sitapura, Jaipur - 302022	<b>Sh. Rajneesh Agrawal</b>	Sh. Avadhesh Kumar	9810013986
43	Jaipur, PoP-Yojana Bhawan	State Data Centre, Yojana Bhawan, C-Scheme, Jaipur - 302005	<b>Sh. Rajneesh Agrawal</b>	Sh. Avadhesh Kumar	9810013986
44	Jammu NOC	Baribrahma Jammu	<b>Sh. Rajneesh Agrawal</b>	Sh. Asim Khan	9906628888
45	JNU	Central Library Building, Jawaharlal Nehru University Campus, New Delhi.	<b>Sh. Rajneesh Agrawal</b>	Sh. Ganesh Nayak	9997375656
46	Jodhpur NOC	Cyb-1, Cyber Park, RIICO Heavy Industrial Area, Near Saras Dairy, Jodhpur - 342003 Rajasthan	<b>Sh. Rajneesh Agrawal</b>	Sh. Avadhesh Kumar	9810013986

47	Kakinada NOC	Software Technology Parks of India, Collectorate Compound, Kakinada, Andhra Pradesh 533001	<b>Sh. C V D Ram Prasad</b>	Sh. Malleswara Rao	9959999491
48	Kanpur	UPSIDC Complex, A-1/4 Lakhanpur, Kanpur 208024 Uttar Pradesh	<b>Sh. Rajneesh Agrawal</b>	Sh. Surya Kumar Pattanayak	8960047092
49	Kharagpur	Software Technology Parks of India (STPI), WBIDC Industrial Growth Center, Plot no. - 3, Sector - B, Nimpura, Dist – Paschim Medinipur, Kharagpur – 721303, WB. Contact: 03222-234436 / 233014	<b>Sh. Prabir Kumar Das</b>	Sh. Manjit Nayak	9831773355
50	Kochi	STPI, Ground floor, Thapasya, Infopark, Kochi – 682 042	<b>Sh. S. R. Subramaniam</b>	Sh. Mahesh M.	9446080992
51	Kohima	New DITC Building, Thizama Road, Below Civil Screateriate, Kohima	<b>Sh. Prabir Kumar Das</b>	Sh. Laimayum Motilal Sharma	8731860532
52	Kolkata	Software Technology Parks of India (STPI), 2nd Floor, Webel STP-II Building, Block-DN, Plot No: 53, Sector-V, Salt Lake, Kolkata-700091, W.B. Contact: 033-23673598/99	<b>Sh. Prabir Kumar Das</b>	Sh. Manjit Nayak	9831773355
53	Kolhapur	Software Technology Parks of India, Behind Yallama Temple, Opp. Jai Prabha Studio, IT Park, Kolhapur-416012	<b>Sh. Sanjay Kumar Gupta</b>	Sh. Sachin Narule	9850963617
54	Lucknow	STP Complex Near Gomti Barrage, Gomti Nagar Lucknow (UPTRON Building) -226010 Uttar Pradesh	<b>Sh. Rajneesh Agrawal</b>	Sh. Surya Kumar Pattanayak	8960047092
55	Madurai	STPI, MeITY, Govt Of India, Thiyagaraja College Of Engineering Campus, Madurai - 625 015.	<b>Sh. Sanjay Tyagi</b>	Sh. V.Ganapathies wawaran	9994359819
56	Mangaluru, NOC	Blueberry Hill, Haripadavu Road, Derebail, Mangaluru, Karnataka-575008	<b>Sh. Shailendra Tyagi</b>	Sh. Ravindra Aroor	9448428516
57	Mangaluru, PoP- JAI-JEETH Building, Kuntikana	JAI JEETH Building, Kuntikana, Mangaluru, Karnataka-575008	<b>Sh. Shailendra Tyagi</b>	Sh. Ravindra Aroor	9448428516
58	Mangaluru, PoP- M/s Indevor Services,	4th floor, Barnes Towers, Main road, Brahmavara, Udupi, Karnataka-576213	<b>Sh. Shailendra Tyagi</b>	Sh. Ravindra Aroor	9448428516

	Brahmavara,Udupi				
59	Mohali, Incubation Centre	STPI Mohali Incubation centre, C-184, Ind Area, Sec 75, Mohali	<b>Sh. Rajneesh Agrawal</b>	Sh. Ajay P Shrivastava	9914417457
60	Mohali, EDC	STPI Mohali EDC, Rajiv Gandhi Technology Park, Chandigarh	<b>Sh. Rajneesh Agrawal</b>	Sh. Ajay P Shrivastava	9914417457
61	Mohali, PEC	Mohali PEC, Sector -12, Chandigarh	<b>Sh. Rajneesh Agrawal</b>	Sh. Ajay P Shrivastava	9914417457
62	Mumbai	Samruddhi Venture Park,4th floor,Gala No.4,MIDC Central Road,Marol, Andheri (E),Mumbai-400093	<b>Sh. Sanjay Kumar Gupta</b>	Sh.Manas Ray	9869462660
63	Mysuru	Software Technology Parks of India,STEP Building, SJCE Campus,Manasaganogthri, Mysuru 570006 Karanataka	<b>Sh. Shailendra Tyagi</b>	Sh. Jayaprakash	9945957840
64	Nagpur	Plot No.3,IT Park,Parsodi, Nagpur-440022	<b>Sh. Sanjay Kumar Gupta</b>	Sh. Sanjay Darne	7745823994
65	Nasik	Software Technology Parks of India, Plot No. IT-1, IT Park, Opp. E-2 Block, MIDC, Ambad, Nashik -422 010	<b>Sh. Sanjay Kumar Gupta</b>	Sh. Sachin Purnale	9822329240
66	Noida	Satellite Earth Station, NOC, Sector-29, Ganga Shopping Complex, Noida	<b>Sh. Rajneesh Agrawal</b>	Sh. Ganesh Nayak	9997375656
67	Patna, Biscomaun Office	STPI-Patna, Module -A5, Biscomaun Tower, West Gandhi Maidan, Patna - 1	<b>Sh. Manas Ranjan Panda</b>	Sh. Rajeeva Kumar	9886507083
68	Patna, Patliputra Incubation Facility	New Patliputra Colony, Patliputra Colony, Patna, Bihar 800013	<b>Sh. Manas Ranjan Panda</b>	Sh. Rajeeva Kumar	9886507083
69	Puducherry	STPI, MeITY,Govt Of India, Pondicherry Engineering College Campus Technopolis Building-I, Pillaichavadi, Puducherry- 605 014.	<b>Sh. Sanjay Tyagi</b>	Sh. Senthil V	9444489356
70	Pune, Hinjawadi-POP	Plot P1, MIDC, Rajiv Gandhi Infotech Park, Hinjawadi Phase-I, Pune, Maharashtra-411057	<b>Sh. Sanjay Kumar Gupta</b>	Sh. Ajay Bhosale	9822028325
71	Pune, Magarpatta-POP	STPI Incubation service, 7Th floor, Cybercity Tower-1 Magarpatta City, Pune-411028	<b>Sh. Sanjay Kumar Gupta</b>	Sh. Ajay Bhosale	9822028325

72	Ranchi	Plot No. 8 Part, Namkum Industrial Area, Namkum, Ranchi - 834010	<b>Sh. Manas Ranjan Panda</b>	Sh. Siddharth Kumar Rai	9431103879
73	Rourkela	Software Technology Parks of India, STPI Complex, Sector-5, Rourkela-769002(Odisha)	<b>Sh. Manas Ranjan Panda</b>	Sh. Ashok Kumar Yadav	9437044565
74	Shimla NOC	STPI-,93/1, Near Kamna Devi Temple, Boileauganj, Shimla-171005	<b>Sh. Rajneesh Agrawal</b>	Sh. Ajay P Shrivastava	9914417457
75	Shimla, Incubation Centre Kasumpti	STPI-, Incubation Centre, Block No:-24,SDA Complex, Kasumpti,Shimla-171009	<b>Sh. Rajneesh Agrawal</b>	Sh. Ajay P Shrivastava	9914417457
76	Shillong	Software Technology Parks of India, Lumjingshai, Short Round Road, Shillong -793001	<b>Sh. Prabir Kumar Das</b>	Sh. Paresh Kumar Thakuria	9856035023
77	Sikkim, PoP-Ranngpo Substation South	M/s PGCIL Ranngpo Substation South, Mamring Samardung Road, Sikkim-737126	<b>Sh. Prabir Kumar Das</b>	Sh. Vibhuti Raman Tiwari	9229245438
78	Siliguri	Software Technology Parks of India (STPI), Plot no. – JL 86, Matigara, Opposite to Uttarayan, Dist - Darjeeling, Siliguri – 734010, WB. Contact: 0353-2571986 / 87	<b>Sh. Prabir Kumar Das</b>	Sh. Manjit Nayak	9831773355
79	Srinagar NOC	STPI, SIDCO Electronic Complex, Old airport road, Rangreth, Srinagar- 190001	<b>Sh. Rajneesh Agrawal</b>	Sh. Asim Khan	9906628888
80	Srinagar, PoP-University of Kashmir	University of Kashmir, Hazratbal Srinagar	<b>Sh. Rajneesh Agrawal</b>	Sh. Asim Khan	9906628888
81	Srinagar, PoP-SKUAST Wadoora	Sher-e-kashmir University of Agriculture Science Technology, Wadoora Sopore, J&K	<b>Sh. Rajneesh Agrawal</b>	Sh. Asim Khan	9906628888
82	Srinagar, PoP-IUST	Islamic University of Science and Technology, Awantipora Pulwama	<b>Sh. Rajneesh Agrawal</b>	Sh. Asim Khan	9906628888
83	Srinagar, PoP-Chest Disease Hospital	Chest Disease Hospital, Dalgate Srinagar	<b>Sh. Rajneesh Agrawal</b>	Sh. Asim Khan	9906628888
84	Surat	FP :27, TP:22, Jiav-Budia Road, Nr. Someshwar Society, Bhestan, Surat - 395023	<b>Sh. Devesh Tyagi</b>	Sh. Hitesh Narkhede	9879854913
85	Thiruvananthapuram	STPI, C 21, Thejaswini, Technopark, Karyavattom PO, Thiruvananthapuram, Kerala – 695581	<b>Sh. S. R. Subramaniam</b>	Sh. Mahesh M.	9446080992

86	Tirupati NOC	Survey No. 234, Behind Urban HAAT, Tiruchanur Road, Tirupati, Andhra Pradesh 517503	<b>Sh. C V D Ram Prasad</b>	Sh. Vara Prasad	9866662901
87	Trichy	STPI, MeITY, Govt Of India, B-9, Light Engineering Shed, Trichy Regional Engineering College Science & Tech Entrepreneurs Park, (TREC-STEP), Trichy - 620 015	<b>Sh. Sanjay Tyagi</b>	Sh. R.Pattabi Raman	9345120633
88	Vijayawada	RS. No. 7, Govt. Polytechnic College Campus Opp. Stella College, Vijayawada	<b>Sh. C V D Ram Prasad</b>	Sh. Sanjeev	9959999494
89	Vijayawada, Gannavaram PoP	Medha Tower, Survey No. 52&53, Kesrapalli, Gannavaram, Krishna Dist. Andhra Pradesh	<b>Sh. C V D Ram Prasad</b>	Sh. Sanjeev	9959999494
90	Visakhapatnam - VSEZ	Software Technology Parks of India, Unit No. 9, SDF-1 Building, Visakhapatnam Special Economic Zone, Near Duvvada Railway Station, Duvvada, Visakhapatnam, Andhra Pradesh PIN- 530049 Tel: +91-7416452474 Fax: +91-891-2587226	<b>Sh. C V D Ram Prasad</b>	Sh. M.P.Dubey	9000337719
91	Visakhapatnam, Siripuram	Software Technology Parks of India, Dutt Island Building Terrace, 10-1-47, Dutt Island, Siripuram, Visakhapatnam, Andhra Pradesh - 530003 Tel: +91-7416452474 Fax: +91-891-2587226	<b>Sh. C V D Ram Prasad</b>	Sh. M.P.Dubey	9000337719
92	Visakhapatnam, TechHub	Software Technology Parks of India, TechHUB, Tech Mahindra Tower 2 Building, Survey No. 44, Resapuvanipalem, Near L.B.College, Visakhapatnam, Andhra Pradesh - 530013 Tel: +91-7416452474 Fax: +91-891-2587226	<b>Sh. C V D Ram Prasad</b>	Sh. M.P.Dubey	9000337719
93	Visakhapatnam, Madhurawada	Software Technology Parks of India, Sunrise Incubation Hub, Hill No. 3, Madhurawada, Visakhapatnam, Andhra Pradesh PIN- 530045 Tel: +91-7416452474 Fax: +91-891-2587226	<b>Sh. C V D Ram Prasad</b>	Sh. M.P.Dubey	9000337719

94	Warangal NoC	STPI, Kakatiya IT Park, H.No:2-5-906/1,2, Circuit House Road, Hanamkonda, Warangal – 506001	<b>Sh. C V D Ram Prasad</b>	Sh. Rama Kishore Babu	9849188833
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**Upcoming STPI Locations**

S No	Location Name/ PoP Name	Address	Director	Concerned Person	Mobile
1	Ahmedabad, Lal Darwaja	B-block Terrace, Govt. Multistoried Building, Lal Darwaza, Ahmedabad	<b>Sh. Devesh Tyagi</b>	Sh. Anchal Pandey	9723895185
2	Balasore	STPI, Near CIPET and NOCCI Business Park, Bampada Industrial Estate, Chhanpur, Balasore, Odisha - 756056	<b>Sh. Manas Ranjan Panda</b>	Sh. Biswakishore Dey	9853224433
3	Bhagalpur	WOMEN INDUSTRIAL TRAINING INSTITUTE, BHAGALPUR, BARARI BIHAR-812003, BHAGALPUR	<b>Sh. Manas Ranjan Panda</b>	Sh. Rajeeva Kumar	9886507083
4	Bengaluru, New STPI Building	No. 76 & 77, Adjacent to Cyber park, Electronics City, Hosur Road, Bangalore - 560100 Ph No: 080 66186000 to 007, Fax : 080 28521161	<b>Sh. Shailendra Tyagi</b>	Sh. Manoj Kumar Singh	94490 78440
5	Bhubaneswar, DLF-POP	DLF Cyber City, Idco Info Park, Technology Corridor, Chandaka Industrial Estate, Patia, Bhubaneswar, Odisha 751024	<b>Sh. Manas Ranjan Panda</b>	Sh. Susil Sethy	9437066061
6	Darbhanga	Government ITI Darbhanga Ramnagar, Bahadurpur, Darbhanga, Bihar 846001	<b>Sh. Manas Ranjan Panda</b>	Sh. Rajeeva Kumar	9886507083
7	Dhanbad	In the Campus of BIT, Sindri, PO Dhanbad Jharkhand-828204	<b>Sh. Manas Ranjan Panda</b>	Sh. Siddharth Kumar Rai	9431103879
8	Deoghar	Plot No. NS15 Part, Jasidih industrial area, Jasidih Deoghar, Jharkhand-814142	<b>Sh. Manas Ranjan Panda</b>	Sh. Siddharth Kumar Rai	9431103879
9	Itanagar	Software Technology Parks of India, Bank Tinali, Itanagar - 791111	<b>Sh. Prabir Kumar Das</b>	Sh. Shibendu Debbarma	9436120846
10	Jeypore	Plot no 505, UMURI, Jeypore, Koraput, Odisha	<b>Sh. Manas Ranjan Panda</b>	Sh. Susil Sethy	9437066061
11	Kochi, PoP	STPI, Kinfra Hi-Tech Park,, HMT Colony P.O., Kalamassery, Kochi, Kerala 683503	<b>Sh. S. R. Subramaniam</b>	Sh. Mahesh M.	9446080992

12	Kohima	New DITC Building, Thizama Road, Below Civil Screateriate, Kohima	<b>Sh. Prabir Kumar Das</b>	Sh. Laimayum Motilal Sharma	8731860532
13	Mysuru, New STPI Building	STPI Building, Next to Infosys Mysuru campus, Hootagalli, Hebbal Industrial Area, Mysuru 570027	<b>Sh. Shailendra Tyagi</b>	Sh. Jayaprakash	9945957840
14	Patna, Bihta	National Institute of Electronics & Information Technology, Bihta Kanpa Rd, Amhara, Bihar 801103	<b>Sh. Manas Ranjan Panda</b>	Sh. Rajeeva Kumar	9886507083
15	Ranchi, Sahkarita Bhawan	Sahkarita Bhawan, Namkum, Ranchi, Jharkhand 834010	<b>Sh. Manas Ranjan Panda</b>	Sh. Siddharth Kumar Rai	9431103879
16	Sambalpur	Plot No. 1549, VSSUT, Burla Town, Unit-II, Sambulpur, Odisha	<b>Sh. Manas Ranjan Panda</b>	Sh. Susil Sethy	9437066061
17	Thiruvananthapura, City PoP	KV Tower, Marappalam, Pattom, Thiruvananthapuram, Kerala – 695 004	<b>Sh. S. R. Subramaniam</b>	Sh. Mahesh M.	9446080992



**SECTION-XV****INSTRUCTIONS TO BIDDER FOR ONLINE BID SUBMISSION**

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

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

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

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

Bidder shall remit the Tender Document Fee and Bid security/ EMD to STPI Bank Account online as specified in Section I of the tender and are required to attach scanned copy of EMD (DD/NEFT/RTGS) transaction details like UTR etc. while submitting the bids online.

The Tender Document Fee and Bid security transaction details (DD/NEFT/RTGS/UTR) should be posted/couriered/given in person to the Tender Inviting Authority, before the last date for submission of bids, failing which bids are liable for rejection. In case the Tender Document Fee and EMD/ Bid security is in the form of Demand Draft, the same should reach 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. Copy of the Tender Document Fee and EMD online transactions/ DD details shall also be sent through email to [stpibw@stpi.in](mailto:stpibw@stpi.in).

The Bids submitted without EMD will stand rejected. EMD will not be accepted in the form of cash /cheque.

**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/MtnlTrustline/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. In case of the offline payments the details of the Bid security to be submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected
15. 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.
16. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
17. 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.
18. 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.
19. 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.
20. 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
21. 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.
22. 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.
23. 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.
24. The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time (as per Server System Clock).

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

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

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

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