रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड

(भारत सरकार का उपक्रम, रेल मंत्रालय)

सूचीबद्ध व्यावसायिक सहयोगियों या **OEM** या **OEM** द्वारा अधिकृत भागीदार/वितरक में से भागीदार के चयन के लिए रुचि की अभिव्यक्ति

"आईएमसी में आईएलएल कनेक्टिविटी के लिए बैंडविड्थ सेवा प्रदाताओं का पैनल में शामिल होने के लिए व्यावसायिक साझेदार का चयन।"

ईओआई नंबर: रेलटेल/डब्ल्यूआर/बीपीएल/आईएमसी/2026-27/02 दिनांक: 09 अप्रैल 2026

प्लॉट नंबर 17, पहली मंजिल, रघुनाथ नगर, शाहपुरा पुलिस स्टेशन के पास,
भोपाल एमपी-462039

“रुचि की अभिव्यक्ति (ईओआई) सूचना”
रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड,
प्लॉट नंबर 17, प्रथम तल,
रघुनाथ नगर, (शाहपुरा पुलिस स्टेशन के पास)
भोपाल एमपी - 462039

ईओआई नंबर: रेलटेल/डब्ल्यूआर/बीपीएल/आईएमसी/2026-27/02 दिनांक: 09 अप्रैल 2026

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, (जिसे आगे "रेलटेल" कहा जाएगा “**आईएमसी में आईएलएल कनेक्टिविटी के लिए बैंडविड्थ सेवा प्रदाताओं का पैनल में शामिल होने के लिए व्यावसायिक साझेदार का चयन।”** के लिए रुचि की अभिव्यक्ति में भागीदारी हेतु दस्तावेज जारी कर रहा है।

जो की रेलटेल के सूचीबद्ध भागीदारों या ओईएम या ओईएम के अधिकृत भागीदार/वितरक के लिए वैध है।

विवरण निम्नानुसार है:

1	बोलीदाताओं द्वारा ईओआई के विरुद्ध बोली प्रतिक्रिया पैकेट प्रस्तुत करने की अंतिम तिथि	**11** अप्रैल 2026 को **10:00** बजे
2	ईओआई के बोली प्रतिक्रिया पैकेट का उद्घाटन	**11** अप्रैल 2026 को **10:30** बजे
3	कार्य के दायरे के लिए प्रस्तुत की जाने वाली प्रतियों की संख्या	(One)
4	ईएमडी राशि	Rs. 40000/- (रुपये चालीस हजार)
5	टेंडर फीस	Rs. 5000/- (रुपये पाँच हज़ार)

ईएमडी रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड के पक्ष में होनी चाहिए और मुंबई में ऑनलाइन बैंक ट्रांसफर के माध्यम से देय होगी। पार्टनर को प्रस्ताव के साथ ऑनलाइन भुगतान हस्तांतरण विवरण जैसे यूटीआर नंबर, तारीख और बैंक को साझा करना होगा।

रेलटेल बैंक विवरण:
यूनियन बैंक ऑफ इंडिया,
खाता संख्या - 317801010036605,
IFSC कोड - UBIN0531782,
शाखा का नाम – महालक्ष्मी मुंबई शाखा

योग्य व्यावसायिक सहयोगी/ओईएम/ओईएम के अधिकृत साझेदार या वितरक को ईओआई दस्तावेज के लिए इस आमंत्रण से संबंधित सभी संचार निम्नलिखित नामित संपर्क व्यक्तियों के माध्यम से निर्देशित करना आवश्यक है:

स्तर:1 **संपर्क: श्री आनन्द कुमार**
पद: संयुक्त महाप्रबंधक/विपणन
ईमेल: anandnkn@railtelindia.com,
संपर्क: +91-9004444107

स्तर:2 **संपर्क: श्री पवन कुमार भार्गव**
पद: ईडी/टीएम/भोपाल
ईमेल: pavan@railtelindia.com

Note:

1. Empaneled partners/OEMs/authorized partner or distributor of OEMs are required to submit soft copy (password protected PDF) of bid response packet (separate for Technical bid and Financial Bid) through an e-mail at **bpltooffice@railtelindia.com** duly signed by Authorized Signatories with Company seal and stamp. **The size of both the files should not exceed 20 Mb.**

2. **The OEMs need not be prior empaneled Business Associates, given their proven technical prowess. However,** The EOI response is invited from eligible **Empaneled Partners of RailTel only in case of participation by Business Associates.**

3. The password will be sought at the time of opening of the bid response packet.

4. All the documents must be submitted with proper indexing and page no.

5. This is an **exclusive arrangement with empaneled business associate/OEMs/ authorized partner or distributor of OEM of RailTel for fulfilling the end customer requirements.** Selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected through this EOI (before and after submission of bid to prospective organization by RailTel). This undertaking has to be given with this EOI Response.

1. Introduction about RailTel

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a **"Navratna"** company under Ministry of Railways, Government of India. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways.

RailTel has approximately 70000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High- Definition Video Conference facility bundled with required BW is provided as a Service.

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Executive Director and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, and Pune & Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.

RailTel's business service lines can be categorized into three heads namely B2G/B2B (Business to Government and Business to Business) and B2C (Business to customers):

Licenses & Service portfolio:
Presently, RailTel holds Infrastructure Provider -1, National Long-Distance Operator, International Long-Distance Operator and Internet Service Provider (Class-A) licenses under which the following services are being offered to various customers:

a) **Carrier Services**

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth& above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

b) **Enterprise Services**

- Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
- MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 2 Mbps& above
- Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2 Mbps to several Gbps

c) **DATA CENTER** Infrastructure as a service (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS): RailTel has MeitY empaneled two Tier-III data centres in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications / Hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centres. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth& above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

d) **High-Definition Video Conference:** RailTel has unique service model of providing high-definition video conference bundled with Video Conference equipment, bandwidth and FMS services to provide end to end seamless services on OPEX model connecting HQ with other critical offices. RailTel also offers application-based video conference solution for employees to be productive specially during this pandemic situation.

e) **Retail Services – Rail-Wire**

Rail-Wire: Triple Play Broadband Services for the Masses. RailTel has unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering &

maintaining broadband services and up-to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 4,00,000 subscribers on PAN Indian basis. RailTel can provide broadband service across– Government PSU or any organization's officers colonies and residences.

2. Scope of Work

The scope of work for the empanelled Bidder during the period of the contract includes commissioning, management, operations, and maintenance support of the Internet Leased Line (ILL) connectivity provided at various government premises or locations shared by IMC, located anywhere within the jurisdiction of Indore Municipal Corporation (IMC).
Initially, the ILL connectivity is required for administrative operations at the Integrated Command and Control Centre (ICCC). Subsequently, based on functional and operational requirements, the ILL connectivity shall be provisioned at multiple IMC offices, including zonal/field establishments, ward-level offices, and other operational locations. The bandwidth requirements shall vary across locations and shall include 10 Mbps, 20 Mbps, 50 Mbps, 100 Mbps, 200 Mbps, and 500 Mbps dedicated Internet Leased Line services with symmetric upload and download speeds, assured uptime, and strict compliance with defined Service Level Agreements (SLAs).
At present, IMC operates multiple offices that require dedicated ILL connectivity as part of its network infrastructure across the municipal area. During the tenure of the contract, additional offices, ward units, or field locations may be added or modified based on IMC's requirements.
The list of connected locations can be viewed or downloaded from the following URL: https://mptenders.gov.in The indicative list of connected locations, if provided through the relevant e-procurement portal or tender documents, shall be treated as indicative only and shall not be construed as final or exhaustive. IMC reserves the right to add, remove, relocate, or modify locations and bandwidth requirements at any time during the contract period, in accordance with its operational needs.

Additional requirement for connectivity may be provided during the period of contract and those will be provided by IMC based on requirements.

1. Administrative/Major Offices of IMC

Initially required for administrative operations at the Integrated Command and Control Centre (ICCC), and subsequently extendable to other IMC administrative offices if needed/as per requirement.
� Required Bandwidth Options (ILL): 500 Mbps, 200 Mbps, 100 Mbps, 50 Mbps.
� Estimated Number of Users: 300 .
� The ISP shall ensure scalable and dedicated bandwidth with guaranteed uptime and redundancy.

2. Zonal Offices / Field Offices

To be provisioned as and when required based on IMC's operational needs.

� Required Bandwidth Options (ILL): 10 Mbps, 20 Mbps, 50 Mbps, 100 Mbps
� Estimated Number of Users per Office: 15
� Each location must be provisioned with dedicated, symmetric bandwidth with minimum downtime and SLA compliance.

4.1 Scope of Installation and Commissioning

The detailed scope of work for managed and un-managed services for the bidder during the period of contract would include the following:

4.1.1. Scope of the Work

1. **In managed services, the empanelled Bidder shall be responsible for end-to-end Internet Leased Line (ILL) connectivity, including supply, installation, configuration, commissioning, operation, and maintenance of all required last-mile media, network equipment, and IP addresses (as required) for the entire duration of the contract.**
2. **The Bidder shall provide dedicated Internet Leased Line (ILL) connectivity as a managed service initially for the administrative operations at the Integrated Command and Control Centre (ICCC), and subsequently at various IMC offices and locations including Head Office, Zonal Offices, Ward Offices and other IMC locations, as per operational requirements, with committed symmetric bandwidth as specified in the respective work orders for the full contract period.**
3. **The Bidder shall establish a secure, dedicated, non-shared, non-contended ILL link initially at the ICCC and subsequently at other IMC offices and locations, as per operational requirements. The bandwidth provisioned shall be fully dedicated, symmetric, and guaranteed without oversubscription, meeting IMC′s SLA and performance requirements.**
4. **Internet Leased Line (ILL) connectivity shall include provisioning of required last-mile fiber only, commissioning of active & passive components, ongoing monitoring, preventive and corrective maintenance, link performance reporting, and adherence to uptime SLAs for the entire contract duration.**
5. **Additional ILL connectivity requirements may be communicated by IMC during the contract period after initial provisioning at ICCC. The Bidder shall provision such links at other IMC offices and locations based on IMC′s operational needs and comply with all technical and SLA requirements applicable to existing links.**
6. **All customer-premises equipment (CPE), routers, switches, SFPs, media converters, fiber termination equipment, and any other hardware required for provisioning the ILL service shall be supplied, installed, and comprehensively maintained by the Bidder for the entire active duration of the link, without any additional charges to IMC. No separate hardware cost, rental, AMC, or maintenance charges shall be payable by IMC under any circumstances.**
7. **In consultation with the designated IMC nodal officer at each location, the Bidder shall ensure proper positioning and electrical earthing of all customer-premises equipment. Where proper earthing is not available, IMC/User Department will arrange it based on the Bidder′s written request. Existing earthing may be used with IMC′s permission.**
8. **For all managed ILL links, the Bidder shall deploy appropriate electrical protection devices (such as surge protectors, ELCBs, and other electrical safety measures) to safeguard Bidder-supplied equipment against power disturbances.**
9. **Existing IMC towers or masts, if available and technically suitable, may be used for provisioning ILL links with prior written approval from IMC. Any new infrastructure (e.g. poles, brackets) installed by the Bidder on IMC premises shall not be used for commercial purposes without prior written approval of IMC IT Department and compliance with applicable regulatory permissions.**
10. **If the Bidder requests to use IMC premises or infrastructure for extending its own telecom network coverage, such use shall be subject to separate approval from IMC and any additional regulatory permissions and compliance requirements as mandated by the DoT.**
11. **For ILL connectivity through OFC, the Bidder shall design appropriate cable routes, duct placement, and building entry paths subject to prior approval by IMC.**
12. **During installation, shifting, or de-installation of any cabling or equipment, the Bidder shall ensure that no damage is caused to Government/IMC property. In case of any damage, the Bidder shall restore the site to its original condition at its own cost to the satisfaction of IMC. Any trenches, cuttings, or civil work must be restored immediately after laying conduits/cables, at no extra cost to IMC.**

13. **The Bidder shall enable auto-ticketing functionality within its Network Management System (NMS) and provide IMC access to view link status, performance metrics, downtime history, and real-time alerts. Wherever feasible, NMS integration with IMC's systems shall be provided to automate incident generation, escalation, and monitoring.**
14. **In cases where auto-ticketing or NMS integration is not available, IMC/end users may log complaints through the Bidder's centralized helpdesk. SLA timelines shall be calculated from the time of complaint registration.**
15. **The Bidder shall provide complete redundancy for critical IMC locations, including the ICCC and any other locations identified by IMC as critical, through two physically diverse OFC paths, ensuring no shared ducts, trenches, poles, chambers, or fiber segments, thereby eliminating any single point of failure.**
16. **Both primary and secondary OFC paths at ICCC and other IMC-designated critical locations shall support automatic failover (Active–Active or Active–Passive), ensuring uninterrupted connectivity during outages. The Bidder shall maintain all redundancy components throughout the contract period.**
17. **A ring-based or dual-path redundant architecture shall be implemented at ICCC and other critical IMC locations as identified by IMC, with seamless failover ensuring zero service disruption for critical IMC operations.**
18. **The Bidder shall continuously monitor both OFC paths at ICCC and other designated critical locations and conduct periodic failover tests to validate redundancy performance and SLA compliance.**
19. **All redundancy-related performance data, including failover logs, downtime events, and restoration metrics, shall be shared with IMC on a monthly basis.**
20. **20. Any degradation identified during redundancy or failover testing must be rectified by the Bidder within defined SLA timelines, failing which penalties shall apply.**
21. **All equipment supplied, installed, or commissioned by the Bidder shall remain the Bidder's property, with no rental or additional charges payable by IMC. The Bidder may remove such equipment upon contract expiry without causing damage or operational disruption.**
22. **IMC may add or remove locations at any time, including expansion beyond initial ICCC deployment to other IMC offices. The Bidder shall provision or decommission links accordingly. Billing shall be prorated based on actual service duration, with all SLAs and contractual terms applying to the updated set of IMC offices.**
23. **The Bidder shall support bandwidth bursting above the committed bandwidth on a best-effort basis during peak utilization, allowing IMC to temporarily use higher throughput without service degradation, subject to ISP backbone capacity.**
24. **Burstable bandwidth usage shall not impact SLA parameters, and the Bidder shall ensure stable performance, accurate monitoring, and transparent reporting of burst usage whenever such capability is enabled for IMC locations.**
25. **The Bidder shall ensure high-quality service performance by maintaining committed throughput, low latency, minimal jitter, and packet loss within defined SLA limits, without applying any throttling, compression, or traffic shaping on IMC traffic.**
26. **All QoS metrics must be continuously monitored and reported, with measurable, auditable performance data shared with IMC to validate SLA compliance and ensure reliable operation of real-time and mission-critical applications.**

    The Bidder shall provide and securely manage static public IP addresses for IMC's applications, data centers, cloud integrations, and network services, including a minimum /29 IPv4 pool with IPv6 support, proper documentation (subnets, gateways, DNS, routing), and full compliance with DoT/ISP guidelines for logging, retention, and lawful interception.
27. **The Bidder shall ensure flexibility and reliability in IP management, enabling authentication and isolation of IMC traffic, supporting future expansion of IP pools, and implementing modifications or upgrades without service disruption or configuration downtime.**
28. **Penalties shall be applied when monthly uptime falls below the committed SLA (99.5% or 99.9% for critical locations), calculated as a percentage deduction from the monthly recurring charges based on defined penalty slabs.**

29. **Delays in resolving service outages beyond the approved SLA timelines (response and restoration time) shall attract per-hour or per-incident penalties, with higher penalties for repeated failures or prolonged downtime.**
30. **Repeated non-compliance such as recurring downtime, failure to meet latency/jitter benchmarks, or submission of incomplete SLA reports may lead to enhanced penalties, suspension of billing for affected links, or termination of the contract as per IMC′s discretion.**

Special Note: RailTel may retain some portion of the work mentioned in the end organization RFP, where RailTel has competence so that overall proposal becomes most winnable proposal. Scope of Work and payment terms shall be on a back-to-back basis as per the end customer RFP.

3. Response to EOI guidelines

3.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English in password protected PDF file through an email (size of email should not exceed 20Mb) to bpltooffice@railtelindia.com.

3.2 RailTel's Right to Accept/Reject responses

RailTel reserves the right to accept or reject any response and annul the bidding process or even reject all responses at any time prior to selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate/OEM/authorized partner or distributor of OEM or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

3.3 EOI response Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Submission of bids, not substantially responsive to the bidding document in every aspect will be at the bidder's risk and may result in rejection of its bid without any further reference to the bidder.

All pages of the documents shall be signed by the bidder including the closing page in token of his having studies the EOI document and should be submitted along with the bid.

3.4 Period of Validity of bids and Bid Currency

Bids shall remain valid for 180 days from the date of submission.

3.5 Bidding Process

The bidding process as defined in para 9.

3.6 Bid Earnest Money (EMD)

3.6.1 The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favor of "RailTel Corporation of India Limited" along with the offer.

3.6.2 Offers not accompanied with valid EOI Earnest Money Deposit and Tender Fee shall be summarily rejected.

3.6.3 EMD and Tender Fees will be deposited in the form of Online Bank Transfer.

3.6.4 The validity of such EMD shall be maintained till the finalization of end Customer RFP/Tender i.e. award of order and till submission of Performance Guarantee of requisite value required by end customer on back-to-back basis.

3.6.5 **Return of EMD for unsuccessful Business Associates:** Final EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process (i.e. after pre-bid agreement is signed with the selected partner)

3.6.6 **Return of EMD for successful Business Associate:** Final Earnest Money Deposit if applicable of the successful bidder will be discharged / returned as promptly as possible after the receipt of RailTel's EMD/BG from the Customer and or on receipt of Security Deposit Performance Bank Guarantee as applicable (clause no. 4.7) from Business Associate whichever is later.

3.6.6.1 The EOI EMD may be forfeited and or penal action shall be initiated if a Business Associate withdraws his offer or modifies the terms and conditions of the offer during validity period.

3.7 Security Deposit / Performance Bank Guarantee (PBG)

3.7.1 In case the bid is successful, the PBG of requisite amount proportionate to the agreed scope of the work will have to be submitted to RailTel. (Fully Back-to-Back).

3.7.2 For PBG compliance, please refer Page no 41 & Clause no 10.2 (will be applicable).

3.8 Last date & time for Submission of EOI response

EOI response must be submitted to RailTel at the email address specified in the preamble not later than the specified date and time mentioned in the preamble.

3.9 Modification and/or Withdrawal of EOI response

EOI response once submitted will treated, as final and no modification will be permitted except with the consent of the RailTel. No Business Associate shall be allowed to withdraw the response after the last date and time for submission.

The successful Business Associate will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful business associate, the Earnest Money Deposit shall be forfeited, and all interests/claims of such Business Associate shall be deemed as foreclosed.

3. 10 Clarification of EOI Response

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the Business Associate for clarification. The response should be in writing and no change in the price or substance of the EOI response shall be sought, offered or permitted.

3. 11 Period of Association/Validity of Agreement

RailTel will enter into agreement with selected bidder with detailed Terms and conditions.

4. Pre-Qualification Criteria for Bidding Business Partner of RailTel

S No.	Particulars	Criteria for Tender Package
1	The Bidder shall be an established Information Technology company registered under the Companies Act, 1956/2013, or an LLP, or a Partnership Firm registered under applicable laws, or an individual entity, and must be in operation for at least five (5) years as on 31.03.2025. The Bidder must also have its registered office in India.	Valid documentary proof of • Valid Empanelment letter issued by RailTel • Certificate of Incorporation • GST Registration • PAN Card
2	The Bids shall be submitted by only the Bidder; no consortium is allowed.	• Declaration to be submitted by authorized Signatory.
3	The Bidder shall have a positive net worth in each of the last three financial years (2022-23, 2023-24 and 2024-25) and an average annual turnover of at least ₹50 Lac, as certified by a Chartered Accountant.	• Profit & Loss Account Statement of audited balance sheet along with CA certificate as per Annexure.
4	The bidder should have Operational Centralized Help Desk (24 x 7 support).	• Detailed write-up along with the self-declaration on bidders' letterhead to be submitted.
5	Bidder should not have been blacklisted by any State or Central Government as on the bid submission date.	• Self-Declaration (Annexure 3) to be enclosed along with the bid.
6	Certificate by authorized signatory confirming acceptance of all tender terms and conditions.	• Declaration as per Section 11– format 4
7	Authorization of signatory for the purpose of this tender.	• Power of Attorney
8	Bidder should have experience of executing similar work.	• Similar means fiber Laying and maintenance to delivered IT/ITES services (PO & Completions).

S No.	Particulars	Criteria for Tender Package (Mandatory Compliance & Document Submission)
B)	**Annexures**	
1	**Annexure 1**	**Covering Letter:** Self-certification duly signed by authorized signatory on company letter head.
2	**Annexure 2**	The Bidder should agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted.
		Self-certification duly signed by authorized signatory on company letter head.
3	**Annexure 3**	An undertaking signed by the Authorized Signatory of the company to be provided on letter head. The Bidder should not have been blacklisted / debarred by any Governmental / Non-Governmental Organization in India as on bid submission date.
4	**Annexure-4**	Format for Affidavit to be uploaded by BA along with the tender documents.
5	**Annexure-5**	Non-disclosure agreement with RailTel.
6	**Annexure-6**	BOQ of the RFP document. Price Bid Format to be submitted in separate password protected pdf.
7	**Annexure-7**	Power of Attorney **or** Board Resolution in favor of one of its employees who will sign the Bid Documents.
8	**Additional Documents to be Submitted**	Technical Proposal with overview of the project with strength of the Partner. (Refer to Annexure -6).

5. Bidder’s Profile

The bidder shall provide the information in the below table:

S. No.	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and email Address	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	GST Registration number	

6. Evaluation Criteria

6.1 The Business Associates are first evaluated on the basis of the Pre-Qualification Criteria as per clause 5 above.

6.2 The Business Associate who meets all the Pre-qualification criteria, their price bid will be evaluated. The Lowest (L1) price bidder will be selected and entered into agreement with for delivery of the work on back-to-back basis for the agreed scope of work.

6.3 RailTel reserves the right to further re-negotiate the prices with eligible L1 bidder. Selected bidder must ensure the best commercial offer to RailTel to offer the most winnable cost to customer.

6.4 RailTel also reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final. RailTel may at its discretion assign lead factor to the Business associate as per RailTel policy for shortlisting partner against this EOI. RailTel also reserves the right to negotiate the price with the selected bidder.

6.5 All General requirement mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable.

7. Payment terms

7.1 RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.

7.2 All payments by RailTel to the Partner will be made after the receipt of payment by RailTel from end Customer organization.

8. SLA

The selected bidder will be required to adhere to the SLA matrix if/as defined by the end Customer. SLA breach penalty will be applicable proportionately on the selected bidder, as specified by the end Customer. The SLA scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified by the customer. All associated clarifications, responses to queries, revisions, addendum and corrigendum, associated Prime Services Agreement (PSA)/ MSA/ SLA also included. Any deduction by Customer from RailTel payments on account of SLA breach which is attributable to Partner will be passed on to the Partner proportionately based on its scope of work.

9. Other Terms and Conditions

Any other terms and conditions in relation to SLA, Payments, PBG etc. will be as per the PO/agreement/Work Order/RFP of the end customer.

Note: Depending on RailTel's business strategy RailTel may choose to work with Partner who is most likely to support in submitting a winning bid.

Annexure 1: Format for COVERING LETTER

COVERING LETTER (To be on company letter head)

EoI Reference No: Date:

To,

Executive Director,
RailTel Corporation of India Ltd.
Plot No. 17, First Floor,
Raghunath Nagar,
Near Shahpura Thana,
Bhopal, M.P. - 462039

Dear Sir,
SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the ref. no. _____________ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document.

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for EoI document.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for EoI document, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our EoI is liable to be rejected.

We hereby Submit EMD amount of Rs._________ issued vide__________________ from Bank ______________________________.

Authorized Signatory

Name

Designation

Annexure 2: Format for Self-Certificate & Undertaking

Self-Certificate (To be on company letter head)

EoI Reference No: Date:

To,

Executive Director,
RailTel Corporation of India Ltd.
Plot No. 17, First Floor,
Raghunath Nagar,
Near Shahpura Thana,
Bhopal, M.P. - 462039

Dear Sir,

Sub: Self Certificate for Tender, Technical & other compliances

1) Having examined the technical specifications mentioned in this EOI & end customer tender, we hereby confirm that we meet all specification.

2) We agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted (except pricing, termination & risk purchase rights of the RailTel). We understand and agree that RailTel shall release the payment to selected BA after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected BA fails to execute assigned portion of work, then the same shall be executed by RailTel through third party or departmentally at the risk and cost of selected BA.

3) We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.

4) We hereby agree to comply with all OEM technical & Financial documentation including MAF, Technical certificates/others as per end-to-end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.

5) We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as

required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.

6) We understand and agree that RailTel is intending to select a BA who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain scope of work where RailTel has competence.

7) We hereby agree to submit that in case of being selected by RailTel as BA for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that is required and desired by end Customer well before the bid submission date by end customer and as and when required.

8) We hereby undertake to sign Pre-Bid Agreement and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 100/- in the prescribed Format.

Authorized Signatory Name & Designation

Annexure 3: Undertaking for not Being Blacklisted/Debarred

<On Company Letter Head>

To,

Executive Director,
RailTel Corporation of India Ltd.
Plot No. 17, First Floor,
Raghunath Nagar,
Near Shahpura Thana,
Bhopal, M.P. - 462039

Subject: Undertaking for not Being Blacklisted/Debarred

We, Company Name , having its registered office at address hereby declares that that the Company has not been blacklisted/debarred by any Governmental / Non- Governmental organization in India for past 3 Years as on bid submission date.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

Annexure 4: Format of Affidavit

FORMAT FOR AFFIDAVIT TO BE UPLOADED BY BA ALONGWITH THE EOI DOCUMENTS

(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs. 100/-. The paper has to be in the name of the BA) **

I…………………………. (Name and designation) ** appointed as the attorney/authorized signatory of the BA (including its constituents),

M/s_(hereinafter called the BA) for the purpose of the EOI documents for the work of as per the EOI No.

_of (RailTel Corporation of India Ltd.), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

1. I/we the BA (s), am/are signing this document after carefully reading the contents.

2. I/we the BA(s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.

3. I/we hereby declare that I/we have downloaded the EOI documents from RailTel website www.railtelindia.com. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the EOI document. In case of any discrepancy noticed at any stage i.e. evaluation of EOI, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.

4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.

5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.

6. I/we declare that the information and documents submitted along with the EOI by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.

7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of EOI, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the BA) **_and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.

8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

DEPONENT SEAL AND SIGNATURE
OF THE BA

VERIFICATION

I/We above named EOI do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT SEAL AND SIGNATURE
OF THE BA

Place:
Dated:

**The contents in Italics are only for guidance purpose. Details as appropriate, are to be filled in suitably by BA. Attestation before Magistrate/Notary Public.

Annexure-5: Non-Disclosure Agreement (NDA) Format

NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (this "***Agreement***") is made and entered into on this day of , 2024 (the "***Effective Date***") at_. By and between

RailTel Corporation of India Limited, **(CIN: L64202DL2000GOI107905),** a Public Sector Undertaking under Ministry of Railways, Govt. of India, having its registered and corporate office at Plate-A, 6th Floor, Office Block, Tower -2, East Kidwai Nagar, New Delhi-110023, (hereinafter referred to as **'RailTel')**, which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of the ONE PART,

And

) (CIN:), a company duly incorporated under the provisions of Companies Act,_having its registered office at

, (hereinafter referred to as **''),** which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of OTHER PART

RailTel and shall be individually referred to as "Party" and jointly as "Parties"

WHEREAS, RailTel and , each possesses confidential and proprietary information related to its business activities, including, but not limited to, that information designated as confidential or proprietary under Section 2 of this Agreement, as well as technical and non-technical information, patents, copyrights, trade secrets, know-how, financial data, design details and specifications, engineering, business and marketing strategies and plans, forecasts or plans, pricing strategies, formulas, procurement requirements, vendor and customer lists, inventions, techniques, sketches, drawings, models, processes, apparatus, equipment, algorithms, software programs, software source documents, product designs and the like, and third party confidential information (collectively, the "***Information***");

WHEREAS, the Parties have initiated discussions regarding a possible business relationship for . WHEREAS, each Party accordingly desires to disclose certain Information (each Party, in such disclosing capacity, the "***Disclosing Party***") to the other Party (each Party, in such receiving capacity, the "***Receiving Party***") subject to the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the receipt of certain Information, and the mutual promises made in this Agreement, the Parties, intending to be legally bound, hereby agree as follows:

Permitted Use.

Receiving Party shall:

hold all Information received from Disclosing Party in confidence; use such Information for the purpose of evaluating the possibility of entering into a commercial arrangement between the Parties concerning such Information; and restrict disclosure of such Information to those of Receiving Party's officers, directors, employees, affiliates, advisors, agents and consultants (collectively, the "***Representatives***") who the Receiving Party, in its reasonable discretion, deems need to know such Information, and are bound by the terms and conditions of (1) this Agreement, or (2) an agreement with terms and conditions substantially similar to those set forth in this Agreement.

The restrictions on Receiving Party's use and disclosure of Information as set forth above shall not apply to any Information that Receiving Party can demonstrate: is wholly and independently developed by Receiving Party without the use of Information of Disclosing Party; at the time of disclosure to Receiving Party, was either (A) in the public domain, or (B) known to Receiving Party; is approved for release by written authorization of Disclosing Party; or is disclosed in response to a valid order of a court or other governmental body in the India or any political subdivision thereof, but only to the extent of, and for the purposes set forth in, such order; provided, however, that Receiving Party shall first and immediately notify Disclosing Party in writing of the order and permit Disclosing Party to seek an appropriate protective order.
(c) Both parties further agree to exercise the same degree of care that it exercises to protect its own Confidential Information of a like nature from unauthorized disclosure, but in no event shall a less than reasonable degree of care be exercised by either party.

Designation.
Information shall be deemed confidential and proprietary and subject to the restrictions of this Agreement if, when provided in:
written or other tangible form, such Information is clearly marked as proprietary or confidential when disclosed to Receiving Party; or oral or other intangible form, such Information is identified as confidential or proprietary at the time of disclosure.
Cooperation. Receiving Party will immediately give notice to Disclosing Party of any unauthorized use or disclosure of the Information of Disclosing Party.
Ownership of Information. All Information remains the property of Disclosing Party and no license or other rights to such Information is granted or implied hereby. Notwithstanding the foregoing, Disclosing Party understands that Receiving Party may currently or in the future be developing information internally, or receiving information from other parties that may be similar to Information of the Disclosing Party. Notwithstanding anything to the contrary, nothing in this Agreement will be construed as a representation or inference that Receiving Party will not develop products, or have products developed for it, that, without violation of this Agreement, compete with the products or systems contemplated by Disclosing Party's Information.
No Obligation. Neither this Agreement nor the disclosure or receipt of Information hereunder shall be construed as creating any obligation of a Party to furnish Information to the other Party or to enter into any agreement, venture or relationship with the other Party.
Return or Destruction of Information.
All Information shall remain the sole property of Disclosing Party and all materials containing any such Information (including all copies made by Receiving Party) and its Representatives shall be returned or destroyed by Receiving Party immediately upon the earlier of:
termination of this Agreement; expiration of this Agreement; or
Receiving Party's determination that it no longer has a need for such Information.
Upon request of Disclosing Party, Receiving Party shall certify in writing that all Information received by Receiving Party (including all copies thereof) and all materials containing such Information (including all copies thereof) have been destroyed.
Injunctive Relief: Without prejudice to any other rights or remedies that a party may have, each party acknowledges and agrees that damages alone may not be an adequate remedy for any breach of this Agreement, and that a party shall be entitled to seek the remedies of injunction, specific performance and/or any other equitable relief for any threatened or actual breach of this Agreement

Notice.

Any notice required or permitted by this Agreement shall be in writing and shall be delivered as follows, with notice deemed given as indicated:

by personal delivery, when delivered personally; by overnight courier, upon written verification of receipt; or by certified or registered mail with return receipt requested, upon verification of receipt.

Notice shall be sent to the following addresses or such other address as either Party specifies in writing.

RailTel Corporation of India limited:

Attn: Address:_
Phone:
Email.:

Attn: Address:
Phone:
Email:

<u>Term, Termination and Survivability</u>.

Unless terminated earlier in accordance with the provisions of this agreement, this Agreement shall be in full force and effect for a period of years from the effective date hereof.

Each party reserves the right in its sole and absolute discretion to terminate this Agreement by giving the other party not less than 30 days' written notice of such termination.
Notwithstanding the foregoing clause 9(a) and 9 (b), Receiving Party agrees that its obligations, shall:
In respect to Information provided to it during the Term of this agreement, shall survive and continue even after the expiry of the term or termination of this agreement; and
not apply to any materials or information disclosed to it thereafter.

<u>Governing Law and Jurisdiction</u>. This Agreement shall be governed in all respects solely and exclusively by the laws of India without regard to its conflicts of law principles. The Parties hereto expressly consent and submit themselves to the jurisdiction of the courts of New Delhi.

<u>Counterparts</u>. This agreement is executed in duplicate, each of which shall be deemed to be the original and both when taken together shall be deemed to form a single agreement

<u>No Definitive Transaction</u>. The Parties hereto understand and agree that no contract or agreement with respect to any aspect of a potential transaction between the Parties shall be deemed to exist unless and until a definitive written agreement providing for such aspect of the transaction has been executed by a duly authorized representative of each Party and duly delivered to the other Party (a "***<u>Final Agreement</u>***"), and the Parties hereby waive, in advance, any claims in connection with a possible transaction unless and until the Parties have entered into a Final Agreement.

Settlement of Disputes:

The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this agreement, and such negotiation or consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.

In the event of any dispute, difference, conflict or question arising between the parties hereto, relating to or concerning or arising out of or in connection with this agreement, is not settled through good faith negotiation or consultation, the same shall be referred to arbitration by a sole arbitrator.

The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the parties.

CONFIDENTIALITY OF NEGOTIATIONS

Without the Disclosing Party’s prior written consent, the Receiving Party shall not disclose to any Person who is not a Representative of the Receiving Party the fact that Confidential Information has been made available to the Receiving Party or that it has inspected any portion of the Confidential Information or that discussions between the Parties may be taking place.

REPRESENTATION
The Receiving Party acknowledges that the Disclosing Party makes no representation or warranty as to the accuracy or completeness of any of the Confidential Information furnished by or on its behalf. Nothing in this clause operates to limit or exclude any liability for fraudulent misrepresentation.

ASSIGNMENT
Neither this Agreement nor any of the rights, interests or obligations under this Agreement shall be assigned, in whole or in part, by operation of law or otherwise by any of the Parties without the prior written consent of each of the other Parties. Any purported assignment without such consent shall be void. Subject to the preceding sentences, this Agreement will be binding upon, inure to the benefit of, and be enforceable by, the Parties and their respective successors and assigns. its Affiliates to advise their Representatives, contractors, subcontractors and licensees, of the obligations of confidentiality and non-use under this Agreement, and shall be responsible for ensuring compliance by its and its Affiliates' Representatives, contractors, subcontractors and licensees with such obligations. In addition, each Party shall require all persons and entities who are not employees of a Party and who are provided access to the Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions no less stringent than those set forth in this Agreement. Each Party shall promptly notify the other Party in writing upon learning of any unauthorized disclosure or use of the Confidential Information by such persons or entities.

NO LICENSE
Nothing in this Agreement is intended to grant any rights to under any patent, copyright, or other intellectual property right of the Disclosing Party, nor will this Agreement grant the Receiving Party any rights in or to the Confidential Information of the Disclosing Party, except as expressly set forth in this Agreement.

RELATIONSHIP BETWEEN PARTIES:

Nothing in this Agreement or in any matter or any arrangement contemplated by it is intended to constitute a partnership, association, joint venture, fiduciary relationship or other cooperative entity between the parties for any purpose whatsoever. Neither party has any power or authority to bind the other party or impose any obligations on it and neither party shall purport to do so or hold itself out as capable of doing so.

20: **UNPULISHED PRICE SENSITIVE INFORMATION (UPSI)**

_agrees and acknowledges that , its Partners, employees, representatives etc., by virtue of being associated with RailTel and being in frequent communication with RailTel and its employees, shall be deemed to be "Connected Persons" within the meaning of SEBI (Prohibition of Insider Trading) Regulations, 2015 and shall be bound by the said regulations while dealing with any confidential and/ or price sensitive information of RailTel. shall always and at all times comply with the obligations and restrictions contained in the said regulations. In terms of the said regulations, shall abide by the restriction on communication, providing or allowing access to any Unpublished Price Sensitive Information (UPSI) relating to RailTel as well as restriction on trading of its stock while holding such Unpublished Price Sensitive Information relating to RailTel

MISCELLANEOUS. This Agreement constitutes the entire understanding among the Parties as to the Information and supersedes all prior discussions between them relating thereto. No amendment or modification of this Agreement shall be valid or binding on the Parties unless made in writing and signed on behalf of each Party by its authorized representative. The failure or delay of any Party to enforce at any time any provision of this Agreement shall not constitute a waiver of such Party's right thereafter to enforce each and every provision of this Agreement. In the event that any of the terms, conditions or provisions of this Agreement are held to be illegal, unenforceable or invalid by any court of competent jurisdiction, the remaining terms, conditions or provisions hereof shall remain in full force and effect. The rights, remedies and obligations set forth herein are in addition to, and not in substitution of, any rights, remedies or obligations which may be granted or imposed under law or in equity.
IN WITNESS WHEREOF, the Parties have executed this Agreement on the date set forth above.

_: RailTel Corporation of India Limited:

By By Name: Name:
Title: Title:

Witnesses

Annexure-6

Tender - "Empanelment of Bandwidth Service Providers for ILL Connectivity at IMC."

यह, “रुचि की अभिव्यक्ति” दस्तावेज सूचीबद्ध व्यावसायिक सहयोगियों या OEM या OEM के अधिकृत भागीदार/वितरक में से भागीदार के चयन के लिए लिए “**आईएमसी में आईएलएल कनेक्टिविटी के लिए बैंडविड्थ सेवा प्रदाताओं का पैनल में शामिल होने के लिए व्यावसायिक साझेदार का चयन।**”

इसके बाद अंतिम ग्राहक से आने वाले सभी सूचना/संवाद/नियम चयनित भागीदार पर भी लागू होंगे।

कृपया सम्पूर्ण दस्तावेज को ध्यानपूर्वक पड़े एवं जिम्मेदारी पूर्ण तरीके से प्रस्ताव जमा करे।

भवदीय,

(आनन्द कुमार)
संयुक्त महाप्रबंधक/विपणन/रेलटेल

INDORE MUNICIPAL CORPORATION

REQUEST FOR PROPOSAL (RFP)

Tender for the Empanelment of Bandwidth Service Providers for Internet Leased Line (ILL) Connectivity at IMC

No: IMC/IT/2026-27/006 dated 21-Jan-2026

Issued by IMC

INDORE MUNICIPAL CORPORATION

Indore – 452007, Madhya Pradesh

NIT No. IMC/IT/2026-27/005 Dated: 27/03/2026

Tender Notice

Online Bid are invited for the selection of Empanelment of Bandwidth Service Providers for ILL Connectivity at IMC Tender forms may be purchased online https://mptenders.gov.in by the bidders, having relevant experience.

S.No.	Name of Work	Probable Amount of Contract (Rs.)	Cost of Tender form (Rs.)	Earnest Money Deposit (Rs.)
1	Tender for the Empanelment of Bandwidth Service Providers for ILL Connectivity at IMC.	20,00,000.00	5,000.00	40,000.00

Important Dates for Tender processing are as under: -

Bid Publishing Date:	27-03-2026
Document download / Sales Start Date	27-03-2026
Last date of Bid Submission:	11-04-2026 05:30 PM
Bid Opening Date:	13-04-2026 11:00 AM

- The Earnest Money Deposit (EMD) must be submitted online only. Any changes or updates related to the tender will be published exclusively on https://mptenders.gov.in
- Amendment to NIT, if any would be published on website only.
- If any of the dates specified in the Bid Data Sheet falls on a Government holiday, the next working day shall automatically be considered as the applicable date. For any clarifications, bidders may contact IMC at: systemadmin-imc@mp.gov.in

Deputy Commissioner

Department of Science & Technology

Indore Municipal Corporation

Glossary of Terms

Abbreviation	Description
IMC	Indore Municipal Corporation
ILL	Internet Leased Line
BG/PBG	Bank Guarantee/Performance Bank Guarantee
EMD	Earnest Money Deposit
SLA	Service level agreement
RFP	Request for Proposal
QoS	Quality of Service
NIT	Notice Inviting Tender
DoT	Department of Telecommunications
GoI	Government of India
POP	Point of Presence
DSC	Digital Signature Certificate

Section-1

1. Introduction and Background

Indore Municipal Corporation has embarked upon various ambitious projects of e-Governance to provide convenient services to the citizens of Indore. It has started implementation of various IT projects like Integrated Software for IMC, Integrated Command and Control Centre (ICCC), Help Desk Systems, Online Payments, Web Portal, Computerized Tax Collection Counters, etc.

In order to enhance the performance and data security of computerized and transactional services provided by IMC to its various stakeholders (Citizens, Senior Citizens, Employees and the Corporation), Indore Municipal Corporation is in the process of upgrading and expanding its computing and network infrastructure. Initially, enhanced bandwidth and network services are required for the administrative setup at the ICCC, and subsequently, based on operational requirements, the same shall be extended to various IMC offices, including Head Office, Zonal Offices, Ward Offices, Citizen Service Centres, City field offices and Project Offices. This will enhance both performance and security of computerized transactions carried out through online systems (software, websites, PoS, mobile applications, tablets, etc.).

Accordingly, Indore Municipal Corporation hereby invites tenders from authorized, competent and qualified bidders for empanelment of Internet bandwidth services, initially for administrative requirements at ICCC, and as and when required, for deployment at various IMC offices such as Head Office, Zonal Offices, Ward Offices and other IMC locations, along with operations and maintenance for a period of three (03) years. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. This section provides general information about the Issuer, important dates and addresses, and the overall eligibility criteria for the bidders.

Section-2

2. Invitation to Bid

The invitation to Bid is for "Empanelment of Bandwidth Service Providers for Internet Leased Line (ILL) Connectivity at IMC" that are being procured through this tender for a period of three year and it might be extended with mutual terms and conditions. Extension of contract would be the sole discretion of authorities.

The Bidders are advised to study the tender document carefully. Submission of Bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. This section provides general information about the Issuer (IMC), important dates and addresses and the overall eligibility criteria for the Bidders.

2.1 Issuer

Indore Municipal Corporation, refers as (IMC), invites proposals for "Empanelment of Bandwidth Service Providers for Internet Leased Line (ILL) Connectivity at IMC '' as per the scope of the Bid.

2.2 Issuer and Address for Bid Submission & Correspondence

Department of Information Technology

Indore Municipal Corporation

Indore -452007,

Madhya Pradesh.

E-Mail: systemadmin-imc@mp.gov.in , +91 74404 49858

2.3 About The RFP Document

The Request for Proposal (RFP) document for "Empanelment of Bandwidth Service Providers for Internet Leased Line (ILL) Connectivity at IMC "consists of different sections:

Section	Description
Section 1	Introduction and Background
Section 2	Invitation to Bid
Section 3	Eligibility Criteria
Section 4	Scope of Work
Section 5	Implementation Timelines
Section 6	Service Level Agreement
Section 7	Instructions to the Bidders
Section 8	Preparation and Submission of Proposal
Section 9	Qualification Criteria and Bid Evaluation Methodology
Section 10	Terms and Conditions Governing the Contract

Section	Description
Section 11	Format for Response to Tender
Section 12	Annexure

Note: This Tender Document is non-transferable.

2.3.1. Rate Contract Nature of This Tender

This tender is issued as a **Rate Contract (RC) for Empanelment of Bandwidth Service Providers** for ILL connectivity. Under this Rate Contract:

- **No Minimum Order Commitment**
  IMC does not guarantee any minimum quantity of links or minimum financial commitment to any bidder.
- **Orders Will Be Placed as Per Requirement**
  The actual number of links, bandwidth requirement, media type, and locations shall vary based on IMC's operational needs. Work orders shall be issued **as and when required**, during the validity of the Rate Contract.
- **Validity of Rates**
  All rates quoted by the bidders shall remain firm, fixed, and unchanged for the entire contract period of three (3) years. No price revision or escalation shall be permitted under any circumstances.
- **Multiple Empanelment**
  IMC may empanel up to **four (4) bidders per bandwidth slab** (L1, L2, L3, L4) who agree to match the approved L1 rates.
- **Work Distribution Will Not Be Equal**
  Work allocation shall be done as per the methodology defined in Section 9 and shall be subject to feasibility checks, link availability, and IMC's decision.
- **Issue of LOI/WO at L1 Rate**
  All work orders will be issued at **L1 discovered and accepted rate**, irrespective of the bidder (L1/L2/L3/L4).

2.4 Procurement of RFP Document

The tender document can be downloaded from https://mptenders.gov.in/ and bidders should submit their bids through this https://mptenders.gov.in/.

Bidders should remit tender fee of ₹ 5,000/- (Rupees Five Thousand only) (Non-refundable) towards tender documents fees and Earnest Money Deposit (EMD) of ₹ 40,000/- (Rupees Forty thousand only) at the time of online bid submission. The Bid will not be considered in the absence of payment of the tender fee and EMD.

Bidders are requested to follow the instructions regarding e-tendering given in the download section of https://mptenders.gov.in/ for understanding the procedures for online bid submission and payment.

2.5 Pre-bid Query

The prospective Bidders shall submit their questions in writing, no later than the date and time indicated under section 2.4 above. It may incorporate any changes in the tender based on acceptable suggestions received through clarifications of tender. The decision of the IMC regarding acceptability of any suggestion shall be final and shall not be called upon to question under any circumstances.

2.6 Venue and Deadline for submission of Proposal

Proposals must be received through https://mptenders.gov.in/ on or before the dates specified in this document. Any proposal received by IMC after the deadline for submission of proposals above shall be rejected. IMC shall not be responsible for any delay or non-receipt/non-delivery of the documents or whatsoever. No further correspondence on the subject or enquiry of any nature will be entertained after the expiry of the dates mentioned in tender.

Section – 3

3. Eligibility Criteria

The Bidder must possess the requisite experience, strength, and capabilities in providing the services necessary to meet the requirements as described in the tender document. Keeping in view the complexity & volume of the work involved, the following criteria are prescribed as Pre-Qualification Criteria for Bidder interested in undertaking the project. The Bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the required support services sought by IMC. The Bids must be complete in all respect and shall cover the entire scope of work as stipulated in the tender document. The invitation to Bid is open to all Bidders.

Table 1: Pre-Qualification Criteria

S/N	Clause	Document required
1	The Bidder shall be an established Information Technology company registered under the Companies Act, 1956/2013, or an LLP, or a Partnership Firm registered under applicable laws, or an individual entity, and must be in operation for at least five (5) years as on 31.03.2025. The Bidder must also have its registered office in India.	Valid documentary proof of: • Certificate of incorporation • Certificate consequent to change of name, if applicable • Certificate of memorandum of association Partnership deed in case of partnership firms
2	The company must be registered with appropriate authorities for all applicable statutory duties/taxes (at a minimum, valid GST registration and PAN).	Valid documentary proof of: • GST registration number • Income tax registration / PAN number
3	The Bids shall be submitted by only the Bidder; no consortium is allowed.	• Declaration to be submitted by authorized signatory
4	The Bidder shall have a positive net worth in each of the last three financial years (2022-23, 2023-24 and 2024-25) and an average annual turnover of at least ₹1 Crore from telecom/ISP services during these years, as certified by a Chartered Accountant.	• Profit & Loss Account Statement of audited balance sheet along with CA certificate as per Annexure
5	The Bidder must be a Telecom Service Provider holding a valid Class 'A' ISP License under Unified License (UL) issued by DoT, Government of India.	• Self-attested copy of Class 'A' ISP license (Unified License – ISP Authorization) • DoT certificate showing validity period
6	Bidder should have carried out VPN(ILL) Connectivity projects for any Government/ PSU/ Public or	**For Completed Projects** The bidder shall submit the following

S/N	Clause	Document required
	Private sector companies. Projects submitted for above should match the criteria mentioned below- 1. The bidder should have executed **at least one project** with a minimum annual contract value of ₹1 Crore in any of the last three financial years. (2022-23, 2023-24 & 2024-2025). **Or** 2. The bidder should have executed **two projects**, each having a minimum annual contract value of ₹75 Lakhs, in any of the last three financial years. (2022-23, 2023-24 & 2024-2025). **Or** 3. The bidder should have executed **three projects**, each having a minimum annual contract value of ₹50 Lakhs**,** in any of the last three financial years. (2022-23, 2023-24 & 2024-2025).	documents for each completed project 1. Copy of Work Order/Agreement • Clearly mentioning project scope, duration, and contract value. **2.** Completion Certificate issued on the client's official letterhead, duly signed by: • Group A officer or above, in case of Government Departments • Deputy General Manager (DGM) or above**,** in case of PSUs • Vice President (VP) or above, in case of private sector clients The certificate must clearly mention: • Nature of Work • Annual value of work executed • Completion status (completed successfully) • Period of execution **For Ongoing Projects** The bidder shall submit the following documents for each ongoing project: 1. Copy of Work Order / Agreement • Indicating awarded scope, contract value, and project duration. 2. Performance / Work-in-Progress Certificate issued on the client's official letterhead, duly signed by: • Group A officer or above, in case of Government Departments • Deputy General Manager (DGM) or above, in case of PSUs • Vice President (VP) or above**,** in case of private sector clients

S/N	Clause	Document required
		The certificate must specify: • Nature of work being executed • Value of work executed till date (cumulative executed value) • Current status of the project (ongoing) **Note:** The executed value till date must meet the eligibility criteria.
7	The bidder should have Operational Centralized Help Desk (24 x 7 support).	• Detailed write-up along with the self-declaration on bidders' letterhead to be submitted.
8	The Bidder shall have been providing telecom/ISP services on a commercial basis for at least three (3) years as on 31.03.2025.	• Self-declaration on bidders' letterhead to be submitted along with the bid.
9	Bidder should have Operational 24x7 NOC with Redundancy for proactive monitoring and fault resolution of WAN/Internet links.	• Self-declaration having NOC address and details on bidders' letterhead as given on Annexure-4.
10	Bidder should not have been blacklisted by any State or Central Government as on the bid submission date.	• Self-Declaration (Annexure 3) to be enclosed along with the bid
11	Certificate by authorized signatory confirming acceptance of all tender terms and conditions.	• Declaration as per Section 11– format 4
12	Authorization of signatory for the purpose of this tender.	• Power of Attorney

Note:

- If any of the Bids is found to be without proper signature, page numbers and index, it will be liable for rejection.
- Bidder is to fill the above annexure and indicate the page numbers of the supporting document in the Proof while submitting response to the eligibility criteria.

Section – 4

4. Scope of Work

The scope of work for the empanelled Bidder during the period of the contract includes **commissioning, management, operations, and maintenance support** of the Internet Leased Line (ILL) connectivity provided at various government premises or locations shared by IMC, located anywhere within the jurisdiction of Indore Municipal Corporation (IMC).

Initially, the ILL connectivity is required for administrative operations at the Integrated Command and Control Centre (ICCC). Subsequently, based on functional and operational requirements, the ILL connectivity shall be provisioned at multiple IMC offices, including zonal/field establishments, ward-level offices, and other operational locations. The bandwidth requirements shall vary across locations and shall include **10 Mbps, 20 Mbps, 50 Mbps, 100 Mbps, 200 Mbps, and 500 Mbps** dedicated Internet Leased Line services with **symmetric upload and download speeds**, assured uptime, and strict compliance with defined Service Level Agreements (SLAs).

At present, IMC operates multiple offices that require dedicated ILL connectivity as part of its network infrastructure across the municipal area. During the tenure of the contract, additional offices, ward units, or field locations may be added or modified based on IMC's requirements.

It is hereby clarified that initial delivery of Internet Leased Line (ILL) connectivity shall be provisioned at the Integrated Command and Control Centre (ICCC), Indore.

Further, based on evolving functional, administrative, and operational requirements of Indore Municipal Corporation (IMC), the ILL connectivity may be extended, relocated, or provisioned at additional IMC offices/locations during the contract period.

The successful bidder shall be required to provision and maintain connectivity at such locations as and when communicated by IMC, **within the notified urban jurisdiction of Indore.** The detailed addresses and timelines for such locations shall be shared by IMC on a need basis.

No additional commercial implication shall be admissible solely on account of such extension/relocation within the urban limits, unless explicitly specified otherwise in the financial bid.

Address of ICCC:
Plot No. 30, Opposite MGM College, Residency Area, A.B. Road, Indore – 452001

The indicative list of connected locations, if provided through the relevant e-procurement portal or tender documents, shall be treated as **indicative only** and shall not be construed as final or exhaustive. IMC reserves the **right to add, remove, relocate, or modify locations and bandwidth requirements** at any time during the contract period, in accordance with its operational needs.

Additional requirement for connectivity may be provided during the period of contract and those will be provided by IMC based on requirements.

1. **Administrative/Major Offices of IMC**

   Initially required for administrative operations at the Integrated Command and Control Centre (ICCC), and subsequently extendable to other IMC administrative offices if needed/as per requirement.

- **Required Bandwidth Options (ILL):** 500 Mbps, 200 Mbps, 100 Mbps, 50 Mbps
- **Estimated Number of Users:** 300
- The ISP shall ensure scalable and dedicated bandwidth with guaranteed uptime and redundancy.

2. **Zonal Offices / Field Offices**

   To be provisioned as and when required based on IMC's operational needs.

- **Required Bandwidth Options (ILL):** 10 Mbps, 20 Mbps, 50 Mbps, 100 Mbps
- **Estimated Number of Users per Office:** 15
- Each location must be provisioned with dedicated, symmetric bandwidth with minimum downtime and SLA compliance.

4.1 Scope of Installation and Commissioning

The detailed scope of work for managed and un-managed services for the bidder during the period of contract would include the following:

4.1.1. Scope of the Work

1. In managed services, the empanelled Bidder shall be responsible for end-to-end Internet Leased Line (ILL) connectivity, including supply, installation, configuration, commissioning, operation, and maintenance of all required last-mile media, network equipment, and IP addresses (as required) for the entire duration of the contract.

2. The Bidder shall provide dedicated Internet Leased Line (ILL) connectivity as a managed service initially for the administrative operations at the Integrated Command and Control Centre (ICCC)**, and** subsequently at various IMC offices and locations including Head Office, Zonal Offices, Ward Offices and other IMC locations, as per operational requirements, with committed symmetric bandwidth as specified in the respective work orders for the full contract period.

3. The Bidder shall establish a secure, dedicated, non-shared, non-contended ILL **link** initially at the ICCC and subsequently at other IMC offices and locations, as per operational requirements. The bandwidth provisioned shall be fully dedicated, symmetric, and guaranteed without oversubscription, meeting IMC's SLA and performance requirements.

4. Internet Leased Line (ILL) connectivity shall include provisioning of required last-mile fiber only, commissioning of active & passive components, ongoing monitoring, preventive and corrective maintenance, link performance reporting, and adherence to uptime SLAs for the entire contract duration.

5. Additional ILL connectivity requirements may be communicated by IMC during the contract period **after initial provisioning at ICCC**. The Bidder shall provision such links at other IMC offices

and locations based on IMC's operational needs and comply with all technical and SLA requirements applicable to existing links.

6. All customer-premises equipment (CPE), routers, switches, SFPs, media converters, fiber termination equipment, and any other hardware required for provisioning the ILL service shall be supplied, installed, and comprehensively maintained by the Bidder for the entire active duration of the link, without any additional charges to IMC. No separate hardware cost, rental, AMC, or maintenance charges shall be payable by IMC under any circumstances.

7. In consultation with the designated IMC nodal officer at each location, the Bidder shall ensure proper positioning and electrical earthing of all customer-premises equipment. Where proper earthing is not available, IMC/User Department will arrange it based on the Bidder's written request. Existing earthing may be used with IMC's permission.

8. For all managed ILL links, the Bidder shall deploy appropriate electrical protection devices (such as surge protectors, ELCBs, and other electrical safety measures) to safeguard Bidder-supplied equipment against power disturbances.

9. Existing IMC towers or masts, if available and technically suitable, may be used for provisioning ILL links with prior written approval from IMC. Any new infrastructure (e.g. poles, brackets) installed by the Bidder on IMC premises shall not be used for commercial purposes without prior written approval of IMC IT Department and compliance with applicable regulatory permissions.

10. If the Bidder requests to use IMC premises or infrastructure for extending its own telecom network coverage, such use shall be subject to separate approval from IMC and any additional regulatory permissions and compliance requirements as mandated by the DoT.

11. For ILL connectivity through OFC, the Bidder shall design appropriate cable routes, duct placement, and building entry paths subject to prior approval by IMC.

12. During installation, shifting, or de-installation of any cabling or equipment, the Bidder shall ensure that no damage is caused to Government/IMC property. In case of any damage, the Bidder shall restore the site to its original condition at its own cost to the satisfaction of IMC. Any trenches, cuttings, or civil work must be restored immediately after laying conduits/cables, at no extra cost to IMC.

13. The Bidder shall enable auto-ticketing functionality within its Network Management System (NMS) and provide IMC access to view link status, performance metrics, downtime history, and real-time alerts. Wherever feasible, NMS integration with IMC's systems shall be provided to automate incident generation, escalation, and monitoring.

14. In cases where auto-ticketing or NMS integration is not available, IMC/end users may log complaints through the Bidder's centralized helpdesk. SLA timelines shall be calculated from the time of complaint registration

15. The Bidder shall provide complete redundancy for critical IMC locations, including the ICCC and any other locations identified by IMC as critical**,** through two physically diverse OFC paths, ensuring no shared ducts, trenches, poles, chambers, or fiber segments, thereby eliminating any single point of failure.

16. Both primary and secondary OFC paths at ICCC and other IMC-designated critical locations shall support automatic failover in **Active–Passive configuration only**, ensuring uninterrupted connectivity during outages. The secondary link shall remain in standby mode and shall automatically take over in case of primary link failure.

17. A ring-based or dual-path redundant architecture shall be implemented at **ICCC and other critical IMC locations as identified by IMC**, with seamless failover ensuring zero service disruption for critical IMC operations.

18. The Bidder shall continuously monitor both OFC paths at **ICCC and other designated critical locations** and conduct periodic failover tests to validate redundancy performance and SLA compliance.

19. All redundancy-related performance data, including failover logs, downtime events, and restoration metrics, shall be shared with IMC on a monthly basis.

20. Any degradation identified during redundancy or failover testing must be rectified by the Bidder within defined SLA timelines, failing which penalties shall apply.

21. All equipment supplied, installed, or commissioned by the Bidder shall remain the Bidder's property, with no rental or additional charges payable by IMC. The Bidder may remove such equipment upon contract expiry without causing damage or operational disruption.

22. IMC may add or remove locations at any time, including expansion beyond initial ICCC deployment to other IMC offices. The Bidder shall provision or decommission links accordingly. Billing shall be prorated based on actual service duration, with all SLAs and contractual terms applying to the updated set of IMC offices.

23. The Bidder shall support bandwidth bursting above the committed bandwidth on a best-effort basis during peak utilization, allowing IMC to temporarily use higher throughput without service degradation, subject to ISP backbone capacity.

24. Burstable bandwidth usage shall not impact SLA parameters, and the Bidder shall ensure stable

performance, accurate monitoring, and transparent reporting of burst usage whenever such capability is enabled for IMC locations.

25. The Bidder shall ensure high-quality service performance by maintaining committed throughput, low latency, minimal jitter, and packet loss within defined SLA limits, without applying any throttling, compression, or traffic shaping on IMC traffic.

26. All QoS metrics must be continuously monitored and reported, with measurable, auditable performance data shared with IMC to validate SLA compliance and ensure reliable operation of real-time and mission-critical applications.

27. The Bidder shall provide and securely manage static public IP addresses for IMC's applications, data centers, cloud integrations, and network services, including a minimum /29 IPv4 pool with IPv6 support, proper documentation (subnets, gateways, DNS, routing), and full compliance with DoT/ISP guidelines for logging, retention, and lawful interception

28. The Bidder shall ensure flexibility and reliability in IP management, enabling authentication and isolation of IMC traffic, supporting future expansion of IP pools, and implementing modifications or upgrades without service disruption or configuration downtime.

29. Penalties shall be applied when monthly uptime falls below the committed SLA (99.5% for all IMC locations), calculated as a percentage deduction from the monthly recurring charges based on the defined penalty slabs.

30. Delays in resolving service outages beyond the approved SLA timelines (response and restoration time) shall attract per-hour or per-incident penalties, with higher penalties for repeated failures or prolonged downtime.

31. Repeated non-compliance such as recurring downtime, failure to meet latency/jitter benchmarks, or submission of incomplete SLA reports may lead to enhanced penalties, suspension of billing for affected links, or termination of the contract as per IMC's discretion.

4.2 Bandwidth Enhancements & Modifications

1. IMC shall periodically analyse the utilisation of ILL links **initially provisioned for administrative operations at the Integrated Command and Control Centre (ICCC), and subsequently provisioned at other IMC offices and locations**, and may, at its sole discretion, upgrade or downgrade the bandwidth of any link to the next available bandwidth slab, as defined in the Financial Bid for the respective type of connectivity.

2. IMC shall be at liberty to allocate any location and bandwidth slab to empanelled Bidders in accordance with the financial ranking (L1, L2, L3, etc.) and may terminate any existing link after providing the applicable notice period.

3. IMC shall issue a separate Work Order for each bandwidth upgrade or downgrade for each location, specifying the effective date, revised bandwidth slab and corresponding commercials as per the accepted L1 rates.

4. In case of bandwidth downgrade, IMC shall provide a minimum of one (1) month prior written notice to the concerned empanelled Bidder. In case of bandwidth upgrade, the concerned empanelled Bidder shall provision the enhanced bandwidth within the stipulated implementation timeline from the date of issuance of the Work Order.

5. Each upgraded or downgraded bandwidth slab for a given link shall remain in force for a minimum of one (1) billing month solely for billing-cycle alignment and operational stability. This provision shall not be construed as minimum billing, minimum revenue commitment, minimum tenure, or guaranteed payment obligation, and shall be read in conjunction with Clause 10.4.

ILL Bandwidth Requirements

All the IMC HO or Horizontal offices will be treated as node for the purpose of bandwidth calculation where the empanelled bidders will provide the connectivity including HO which is in IMC.

1. Initially, the Integrated Command and Control Centre (ICCC) and thereafter, each IMC location including Head Office, Zonal Offices, Ward Offices and other IMC offices, shall be treated as an independent ILL service node for planning, provisioning, monitoring, and billing purposes.
2. The Bidder shall provision ILL bandwidth strictly as per IMC-issued work orders, ensuring that committed speeds are available at all times.

3. All ILL links shall be dedicated, symmetric, uncontended (1:1) and free from bandwidth sharing, compression, or oversubscription.

4. Optical Fiber Cable (OFC) shall be the preferred last-mile medium for all IMC locations to ensure stability and compliance with SLA parameters.

5. Last-mile connectivity shall be delivered strictly on Optical Fiber Cable (OFC). No RF, wireless, radio, copper, or hybrid last-mile media shall be permitted.
If any location is not serviceable by the Bidder's OFC network, IMC reserves the right to reassign that site to another empanelled Bidder.

6. This RFP does not permit any wireless / RF / radio last-mile connectivity under any circumstances.

References to wireless compliance in earlier/later sections stand withdrawn. Only OFC-based last-mile delivery is permitted for all IMC locations.

7. Last-mile connectivity must ensure compliance with SLA parameters for latency, jitter, packet loss, and uptime defined in Section 6.
8. The Bidder shall ensure that all CPE and active network devices are IPv6-ready, supporting seamless transition to future IMC IPv6 adoption.
9. Upon IMC's instruction, the Bidder shall implement IPv6 addressing, routing configuration, and dual-stack enablement at no additional cost.
10. The Bidder shall complete IPv4 to IPv6 migration across all IMC locations within 5 months of project initiation, following a phased rollout including readiness assessment, dual-stack enablement, pilot testing, full migration, and stabilization
11. The Bidder shall resolve any IP address conflicts with IMC's internal IPv4 addressing scheme by providing alternate IPs without additional cost.
12. The Bidder shall maintain adequate backbone and upstream internet capacity, ensuring that utilisation does not exceed 50% during normal operational hours for all IMC traffic.
13. A minimum 2:1 backhaul capacity ratio must be maintained (i.e., backhaul ≥ 2× committed IMC bandwidth) to avoid congestion and performance degradation.
14. The Bidder shall provide IMC with real-time and historical bandwidth utilisation reports for audit, monitoring, and SLA validation**.**
15. IMC reserves the right to request on-demand bandwidth utilisation logs, performance summaries, and backbone capacity details for verification.
16. All ILL links must be fully integrated with IMC's Network Management System (NMS) through SNMP v2/v3 or approved API interfaces.
17. The Bidder shall provide all required MIB files, credentials, API documentation, and access permissions for seamless NMS integration.
18. NMS integration must support real-time uptime monitoring, latency tracking, jitter and packet-loss analysis, bandwidth utilisation graphs, and automated alerting.
19. The Bidder shall ensure that SLA and penalty computation parameters (uptime, latency, jitter, packet loss) are accessible to IMC via API/NMS integration.
20. All ILL circuits must meet the minimum performance standards defined by IMC, including domestic latency, upstream performance, stability, and route quality.

21. The Bidder shall ensure that the delivered ILL service is continuously monitored, proactively maintained, and fully compliant with IMC's SLA, technical specifications, and regulatory norms throughout the contract period.

22. All ILL bandwidth must meet the minimum SLA requirements defined in Section 6, including: latency ≤ 80 ms, packet loss ≤ 1%, jitter within acceptable limits, and uptime requirements.

4.3 Helpdesk

There is a centralized helpdesk operated by the IMC IT Department for providing support services to all IMC network users. Helpdesk have following components:

1. IMC shall operate a central Helpdesk at the IMC Network Monitoring Centre (NMC) for providing support services to all IMC Network users. The Helpdesk shall comprise, at a minimum: (i) a Helpdesk / incident management module integrated with the NMS and (ii) a Service Desk function for call / email / portal-based incident handling.
2. The Bidder shall maintain a 24×7×365 Helpdesk / Service Desk for logging, tracking, and resolving incidents related to the ILL links provided to IMC. The Helpdesk must be accessible via phone, email, and a web-based ticketing interface.
3. The Bidder shall ensure effective coordination between its NOC/Helpdesk and the IMC NMC for incident reporting, assignment, escalation, and status updates. Each incident shall have a unique ticket ID with time-stamped logs for acknowledgement, updates, and closure.
4. IMC may log ILL link issues either through its own Helpdesk/NMC or directly with the Bidder's Helpdesk**,** as per IMC's operational preference. The Bidder shall provide complete contact details, Helpdesk URLs, and an escalation matrix, ensuring seamless ticket logging without any additional cost to IMC.
5. Each Bidder shall designate a Single Point of Contact (SPOC) responsible for coordination related to ILL link provisioning, configuration updates, and monitoring. The SPOC shall ensure timely communication with the Bidder's NOC and field teams and be available during IMC's defined business hours. Any change in SPOC shall be informed to IMC in advance.
6. The incident response time, categorization (critical/major/minor), escalation timelines, and restoration SLAs shall be governed by the Service Level Agreement (SLA) section of this RFP and shall be binding on the Bidder.

4.4 Testing & Commissioning

The selected bidder in the presence of the IMC officials will conduct acceptance tests. The test will involve performance testing of the Link. No additional charges shall be payable by the IMC for carrying out these acceptance tests.

1. The Bidder may raise an AT request for any PO/work order after successful link installation at the designated IMC location.

2. Upon completion of installation, the Bidder shall formally inform IMC and submit a request for Acceptance Testing of each link.

3. The Bidder shall provide all tools, resources, and support required for AT.
4. Links that do not meet the acceptance criteria shall be rectified by the Bidder within 7 days and presented for re-testing.
5. If a link fails AT more than three consecutive times, IMC may direct the Bidder to remove the link without any claim for payment.
6. Upon successful completion of AT, IMC shall issue written acceptance and mark the "Date of Commissioning".
7. All links shall be co-terminous with the main contract period (3 years). Any link installed in the last contract year will still end with the main contract.
8. If link installation is delayed due to reasons not attributable to the Bidder (e.g., IMC site readiness issues), such delays shall not attract penalties
9. IMC reserves the right to disconnect or terminate any ILL circuit with one month's written notice

a) Acceptance Testing of each link shall include the following: -

a) Ping Test: Ping test of the link between end offices.

b) Link Discovery: Link to be discovered on NMS of IMC with the generation of all reports required for SLA computation.

Reports required for SLA Computation are:

i. Link Availability & Reachability
ii. Packet loss
iii. Latency
iv. Jitter

c) Performance Test

b) Performance Test Methodology

a) **For ILL**

i. **Latency (Round-trip):** ISP's Latency will be determined by round trip delay from ISP's any edge router in INDIA & terminating point with upstream service provider. It will be measured by standard 1000 packets of 64-byte ping.

ii. **Packet Loss:** Packet drop will be under SLA as per the below mentioned table:

Table 2 : ILL Latency, Packet drop

Peering Points	Round Trip Delay between ISP Gateway Router and ISP upstream	Packet drop

	peering point	
8.8.8.8 or any public IP mutually agreed by IMC & Service Provider	Less than equals to 80 ms	Less than equals to 1%

iii. **Load Test:** IMC may conduct an FTP or equivalent file transfer test to validate throughput and stability. The test must demonstrate availability of committed bandwidth.

C). **Additional Checks**

i. Verification of static IP pool (IPv4 / IPv6 as applicable).

ii. Verification of DNS, gateway, routing configuration.

iii. Validation of redundancy if dual-last-mile approved for the site

iv. Confirmation of SLA compliance before commissioning.

Section – 5

5. Implementation Timelines

Implementation and deployment timeline for the complete bandwidth is as per the following table:

Table 3: Timelines for feasibility & implementation

Level	**Feasibility timeline (L is the date of issuing LOI for respective links)**	**Link Commissioning timeline (Excluding UAT period and T is the date of issuing Workorder of respective links)**
Level 1 Links (H0)	L+2 days	T+10 Days
Level 2 links (Zone Offices)	L+5 Days	T+15 Days

The empaneled bidder is expected to adhere to the specified timelines for implementation. However, in case of any delays, and if the IT Department is satisfied with the reasons provided, it may permit the service provider to deviate from the timeline. Please note that penalty clauses will apply for any delay in the implementation and commissioning of the link

Section 6

6. Service Level Agreement (SLA)

6.1 SLA Calculation Principles

The objective of the Internet Leased Line (ILL) services for IMC is to provide secure, reliable, and high-performance internet connectivity **initially for the Integrated Command and Control Centre (ICCC)** and **thereafter to other designated IMC locations**, including IMC Offices and other IMC field establishments. To ensure round-the-clock availability and consistent performance of the ILL links, a formal Service Level Agreement (SLA) shall be executed between IMC and the empanelled Bidder. The SLA defines the minimum performance parameters, measurement methodology, reporting requirements, and penalty framework applicable to all commissioned ILL links.

This section describes the service level parameters and how they are measured and calculated, the subsequent section describes the penalty calculations. The term 'Level' used in the document is defined as:

Level 1 Links: Connectivity for ICCC, Head Office and other administrative offices

Level 2 Links: Connectivity for Zone and Other Offices

6.2 Service Levels Objectives

The Bandwidth Service Provider shall meet the service level objectives and corresponding performance parameters defined in this section **for ILL services initially provisioned at the Integrated Command and Control Centre (ICCC) and subsequently at other IMC locations**, as per IMC's operational requirements. SLA parameters for ILL services are categorized as follows:

a) **Availability**

i. Availability of the Internet Leased Line (ILL) link at each IMC location, as per the uptime targets defined for Level-1 and Level-2 links

ii. Availability of Links.

iii. Quality of Links

b) **Reliability**

Reliability of the link means the availability and quality of the links. The availability of the links is defined according to the type of links, i.e., Level 1, Level- 2.

c) **Manageability**

i. Timely response and resolution of faults as per SLA timelines

ii. Accurate and timely incident logging, monitoring, ticket updates, and reporting

iii. Maintenance of service continuity through proactive monitoring, preventive maintenance, and coordination with IMC as required.

6.3 Availability of the Links

a) The empanelled Bidder shall ensure high availability of the Internet Leased Line (ILL) link initially provisioned at the Integrated Command and Control Centre (ICCC) and subsequently at each IMC location, as per the uptime requirements specified for Level-1 and Level-2 links.

b) The Bidder shall continuously monitor all ILL links through its own Network Management System (NMS) and take proactive action to maintain service availability in accordance with the agreed Service Levels.

c) Penalty calculations shall be based on reports generated from IMC's NMS or any approved monitoring system used for SLA validation.

d) An ILL link shall be considered "available" when committed bandwidth is accessible and performance parameters (latency, packet loss, jitter) are within SLA thresholds between the IMC location and the ISP's defined peering point or gateway router.

e) Availability for each commissioned link (Level-1 and Level-2) shall be calculated based on total uptime versus downtime recorded during the SLA measurement period.

f) IMC acknowledges that minimal downtime may occur for unavoidable reasons; SLA thresholds and penalty mechanisms allow for such exceptions within defined limits.

g) The Bidder shall submit periodic reports—including link outage, performance summaries, latency, packet loss, and restoration time—at the frequency prescribed by IMC.

h) The Bidder shall recognize that the availability of ILL links is critical for IMC operations, and any prolonged outages may adversely affect service delivery.

i) The Bidder shall report incidents such as link outages, fiber cuts, and CPE issues as per the reporting schedule prescribed by IMC.

j) The uptime requirement of every link under the mentioned levels is given below:

   i. Level 1 Links (Connectivity for ICCC, Head Office and other administrative offices) **–** 99.5%

   ii. Level 2 Links (Connectivity for ZO & wards)- 99.5% uptime.

Note:

a) The methodology for calculating uptime and downtime is described in subsequent sections.

b) IMC may require redundancy at Level-1 locations; however, penalties shall apply independently to each link based on its individual SLA performance.

6.4 Quality of Links

Quality of any link is measured in terms of latency and packet loss. The terms are defined as follows:

a) Latency

a) **ILL Links**

For all ILL links, latency shall be measured by transmitting 1000 ICMP packets of 64 bytes each to the defined peering point and average round-trip latency shall be.

b) Packet Loss

Packet loss refers to the percentage of packets lost during transmission between the IMC location and the defined peering point. The maximum permissible packet loss will be less than 1%.

Qualities of links and performance parameters for all the links at all the Levels are as below:

Table 4 : ILL Latency, Packet drop for SLA Calculation

Peering Points	Round Trip Delay between ISP Gateway Router and ISP upstream peering point	Packet drop
8.8.8.8 or any public IP mutually agreed by IMC & Service Provider	Less than equal to 80 ms	Less than equals to 1%

Table 5 : ILL Latency, Packet drop for SLA Calculation

S.No.	Parameters	Minimum Performance Required for links	Breach of SLA
1	Latency	Less than equal to 80 ms for ILL links	Greater than 80 ms for ILL
2	Packet loss	Less than equal to 1%	Greater than 1%

Note: In case any of the above parameters for any link are falling under "Breach of SLA" mentioned above, it will be treated as downtime.

6.5 Manageability

Manageability defines the issue resolution time taken by the Bandwidth Service Provider to resolve an issue reported. The flexibility in PBH lies with IMC. The Bandwidth Service Provider shall meet the issue resolution time as given in table below.

Table 6 : Definition PBH & NPBH

PBH	Prime Business Hours (08:00 AM to 08:00 PM) Monday to Saturday throughout the Quarter).

NPBH	Non- Prime Business Hours (08:00 PM to 08:00 AM) 07 days a week including Sunday's full time throughout the quarter)

6.6 Calculation of Downtime

a) Downtime of an ILL link shall be calculated based on monitoring data collected from IMC's NMS and/or the Bidder's NMS, as approved by IMC for SLA verification.

b) The following principles shall apply for calculation of downtime:

i. An ILL link shall be considered **down** when connectivity between the IMC location and the ISP's defined peering point (ISP Gateway Router or a mutually agreed public IP address) is unavailable or fails to meet the minimum performance benchmarks.

ii. A link shall be considered down when ICMP "Ping" tests (as defined in Section 6.4) fail due to link unavailability or degradation beyond SLA thresholds.

iii. If any quality parameter (latency > 80 ms or packet loss > 1%) breaches the SLA benchmark, an alert will be generated by IMC's NMS or the Bidder's NMS, and the period of degraded performance shall be treated as downtime.

iv. Monitoring of link performance shall be conducted at a polling interval of **5 minutes**, and downtime shall be computed based on consecutive polling failures or SLA breaches.

v. A link shall continue to be treated as down until performance parameters return within the SLA limits for at least one successful polling cycle.

vi. If the daily average latency exceeds **80 ms**, the affected period shall be treated as downtime for SLA computation, subject to IMC validation.

vii. If the daily average packet loss exceeds **1%**, the affected period shall be treated as downtime for SLA computation.

6.7 Calculation of Uptime

a) Uptime refers to the availability of the Internet Leased Line (ILL) link at each IMC location during the SLA measurement period. Uptime shall be calculated individually for every commissioned link:

b) Uptime (In percentage) = 100 x [{Total Available time per quarter} - {Downtime of a Link}] / [Total Available time per quarter]

c) Total Available time per quarter = (24 hrs * N days) - SLA Exclusion Time

d) N = Number of days

e) Downtime of a link = Downtime of a particular link according to the Table - 7

f) SLA Exclusion Time - as mentioned in the tender.

Downtime of all the links will be categorized according to the levels and Business hours according to the following table:

Table 7: Downtime Calculation Template for a link

Minimum Uptime Requirement and Associated Penalty

S. No.	Parameters	Penalty
Level 1 Links: ICCC/HO		
1	Uptime Greater than equals to 99.5%	No penalty for Level 1
2	If Uptime is less than 99.5% but more than equal to 96%	For every 0.1% drop in the uptime percentage, a penalty of 0.25% of the current quarterly bandwidth charges payable for the link shall be levied as penalty.
3	If Uptime is less than 96% but more than equal to 90%	Additional For every 0.1% drop in the uptime percentage, a penalty of 0.5% of the current quarterly bandwidth charges payable for the link shall be levied as penalty.
4	If Uptime is less than 90% but more than equal to 85%	Additional For every 0.1% drop in the uptime percentage, a penalty of 0.75% of the current quarterly bandwidth charges payable for the link shall be levied as penalty.
5	If uptime is less than 85%	No payment for that link for that period
Level-2 Links: Zonal/Ward Offices		
1	Uptime Greater than equals to 98.5%	No penalty for Level 2
2	If Uptime is less than 99.5% but more than equal to 96%	For every 0.1% drop in the uptime percentage, a penalty of 0.2% of the current quarterly bandwidth charges payable for the link shall be levied as penalty.
3	If Uptime is less than 96% but more than equal to 90%	Additional For every 0.1% drop in the uptime percentage, a penalty of 0.4% of the current quarterly bandwidth charges payable for the link shall be levied as penalty.
4	If Uptime is less than 90% but more than equal to 85%	Additional For every 0.1% drop in the uptime percentage, a penalty of 0.5% of the current quarterly bandwidth charges payable for the link shall be levied as penalty.
5	If uptime is less than 85%	No payment for that link for that period

Note:

Links that fall under "No Payment" shall not be subjected to additional QoS penalties (latency, packet loss, response/resolution time).

If uptime for any link remains below 85% **for** two consecutive quarters, IMC reserves the right to terminate the link and reassign the location to another empanelled bidder.

Separate penalty for HO is not defined because there is no direct payment associated to HO links and if the HO link is down all the associated links at HO, Zone Offices & Other Office location will be considered down and the associated penalties would be applicable**.**

6.8 Delay in Implementation Period

The Bidder shall provision and commission the Internet Leased Line (ILL) connectivity initially at the Integrated Command and Control Centre (ICCC) and subsequently at each IMC location**,** within the implementation timeline defined in the respective work order. No penalty shall apply if the Bidder completes the installation within the stipulated period.

The penalties due to delay in the implementation are given in table below:

Table 8 - Penalty for Delay in Implementation

S.No	Performance Parameter	Period of Delay	Penalty for Breach
1	Implementation of Connectivity according to implementation timelines.	After given timelines, delay beyond the implementation timelines for that link.	Rs 1000/- per day shall be levied for up to 2 weeks. After 14 days if link is not commissioned then work order would be considered cancelled and link will be offered to the other empanelled bidder.

If the delay exceeds 14 days, the work order for that link shall be cancelled, and the location may be assigned to another empanelled Bidder at IMC's discretion.

If none of the links under a particular work order are commissioned within the stipulated timeline, penalties shall be recovered from the Bidder's Performance Bank Guarantee (PBG)

Delays attributable to IMC (such as site inaccessibility, lack of power, or pending permissions) shall not be counted towards implementation delay, provided that the Bidder has notified IMC in writing with documented evidence

6.9 Calculation of Penalty

Penalties shall be applied to the Bidder for non-compliance with any of the SLA parameters defined in this RFP for ILL links initially commissioned at the Integrated Command and Control Centre (ICCC) and subsequently at other IMC locations. SLA performance and penalty calculations shall be carried out on a quarterly basis, prior to the release of quarterly payments.

For the purpose of SLA penalty calculation, the **Quarterly Gross Recurring (QGR) value** shall be defined as: The total quarterly recurring charges payable for all commissioned and billable ILL links for that quarter, excluding any links that fall under the "No-Payment" category as per Section 6.7

Penalties shall be computed separately for each commissioned ILL link under Level-1 and Level-2 categories, based on their individual uptime and performance deviations.

Only those links that qualify for payment during the quarter (i.e., links not falling under the "No-Payment" category) shall be included in the penalty computation. The QGR used for penalty calculation shall therefore exclude non-payment links.

The maximum penalty recoverable from the Bidder for any quarter shall be capped at **30% of the adjusted QGR value.**

The Bidder shall remain fully bound by all SLA obligations throughout the duration of the contract. If the total penalty for any **two consecutive quarters** reaches the upper limit of **30% of QGR** in each of those quarters, IMC shall deem this as a **material default**. IMC may, at its discretion:

- Initiate termination of the contract, and/or
- Invoke the Performance Bank Guarantee (PBG), in part or in full.

The decision of IMC in this regard shall be final and binding on the Bidder.

6.10 SLA Exclusion Time

a) Downtime arising from failure or malfunction of equipment owned, operated, or maintained by IMC or its designated Network Operator shall be excluded from SLA calculations

b) In case the Down time caused due to beyond the Scope of Bandwidth Service Provider like Road Widening Activities the period will not be considered as down time of the link. The Bandwidth Service Provider should submit the supporting evidence for consideration including definite proof for duration. Empanelled Bidder has to restore the links.

c) Power outage: Downtime caused due to non-availability of power initially at the Integrated Command and Control Centre (ICCC) and subsequently at Administrative offices, Zonal Offices, and other IMC locations.

d) Scheduled Preventive Maintenance activity of the network equipment's at all administrative offices, zonal offices, and other IMC locations is not attributed to Bandwidth Service Provider.

e) Any scheduled and approved preventive maintenance activity of Bandwidth equipment at all HO, Zone and Other offices is not accountable for calculations of penalties.

f) Bandwidth Service Provider should submit the SLA exclusion report with proper evidence to IMC of each QGR period.

g) If the Bandwidth Service Provider unable to submit the SLA exclusion report in time (Reports of the previous quarter shall be submitted by 7th of upcoming month), IMC will not consider the same for down time calculations.

6.11 Co-ordination with IMC Network Operator

The Bandwidth Service Provider shall ensure continuous coordination with the IMC Network Operator to maintain Internet Leased Line (ILL) services initially commissioned at the Integrated Command and Control

Centre (ICCC) and subsequently at other IMC locations, within the agreed SLA parameters.

In the event of link degradation, outage, or performance deviation, the Bandwidth Service Provider shall proactively engage with the IMC NO to restore services within the prescribed SLA timelines. Failure to meet these obligations shall attract penalties as defined in the SLA section.

IMC may appoint a Third-Party Auditor (TPA) for independent monitoring and validation of link performance, uptime reports, latency/packet loss measurements, RCA submissions, and SLA compliance. The findings of the TPA shall be considered authoritative for SLA verification and penalty computation.

The Bandwidth Service Provider shall:

a) Provide the TPA with all required access, including NMS dashboards, link performance logs, utilization reports, latency/packet loss statistics, uptime/downtime records, and ticketing data.

b) Extend full technical support to the TPA during audits, inspections, performance tests, or configuration reviews.

c) Submit additional documents or clarifications requested by the TPA within IMC-specified timelines.

d) Ensure transparency and accuracy in all shared data, enabling IMC and the TPA to validate SLA adherence and determine penalties, where applicable.

Non-cooperation with the IMC Network Operator or the TPA including delays in sharing logs, restricted access, inaccurate data, or non-responsive behaviour shall be treated as a breach of SLA and may attract penalties or other contractual actions as deemed appropriate by IMC.

6.12 Diagnostic Procedure for IMC Network Link Issue Resolution at POP

In the event of a service outage, degradation, or Quality of Service (QoS) issue on any Internet Leased Line (ILL) link initially commissioned at the Integrated Command and Control Centre (ICCC) and subsequently at other IMC locations, the following diagnostic process shall be adopted to determine the root cause and the responsible party (IMC Network Operator or Bandwidth Service Provider). This mechanism ensures transparent fault identification and timely restoration of services.

The empanelled Bandwidth Service Provider shall be responsible for end-to-end monitoring, diagnostics, and resolution of all ILL-related issues under the managed service model..

Diagnostic Procedure for ILL Link Downtime:

Table 9: Diagnostic Procedure for ILL Downtime

S.No.	Procedure	Diagnosis data to be used
1	Verify availability of electrical power at the IMC location (Administrative /ZO/Office). Network Operator shall confirm power status through on-site staff or remote checks.	Power availability confirmation, outage log.
2	Verify whether IMC's router at the location is powered ON and operational.	Router status indicators, console access if required

3	Network engineer to check if CPE is switched ON	If the CPE is on, go to next step. Otherwise, network engineer to address CPE power issue. If the issue is due to power unavailability at the IMC site, IMC/Network Operator will resolve it. Else, the issue is **not power-related**, the Bandwidth Service Provider shall diagnose and rectify the fault immediately, treating it as an ILL service outage.

Table 10 : Diagnostic Procedure for QoS at Offices

S. No	Procedure	Diagnosis data to be used
1	Conduct a detailed root cause analysis (RCA) for QoS parameters exceeding SLA thresholds. Attach diagnosis evidence to the ticket.	Latency logs, packet loss data, NMS graphs, traceroute output, interface utilization metrics.

a) The IMC Network Operator shall initiate QoS diagnosis before forwarding any ticket to the Bandwidth Service Provider.

b) Diagnosis data must include a **textual description**, and where applicable, additional logs/files supporting the RCA.

c) If the Network Operator fails to attach sufficient diagnostic evidence, the responsibility of the issue shall be assigned to the party that did not update the ticket correctly, and penalties may apply accordingly.

d) This procedure applies to all ILL-related downtime or QoS issues during the defined Primary Business Hours (PBH).

e) Applicable for all IMC locations where ILL connectivity is deployed.

f) The Bandwidth Service Provider shall submit detailed diagnosis notes for the first month and subsequently implement a standard protocol for submitting diagnostic files and measurable data through the IMC Service Desk System.

6.13 SLA for Response and Resolution time

The SLA for response and resolution time defined below shall be applicable to Internet Leased Line (ILL) links initially commissioned at the Integrated Command and Control Centre (ICCC) and subsequently at other IMC locations, as per IMC's operational requirements

Table 11: Response and Resolution times of faults

S. No	Severity Level	Response Time (in Minutes)	Resolution Time excluding response

			time (in Minutes)
1	Level 1	30	60
2	Level 2	90	180
3	Level 3	120	480

Note:

a) Troubleshooting conducted by the Service Provider, NOC will be considered as response and same has to be updated on the IMC Network ticketing tool (Service Desk tool).

b) The restoration of the links as per the required parameters defined in SLA parameters it would be considered as the resolution of the issue.

c) The response time will start from the time ticket is assigned by the IMC Network FMS or through auto-ticketing in IMC Network NMS/Helpdesk Tool (Service Desk tool).

PENALTIES FOR RESPONSE AND RESOLUTION TIME

Penalties shall be imposed on time taken to respond/ resolve the calls in addition to the SLAs mentioned in Table 12:

Table 12 : Penalties for Response and Resolution time

S. No	Severity Level	Response Time Penalty per incident	Resolution Time Penalty per incident
1	Level 1	Rs.2000 for delay of every additional thirty minutes (30 Mins).	Rs.3000 for delay of every additional Sixty minutes (60 Mins).
2	Level 2	Rs.500 for delay of every additional Sixty Minutes (60 Mins)	Rs.500 for delay of every additional One Hundred and Twenty Minutes (120 Mins).
3	Level 3	Rs.200 for delay of every additional Sixty Minutes (60 Mins)	Rs.500 for delay of every additional Two hundred and forty minutes (240 Mins).

Section – 7

7. Instructions to the Bidders

This section specifies the procedures to be followed by bidders in the preparation and submission of their bids. Information is also provided on the submission, opening, and evaluation of bids and on the award of contract. It is important that the bidder carefully reads and examines the Tender document.

7.1 Availability of Tender Document

The Tender document is available for download on following websites: https://mptenders.gov.in.

Tender Fees (non-transferable & non-refundable) must be paid online at e- procurement portal (https://mptenders.gov.in).

7.2 Pre-Bid Meetings and Clarifications

The prospective Bidder requiring any clarification on the Tender shall contact IMC through email by sending the queries at systemadmin-imc@mp.gov.in IMC would provide clarifications to only those queries which would be received before the due date as mentioned in Bid data sheet. All future correspondence/corrigendum shall be published on https://mptenders.gov.in.

7.3 Pre-Bid Conference and Issue of Corrigendum

a) A Pre-Bid Conference of interested bidders shall be held on the date, time and venue (or online meeting link) specified in the Bid Data Sheet. Attendance at the Pre-Bid Conference is recommended but not mandatory.

b) IMC reserves the right to issue clarifications, amendments, and corrigenda to this Tender at any time prior to the bid submission deadline. Any such corrigendum/ addendum shall be uploaded only on the e-procurement portal and shall be binding on all bidders.

c) IMC may, at its sole discretion, extend the bid submission deadline to allow bidders reasonable time to take such corrigenda into account; any extension of the deadline will be notified only through the e-procurement portal.

Section – 8

8. Preparation and Submission of Proposal

8.1 Completeness of BID

Bidders are advised to study all instructions, forms, terms, requirements and other Information in the Tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the Tender document with full understanding of its implications. The response to this Tender should be full and complete in all respects. Failure to furnish the information required by the Tender documents or submission of a proposal not substantially responsive to the Tender documents in every respect will be at the bidder's risk and may result in rejection of its proposal. The Tender Document is not transferable to any other bidder.

8.2 Language

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the purchaser, shall be in English language only.

8.3 Submission of Bid

The Bidder shall be solely responsible for completing the registration process on the e-procurement portal (www.mptenders.gov.in) using a valid Class-III Digital Signature Certificate (DSC). The Bidder must carefully follow all instructions, guidelines, and procedures prescribed on the e-procurement portal for bid submission. In the event of any technical difficulty related to the portal, the Bidder may contact the e-procurement support team at the helpline numbers 744 044 9858 / 97557 33012 or via email at systemadmin-imc@mp.gov.in

The Bidder shall submit the proposals online as described below: -

a) Only bids submitted through the e-procurement portal will be accepted.

b) The Technical and Financial proposal should be submitted only through the e- procurement Portal.

c) **Technical Proposal** must be uploaded as per *Annexure-14: Technical Proposal Formats*.

d) **Financial Proposal** must be uploaded in the BOQ format available on the e-procurement portal

e) Conditional proposals shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of the bids.

f) Bidders are advised to upload bids well in advance to avoid last-minute congestion or technical issues.

g) All uploaded documents shall be digitally signed by the authorized signatory of the Bidder.

Document Format Requirements

- All documents shall be uploaded in PDF format, except where the portal mandates XLS/BOQ.
- All pages must be numbered, indexed, stamped and signed.
- Scanned copies must be high-resolution and clearly legible.

8.4 Tender Validity

The bid shall remain valid for 180 days from the last date of bid submission. IMC may request extension of bid validity in writing, and the Bidder may refuse such extension without forfeiture of EMD.

8.5 Cost and Currency

The offer shall be quoted strictly in Indian Rupees. The quoted rates shall remain firm and unchanged for the entire three-year contract period, as well as for any extension granted by IMC. No price revision, escalation, or variation shall be permitted under any circumstances. All expenses incurred in the preparation and submission of the bid shall be solely borne by the bidder. IMC shall not, under any condition, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

8.6 Interpretation of the clauses in the Tender Document

In case of any ambiguity in the interpretation of any clause, the decision of IMC shall be final, conclusive, and binding on all Bidders.

The decision of the **Commissioner, IMC**, with respect to evaluation, shall be final.

8.7 Amendment in Bidding Document by IMC

a) At any time prior to the deadline for the submission of bids, the competent authority may, for any reason, whether on its own or in response to a clarification requested for by a prospective Bidder, modify the bidding document by way of Corrigendum.

b) The prospective Bidders having received the bidding documents will be notified of the amendment(s) so made on MP Tenders website and such amendments shall be binding on them.

c) In order to allow reasonable time to the prospective Bidders for taking into account such amendment(s), in the preparation of their bids, the competent authority, at its discretion, may extend the deadline for the submission of bids.

8.8 Bid Price

a) Bidder shall quote prices in the prescribed format only.

b) Prices quoted by the Bidder shall be fixed shall not be subject to variation on any account.

c) As this is a managed service rate contract, all required hardware (CPE, routers, switches, SFPs, media converters, etc.) shall be supplied, installed, and maintained by the Bidder for the entire active duration of each commissioned link, *without any separate hardware cost or AMC being payable by IMC*. No standalone hardware pricing shall be quoted.

d) A bid submitted with an adjustable price will be treated as non- responsive and rejected.

e) Bid prices should be inclusive of all hardware equipment charges, taxes, levies & license fees except GST.

f) GST will be paid as per prevailing rates.

8.9 Service support requirement

The service support requirement shall be as per the service level parameters given in the document.

8.10 Earnest Money Deposit (EMD)

a) The Bidder shall furnish an EMD as per the amount mentioned in Bid Data Sheet online through e-procurement portal.

b) No interest shall be payable on EMD under any circumstances.

c) Unsuccessful Bidder’s Bid security shall be discharged or returned within 60 (sixty) days of expiration of the Period of proposal validity or after awarding Tender to successful Bidder.

d) In case of successful bidder, the EMD shall be discharged upon signing of agreement and submission of performance bank guarantee, as per Annexure- 1.

The EMD shall be forfeited:

- If a bidder withdraws its bid during the period of bid validity.
- If the bidder fails to sign the agreement in accordance with terms and conditions (Only in case of a empanelled bidder).
- Fails to furnish performance bank guarantee as specified in annexure.
- Information given in the proposal is found inaccurate.

Section – 9

9. Qualification Criteria and Bid Evaluation Methodology

9.1 Tender Opening

a) Bids submitted online through the e-Procurement Portal (www.mptenders.gov.in), along with the required Tender Fee and Earnest Money Deposit (EMD), shall be opened as per the timelines specified in the Bid Data Sheet (BDS)

b) Any bid for which EMD is not received within the prescribed timeline shall be summarily rejected and shall not be considered for further evaluation.

c) Authorized representatives of the Bidders may attend the tender opening session, either online or physically if permitted by IMC. A maximum of two (2) representatives per Bidder shall be allowed, and such representatives must carry an authorization letter issued by the Bidder.

d) During opening, IMC shall conduct a preliminary scrutiny to verify whether:

- the bid is complete and properly submitted,
- the EMD and Tender Fee have been furnished correctly,
- all mandatory documents are uploaded, and
- the bid is generally in order.

Bids failing preliminary scrutiny shall be rejected.

e) IMC may seek clarifications from Bidders during evaluation. No Bidder shall be permitted to modify the price or the material substance of the bid. Only corrections of arithmetic errors identified by IMC shall be permitted, subject to written confirmation from the Bidder.

9.2 Tender Evaluation

To evaluate the Tender the IMC shall formulate a Tender Evaluation Committee (TEC) (also referred to as "Evaluation Committee"). The Evaluation Committee shall evaluate the Technical and Financial bids as per the following process:

a) The IMC will evaluate and compare the bids that have been determined to be substantially responsive.

Determination of Responsiveness

a) The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.

b) A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -

i. "deviation" is a departure from the requirements specified in the bidding document.

ii. "reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and

iii. "Omission" is the failure to submit part, or all of the information or documentation required in the bidding document.

c) A material deviation, reservation, or omission is one that,

i. if accepted, shall: -

- affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
- limits in any substantial way, inconsistent with the bidding documents, the procuring
- entity's rights or the bidder's obligations under the proposed contract; or

ii. if rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids

d) The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.

e) The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, terms, conditions and other requirements set out in the bidding document.

f) Tender Evaluation Committee shall review the Technical Proposal along with Eligibility Criteria. To assist in the examination, evaluation, and comparison of the bids, and qualification of the Bidders, Evaluation Committee may, at its discretion, ask any Bidder for a clarification of its bid.

g) The Financial Proposals of only those Bidders who have been qualified in the Technical Proposal along with Eligibility Criteria will be opened in the presence of their representatives, who may choose to attend the session on the specified date, time and address mentioned in the Bid Data Sheet.

9.3 Financial Bid Evaluation

a) Financial Bids that are incomplete, conditional, or not in the prescribed BoQ format shall be rejected.

b) The **Lowest Bidder (L1)** shall be determined **separately for each bandwidth slab** (10 Mbps, 20 Mbps, 50 Mbps, 100 Mbps, 200 Mbps, 500 Mbps).

c) In the event of a tie for any slab, preference shall be given to the Bidder with:

i. higher telecom turnover in the last audited financial year;

ii. if still tied, higher number of years of operation as ISP;

iii. if still tied, selection by draw of lots in presence of Bidder representatives.

9.4 Failure to Agree with the Terms and Conditions of the Tender

If the Selected Bidder refuses to sign the Contract, fails to furnish the Performance Bank Guarantee, or does not comply with any requirement of the Tender:

- IMC shall annul the award,
- the Bidder's EMD shall be forfeited, and
- IMC may proceed to award the work to the next eligible Bidder.

9.5 Empanelment Criteria

Following empanelment criteria shall be followed for each item in the BOQ :

a) After identifying L1 rates for each bandwidth slab, IMC shall invite other technically qualified Bidders (L2, L3, L4, etc.) to **match the L1 rates** for empanelment.

b) Only Bidders who participated in the Tender are eligible for empanelment.

c) Written acceptance of L1 rates must be submitted within 15 working days of notification. IMC may grant reasonable extension at its discretion.

d) IMC shall empanel up to four **(4)** Bidders per bandwidth slab, subject to acceptance of L1 rates.

e) If the L1 Bidder withdraws, the next lowest Bidder (L2) may be offered the opportunity to match L1 and become the new L1.

f) Bidders may be empanelled for all slabs or selectively for the slabs for which they accept L1 rates.

9.6 Work Distribution

IMC shall distributed work among the empaneled Bidders based on the number of Bidders who have accepted L1 rates.

Work allocation applies per bandwidth slab and per phase of rollout.

9.6.1 Work Distribution – Scenario Based

To ensure fairness, redundancy, and operational flexibility, work shall be distributed as follows:

A. When Four (4) Bidders Are Empaneled

Bidder Rank	Maximum Percentage of Locations
L1	Up to 45%
L2	Up to 25%
L3	Up to 20%
L4	Up to 10%

B. When Three (3) Bidders Are Empaneled

Bidder Rank	Maximum Percentage of Locations
L1	Up to 55%

Bidder Rank	Maximum Percentage of Locations
L2	Up to 30%
L3	Up to 15%

C. **When Two (2) Bidders Are Empaneled**

Bidder Rank	Maximum Percentage of Locations
L1	Up to 65%
L2	Up to 35%

D. **When One (1) Bidder Is Empaneled**

Bidder Rank	Maximum Percentage of Locations
L1	Up to 100%

IMC may, however, split assignments regionally or phase-wise for risk mitigation.

E. The percentage allocations specified above represent the maximum permissible share for each Bidder and do not constitute a guaranteed allocation. If any Bidder selects, accepts, or is found feasible for a lower percentage than the maximum allotted share, the unallocated balance shall be redistributed by IMC among the remaining empaneled Bidders. IMC shall have full discretion to allocate the remaining locations based on feasibility, operational requirements, redundancy needs, and service continuity considerations. This redistribution shall not require any prior consent from the Bidders.

9.6.2 Fractional Rounding Rule

Where fractional allocation occurs:

- Values < 0.5 shall be rounded **down**
- Values ≥ 0.5 shall be rounded **up**

9.6.3 Site Selection Process

a) IMC shall allocate sites in a rotational (round-robin) manner among empaneled Bidders in the sequence L1 → L2 → L3 → L4 (as applicable), until each Bidder reaches its maximum permitted allocation percentage. This prevents any Bidder from receiving only easy or difficult sites.
b) IMC shall share the final list of sites with all empaneled Bidders within seven (7) working days of completion of empanelment.
c) Each Bidder shall confirm acceptance of its allocated sites within five (5) working days of receiving allocation intimation for each round. Failure to respond within the timeline shall be treated as non-acceptance.

d) Sites declined or not confirmed within the stipulated time may be reassigned by IMC to the next eligible Bidder without impacting the rotation cycle.
e) IMC retains the discretion to reallocate or adjust sites to ensure redundancy, operational efficiency, and timely rollout of connectivity.

9.6.4 Feasibility and Work Orders

a) IMC shall issue LOIs for selected locations.
b) Bidders must submit feasibility reports within timelines specified in Section 5 (Implementation Timelines).
c) Work Orders shall be issued only for feasible sites.
d) Sites declared non-feasible or delayed by a Bidder may be reassigned to the next available Bidder.

9.6.5 Non-Commissioned Links

a) Penalties for delays shall be levied as per the SLA/Penalty Section.
b) IMC may reassign non-commissioned or delayed links to any other empaneled Bidder without prior notice.

9.6.6 Special Conditions

a) For redundancy at IMC Network POP, links may be allocated to two different service providers irrespective of percentage allocation.
b) Work may be distributed phase-wise (Phase 1, 2, 3…).
c) IMC reserves the right to add or remove locations based on operational requirements.
d) New connectivity requirements arising during the contract period shall follow the same allocation methodology.

9.7 Contacting the Competent Authority

Any attempt by a Bidder to influence the evaluation process, decision-making, or contract award shall result in immediate rejection of the bid and forfeiture of EMD.

All communication after bid submission shall be in writing only

9.8 Confidentiality

a) Any attempt by a Bidder to influence IMC in the evaluation of the bids or Contract award decisions may result in the rejection of its bid.

b) If any Bidder wishes to contact the IMC during/after opening of the Bid to award of contract. He may do so in writing.

Section – 10

10. Terms and Conditions Governing the Contract

10.1 Signing of Contract

a) The empanelled Bidder shall execute the Contract Agreement with Indore Municipal Corporation (IMC) within thirty (30) days from the date of issuance of the Work Order. Upon receiving a written request from the Bidder, IMC may, at its sole discretion, allow a reasonable extension for signing the Contract, based on merits and justification submitted.

b) All terms, conditions, specifications, corrigenda, addenda, and clarifications issued as part of the Tender shall form an integral and binding part of the Contract Agreement.

c) Failure of the Bidder to execute the Contract within the stipulated or extended period shall constitute a material breach, and IMC shall have the right to forfeit the Performance Bank Guarantee (PBG) and take any other action deemed appropriate

10.2 Performance Bank Guarantee (PBG)/ Security Deposit

a) As this Tender is an empanelment-based rate contract and IMC does not guarantee any minimum quantity or minimum work order value, the Performance Bank Guarantee (PBG) shall be linked to individual Work Orders rather than the overall contract value.

b) The Performance Bank Guarantee shall be executed on a non-judicial stamp paper of appropriate value as applicable in the State of Madhya Pradesh (currently ₹500/-). The cost of stamp duty shall be fully borne by the Bidder.

c) The Empanelled/Selected Bidder shall furnish a Performance Bank Guarantee (PBG) equivalent to five percent (5%) of the respective Work Order value, valid for the entire duration of that Work Order plus an additional six (6) months.

d) The PBG shall be submitted in the format prescribed in Annexure-IV within fifteen (15) days from the date of issuance of each Work Order. Upon acceptance of the first PBG submitted under the Contract, the EMD of the Bidder shall be refunded.

e) All charges, fees, and incidental expenses related to the issuance, amendment, extension, or maintenance of the PBG shall be borne entirely by the Bidder.

f) The PBG must remain valid for the full Work Order period, including any extensions granted by IMC, plus an additional six (6) months beyond the expiry of the Work Order to safeguard all performance obligations.

g) Under no circumstances shall IMC be liable to pay any PBG charges, amendment fees, renewal fees, or any other associated banking costs. All such charges shall be borne entirely by the Bidder.

h) The PBG for a particular Work Order shall be released only after IMC confirms complete, satisfactory, and defect-free delivery of all services and fulfilment of all contractual obligations for that Work Order. No interest shall be payable on the PBG amount

i) IMC reserves the absolute right to invoke the PBG, partially or fully, under any of the following circumstances:

   i. Non-performance or failure to deliver services in accordance with tender specifications and agreed service levels.

ii. Failure of the solution or deliverables to meet performance, security, or functional requirements.

iii. Breach of information security or unauthorized access attributable to the Bidder or its personnel.

iv. Submission of incorrect, misleading, fraudulent, or illegal reports, outputs, or data that adversely impact IMC.

v. Any misconduct, negligence, or unlawful activity by the Bidder or its personnel in connection with the project.

10.3 General

a) The quoted price shall be inclusive of all applicable taxes, duties, levies, fees, and surcharges, except GST, which shall be paid extra as per prevailing rates.

b) Conditional bids, deviations from tender specifications, or bids containing assumptions or alternate proposals shall be rejected without further consideration.

c) IMC reserves the absolute right to accept or reject any bid, including the lowest bid, without assigning any reason. IMC also reserves the right to extend the contract, based on performance and operational requirements, subject to mutually agreed terms.

d) A formal Contract Agreement must be executed by the empanelled Bidder. Failure to execute the Contract within the stipulated period shall lead to the forfeiture of the Performance Security and may result in termination of empanelment.

e) The estimated tender value of ₹ 20, 00,000 mentioned in the NIT is indicative and has been provided only for tender processing, administrative approval, EMD calculation, financial eligibility assessment, and audit compliance. This estimated value does *not* represent or imply any minimum order quantity or minimum financial commitment by IMC. IMC may issue Work Orders strictly on an actual requirement basis during the contract period, and no minimum value or volume is guaranteed to any Bidder.

10.4 Payment

a) Payments shall be released on a quarterly basis after successful commissioning, UAT sign-off, and acceptance of each link, subject to compliance with all Service Level Agreements (SLA).

b) IMC reserves the right to apply applicable penalties for SLA non-compliance while processing payments.

c) No advance payment shall be made under this Contract.

d) The Bidder shall not impose any minimum billing, minimum commitment period, minimum bandwidth commitment, or minimum link-utilization charges of any form. Payments shall be strictly based on actual commissioned duration.

e) IMC shall be billed only for the actual bandwidth slab and duration for which services are availed, subject to standard monthly billing cycles.

10.5 Amendment

No provision of this Contract, including this clause, shall be altered, amended, or modified, in whole or in part, except through a written instrument executed after the date of this Contract and signed by authorized representatives of all parties**,** which explicitly states that it is intended to amend the present Contract.

10.6 Corrupt / Fraudulent Practices

a) The Bidder shall maintain the highest standards of ethics during the bidding process and throughout the execution of the Contract.

b) **"Corrupt Practice"** includes offering, giving, receiving, or soliciting anything of value to influence the decision-making of a public official.

c) **"Fraudulent Practice"** includes misrepresentation or omission of facts to influence the decision-making process to the detriment of IMC, including collusion among Bidders to artificially inflate or deflate pricing or restrict fair competition.

d) If IMC, at any point, has reasonable grounds or prima facie evidence that the Bidder has engaged in corrupt or fraudulent practices, IMC may:

   i. suspend or terminate the contract,

   ii. forfeit the PBG,

   iii. blacklist or debar the Bidder from future tenders

   iv. initiate legal or penal action as per applicable laws

e) Before declaring a Bidder ineligible or initiating punitive action, IMC shall provide the Bidder a reasonable opportunity to present its explanation.

10.7 Resolution of Disputes

a) IMC and the selected Bidder shall make every effort to resolve amicably any dispute, disagreement, or claim arising out of or in connection with the Contract through direct discussions and mutual consultation.

b) If the parties are unable to resolve the dispute within **30 days**, the matter shall be referred to arbitration in accordance with the provisions of the Madhya Pradesh Madhyastham Adhikaran Adhiniyam, 1983**.**

c) The following conditions shall apply to the arbitration proceedings:

   i. The arbitration shall be conducted in English at Indore**.**

   ii. The award passed by the Arbitral Tribunal shall be final and binding on both parties. The Tribunal may award costs, including reasonable legal fees, to the party substantially prevailing.

   iii. Both parties shall continue to perform their respective contractual obligations during the arbitration proceedings except for the matters under dispute.

   iv. All legal disputes, including applications under Section 34/37 of the Arbitration and Conciliation Act (where applicable), shall be subject to the exclusive jurisdiction of the Courts at Indore, irrespective of the place of arbitration.

10.8 Legal Jurisdiction

All legal proceedings, claims, disputes or actions arising out of or relating to this Tender or the Contract shall be subject to the **exclusive jurisdiction of the competent Courts at Indore (Madhya Pradesh)**.

10.9 Indemnity

The Empanelled/Successful Bidder shall indemnify, defend, and hold harmless IMC from and against any and all claims, losses, damages, liabilities, legal actions, penalties, costs or expenses (including reasonable attorney's fees) arising out of:

a) infringement of any patent, trademark, copyright or other intellectual property rights;

b) any breach of applicable laws, regulations or Government orders;

c) negligence, misconduct, omission or wilful default of the Bidder or its personnel;

d) any claims by third parties arising from the Bidder's performance or non-performance of its obligations under the Contract.

This indemnification obligation shall survive the expiry or termination of the Contract

10.10 Publicity

The Bidder shall not use the name, logo, emblem or any document relating to IMC or the Project in any form of publicity, media release, marketing material, brochure, website, or communication without the prior written approval of IMC. Any unauthorized publicity shall be treated as a breach of Contract.

10.11 Performance Obligations

a) The Bidder shall ensure that all services, solutions, hardware, software, tools and components supplied or deployed under this Contract do not infringe any patent, design, copyright, trademark or other intellectual property rights

b) The Bidder shall comply with all applicable Central/State laws, statutory regulations, security standards and Governmental requirements

c) The Bidder shall be solely responsible for any consequences, claims or damages resulting from infringement or violation of such rights. IMC shall not be liable for performance failures arising from Bidder-owned infrastructure used to deliver ILL services.

10.12 Force Majeure

a) "Force Majeure" refers to events beyond the reasonable control of both parties, not involving fault or negligence, and which prevent the performance of obligations under the Contract.

b) Force Majeure events include, but are not limited to:

i. natural disasters such as floods, earthquakes, cyclones, storms, lightning, fire, pandemics, epidemics;

ii. war, invasion, armed conflict, terrorism, riots, civil unrest, revolutions;

iii. Government actions, embargoes or restrictions;

iv. nation-wide or state-wide strikes or lockouts of political nature.

(Note: Electrical faults like short-circuits/over-voltage shall not be considered Force Majeure events.)

c) The affected party shall notify the other party in writing within 7 days of the occurrence of a Force Majeure event, describing the nature, impact, and expected duration.

d) IMC may revise project timelines based on the impact of the event. If, after revised timelines, the Bidder fails to complete the work, IMC may invoke the PBG or terminate the Contract.

e) If a Force Majeure situation continues for more than 60 days, either party may terminate the Contract by mutual consent without further liability, except for payments due for services already rendered.

f) Both parties shall undertake reasonable measures to minimize the effects of the Force Majeure event

10.13 Right to Terminate

a) IMC reserves the right to accept or reject any Tender, or annul the Tender process at any stage without assigning any reason and without liability to the affected Bidders.

b) This Tender does not constitute an offer or commitment by IMC. Participation in this Tender does not guarantee award of Contract.

c) IMC may choose not to enter into a Contract with any Bidder and may withdraw or modify the Tender at any time.

10.14 Suspension & Termination of Empanelled Bidder

a) This Contract shall terminate automatically upon expiry of the Contract period, unless extended by IMC.

b) IMC or the Bidder may terminate the Contract by providing **30 days' written notice**. IMC may terminate the Contract immediately in case of breach, blacklisting, or insolvency of the Bidder.

c) With mutual consent, either party may terminate the Contract by providing **60 days' written notice**.

d) IMC may terminate the Contract if the Bidder is blacklisted by any Government authority or convicted for any legal/tax offence.

e) IMC may terminate the Contract with immediate effect if there is a reasonable apprehension of the Bidder's bankruptcy or insolvency.

f) Upon termination due to breach by the Bidder, IMC shall have the right to **invoke the Performance Bank Guarantee**.

g) IMC may extend or renew this Contract, or transfer obligations to another agency, at its discretion.

h) IMC may terminate the Contract without compensation if the Bidder becomes insolvent or bankrupt. Such termination shall not prejudice IMC's right to recovery or legal action.

i) The Bidder may be suspended/terminated and blacklisted for reasons including but not limited to:

- violation or breach of any Tender/Contract condition;
- delivery of substandard or non-compliant services;
- use of pirated/unlicensed software;
- fraud, misrepresentation, or inducements during bidding or execution;
- offering incentives, bribes or unauthorized benefits to influence work orders.

j) As service quality issues require urgent intervention, IMC may suspend the Bidder immediately for providing faulty/substandard service. The Bidder shall be given reasonable opportunity to explain. If found guilty after inquiry, IMC may cancel the Contract and initiate legal action. The decision of the **Commissioner, IMC**, shall be final and binding.

k) IMC shall not be liable to pay any exit charges, deactivation charges, early-termination penalties, minimum billing commitments, or link-closure fees of any kind. Billing shall be strictly pro-rata based on actual service period. Any clause by the Bidder seeking exit fee shall be treated as non-compliant and rejected.

l) All links shall be provisioned strictly on a pay-per-use quarterly billing basis, and billing shall stop immediately upon decommissioning of the link or termination of the Contract.

m) Any claim by the Bidder for exit load, minimum retention period, link lock-in period, or termination penalties shall be treated as null and void and will constitute a material breach of the Contract.

10.15 Limitation of Liability

a) The maximum aggregate liability of the Bidder under this Contract, whether arising from contract, tort (including negligence), indemnity, or otherwise, shall not exceed the total Work Order value actually paid or payable by IMC under the Contract.

b) The above limitation shall **not** apply to:

   i. claims arising from fraud, wilful misconduct, or gross negligence of the Bidder;

   ii. breach of confidentiality or data security obligations;

   iii. intellectual property rights (IPR) infringement;

   iv. third-party indemnification claims;

   v. damage or loss caused by unauthorized access, security breaches, or malicious acts attributable to the Bidder.

c) In no event shall IMC be liable for any indirect, incidental, consequential, punitive, or exemplary damages arising under or relating to this Contract

10.16 Insurance clause

a) The Bidder shall insure, at its own cost, **all equipment, components, tools, and materials** supplied, transported, stored, installed, or used for delivery of services under this Contract against all risks, including loss, theft, fire, transit damage, or accidental damage.

b) The Bidder shall maintain a valid **Contractor's All Risk (CAR)** policy and/or any equivalent insurance policy, covering:

i. equipment and materials;

ii. installation/commissioning activities;

iii. workmen compensation and employee safety;

iv. third-party liability for damage caused at IMC premises.

c) The Bidder shall ensure that all employees deployed under the Contract are covered under appropriate insurance policies. IMC shall have no liability whatsoever towards any accident, injury, compensation, or claim arising during the Contract period.

d) All insurance policies shall remain valid throughout the **entire Contract period**, including installation, commissioning, and maintenance.

10.17 Extension of Order:

a) IMC reserves the right to place additional orders for Internet Leased Line (ILL) bandwidth initially for the Integrated Command and Control Centre (ICCC) and subsequently at any other IMC location, during the Contract period at the same approved L1/empanelled rates, terms, and conditions.

b) IMC may, at its discretion, extend the Contract for an additional period of One Year + One Year (1+1) on the same rates, terms, and conditions, subject to satisfactory performance and mutual agreement.

c) The Bidder shall be bound to accept such extension orders without any change in pricing or contractual obligations.

10.18 Exit Management

a) Purpose

i. This clause defines the obligations of the Bidder and IMC to ensure a smooth and uninterrupted transition of services initially commissioned at the Integrated Command and Control Centre (ICCC) and subsequently at other IMC locations, upon expiry or termination of the Contract.

ii. In cases of termination due to Bidder default, breach, insolvency, or non-performance, IMC shall determine the applicability and duration of Exit Management activities.

iii. Both parties shall cooperate fully to enable seamless transition of services to IMC or to any Replacement Bidder.

b) Cooperation and Provision of Information

During the Exit Management period:

i. Provide IMC or its nominated agency full access to all information required to understand the existing service delivery model, network configuration, operational procedures, and architecture.

ii. Furnish all relevant documents, logs, diagrams, reports, manuals, updated configurations, access credentials, performance data, and any other records maintained under the Contract.

iii. Ensure availability of key technical personnel for knowledge transfer, handover sessions, and technical support as required by IMC or the Replacement Bidder.

iv. Ensure that no system access, data, or documentation essential for continuity of services is withheld or delayed.

c) Confidential Information, Security and Data

The Bidder shall, at the commencement of the Exit Management period, provide:

i. Complete documentation of all deployed services and infrastructure, including network diagrams, design documents, configuration details, performance reports, and ticket history.

ii. Documentation relating to IPR, licenses, software keys, and warranties

iii. All IMC data, logs, backups, credentials, passwords, and confidential information in a secure, readable format.

iv. Latest updated configurations of routers, switches, radios, CPEs, and all devices deployed under the project.

v. Any other documents, agreements, and operational information necessary for seamless transition.

vi. The Bidder shall hand over all updated documents, configurations, and materials before the Exit Management period ends and shall **not retain any copies**, in any form, physical or digital.

vii. IMC shall return any Bidder-owned confidential information in its possession, unless such information is required for compliance with statutory, legal, or audit requirements.

viii. **At Contract expiry**: The empanelled Bidder shall ensure **smooth and orderly de-commissioning** of all devices, equipment, and components deployed at IMC premises. All such equipment shall **remain the property of the Bidder** and shall be **removed in fully functional condition**, without causing any damage to IMC infrastructure or disruption to ongoing operations. The Bidder shall hand over to IMC **complete as-built network documentation**, including configuration details, IP addressing information, topology diagrams, integration details, and operational/troubleshooting manuals, to facilitate transition or migration to a new service provider.

d) Link Handover and Decommissioning

i. The Bidder shall coordinate with IMC and/or the Replacement Bidder to ensure link transition or migration occurs without service disruption beyond an IMC-approved maintenance window.

ii. Prior to decommissioning any link, the Bidder shall:

- Release all public/static IP addresses allocated to IMC and update ISP/RIR records.
- Remove routing entries, peering configurations, and firewall policies associated with IMC traffic.
- Transfer sanitized configuration backups for continuity.

iii. All Bidder-owned equipment (CPEs, radios, switches, etc.) installed at IMC premises shall be removed safely without causing damage.

iv. IMC shall not bear any exit charges, decommissioning fees, or removal costs.

v. The link handover shall be deemed complete only upon issuance of a Link Handover Acceptance Certificate by IMC.

e) Employees

During Exit Management:

a) Upon reasonable written request, the Bidder shall provide IMC with a list of employees deployed for the project, including role, responsibilities, and contact details, subject to applicable laws (labour law, privacy, etc.).

b) The Bidder shall not enforce any contractual restrictions that prevent IMC or the Replacement Bidder from engaging such personnel, subject to mutual consent and applicable laws.

c) The Bidder shall ensure no disruption of services due to withdrawal of resources during Exit Management.

Section – 11

11. Format for Response to the tender: Pre-Qualification Bid

This section provides the outline, content, and the formats that the Bidders are required to follow in the preparation of the Pre-Qualification Bid

11.1 Format 1 - Pre-Qualification Bid Letter

To,
Department of Information Technology
Indore Municipal Corporation
Indore -452007,
Madhya Pradesh.
E-Mail: systemadmin-imc@mp.gov.in
Sir,

Subject: Submission of Pre-Qualification Bid –Empanelment of Bandwidth Service Providers for Internet Leased Line (ILL) Connectivity at IMC

Reference: Tender No: <Tender Reference Number> Dated <dd/mm/yyyy>

We, the undersigned, having examined the tender document and all corrigenda/addenda, hereby submit our Pre-Qualification Proposal for Empanelment of Bandwidth Service Providers at IMC:

a. Earnest Money Deposit (EMD)

We have deposited an EMD amount of **₹ 40,000/- (Rupees Forty Thousand only)** through the e-procurement portal (www.mptenders.gov.in). We understand that the EMD is liable to be forfeited as per the conditions of the tender.

b. Contract Performance Guarantee:

In the event of award of contract, we undertake to submit the Performance Bank Guarantee in the prescribed format and within the stipulated timelines

We hereby declare that:

- this bid has been submitted in good faith and without collusion or fraud;
- all information furnished in this bid is true, correct and complete to the best of our knowledge;
- IMC is not bound to accept any bid it receives, and we shall remain bound by our proposal.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation & Seal

Business Address:

11.2 Format 2 - General Information about the Bidder

Details of the Bidder (Company)		
1.	Name of the Bidder	
2.	Address of the Bidder	
3.	Status of the Company (Public Ltd / Private Ltd / LLP / Partnership)	
4.	Details of Incorporation of the Company	Date:
		Ref.#
5.	Details of Commencement of the Business	Date:
		Ref.#
6.	Valid GST registration no.	
7.	Permanent Account Number (PAN)	
8.	Name & Designation of Authorized Contact Person	
9.	Telephone No, (with STD code)	
10.	Email of the contact person:	
11.	Fax No. (with STD code)	
12.	Website	

Details of the Bidder (Company)				
13.	Financial Information (as per Audited Balance Sheet – in Crores)			
14.	Year	2022-2023	2023-2024	2024-2025
15.	Net Worth			
16.	Turn over			

11.3 Format 3 - Declaration Regarding Clean Track Record "non-blacklisting of the company/firm"

To,
Department of Information Technology
Indore Municipal Corporation
Indore -452007,
Madhya Pradesh.
E-Mail: systemadmin-imc@mp.gov.in

Sir,

I hereby declare that **our company has not been blacklisted, debarred or suspended** by any Central/State Government Department, PSU or Autonomous Body in India as on the date of submission of this bid.

I further certify that I am duly authorized to make this declaration on behalf of my company.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation Seal

Date:

Business Address:

11.4 Format 4 - Declaration of Acceptance of Terms & Conditions in the RFP

To,
Department of Information Technology
Indore Municipal Corporation
Indore -452007,
Madhya Pradesh.
E-Mail: systemadmin-imc@mp.gov.in

Sir,

I hereby declare that we have carefully reviewed the **Tender Document No-------- for Empanelment of Bandwidth Service Providers for Internet Leased Line (ILL) Connectivity at IMC**, and **all terms and conditions are fully acceptable to us** without deviation.

I further certify that I am authorized to sign and submit this declaration on behalf of my company.

Yours faithfully,

(Signature of the Bidder)

Printed Name Designation

Seal Date:

Business Address:

11.5 Format 5 - Submitting Bank Guarantee as Earnest Money Deposit

To,
Department of Information Technology
Indore Municipal Corporation
Indore -452007,
Madhya Pradesh.
E-Mail: systemadmin-imc@mp.gov.in

WHEREAS ………………………………………………………………. (Bidder's name) (Thereinafter referred to as "Bidder"), a Corporation/ Company/ Firm having its registered office at ……………………………………………… is required to deposit with you, by way of Earnest Money, Rs. xxxx Lakhs (Rupees xxxx only) in connection with its tender for the work with reference to Tender No: <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY> as per specification and terms and conditions enclosed therein.

WHEREAS the Bidder has agreed to establish a Bank Guarantee in Your Favor through us valid up to…………………………. ….. (Date) for Bid Security.

We ……………………………………………………………………………… (Bank) hereby agree and undertake to pay you on demand the said amount of Rs. xxxx Lakhs (Rupees xxxx only) without any protest or demur in the event the Bidder/Tenderer after submission of his tender, withdraws his offer or modifies the terms and conditions thereof in a manner not acceptable to you or expresses his unwillingness to accept the order placed and/or letter of intent issued on the Bidder/Tenderer or fails to sign the contract within stipulated period for the work under Tender No: <**TENDER REFERENCE NUMBER**> Dated <DD/MM/YYYY>

1. Your decision as to whether the Bidder/Tenderer has withdrawn his offer or has modified the terms and conditions thereof in a manner not acceptable to you or has expressed his unwillingness to accept the order placed and/or Letter of Intent issued by you on the Bidder/Tenderer for the work Notice Inviting Bid (Tender No: <**TENDER REFERENCE NUMBER**> Dated <DD/MM/YYYY>) in this regard, shall be final and binding on us and we shall not be entitled to question the same.

2. Notwithstanding anything contained in the foregoing, our liability under this Guarantee shall be restricted to Rs.xxx (Rupees xxxxx only).

3. This Guarantee shall remain valid and in full force and effect up to ……………… (Date) and shall expire thereafter unless an intimation is given to the Bank by you earlier in writing discharging us from our obligation under this Guarantee.

4. We shall not revoke this Guarantee during its currency except by your consent in writing.

5. This Guarantee shall not be affected by any change in the constitution of the Bidder/Tenderer or yourselves or us but shall ensure to your benefit and be enforceable against our legal successors or assignees by you or your legal successors.

6. Notwithstanding anything contained herein above unless a demand or claim under this Guarantee is made on us in writing within three months from the date of expiry of this Guarantee we shall be discharged from all liabilities under this Guarantee thereafter.
7. We have power to issue this Guarantee under our Memorandum and Articles of Association and the undersigned who is executing this Guarantee has the necessary power to do so under a duly executed Power of Attorney granted to him by the Bank.

Signed and Delivered

For and on behalf of…………………… Bank

(Banker's Name)

Name of Bank Manager ……………………

Address………………………………………

11.6 Format 6 - Technical bid Letter

To,

Department of Information Technology
Indore Municipal Corporation
Indore -452007,
Madhya Pradesh.
E-Mail: systemadmin-imc@mp.gov.in
Sir,

Subject: Empanelment of Bandwidth Service Providers for Internet Leased Line (ILL) Connectivity at IMC

Reference: Tender No: <Tender Reference Number> Dated <dd/mm/yyyy>

We, the undersigned Bidders, having read and examined in detail all the Tender documents do hereby propose to provide the services as specified in the Tender document number <**Tender Reference Number>** Dated <dd/mm/yyyy> along with the following:

1. **Earnest Money Deposit (EMD)**

   We have paid an EMD of ₹ 40,000/- (Rupees Forty thousand only) through the portal https://mptenders.gov.in/. This EMD is liable to be forfeited in accordance with the provisions of - General Conditions of the Contract.

2. **Deviations**

   We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations, assumptions, and deviations, all of which have been detailed out exhaustively in the following statements, irrespective of whatever has been stated to the contrary anywhere else in our Tender:

   Statement of Deviations from Tender Terms and Conditions is as specified in General Terms and Conditions

   Further we agree that additional conditions or assumptions, if any, found in the Tender documents other than those stated in deviation schedule shall not be given effect to.

3. **Performance Bank Guarantee**

   We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee in the form prescribed in the tender document.

4. **Bid Validity Period**

We agree to abide by this Bid for a period of 180 days after the date fixed for Bid opening or for any further period for which Bid validity has been extended and it shall remain binding upon us, and Bid may be accepted at any time before the expiration of that period.

We hereby declare that our Bid is made in good faith, without collusion or fraud and the information contained in the Bid is true and correct to the best of our knowledge and belief.

We understand that our Bid is binding on us and that you are not bound to accept a Bid you receive.

Thanking you….

Yours faithfully,

(Signature of the bidder)

Printed Name Designation

Seal Date:

Business Address

11.7 Format 7 - Performa for No Deviation Declaration

To,
Department of Information Technology
Indore Municipal Corporation
Indore -452007,
Madhya Pradesh.
E-Mail: systemadmin-imc@mp.gov.in

Reference:

Sir,

We hereby declare that **there are "Zero Deviations"** from the Terms & Conditions and Technical Specifications of the Tender Document. All clauses are fully acceptable to us.

Yours faithfully, for and on behalf of M/s________________________(Name of the manufacturer)

Signature

Name Designation Address

Date

Authorized signatory's signature and stamp

11.8 Format 8 - Project Experience details

S/N	Item	Details
General Information		
1.	Customer Name/Government Department	
2.	Contact Person Name & Details	
Brief Description of scope of project		
Size of the project		
3.	Contract value of the project (in crores)	
4.	Capital Expenditure (if applicable)	
5.	Total Service Value Delivered	
6.	Work Order / Completion Certificate Attached (Yes/No)	
Project Details		
7.	Name of the project	
8.	Start Date & End Date	
9.	Current status (work in progress, completed)	
10.	Contract Tenure	
11.	Number of Locations	
12.	Type of project	
13.	Solution architecture employed & core components	
14.	Scope of service delivery system	
15.	Tools Used (Monitoring / NMS / PM Tools)	

Note: The above detail must be accompanied by the copy of purchase order / service order

Section – 13

12. Annexure

Annexure 1: Proforma of Bank Guarantee towards Performance Security

Ref. No. ______________________________ Bank Guarantee No ___________

Dated …………………………….

To,
Department of Information Technology
Indore Municipal Corporation
Indore -452007,
Madhya Pradesh.
E-Mail: systemadmin-imc@mp.gov.in

Dear Sir,

In consideration of IMC, having its office at Indore Municipal Corporation, Indore -452007, Madhya Pradesh (hereinafter referred to as `IMC', which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and assignees) after receipt of the work order dated with M/s __________having its registered/head office at _____________(hereinafter referred to as the 'CONTRACTOR') which expression shall, unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assignees) and IMC having agreed that the CONTRACTOR shall furnish to IMC a performance guarantee for Indian Rupees .... for the faithful performance of the entire CONTRACT.

We (name of the bank) _______________________________ registered under the laws of having head/registered office at ___________________________ (hereinafter referred to as "the Bank", which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) do hereby guarantee and undertake to pay immediately on first demand in writing any /all moneys to the extent of Indian Rupees. (in figures) __________ (Indian Rupees (in words) _______________________) without any demur, reservation, contest, or protest and/or without any reference to the CONTRACTOR. Any such demand made by IMC on the Bank by serving a written notice shall be conclusive and binding, without any proof, on the bank as regards the amount due and payable, notwithstanding any dispute(s) pending before any Court, Tribunal, Arbitrator, or any other authority and/or any other matter or thing whatsoever, as liability under these presents being absolute and unequivocal. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged by IMC in writing. This guarantee shall not be determined, discharged, or affected by the liquidation, winding up, dissolution or insolvency of the CONTRACTOR and shall remain valid, binding, and operative against the bank.

The Bank also agrees that IMC at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance, without proceeding against the CONTRACTOR and notwithstanding any security or other guarantee that IMC may have in relation to the CONTRACTOR's liabilities.

The Bank further agrees that IMC shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said CONTRACT or to extend time of performance by the said CONTRACTOR(s) from time to time or to postpone for any time or from time to time exercise of any of the powers vested in IMC against the said CONTRACTOR(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said CONTRACTOR(s) or for any forbearance, act or omission on the part of IMC or any indulgence by IMC to the said CONTRACTOR(s) or any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

The Bank further agrees that the Guarantee herein contained shall remain in full force during the period that is taken for the performance of the CONTRACT and all dues of IMC under or by virtue of this CONTRACT have been fully paid and its claim satisfied or discharged or till IMC discharges this guarantee in writing, whichever is earlier.

This Guarantee shall not be discharged by any change in our constitution, in the constitution of IMC or that of the CONTRACTOR.

The Bank confirms that this guarantee has been issued with observance of appropriate laws of the country of issue.

The Bank also agrees that this guarantee shall be governed and construed in accordance with Indian Laws and subject to the exclusive jurisdiction of Indian Courts of the place from where the purchase CONTRACT has been placed.

Notwithstanding anything contained herein above, our liability under this Guarantee is limited to Indian Rupees. (in figures) …………………………… (Indian Rupees (in words) …………) and our guarantee shall remain in force until ………………… (Indicate the date of expiry of bank guarantee)

Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us by the said date, the rights of IMC under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the rights of IMC under this Guarantee shall be valid and shall not cease until we have satisfied that claim.

In witness whereof, the Bank through its authorized officer has set its hand and stamp on this........ day of

........20___ at....................

WITNESS NO. 1

-------------------------- -------------------------

(Signature) (Signature)

Full name and official and Address Full name, designation and

Address (in legible letters)

WITNESS NO. 2 with Bank stamp

(Signature)

Full name and official and Address

Attorney as per power of Attorney No............

Annexure 2: Format for Certification from chartered accountant

(To be submitted by the bidder only on CA Certificate with CA's Registration Number/ Seal)

To,

Department of Information Technology
Indore Municipal Corporation
Indore -452007,
Madhya Pradesh.
E-Mail: systemadmin-imc@mp.gov.in

CERTIFICATE

Ref: Tender No ………………………………..   dated...............

Sub: Certification of Annual Turnover & Net Worth of <Bidder Name>

We certify that the Annual Turnover and Net Worth of the company from **Telecom / ISP / IT/ITeS Services** for the last three (3) financial years are as follows:

Financial Information (In INR crores)	2022-23	2023-24	2024-25
Financial Turnover			
Financial Turnover from IT/Telcom			
Financial Net Worth			

(Signature of the Chartered Accountant)

Name:

Designation:

Membership Number:

Date:

Company Seal:

Business Address:

Annexure 3: Format for Self-declaration for not blacklisted.

(To be submitted by bidder in company letter head)

To,

Additional Commissioner
Department of Information Technology
Indore Municipal Corporation
Nagar Nigam, Indore 452007

Self-declaration for not blacklisted.

We, …………………………………………… hereby declare that we have not been placed on any blacklist declared by any Bank, Financial Institution, Govt's vendor blacklist, any other government institution, or PSUs except as indicated below:

(Here give particulars of blacklisting and in the absence thereof state "NIL")

It is also understood that if this declaration is found to be false in any particular, IMC shall have the right to reject my/our bid, and if the bid has resulted in a contract, the contract is liable to be terminated.

Place: …………………… Signature of Bidder: …………………………………

Date: ……………………. Name of Signatory: …………………………………

Annexure 4: Format for Self-Declaration for NOC Operations

(Letter on the bidder's Letterhead)

To,

Additional Commissioner
Department of Information Technology
Indore Municipal Corporation
Nagar Nigam, Indore 452007

Sub: Declaration for NOC

Dear Sir,

I/We,______________________, as____________<Designation>____________of M/s ___________________________

___________________________,hereby declare that our Company / Firm____ ___________________________is having fully operational NOC at_________ ___________________________<Address> and__

<Contact number> which is functional 24x7x365 days in a year and operating in full redundancy (Primary + DR/Backup).

Yours Faithfully [Authorized Signatory] [Designation]

[Place]

[Date and Time]

[Seal & Sign]

[Business Address]

Annexure 5: Structure and Organization

1.	Name of the applicant:	
2.	Office Address:	
3.	Telegraphic Address:	
4.	Telephone Numbers:	
5.	Fax Number:	
6.	Date and location of establishment.	
7.	The applicant is a) An individual b) A proprietary firm c) A partnership firm (if yes, give name and address of each of the partners). d) Private Ltd. / Public limited co.	
8.	In case of limited/Pvt. limited (Attach the Article of memorandum along with organizational chart showing the structure of the organization including the names of the Directors and position of the Officers)	
9.	How many years have your organization been in this business under the present name? What were the fields when your Organization was established. Whether any new fields were added in your organization? And if so, when?	
10.	Were you ever required to suspend the work for a period of more than six months continuously after you started? If so, give the names of projects and reasons.	

11.	Have you ever not completed any assignment given to you? (If so, give name of project and reasons for not completing the work).	
12.	In how many of your project were penalties imposed for delays? Please give details.	

Signature of the Applicant

Annexure 6: Key Personnel

Details of key technical and Administrative Personnel with the applicant and those that would be assigned to the work.

A.	Details of the Board of Directors / Partners	
	a) Name of the Director / partner	
	b) Organization	
	c) Address	
	d) Remarks	
B.	Key Technical and administrative personnel/ Authorized signatory	
	a) Individual's name	
	b) Qualifications	
	a) Present position of office	
	b) Professional experience and details of works carried out	
	a) Year with the applicant	
	b) How the individual would be involved in the contract	
C.	Remarks.	

Signature of the Applicant

Annexure 7: Details of related works completed for the last three years.

1.	Name of work	
2.	Place	
3.	Total tendered cost of work	
4.	Brief description of related works including principal features and quantities of main items.	
5.	Period of completion.	
	a) Originally stipulated time limit.	
	b) Extended time limit	
	c) Actual time taken to complete the work.	
	d) Reasons for non – completion of work in stipulated time limit / extended time limit.	
6.	Name of applicant's Engineer-In charge of the work	
7.	Were there any penalties / fines / stop notices / compensations / liquidated damages imposed? (Yes / No) (If yes, give amount and explanation).	

Certificate from the Owner/Employer in successful execution of work to be furnished.

Signature of the Applicant

Annexure 8: Financial Statement

Information regarding financial standing of the applicant.

S. No.	Details	Amount (Rs. in Lac.)	Remarks
(1)	(2)	(3)	(4)
1.	Income tax returns (last 3 years)	Please attach	
2.	Profit & Loss Statement (Last 3years)	Please attach	
3.	Balance Sheet showing turnover (last 3years)	Please attach	
4	Last three-year average turnover certificate certified by CA.	Please attach	
5.	Auditor’s Report including net worth	Please attach	

Signature of the Applicant

Annexure 9 : List showing relative of the applicant working in Indore Municipal Corporation

S. No.	Name of employee	Relationship with the applicant	Name of the Relation who are near relatives to Officers mentioned in col. 2	Remarks
(1)	(2)	(3)	(4)	(5)

Signature of the Applicant

Annexure 10 : Information regarding current litigation/blacklisting.

S. No.	Name of the Contract	Year of Contract	Organization	Details of litigation
(1)	(2)	(3)	(4)	(5)

The contractor shall be disqualified if bidder hides litigation/ blacklisting.

Signature of the Applicant

Annexure 11 : Additional Information

The Bidder may provide any additional information that they consider relevant to demonstrate their technical capability, financial strength, operational readiness, and overall suitability for pre-qualification under this Tender.

The Bidder is requested to submit a brief note (not exceeding 300 words) covering the following aspects:

1. Why the Bidder considers itself eligible and competent to undertake the scope of work defined in this Tender.
2. Unique strengths, technical expertise, or past experience that position the Bidder as a suitable partner for IMC.
3. Any value-added services, innovations, or operational advantages the Bidder proposes to offer under this project.
4. Any additional certifications, awards, quality processes, or industry recognitions that support the Bidder’s eligibility.

The information provided under this Annexure is for evaluation purposes only and shall not be treated as a deviation from the scope, terms, or conditions of the Tender.

Signature of the Applicant

Annexure 12: Tender Form

Indore Municipal Corporation, Indore, Madhya Pradesh						
Tender Form						
Details of the firm participating in the tender:						
1	Name of Bidder					
2	Name & Designation of Authorized Signatory					
3	Registered Office Address					
4	Address for communications					
5	Year of Establishment					
6	**Type of Firm**	**Public Limited**	**Private Limited**	**Partnership**	**Proprietary**	
	Put enter "Yes"					
7	Telephone Number(s)/ Mobile					
8	Website					
9	Fax No.					
10	Email Address					
11	Names of the Senior Executive Personnel like Chairman/Managing Director/Chief Executive Officer and his/her contact details.					
I. The Tender fee amounting to Rs. ………………./- (Rupees ……………………… only) has been						

Indore Municipal Corporation, Indore,
Madhya Pradesh

Tender Form

Details of the firm participating in the tender:

deposited

vide Transaction No / UTR No.	
Dated	

Please attach the photocopy of the same

II. Following documents are attached towards the proof of earnest money deposited.

Sl. No.	Instrument of Earnest Money Deposited (EMD) UTR No.	Amount	Number		

Note1: Earnest Money Deposit (EMD) as per details given below, by online mode in favor of Commissioner, IMC, Indore. **EMD value Rs. ……………………………… (Rupees …………………………………… Only).**

Please enclose the Earnest Money and Tender Fee Receipt with soft Copy Technical Bid

Annexure 13 – Financial Bid Format

S.No.	Bandwidth (Mbps)	Monthly Recurring Charge (MRC) per Link (INR)
1	10 Mbps	_______
2	20 Mbps	_______
3	50 Mbps	_______
4	100 Mbps	_______
5	200 Mbps	_______
6	500 Mbps	_______

•Rates shall be **exclusive of GST**.

•Bandwidth must be **committed, symmetric, uncompressed, and uncontended**.

•IMC may increase or decrease quantity of links as per requirement.

- No additional charges permitted for OFC laying, media converter, CPE, router, wireless radios, or IP addressing

•Prices shall remain firm for entire contract period including extensions

•Award of L1 shall be **per bandwidth slab**, NOT cumulative (as per Section 9)**.**

Annexure 14–TECH 1: ISP License & Regulatory Compliance

1. ISP License Type (Class A): ___________________

2. License Number: ____
3. Issued by DoT on: ___________________________
4. License Validity: From ___________ To ___________

Attach:

- Copy of DoT **Unified License – ISP Class A**
- Self-certification that bidder is compliant with DoT regulations
- Service Authorization Letter for ISP Class A

Annexure 14 –TECH 2: POP Details (Indore Region)

S.No	POP Address	Ownership (Own/Partner)	Fiber Availability	Backhaul Capacity	Redundant Path (Yes/No)
1					
2					

Attach:

- Fiber route map
- Ring topology diagram
- POP photos (optional)

Annexure14–TECH 3: Backbone & Last-Mile Infrastructure

A. Backbone

1. Total Backbone Capacity in Indore (Gbps): ___________
2. Peering with NIXI: Yes/No

B. Last Mile Availability

Location Type	OFC Availability	Max Bandwidth Supported (Fiber)
ICCC & HO	Yes/No	____ Mbps
Zonal Office	Yes/No	____ Mbps
Ward Office	Yes/No	____ Mbps

Annexure–TECH 4: Network Architecture Submission

Bidder must attach detailed diagrams:

1. High-Level fiber Architecture (IMC HO–ZO–Ward Offices)
2. Internet Peering & Routing Design (INDORE POP → Upstream)
3. Redundancy & Failover Model (Active-Active / Active-Passive)
4. IPv4/IPv6 routing plan
5. Security Architecture (Firewall, DDoS, Anti-BGP hijack)
6. NMS Monitoring + Auto Ticketing Flow Diagram

Attach PDFs & diagrams.

Annexure 14–TECH 5: SLA Compliance Matrix

SLA Parameter	Tender Requirement	Bidder Response	Compliance (Yes/No)
Uptime	Level-1 (ICCC/HO / Critical Locations): ≥ 99.5% Level-2 (Zonal / Other Offices): ≥ 98.5%		
Latency	≤ 80 ms (measured to ISP peering / mutually agreed public IP, as per SLA)		
Packet Loss	< 1%		
Jitter	As per SLA (acceptable limits defined by IMC; breach treated as downtime)		
MTTR	**As per SLA Severity Levels** *(Level-1: ≤ 60 min, Level-2: ≤ 180 min, Level-3: ≤ 480 min)*		
NOC Support	24×7×365 Centralized NOC & Helpdesk		
Auto Ticketing	Mandatory (Auto-ticketing or API/NMS integration with IMC systems)		
IPv6 Support	Mandatory (IPv6-ready, dual-stack support, migration as per SLA)		

Bidder must sign & stamp.

Annexure 14–TECH 6: CPE & Equipment Details

Equipment Type	Make	Model	Throughput	Interfaces	IPv6 Ready	Warranty
Router					Y/N	
Media Converter					Y/N	
Switch					Y/N	

Attach OEM datasheets & certification, IPv6 compliance certification, Warranty documents

Annexure 14–TECH 7: NOC & Support Infrastructure

1. NOC Location(s): ________________________
2. DR/Backup NOC Location: ________________________
3. Staffing (24x7 x365): L1 ___ | L2 ___ | L3 ___
4. Ticketing System: _______________________
5. Monitoring Tools (NMS/SNMP): ______________________
6. Auto Ticketing integration capability: Yes/No

--------------------END OF THE DOCUMENT ---------------------

Validate Print Help

Item Wise BoQ

Tender Inviting Authority: Indore Municipal Corporation, Indore

Name of Work: Tender for the Empanelment of Bandwidth Service Providers for ILL Connectivity at IMC.

Contract No:

Name of the Bidder/ Bidding Firm / Company :	

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	TEXT #	NUMBER #	TEXT #	NUMBER	NUMBER #	NUMBER #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Item Code / Make	Quantity	Units	Estimated Rate in Rs. P	BASIC RATE In Figures To be entered by the Bidder in Rs. P	HSN / SAC Code	TOTAL AMOUNT excluding taxes in Rs. P	TOTAL AMOUNT including taxes Rs. P	TOTAL AMOUNT In Words
1	2	3	4	5	6	7	10	11	12	13
1	**Tender for the Empanelment of Bandwidth Service Providers for ILL Connectivity at IMC.**									
1.01	Internet Leased Line (ILL) with OFC last-mile, managed service, SLA-compliant, including all equipment, IPs & O&M 10 Mbps	item1	1	Per Month				0.00	0.00	INR Zero Only
1.02	Internet Leased Line (ILL) with OFC last-mile, managed service, SLA-compliant, including all equipment, IPs & O&M 20 Mbps	item2	1	Per Month				0.00	0.00	INR Zero Only
1.03	Internet Leased Line (ILL) with OFC last-mile, managed service, SLA-compliant, including all equipment, IPs & O&M 50 Mbps	item3	1	Per Month				0.00	0.00	INR Zero Only
1.04	Internet Leased Line (ILL) with OFC last-mile, managed service, SLA-compliant, including all equipment, IPs & O&M 100 Mbps	item4	1	Per Month				0.00	0.00	INR Zero Only
1.05	Internet Leased Line (ILL) with OFC last-mile, managed service, SLA-compliant, including all equipment, IPs & O&M 200 Mbps	item5	1	Per Month				0.00	0.00	INR Zero Only
1.06	Internet Leased Line (ILL) with OFC last-mile, managed service, SLA-compliant, including all equipment, IPs & O&M 500 Mbps	item6	1	Per Month				0.00	0.00	INR Zero Only
Total in Figures								0.00	0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only								