

Clarification/ Amendment on pre-bid query for the selection of Service Provider Agency for subscription of 1000MBPs and 500MBPs at State Health Assurance Society

Sl. No.	Page No./ Section Clause	Existing Provision in RFP	Queries raised by the Prospective Bidder	Clarification/ Amendment on Pre-Bid Query
1	Page No.-4 2. Scope of Assignment	(iii) If required, the Service Provider shall provide necessary hardware, software, or cables (non deliverable items) for connectivity. All such hardware shall be returned upon completion of the project, subject to approval from SHAS.	Please state clearly if Router will be provided or its under Bidder's scope to provide and provision the same. Also, if it's under Bidder, does Bidder have to provide 3 separate Routers for three links in scope?	Clarification: Service Provider is required to provide the link through their fibre optic cable connected to a Router/L3 Switch (ISP) -> Fibre Patch Cable (ISP) -> SWITCH (SHAS) separately for each link (1000 Mbps - 01 nos, 500 Mbps -02 nos) connection.
2	Page No: 4 2. Scope of Assignment	(v) To provide Internet Router Port at ISP Gateway for required Bandwidth and minimum subnet of 12 Public IP addresses including Reverse Lookups configured at these IP's.	Please clarify if 12 usable IPs required for both 2x500 mbps and 1x1000 mbps link? In total 3 X /28 IPv4 subnets required?	Clarification: The Service provider is required to provide at least /28 subnets IP V4 Public IPs i.e., for each link (i.e 1000 MBPs – 01 nos and 500 MBPs – 02 nos.
3	Page No: 4 2 Scope of Assignment	(viii)Network Availability (uptime): More than 99.9 % per month.	Kindly amend the uptime requirement to 99.5%	Modified: Penalty provisions has been revised and updated in the revised documents.
			We would request Health & Family Welfare Department, Government of Odisha to align the requirement as per the industry wide prevalent standard practice for any such link on Redundant Fibre for providing Monthly SLA uptime of 99.5%. Please accept the request for change in requirement.	
4	Page No: 15 8 Installation and Commissioning	(viii)Project shall be completed within 1 week from the date of issue of the Letter of Intent (LOI) / Work order. All the aspects of safe delivery, installation, commissioning and uplink of the connectivity shall be the exclusive responsibility of the Service Provider. Agency shall start commissioning of the service within 3 days from date of commissioning order	Please allow 4-6 weeks for the completion of Delivery. 1 week is no way viable as Fibre Last mile delivery is involved and if Router is part of the scope as well, procurement and delivery of the same itself takes more than a week.	Modified: Modified to 4 weeks from the date of issue of work order.
			As per Industry practice for similar projects the delivery timeline will be 8 weeks from issuance of PO and submission of CAF and other Mandatory Documents. One week of delivery timeline will only favour the ISP who has Fibre presence in the Department Campus. Please amend for promoting wider competition.	

5	Additional		Following Hardware/Accessories are excluded from Bidder's Scope and needs to be arranged along with the UPS power • Earthing from 220 volts to 230 volts, E-N Voltage < 2 volts, • Air conditioning inside server room, • Rack Space of 4U. • Extension of cross-connect will be under the scope of Purchaser	Clarification: Required infrastructure like UPS Power Input, Air Conditioning, Rack Space, SWITCH and UTM are available at SHAS office. All items those required for provisioning of connectivity like CPE Device, MUX, Router Media Convertor or any other requirements for functional of ILL is the scope of Bidder
6	Page No: 15 10. Service Provider Obligations with last mile connectivity on fibre and to be terminated at UTM at SHAS office	Please confirm the handoff required - RJ45 / Fibre. In case of Fibre necessary SFP module has to be provided by Department. Please confirm.	Clarification: Service Provider is required to provide the link through their fibre optic cable connected to a Router/L3 Switch (ISP) -> Fibre Patch Cable (ISP) -> SWITCH (SHAS) separately for each link/connection.
7	Page No: 15 9. Penalties for delay in commissioning of services	If the Service Provider fails to uplink the connectivity by the specified date, then the penalty at the rate of 1% per week of the total order value subject to maximum of 10% of total order value will be deducted and thereafter the offer shall automatically stand cancelled.	Present Penalty Charges are very high. We would request the Department to kindly revise the clause to 0.5% penalty per week to a maximum of 5% of the contract value.	Amended: If the Service Provider fails to uplink the connectivity by the specified date, then the penalty at the rate of 0.5% per week of the total order value subject to maximum of 5% of total order value will be deducted and thereafter the offer shall automatically stand cancelled.
8	Page No: 13 2. Payment Schedule	Payments will be made only on monthly basis after satisfactory completion of the work and on submission of authenticated Tax Invoices to SHAS.	We would request Department to accept Quarterly submission of Invoices and process the payment on a quarterly in arrear methodology.	Modified: Payment on Quarterly basis
9	Page No.- 5 2. Scope of Assignment	xvii. Downtime penalty in percentage of monthly payment: <u>Sl. No. - Downtime - Penalty</u> 1. > = 99.9% 0% of monthly rental 2. > 99.5 to < 99.9 10% of monthly rental 3. > 99 to < 99.5 20% of monthly rental 4. > 98.5 to < 99 30% of monthly rental 5. > 98 to < 98.5 50% of monthly rental 6. > 95 to < 98 70% of monthly rental 7. < 95% 100% of monthly rental	Present SLA Penalty Charges are very high. Request for a reduction in penalty charges as suggested below: <u>Sl. No. - Downtime - Penalty</u> 1. > = 99.5% 0% of monthly rental 2. > 99 to < 99.5 5% of monthly rental 3. > 98.5 to < 99 7% of monthly rental 4. > 98 to < 98.5 9% of monthly rental 5. > 95 to < 98 10% of monthly rental 6. < 95% 20% of monthly rental	xvii. Downtime penalty in percentage of monthly payment: <u>Sl. Downtime Penalty</u> 1. > = 99.5% 0% of monthly rental 2. > 95 to < 99.5 10% of monthly rental 3. <95% 20% of monthly rental I
10	Page No: 8 2. Eligibility Criteria: -	7. The bidder should have adequate wireless bandwidth as the backup	As per the RFP we need to deliver the link on redundant fibre. Redundant fibre is provided so that	Clarification: As per revised scope of assignment ISP shall

		to provide the service in case of disruption of cable connection.	when there is a fibre cut in one path the other path will act as a redundant path for data transfer. Moreover, bandwidth of 1Gbps and 500Mbps are not advisable on wireless delivery. On wireless parameters like Latency, Jitter and packet loss cannot be met. Moreover, such high-capacity radios may have health hazardous. Hence, we would request Department to kindly remove this clause.	provide one 1000 MBPs and two 500 MBPs (1:1) Internet Leased Lines with Ring Topology and RF backup link of 100 Mbps. Therefore, Ring Topology and RF backup link of 100 Mbps shall ensure connectivity in case of any fibre cut scenario.
11	Page No.4 2. Scope of Assignment: -	(iii) If required, the Service Provider shall provide necessary hardware, software, or cables (non-deliverable items) for connectivity. All such hardware shall be returned upon completion of the project, subject to approval from SHAS.	Please specify if any existing CPE/router is available at SHAS for reuse, or if Sify must supply new customer premises equipment (model/port capacity). Confirm if non-deliverable items include media converters/SFP modules.	Clarification: Required infrastructure like UPS Power Input, Air Conditioning, Rack Space, SWITCH and UTM are available at SHAS office. All items those required for provisioning of connectivity like CPE Device, MUX, Router Media Convertor or any other requirements for functional of ILL is the scope of Bidder
12	Page No.4 2. Scope of Assignment: -	(v) To provide Internet Router Port at ISP Gateway for required Bandwidth and minimum subnet of 12 Public IP addresses including Reverse Lookups configured at these IP's.	Please confirm the required public IP subnet size (/29 confirmed as 12 usable IPs?). Kindly provide preferred naming convention for reverse DNS (PTR) records. Is BGP routing or static routing preferred at ISP gateway?	Clarification: The Service provider is required to provide at least /28 subnets Public IPs in both the cases, i.e., one 1000 MBPs and two 500 MBPs. (IPs are required per linked)
13	Page No.4 2. Scope of Assignment: -	(vi) Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of Country / ISP Internet gateway. (vii) Latency: Less than 50ms from SHAS to ISP's tier 1 or 2 peering point. Latency will be randomly checked on daily basis. In case of non-adherence latency limit, the link will be considered as down with effect from time of detection till the time is restored.	Please specify the test destinations for packet loss (1000 pings) and latency measurements Will SHAS provide continuous monitoring tools for joint verification?	Modified: (vi) Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of Country / ISP Internet gateway. (vii) Latency less than 60ms from SHAS to ISP's tier 1 or 2 peering point. Latency will be randomly checked on daily basis in case of non-adherence.
14	Page No: 5 2. Scope of Assignment: -	(xv) The bidder must be able to provide additional bandwidth on demand.	Kindly define "additional bandwidth on demand" parameters (e.g., minimum increment 100/500 Mbps, lead time, pricing basis).	Amended: Deleted from the requirements.
15	Page No: 5 2. Scope of Assignment: -	(xvi) Mean Time to Repair (MTTR), Packet loss and Link failover will be calculated from	Please confirm the necessary NMS integration details: Will SHAS share SNMP	Clarification: The Bidder/ISP shall provide a Network Management System (NMS) either at

		network Management System (NMS) at Institute side or through ISP portal.	credentials/API for Sify monitoring, or use only Sify portal? Who owns primary measurement responsibility during disputes?	<p>the institution side or through the ISP's monitoring portal. All service parameters, including Mean Time to Repair (MTTR), uptime, downtime, resolution duration, packet loss, and link failover status, will be monitored and calculated through this NMS. The Bidder/ISP is responsible for end-to-end link management. Automated email and SMS alerts must be sent to SHAS whenever any link is down, and an automatic support ticket should be generated by the ISP. The ISP/service provider shall restore the issue at the earliest and keep SHAS updated accordingly. The complete circuit management will be the responsibility of the ISP.</p> <p>Monthly or quarterly downtime and packet loss reports must be submitted by the ISP/service provider to facilitate penalty calculation. Any planned downtime required for circuit maintenance must be communicated in advance and can be undertaken only after obtaining prior approval from SHAS. Any downtime without SHAS approval will be treated as unplanned downtime and will be subject to penalty.</p>
16	Page No: 5 2. Scope of Assignment: -	(xix) The scope of the work includes supply, installation and commissioning of related hardware and software for setting up internet connection at SHAS, Bhubaneswar. The scope of work also includes configuration of all related hardware and software including any training to the operation team of the SHAS, if required. The service provider shall accomplish any jobs, services that	Please confirm if "related hardware/software" includes managed router/firewall for bandwidth segregation, or only basic CPE. Is training mandatory (duration/no. of users)?	No Change

		are not mentioned above but are required for completion of project, without any extra charges for completeness of the work under contract. Please note that price quoted would include conveyance and any other incidental charges.		
17	Page No: 7 3. Bidding terms and Qualification Criteria	(3) The bidder must have availed Category-"A" ISP/UASL license from Government of India.		Corrigendum: Category-A ISP = ✓ Eligible OR UL with ISP-Category A authorization = ✓ Eligible
18			BSNL being the Govt. of India Enterprise, it is requested to exempt the Bid Processing Fee of Rs 5000/- & EMD of Rs 63,000/-	Clarification: If such order is available, may be submitted for further consideration.
19			2. Further, it is requested to float the tender in GeM Portal as now-a- days almost all organizations are floating their tenders in GeM portal to save our precious time & paper as we are uploading the soft copies of all documents which are readily available.	Clarification: Tender has already been floated. Therefore, this question is not relevant at this stage.
20			3. Also, in GeM Portal, all Government of India Enterprises Organizations like BSNL are exempted from the Bid Processing Fee & EMD amount.	Clarification: Tender has already been floated. Therefore, this question is not relevant at this stage.
21			4. Recently Electronics & Information Technology Dept., Govt. of Odisha issued letter vide No. 3814/E&IT Dated 18/07/2025 to all Departments under Govt. of Odisha enclosing the DO letter of Secretary, Dept. of Telecom (DoT) vide DO No. 19-1/2019-SU-I Dated 08/04/2025 addressed to all Chief Secretaries/Administrators of all State Governments/UTs for utilization of BSNL /MTNL Network for Internet/ Broadband/ Landline & Internet Leased Line. Copy of the Lt. of E & IT Dept., Govt. of Odisha & DO Lt. of Secretary, Dept. of Telecom attached with this email for your kind reference please.	Clarification: Tender is already floated and Bid invited from Private/Public Agencies. Therefore, this question is not relevant at this stage.
22			5. In view of the above, it is requested that the work for provisioning of ILL as mentioned above may please be awarded to BSNL on nomination basis with a negotiated price without going ahead for Tender in order to	Clarification: As decided by Competent Authority of SHAS, the work will be awarded through competitive bidding process.

			strengthen the CPSEs like BSNL & MTNL.	
23	Page No.-5 2. Scope of Assignment	viii. Reports for performance, monitoring/usage to be submitted by the ISP on monthly basis.		Clarification: The Responsive Bidder is required to submit a portal access where SHAS will monitor the live status of the internet connectivity for assessment.
24	Page No: 4 2. Scope of Assignment	i. The Service Provider shall provide Internet leased line connectivity of 1000 Mbps & 500 MBPS symmetric bandwidth without any compression factor (Full Duplex, dedicated (1:1), unshared, and uncompressed) with last mile connectivity on fibre at all the time (24 X 7 X 365) at SHAS, Bhubaneswar.		Clarification/Modified: The Service Internet Provider shall provide Internet leased line connectivity of one 1000 Mbps & two 500 MBPS symmetric bandwidth without any compression factor (Full Duplex, fully dedicated (1:1), unshared, and uncompressed) with last mile connectivity on OFC media at all the time (24 X 7 X 365) at SHAS, Bhubaneswar.
25	Page No: 4 2. Scope of Assignment	ii. The ILL connectivity meant for 1000 MBPS shall be selective and only assigned to 20 users as per the mentioned connectivity and 500 MBPS shall be used by all other officers including the special officers 20 as mentioned.		Clarification: The bidder shall provide adequate device to manage the bandwidth including its maintenance along with a technical service engineer. Accordingly, bidders are required to fill up the pricing details available in the financial bid. New Bid document may kindly referred.
26	Page No: 5 2. Scope of Assignment	xi. Downtime Calculation: Downtime shall be calculated as (Total Time – Down Time) X 100/Total Time based on monthly basis. Deduction in payment will be made for downtime in the six-monthly bills raised by the ISP. xii. The response time for attending the faults will be 1 hour after they are reported to the ISP. The ISP will rectify the faults within 12 hours failing which; the bidder will arrange temporary replacements. The services shall be provided 24 X 7 days in a week.		Modified: Downtime Calculation: Downtime shall be calculated as [(Total Contract hour– Down Time hour within contract hour)/ Total Contract Hour]x100 based on monthly basis. Deduction in payment will be made for downtime in the six-monthly bills raised by the ISP.
27	Addition of Clause in the Scope of Work.	The Bidder will engage a service engineer at SHAS from 9 AM to 6 PM as per the Government working		New Bid document may kindly refer.

		day. (In emergency-Engineer should be attend as and when required)		
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N.B: Bid submission time has been extend and the last date of bid submission is 24.12.2025 at 3.30 Pm at office of SHAS. For other terms and condition, eligibility criteria and scope of work of the Tender Advertisement no. 03/2025 the revised documents uploaded may be downloaded.

Sd/-
Chief Executive Officer
State Health Assurance Society, Odisha

Government of Odisha
HEALTH & FAMILY WELFARE DEPARTMENT

**REV-TENDER FOR SUBSCRIPTION OF
INTERNET LEASED LINE CONNECTIVITY OF
1000
MBPS and 500 MBPS at
STATE HEALTH ASSURANCE SOCIETY (SHAS),
ODISHA.**

Tender Reference No.- 03/2025

Date- 25.11.2025

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Section – I - BIDDER'S DATA SHEET

Sl. No.	Particular	Details
1.	Name of the Client	Chief Executive Officer, SHAS, Health & Family Welfare, Department, Government of Odisha
2.	Name of the Contact Person	Smt. Susmita Naik, IT Manager, SHAS Contact No:- 0674-2620500 E-mail – snaodisha@gmail.com
3.	Joint Venture/Consortium	Not Allowed
4.	Date of Issue of Notice Website for downloading the tender Document	25.11.2025 www.nhmodisha.gov.in www.gjay.odisha.gov.in
5	Last date for submission of Pre-bid queries through email to snaodisha@gmail.com	01.12.2025 by 03.30 PM
6.	Date of Pre-Bid Meeting	04.12.2025 at 03:30 P.M.
7.	Last Date and Time for submission of Bid	24.12.2025 by 03:30 P.M.
8.	Date & Time for opening of tender	26.12.2025 at 11:00 AM
9.	Declaration of the result	Will be intimated later on
10.	Bid Processing Fee (Non-Refundable)	₹ 5,000/-INR (Rupees Five thousand) only in shape of Banker's Cheque/ Demand Draft in favour of "State Health Assurance Society, Odisha" drawn in any Nationalized/ scheduled bank payable at Bhubaneswar.
11.	Earnest Money Deposit (EMD) (Refundable)	₹ 63,000/- (Rupees Sixty-three thousand) only in shape of Banker's Cheque / Demand Draft in favour of "State Health Assurance Society, Odisha" drawn in any scheduled commercial bank payable at Bhubaneswar
12.	Address for Submission of Bid	The Chief Executive Officer, State Health Assurance Society, Odisha, A1 Block, 2nd Floor Toshali Bhawan, Satyanagar, Unit-9, Bhubaneswar, PIN: 751007, Odisha Mode of Submission: Speed Post / Registered Post / Drop in the Tender Box at SHAS office only to the address as specified above during the office hours only. Submission of bid through other modes except above and late bid will be out rightly rejected.
13.	Place of Opening of Technical Bid:	NHM Conference Hall, Unit-8, Bhubaneswar

-sd/-

Chief Executive Officer, SHAS

Section – II - Objective and Scope of Assignment

1. **Introduction:-**

Integrated scheme of Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY)-Gopabandhu Jan Arogya Yojana (GJAY) was launched on 11.04.2025 along with Ayushman Vay Vandana Yojana for senior citizens aged 70 and above irrespective of their socio-economic status implemented in Odisha to provide health assurance which provides annual health assurance coverage of Rs. 5 lakh per family and an additional 5 lakh for the women of the family. Reduce of pocket hospitalization expenses and fulfil unmet needs & improve access to quality in-patient care & day care surgeries. The coverage is portable across the country, allowing beneficiaries to access treatment at 29,000 empaneled public or private hospital.

2. **Scope of Assignment: -**

Services:

- A. One 1000 MBPs (1:1) Internet Leased Line with Ring Topology and RF backup link of 100 Mbps
- B. Two 500MBPs (1:1) Internet Leased Line with Ring Topology and RF backup link of 100 Mbps.
- i. The Service Provider shall provide Internet leased line connectivity of 1000 Mbps & 500 MBPS symmetric bandwidth without any compression factor (Full Duplex, dedicated (1:1), unshared, and uncompressed) with last mile connectivity on fiber at all the time (24 X 7 X 365) at SHAS, Bhubaneswar. Each Link shall be connected from ISP to SHAS in Ring topology.
- ii. Both the links (1000MBPS and 500MBPs) shall be provisioned by the same ISP.
- iii. The ILL connectivity meant for 1000 MBPS shall be selective and only assigned to 20 users as per the mentioned connectivity and 500 MBPS shall be used by all other officers including the special officers 20 as mentioned.
- iv. If required, the Service Provider shall provide necessary hardware, software, or cables (non-deliverable items) for connectivity. All such hardware shall be returned upon completion of the project, subject to approval from SHAS.
- v. The Service Provider shall be responsible for integration with other networks as and when required.
- vi. To provide Internet Router Port at ISP Gateway for required Bandwidth and minimum subnet of 12 Public IP addresses including Reverse Lookups configured at these IP's. The Service Provider is required to provide at least /28 Subnet Public Ips in both the cases, i.e., for 1000MBPS and 500 MBPs.

- vii. Packet Losses: Less than 1 % (Average over 1000 ping) at any given point of time to any part of Country / ISP Internet gateway.
- viii. Latency < 60 Milli second during peak traffic hours (For OFC Media)
Latency<100 Milli second during peak traffic hours (For RF Media)
Latency will be randomly checked on daily basis. In case of non-adherence latency limit, the link will be considered as down with effect from time of detection till the time is restored.
- ix. Network Availability (uptime): More than 99.5 % per month.
- x. National Backbone should be available on the same ISP.
- xi. Reports for performance, monitoring / usage to be submitted by the ISP on monthly basis.
- xii. Downtime Calculation: Downtime shall be calculated as [(Total Contract hour– Down Time hour within contract hour)/ Total Contract Hour]x100 based on monthly basis. Deduction in payment will be made for downtime in the six-monthly bills raised by the ISP.
- xiii. The response time for attending the faults will be 1 hour after they are reported to the ISP. The ISP will rectify the faults within 12 hours failing which; the bidder will arrange temporary replacements. The services shall be provided 24 X 7 days in a week.
- xiv. Bidder should have fully functional 24x7x365 Centralized Customer Service Center/NOC. Bidder should have own manpower & technical team for support in Bhubaneswar for O&M for any downtime. (Share the telephone numbers and service escalation matrix with registered local office address, email id, phone numbers).
- xv. The bidder will be responsible for undertaking any civil/electrical work etc., involved from commissioning to the completion of the project, at his cost.
- xvi. ISP shall assign a Single point of contract for this project for all day-to-day operations. Any changes in SPOC should be intimated to SHAS 7 days prior to such change.
- xvii. ISP should provide all the IPv6 complaint equipment.
- xviii. The bidder should ensure that the local loop provisioning does not violate any regulations as laid by Government of India / TRAI in respect of such links / networks. Bidder shall be responsible for making all the payments towards the local loop charges /rentals/WPC charges etc.
- xix. Bidder/ISP shall provide Network Management System (NMS) at Institute side or through ISP portal and real time basis for Mean Time To Repair (MTTR), Packet Loss and Link failover will be calculated from this NMS.

xx. Downtime penalty in percentage of monthly payment:

Sl. No.	Downtime	Penalty
1.	> = 99.5%	0% of monthly rental
2.	> 95 % to < 99.5	10% of monthly rental
3.	<95 %	20% of monthly rental

xxi. Downtime due to the following situations will not be considered for the purpose of penalty:

- a. Link down due to power failure/ natural calamity/ or any situation which are beyond the control of service provider.
- b. Due to schedule maintenance by the Service Provider, with prior approval of SHAS.

xxii. The scope of the work includes supply, installation and commissioning of related hardware and software for setting up internet connection at SHAS, Bhubaneswar. The scope of work also includes configuration of all related hardware and software including any

training to the operation team of the SHAS, if required. The service provider shall accomplish any jobs, services that are not mentioned above but are required for completion of project, without any extra charges for completeness of the work under contract. Please note that price quoted would include conveyance and any other incidental charges.

xxiii. The Bidder will engage a service engineer at SHAS from 9 AM to 6PM as per the Government working day. (In emergency, Engineer should attend as and when required)

xxiv. The interested bidder should visit the office during working hours to ascertain the compatibility of the existing network system.

xxv. ISP should have the complete responsibility of data security for the services provided by them as per scope of the projects.

xxvi. ISP shall procure, install commission, operate, maintain, upgrade and provide support for the entire infrastructure required for the project.

xxvii. The contract period shall be initially for one year from the date of accepting the terms and conditions by the selected agency which may be renewed further based on the performance. SHAS reserves the right to extend the same on yearly basis up to two additional years based on periodic reviews to assess the performance during the specified duration of the contract at the same terms and conditions. SHAS shall be free to curtail the contract at any time during the contract period, without assigning any reason thereon.

Section – III - Bidding terms and Qualification Criteria

1. Evaluation of Eligibility Criteria:-

The eligibility of the bidders' will be evaluated as per the requirements specified in the tender documents and adopting the qualifying criteria spelt out in this paper. The Bidders are required to submit all required documents in support of the eligibility criteria specified and the required data and information as required for evaluation. Bidders can participate in the either of the band width and the least cost bidder will be awarded or as per the decision of Technical Committee of SHAS.

2. Eligibility Criteria:-

Bidders should conform to the eligibility criteria given below and to this effect must produce the required supportive documents /information as indicated against each as part of their technical Bid:

Sl. No	Eligibility Criteria	Documents required
1.	The bidder must be registered in India as a Limited Company/ Partnership/ Sole Proprietorship under relevant acts and must be in business for last 5 years from the date of incorporation on last date of the submission of proposal.	1. Proof of Certificate of Incorporation / Registration of the Agency/ Memorandum & Articles of Association 2. Copy of PAN 3. Copy of Goods and Services Tax Identification Number (GSTIN).
2.	The bidder should have an average annual turnover of ₹ 50 lakhs from the business (internet lease line) during the last 3 financial years (FY 2021-22, 2022-23 & 2023-24).	Copies of audited balance sheet for the last three financial years and CA certificate certifying that the bidder should have an average annual turnover more than ₹ 50 lakhs during the last three financial years from internet services. (Audited financial statements verified by Chartered Accountant indicating his/her membership no. on his seal)
3.	The bidder must have a valid Category "A" ISP/ UL license from Government of India	Copy of document showing ISP License No. (with date) along with a copy of the License Agreement for the provision of Internet Service issued by Government of India/ TRAI/ DoT to be submitted.
3.	The bidder should have local office in Odisha.	Valid Address Proof (Copy of Telephone Bill/ PAN/ Electricity Bill/ Rent Agreement etc.)
4.	The bidder should have executed (during last 3 years) at least one project for implementation of internet bandwidth of capacity 1000 Mbps or more or two projects of 500 Mbps or more or three projects of 200 Mbps or more with Government/ reputed agencies.	Work orders/ Contract Document / Completion of Work Certificates from the previous clients to be submitted.

5.	Bidder has to submit their client list.	A list of clients where similar services have been provided in the past three years should be furnished with particulars like name of the organization, bandwidth supplied, contract start date, contract end date, name, address & phone number of contact person.
6.	The bidder should have online tools to monitor link performance, including real-time display of uptime and downtime, and should provide a call logging facility. Any additional tools or features required for effective monitoring and support shall also be made available by the bidder	Provide the details of the online tool.
7.	The bidder should have adequate wireless bandwidth as the backup to provide the service in case of disruption of cable connection.	Technical information of wireless backup system.
8.	The bidder should not have been blacklisted by Central / State Govt. Institutions for any means of non-obligation.	Self-Declaration from the Bidder as per the format enclosed at Annexure-B.
9.	Bid Processing Fee (Non-Refundable)	₹ 5000/- (Rupees Five thousand) only in shape of Banker's Cheque / Demand Draft in favour of " State Health Assurance Society, Odisha " drawn in any scheduled commercial bank payable at Bhubaneswar
10.	Earnest Money Deposit (EMD) (Refundable)	₹ 63,000/- (Rupees Sixty three thousand) in shape of Banker's Cheque / Demand Draft in favour of " State Health Assurance Society, Odisha " drawn in any scheduled commercial bank payable at Bhubaneswar

3. Documents to be submitted:-

The bidders have to furnish the following documents duly signed in along with their Technical Bid:

- i. Filled in Bid Submission Check List in Original (**Annexure-A**)
- ii. Format for affidavit certifying that bidder is not blacklisted (**Annexure-B**)
- iii. Covering letter (**TECH – 1**) on bidder's letterhead requesting to participate in the tender process.
- iv. Bid Processing Fee & Earnest Money Deposit (EMD) as applicable.
- v. Copy of Certificate of Incorporation/ Registration OF THE Agency/ Memorandum & Articles of Association.
- vi. Copy of PAN.
- vii. Copy of Goods and Services Tax Identification Number (GSTIN).
- viii. Copy of document showing ISP License No. (with date) along with a copy of the License Agreement for the provision of Internet Service issued by Government of India/ TRAI/ DoT to be submitted.
- ix. Copy of Valid Address Proof (Copy of Telephone Bill/ PAN/ Electricity Bill/ Rent Agreement etc.)
- x. General Details of the Bidder (TECH – 2)
- xi. Financial Details of the bidder (TECH – 3) along with all the financial statements (Balance Sheet etc.) duly signed as per the instruction.
- xii. List of completed assignments of similar nature (Past Experience Details, TECH – 4) along with copies of contracts / work orders / completion certificate from previous clients.
- xiii. Financial Bid (FIN FORM-1)

NB: Bidders should submit the supporting documents mentioned as above. Bids of agencies not conforming to the eligibility criteria listed above will be summarily rejected. Submission of forged documents will also result in rejection of the bid.

4. Earnest Money Deposit (EMD):-

The bidder must furnish an Earnest Money Deposit (EMD) amounting to ₹ **63,000/- (Rupees Sixty three thousand) only** in shape of DD/BC from any scheduled commercial bank in favour of **"State Health Assurance Society, Odisha"** payable at Bhubaneswar. The EMD of unsuccessful bidders shall be refunded after finalization of the tender and EMD of successful bidder will be refunded after submission of Performance Security or it may be converted to performance security. The EMD will be forfeited on account of the following reasons:

- i. Bidder does not respond to requests for clarification of its Bid.
- ii. Bidder fails to provide required information during the evaluation process or is found to be non-responsive or has submitted false information in support of its qualification.
- iii. If the bidder fails to
 - a. agree to decisions of the contract negotiation meeting
 - b. sign the contract in time
- iv. Any other circumstance which holds the interest of the Client during the overall selection process.

5. Performance Security: -

The Successful Bidder has to deposit **Performance Security @ 3% of the Value of Contract**, during execution of contract with SHAS in shape of DD/BG in favour of State Health Assurance Society, Odisha. The MSEs and Start-ups are allowed for concessional payment of Performance Security @ 25% of the Performance Security prescribed for normal bidders. The Performance Security remain valid for a period of 60 days beyond the date of completion of all contractual obligation of the supplier including warranty obligations.

6. Language of the Proposal:-

The proposal and all correspondence and documents shall be written in English.

7. Pre-Bid Clarification pertaining to this document:-

An interested Agency, requiring any clarification on the document, shall notify SHAS in writing and send it by e-mail (snaodisha@gmail.com) indicated in the tender document. All the queries may be sent prior to the pre-bid meeting i.e. by **01.12.2025 by 03.30 P.M.** The queries shall be answered in the meeting and the clarifications shall be uploaded on the website.

Any clarification issued by SHAS, in response to query raised by interested Agencies shall

form an integral part of tender document and it may amount to an amendment of relevant clauses of the tender paper.

8. Disqualification:-

SHAS may at its sole discretion and at any time during the evaluation of application, disqualify any applicant, if the applicant:

- i. Submitted the application after the response deadline;
- ii. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- iii. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- iv. Submitted an application that is not accompanied by required documentation or is non-responsive;
- v. Failed to provide clarifications related thereto, when sought;
- vi. Submitted more than one application on its own;
- vii. Was declared ineligible/blacklisted by the Government of India/State/UT Government;
- viii. Is in litigation with Government of India/ Govt. of Odisha.

9. Submission of Bid:-

The tender will have to be submitted in two parts i.e. **Technical Bid** (which includes Tech-1, Tech-2, Tech-3, Tech-4, Annexure-A & B and all eligibility criteria documents) and **Financial Bid** (Only Financial Bid- FIN Form-1). The formats & documents to be submitted in technical & financial bid are mentioned in the tender document. The bidders should submit their technical and financial bid separately **in two sealed envelopes and** these two envelopes should be put into another cover envelop with proper labeling of following information in bold:-

CONFIDENTIAL/ OPEN ONLY BEFORE THE COMMITTEE

(Extreme Right hand Side of the Envelope)

**NAME OF THE ASSIGNMENT:
TENDER NOTICE NUMBER AND DATE:
DEADLINE FOR SUBMISSION OF BID:**

To,

**The Chief Executive Officer,
SHAS, A1 Block, 2nd Floor,
Unit-9, Satyanagar,
Bhubaneswar, Odisha, Pin-
751007,**

NAME, ADDRESS AND CONTACT NUMBER OF THE BIDDER:

The Technical & Financial Bid envelopes should be clearly marked as Technical Bid & Financial Bid on the top of the relevant envelopes. Bidder must submit their Bids through **Registered Post / Speed Post / Courier and dropped in the Tender Box** only to the specified address on or before the last date and time for submission of Bids as mentioned in Bidder Data Sheet. The Client will not be responsible for postal delay / any consequence in receiving of the Bid. Any Bid received after the deadline will be out rightly rejected.

Section – IV - Evaluation and Selection Procedure

In order to select a bidder, SHAS will constitute an Evaluation Committee to evaluate the proposals submitted for detailed scrutiny. During evaluation of proposals, SHAS, may, at its discretion, ask the bidders for clarification on their applications. The process for selection is as given below-

1. Evaluation process:-

Scrutiny of eligibility criteria mentioned at pre-pages for responsiveness to the tender will be done by the Evaluation Committee to determine whether the documents have been properly signed, qualification criteria fulfilled and all relevant papers submitted and whether the response to tender is generally in order. The Evaluation Committee can seek additional information from the applicants, if needed. The response to the tender not conforming to requirements, financial turnover requirement, office location and past work record will be rejected. **The selection of agency will be based on the Least Cost Based Method (LCBS).**

2. Allocation of Work:-

The contract period shall be initially for one year from the date of accepting the terms and conditions by the selected agency which may be renewed further based on the performance. SHAS reserves the right to extend the same on yearly basis up to two additional years based on periodic reviews to assess the performance during the specified duration of the contract at the same terms and conditions. SHAS shall be free to curtail the contract at any time during the contract period, without assigning any reason thereon.

Section – V- General Terms and Conditions

1. Validity of the Proposal:-

The period of validity of proposal is 180 days from the last date of submission of tender.

2. Payment Schedule:-

For all kinds of works no advance payment shall be made. Payments will be made only on quarterly basis after satisfactory completion of the work and on submission of authenticated Tax Invoices to SHAS.

3. Conflict of Interest:-

SHAS requires that the Agency provide professional, objective and impartial advice and at all times hold SHAS interest's paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.

4. Confidentiality:-

Confidentiality shall be maintained for the information relating to the examination, clarification and comparison of the proposal. Violation of this clause may result in the rejection of the proposal.

5. Fraud & Corruption:-

SHAS, requires that Bidder selected for the particular assignment must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, Government of Odisha:

- a. Defines, for the purposes of this provision, the terms set forth as follows:
 - i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of SHAS or any personnel of Agencies in contract executions.
 - ii. "Fraudulent practice" means a mis-presentation of facts, in order to influence a procurement process or the execution of a contract, to SHAS and includes collusive practice among Respondents (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive SHAS of the benefits of free and open competition;
 - iii. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution contract.
 - iv. "Collusive practices" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - v. "Undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the Client with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the selection process; or (ii) having a conflict of interest; and
 - vi. "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the selection process.
- b. Will reject a proposal for award, if it determines that the Agency recommended for the award of the Creative Campaign, has been determined by SHAS to having been engaged in corrupt, fraudulent or unfair trade practices.
- c. Will declare a firm ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the firm has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.

6. Change Orders:-

SHAS may at any time before completion of work under project awarded to the Agency, change the work content by increasing / reducing the quantities of the services. In such a case, the Agency will have to perform the service in the increased/decreased quantity at the same contract rates within the time stipulated for providing services to SHAS.

7. Commencement of Contract:-

The Service Provider shall commence the work from the date of receipt of acceptance of the Letter of Intent (LOI) / work order which shall be accepted by the Service Provider within not more than 10 days from the receipt of the work order or 15 days from the date of issue of said order whichever is earlier.

8. Installation and Commissioning:-

Project shall be completed within 4 weeks from the date of issue of the Letter of Intent (LOI) / Work order. All the aspects of safe delivery, installation, commissioning and uplink of the connectivity shall be the exclusive responsibility of the Service Provider. Agency shall start commissioning of the service within 3 days from date of commissioning order.

9. Penalties for delay in commissioning of services:-

If the Service Provider fails to uplink the connectivity by the specified date, then the penalty at the rate of 0.5% per week of the total order value subject to maximum of 5% of total order value will be deducted and thereafter the offer shall automatically stands cancelled.

10. Service Provider Obligations:-

The Service Provider shall be responsible for providing the Internet leased line connectivity of 1000 Mbps and 500 Mbps symmetric bandwidth without any compression factor (Full Duplex, dedicated (1:1), unshared, and uncompressed) with last mile connectivity on fiber with Ring Topology and RF backup and to be terminated at UTM at SHAS office at all the time throughout the contract period.

- i. The Service Provider shall be responsible for SHAS, commissioning and configuring of hardware and uplink of connectivity.
- ii. Liaising (if required) with other firm(s) for obtaining point to point connectivity between ISP node and Institute, shall be the responsibility of the Service Provider.
- iii. The Service Provider would insure that the local loop provisioning does not violate any regulations as laid by Government of India / TRAI in respect of such links / networks. Service Provider shall be responsible for making all the payments towards the local loop charges /rentals/WPC charges etc.
- iv. The Service Provider will do preventive maintenance once a quarter for upkeep of the systems running. The schedule will have to be adhered to strictly by him.

11. Applicable Law:-

Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time.

12. Disputes:-

- i. The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation. During pendency of the dispute(s) requiring resolution, the Agency shall not stop the work and should proceed further with the activities as per scope of work except in case where SHAS specifically requested the Agency to stop any part of the scope of work.
- ii. In case of disagreement, the same shall be referred to Executive Committee or designated officer of SHAS. After referring to Executive Committee or designated officer if the said dispute is not resolved, the same shall be referred to the court subject to Bhubaneswar jurisdiction only.

13. Assignments:-

The Bidder shall not assign the project to any other agency, in whole or in part, to perform its obligation under the Contract, without the SHAS,'s authorized representative's prior written consent. Sub-contracting of the services allotted is not allowed in any manner.

14. Termination & Withdrawal:-

- a. Without prejudice to any other right or remedy it may have, either party may terminate this Agreement at any time by giving three-month advance notice in writing to the other party.
- b. SHAS reserves the right to withdraw/ terminate empanelment of applicant in any of following circumstances:
 - i. Applicant becomes insolvent, bankrupt, resolution is passed for the winding up of the applicant' organization
 - ii. Information provided to SHAS is found to be incorrect;
 - iii. Tender conditions are not met within the specified time period;
- c. If the bidder does not execute the contract to the satisfaction of the SHAS then the SHAS may invoke any or all of the following clauses.
 - i. Forfeit the Performance Guarantee Amount
 - ii. Terminate the contract without any liability of SHAS towards the agency.

Section – VI- TECHNICAL BID SUBMISSION FORMS

TECH -1 - COVERING LETTER (ON BIDDERS LETTER HEAD)

[Location, Date]

To:

**The Chief Executive Officer, SHAS,
A1 Block, 2nd Floor, Toshali Bhawan,
Bhubaneswar – 751007, Odisha**

Sub: Submission of tender documents for Internet Leased Line Connectivity

Ref:- Notice No. _____ dated _____, SHAS, Bhubaneswar

Dear Sir,

I, the undersigned, offer to participate in the selection process for **"SUBSCRIPTION OF 1000 MBPS/500 MBPS or 1000 & 500 MBPS INTERNET LEASED LINE CONNECTIVITY"** in accordance with your **TENDER CALL NOTICE** No.: _____, dated _____.

I attach hereto the response as required by the tender, which constitutes our proposal. The details of the Contact Person on behalf of the bidder are given below:

Name	
Designation	
Address for Communication	
Mobile No.	
E-mail Id	

I confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to client is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its empanelment process.

I fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the shortlisting process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, for undertaking the assignment. I confirm that this proposal will remain binding upon us and may be accepted by you at any time before the validity of the bid.

I agree for unconditional acceptance of all the terms and conditions set out in the RFP document.

Yours faithfully,

Authorized Signatory with Date and Seal:

Name and Designation: _____

Address of the Bidder: _____

TECH -2 - Bidder's Organisation (General Details)

Sl No.	Description	Full Details
1	Name of the Bidder	
2	Address for communication: Tel : Fax: Email id :	
3	Name of the authorized person signing & submitting the bid on behalf of the Bidder: Mobile No. : Email id :	
4	Registration / Incorporation Details Registration No: Date & Year. :	
5	Local office in Odisha If Yes, Please furnish contact details	Yes / No
6	Bid Processing Fee Details Amount : BC/DD No. : Date: Name of the Bank:	
7	EMD Details Amount : BC/DD No.: Date: Name of the Bank:	
8	PAN Number	
9	Goods and Services Tax Identification Number (GSTIN)	
10	Accept all the terms and conditions as specified in the TENDER CALL NOTICE	YES

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

TECH -3 - Bidder Organisation (Financial Details)
(To be furnished in the letter head of the Auditor/ Chartered Account)

The Annual Turnover for the last three consecutive financial years of M/s. _____ are given below and certified that the statement is true and correct.

Financial Information in INR

Details	FY 2021-22	FY 2022-23	FY 2023-24
Annual Turnover from Internet Services (In Rupees)			
Average Annual Turnover (for the above three years) in Rupees ----- →			

Supporting Documents:

Audited certified financial statements for the last three FYs (**2021-22, 2022-23 & 2023-24**) (Submission of copies of Profit/ Loss Account and Balance Sheet for the respective financial years is mandatory along with this form) **Provisional Statement of account** shall not be considered.

Filled in information in this format must have to be jointly certified and sealed by the CA and the authorized representative of the bidder and to be furnished in original along with the tender failing which the Bid will be outrightly rejected. No scanned copy will be entertained.

Signature and Seal of the Chartered Accountant with Date in original (with Membership No. on his seal)

Authorized Signatory [In full initials with Date and Seal]: _____

Communication Address of the Bidder: _____

Date:

Membership Number:

UDIN Number:

TECH – 4 -BIDDER'S PAST EXPERIENCE DETAILS

(Previous Assignment Details in last 3 years)

1. Where assigned for the subscription of internet leased line connection

Sl. no.	Name of the Assignment with details there of	Types of Service Provided (Details of Bandwidth supplied)	Name of the Client with complete address and contact number	Duration of the Assignment	*Contract Value (in INR)	Period (Contract Start and end date)	Status (Completed/ Ongoing/ etc.)
A	B	C	D	E	F	G	H
1							
2							
3							
4							
5							

Note: Bidders are requested to furnish the list of the assignments undertaken during the last 3 Financial Years (2021 -22, 2022-23 & 2023-24) as per the above prescribed format only. Information not conforming to the above format will be treated as non-responsive. Copies of the Work order / Contract Document / Completion Certificate from the previous Clients need to be furnished along with the above information.

Authorized Signatory [In full initials with Date and Seal]: _____

Communication Address of the Bidder: _____

SECTION – VII – ANNEXURES

ANNEXURE-A - BID SUBMISSION CHECK LIST

Sl. No	Description	Submitted (Yes/No)	Page No.
TECHNICAL BID			
(PART – A)(ORIGINAL)			
1	Filled in Bid Submission Check List (ANNEXURE-I)		
2	Covering Letter (TECH -1)		
3	Bid Processing Fee of ₹ 5, 000/- in shape of DD/ BC		
4	EMD of ₹ 63,000/- in form of DD/BC		
5	Copy of Certificate of Incorporation / Registration of the Bidder		
6	Copy of PAN		
7	Copy of Goods and Services Tax Identification Number (GSTIN)		
8	General Details of the Bidder (TECH - 2)		
9	Financial details of the bidder (TECH – 3) along with all the supportive documents such as copies of Income-Expenditure Statement and Balance Sheet for the concerned period		
10	List of completed assignments of similar nature (Past Experience Details) (TECH – 4) along with the copies of work orders for the respective assignments/		
11	Undertaking for not have been black-listed by any Central / State Government/any Autonomous bodies during its business career (Annexure-B)		

Undertaking:

- All the information has been submitted as per the prescribed format and procedure.
- Each part has been separately bound with no loose sheets and each page of all the two parts are page numbered along with Index Page.
- All pages of the Bid have been sealed and signed by the authorized representative.

Authorized Signatory [In full and initials]:_____

Name and Designation with Date and Seal: _____

Signature:_____

ANNEXURE-B - FORMAT FOR AFFIDAVIT CERTIFYING THAT BIDDER IS NOT BLACKLISTED

Affidavit

I M/s. , (the name of the Bidder and addresses of the registered office) hereby certify and confirm that we or any of our promoter/s/chief executive officer/ directors/managers are not barred or blacklisted by any government or government instrumentality or public sector in India or in any other jurisdiction to which we or our Affiliates belong or in which we or our Affiliates conduct business from participating in any project or being awarded any contract, either individually or as member of a consortium and no such bar or blacklisting subsists as on the Proposal Due Date.

We further confirm that we are aware our interest for the work of SHAS would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this tender at any stage of selection and/or thereafter during the term of the Contract.

Dated thisDay of , 2025....

Authorized Signatory [In full and initials]:_____

Name and Designation with Date and Seal: _____

Signature :_____

To be enclosed in separate sealed envelope.

SECTION – VIII – Financial Bid Submission Form
FIN FORM-1 Covering Letter (In Bidders Letter Head)

[Location, Date]

To,
The Chief Executive Officer, SHAS, A1
Block, 2nd Floor, Toshali Bhawan,
Bhubaneswar – 751007, Odisha

Sub: Submission of Financial Bid for Subscription of Internet Leased Line Connectivity of 1000 and 500 MBPS at office of SHAS.

Sir,

I, the undersigned, offer to provide the services for [Insert title of assignment] in accordance with your Tender Call Notice No. _____, Dated: _____. Our attached Financial Bid is for the sum of **[Insert amount(s) in words and figures*]**. This amount is inclusive of the taxes applicable as per GST Act. I do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the TENDER CALL NOTICE document. Items wise rate as per format given in the TENDER CALL NOTICE documents are given below:-

Sl. No.	Particulars	Qty	Rate per Unit	Total Price(Excluding GST)
1.	Installation and Commissioning Charges of Internet leased line connectivity at SHAS (One time Cost) as per scope of work defined in the tender.	1		
2.	Annual Subscription Charges for 1000 Mbps (One year) as per scope of work defined in the tender	1		
3.	Annual Subscription Charges for 500 Mbps (One year) as per scope of work defined in the tender	2		
Total Cost ----> (Exclusive GST)				
Add: - GST (as applicable) (% & Amount)				
Total Cost -----> (Including GST)				

I have carefully read and understood the terms and conditions of the TENDER CALL NOTICE and do hereby undertake to provide the service accordingly. I understand that you are not bound to accept any Bid you receive.

Yours faithfully,

Authorized Signatory [In full and initials]:
Name and Designation of Signatory with Date and Seal:
Address of the Bidder: