
	<p align="center">MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO. LTD. Government of Maharashtra (Undertaking) (CIN No. U40109MH2005SGC153646) EHV Project Cum O&M Zone, Pune Administrative Building, 3rd floor, Block No.402, Rasta Peth, Pune-411 011 ☎ 26066106,26061132 (P) E-Mail : cepune@mahatransco.in</p>	
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No. CE/EHV/PC (O&M) Zone/Pune/IT/1377

Date:11.07.2025

E-ENQUIRY (Through MSETCL web page)

Subject: E-Enquiry for 'Supply, Installation & Maintenance of 'Internet Leased Line of 20MBPS' for the period of three years at for dedicated use at Zonal Conference Hall, EHV PC O&M Zone Pune office'

Dear Sir/Madam,

Sealed and Super scribed quotations are invited for the '**Supply, Installation & Maintenance of Internet Leased Line (20MBPS)**' (hereafter referred as ILL) as per 'Scope of work' (Annexure-A) & 'Schedule-A'. You are requested to quote your lowest rate for above work.

The terms & conditions are as follows: -

- 1. Prescribed Format:** Rates should be quoted in prescribed format which is mentioned in 'Schedule-A' & duly **signed & stamped** on the **letter head** of the agency.
- 2. Sealed & Super Scribe:**
Offer should be **sealed** in a sturdy envelope & **super scribed** as:
Quotation for 'Supply, Installation & Maintenance of 'Internet Leased Line of 20MBPS' for the period of three years at for dedicated use at Zonal Conference Hall, EHV PC O&M Zone Pune office'
Name of the Bidder:
- 3. Scope of Work: -**
a) Bidder has to execute the work as per 'Scope of work' (Annexure-A).
- 4. Required Documents:**
Enclose copy of following valid documents, along with quotations.
 - Copy of Registration under 'Shop Act' or 'NOC of Gram panchayat' or 'Udyam aadhar'.
 - Copy of PAN card
 - Copy of GST Registration certificate
 - Copy of Class A or Class B ISP license issued by the Competent authority.

5. **Your duly filled with sealed and super scribed quotation should reach this office on or before date 22.07.2025 at 12.00 Hrs. without fail. Date of opening of quotation is 22.07.2025 at 15.00 Hrs. (Probable). Quotations received after due date & time will not be considered.**

6. **Acceptance of Work:** -

The successful Bidder shall accept the offer within 7 days from issuance of LOI/Work Order OR it will be presumed that concern bidder is not interested for same work.

7. **Security Deposit:** -

The successful Bidder shall pay 10% of the contract value towards 'security deposit' (S.D.) with the acceptance of LOI/Work Order within 7 days from issuance of LOI/Work Order. After expiry of the contract period, interest free 'Security deposit' will be refunded in normal course, subject to any deductions/penalty (if applicable) & as per MSETCL terms & conditions. In case of breach of contract during contract period, S.D. will be forfeited without assigning any reason.

8. **Agreement on Stamp Paper:** -

The successful Bidder shall execute Agreement on **Rs.500/- (Rs. Five hundred only/-)** stamp paper in 'MSETCL format' within 7 days from the issuance of Work Order/LOI. Bidder shall bear Cost of the 'stamp paper & execution of agreement'.

9. **Disputes:** -

Any disputes related to the contract shall be subject to the exclusive jurisdiction of Pune District Court only. The MSETCL's general '*Terms & Conditions*' shall be applicable & binding on bidder for this work contract. (For Queries please Contact: 9322948870)

10. The right to place a 'work order/LOI' or to 'cancel' this work without assigning any reason is reserved with this office.

11. MSETCL standard Terms & Conditions that too existing & amended time to time shall be applicable on this contract. In addition to this, any government norms that too existing & amended time to time shall be applicable on this contract.

Thanking You.

Enclosed: 'Schedule- A' and 'Scope of Work (Annexure-A)'

**Sd/-
(Anil Kolap)
Chief Engineer
EHV PC O&M Zone Pune**

Scope of Work (Annexure-A)

Supply, installation & commissioning of 20MBPS Internet Leased line on installation address mentioned:

1) Bandwidth & Connectivity: -

- a. The service provider shall provide a dedicated 20MBPS symmetrical bandwidth (1:1 upload/download ratio) through **fibre-optic media only**.
- b. Bandwidth must be unshared and uncompressed, with guaranteed throughput.

2) Static IP Addresses: -

- a. A minimum of 1 usable static public IPv4 addresses must be allocated and configured. However, on LAN side /24 network should be accessible on same setup.

3) Link Installation Address: -

Office of the Chief Engineer,
Maharashtra State Electricity Transmission Company Limited, (M.S.E.T.C.L.)
Administrative Building,
Block number: 402, 3rd Floor,
Opposite to KEM Hospital,
MSEB Power House,
Rasta Peth – 411011 Pune.

4) Commencement of the service:

- a. ILL service ***must be*** commenced by 20.09.2025. Agency shall plan installation accordingly including site survey, devices installation like but not limited to MUX, Optical fibre, splicing, termination at MSETCL's end etc.

5) Period of contract: -

- a. For three (3) Years from the date of commencement. September 2025 to September 2028.

6) Service Level Agreement (SLA): -

- a. Maximum response time: 1 hour for critical issues.
- b. Maximum resolution time: 2 hours.
- c. The service provider shall share the **direct mobile contact numbers** of the service resolution/technical support team to ensure prompt communication. Additionally, the provider must furnish one official email ID and if available, a portal login for call logging and tracking of service requests. **NO IVR based options will be accepted.** For immediate issue resolution, provided numbers should be available for 24*7. These number should have messaging app features for photo or image sharing.

d. **Service Availability: -**

Minimum 99.5% uptime on a daily basis, excluding scheduled maintenance.

e. **Scheduled maintenance: -**

Should be informed to itadmin6000@mahatransco.in before 48hrs well in advance. And allowed by MSETCL between 23.00Hrs to 04.00Hrs.

7) Installation & Commissioning: -

- a. The service provider must complete installation and commissioning within **15 days** from the date of work order/communication letter.
- b. All civil work, fibre laying, and equipment installation etc. up to the termination point will be the responsibility of the service provider.
- c. Any device & Installation cost has to borne by the service provider. MSETCL will not pay any such a charge.

8) Additional Fiber Cable: -

- a. Agency shall install additional **60-meter** Fiber optic cable in *coiled condition* and *properly hanged* to MSETCL location in this work at their own cost. Additionally, in

a case of shifting of this link in same office, agency will shift complete setup including installation at his own cost within 2 days. Required Fiber optic cable (F.O.) or any cable with splicing should be provided by agency at his own cost.

9) Termination in MSETCL System: -

- a. CAT-6 Ethernet Termination in MSETCL System. Any meanwhile equipment shall be provided by agency at their own cost.

10) Equipment & Maintenance: -

- a. Required network equipment (e.g., media converter, router/modem, F.O. cable etc.) must be supplied, installed, and maintained by the service provider.
- b. The provider will carry out preventive and corrective maintenance during the contract period at no additional cost.
- c. Service provider shall provide any kind of middle MUX, switches etc. MSETCL shall not provide or pay anything apart from service charges mentioned in communication letter/work order.

11) Past Performance Blacklisting: -

The bidder must not have been blacklisted or debarred by any government or PSU in India in the past 5 years.

12) Support & Monitoring: -

- a. 24x7 customer support must be available through direct phone (No IVR option will be accepted) and if available, through web-based ticketing system.
- b. Proactive monitoring of the ILL link should be done by the agency.

13) Billing & Payment Terms: -

- a. Payment shall be made on a '*quarterly arrear*' basis post successful installation and acceptance.
- b. Taxed invoices in triplicate should be provided by the agency in *MSETCL Bill tracking System & In hard copy* at this office.
- c. No advance or installation charges shall be borne by MSETCL.

14) Data Security & IP Assignment: -

- a. The static IP pool must be routed only to the designated public IP range provided.
- b. The service provider shall not share or repurpose the assigned IPs without prior written approval.

15) Termination Clause: -

- a. In case of non-compliance with SLA, MSETCL may terminate the contract with a Thirty (30) day written notice (via email may be). In this case, service charges will be paid on pro-rata with following formula. **Yearly Charges/365 = One Day charges**. Thus, from last billing to closing date' (number of days) will be calculated & accordingly payment will be done.

16) Compliance: -

- a. The service must comply with all relevant DoT, TRAI, and government regulations.

17) ISP License Requirement: -

- a. The provider should be a valid **Class A or Class B** ISP license issued by the Competent authority.

18) Penalty Clause: -

- a. One (1%) of total contract value after 2 hours of resolution time & per day till issue resolution.

19) MSETCL Standard Terms & Conditions shall be applied on agency time to time & to this contract.



Schedule-A- Supply,Installation,Maintaince of 20MBPS ILL as per Scope of work				
Sr.No.	Description	Exclusive annual amount (without GST)	GST @ 18%	Total amount including GST
A	B	C	D = (C*18%)	E = C+D
1	Annual charges for ILL for September 2025 to September 2026			
2	Annual charges for ILL for September 2026 to September 2027			
3	Annual charges for ILL for September 2027 to September 2028			
4	Total			

Sd/-
Chief Engineer
EHV PC O&M Zone, Pune