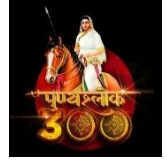




[IT DEPARTMENT]

Office of the Chief Engineer
Area Load Dispatch Centre, Ambazari,
MSETCL, 8th mile, P.O.Wadi,
Amravati Road, Nagpur- 440023.

Phone No, (07104) 220611/221242
Website: www.mahatransco.in
Email: progit8100@mahatransco.in
itadmin8100@mahatransco.in
Mobile No: 8554993681/
8983086816



CE/ALDC/IT/2025-26/ENQ-01/502

Date: 16.07.2025

Enquiry

To,

Subject:- Enquiry for **Installation and Commissioning of 1 no. 20 Mbps internet Lease-line connection at ALDC Ambazari Nagpur for the period of 1 year**

Dear Sir/Madam,

Please quote your lowest rates in the prescribed form i.e. Schedule 'A' duly filled & stamped/signed (on company letterhead) with the rates written in words & figures for **Installation and Commissioning of 1 no. 20 Mbps internet Lease-line connection at ALDC Ambazari Nagpur for the period of 1 year**, subject to terms and conditions stipulated below.

The quotation may please be submitted in a sealed envelope super scribed "**Quotation for Installation and Commissioning of 1 no. 20 Mbps internet Lease-line connection at ALDC Ambazari Nagpur for the period of 1 year**" at Office of the Chief Engineer, Area Load Dispatch Centre Ambazari MSETCL, 8th mile, Po. Wadi, Amravati Road, Nagpur- 440023. So as reach this office on before **30.07.2025 upto 06:00 pm**. In case of hand delivery, quotation should be handed over to the receipt clerk of this office in HR Section of this office.

Terms and Conditions

- 1) **Rates:** - The rates quoted should stand firm for two months, otherwise & variation in the rates should be quoted. Rates should include general packing and forwarding charges.
- 2) **Taxes:** - The rates quoted should be inclusive of all taxes otherwise extra taxes applicable if any should be clearly mentioned in quotation. Income Tax & any tax applicable will be deducted from your bills as per rules.
- 3) **Period of Work Contract:** - The Period of Contract will be for 12 months from the date of commissioning of the 20 Mbps line.
- 4) **Tariff:** - The Tariff Charges are applicable for entire term of the contract. Bandwidth charges shall be applicable as per TRAI guidelines i.e. No hike in price would be admissible; however, if the prices are reduced on any account, benefit of the same should be passed on to MSETCL.
- 5) **Service Level Guarantee:**
 - a. The Service Provider shall provide the 20 Mbps Internet lease line connectivity at all the time (24X7X365).
 - b. To provide Internet Router Port at ISP Gateway for required Bandwidth and minimum subnet of 6 Public static IP addresses including Reverse Lookups configured at these IP's.
 - c. **Packet Losses:** Less than 1 % (Average over 1000 ping) at any given point of time to any part of Country / ISP Internet gateway.

- d. **Latency:** Less than 100ms from The MSETCL to ISP's tier 1 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.
- e. **Network Availability (uptime):** More than 99% per month.
- f. National Backbone should be available on the same ISP.
- g. Reports for performance, monitoring / usage to be submitted by the ISP on monthly basis or as per requirement of the MSETCL.
- h. Deduction in payment will be made for downtime in the quarterly bills raised by the ISP.
- i. 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 vendor will arrange temporary replacements. The services shall be provided 24 X 7 days in a week.
- j. Internet Lease Line (ILL) should have VOIP service activated.

6) **Other Terms and Conditions:**

- a. Last media will be UTP Cat6.
- b. Providing and configuring live public static 6 IPs.
- c. 24/7 Support via Telephonic, Email and Portal (Online Ticketing System).
- d. To provide Online Portal based utilization monitoring tool for SLA, bandwidth, and usage with authorized access.
- e. The System shall be configured to the maximum value-added services and in case any additional services are required, the same shall be incorporated in the later stages shall also.
- f. You shall have to provide 24*7 support help-desk to MSETCL, which can be reached by local telephone, mail, and fax or on Internet chat. They also follow up for corrective action and keep MSETCL informed of the failure and restoration of connectivity.
- g. In case of extension of services is required beyond contractual period as per point (3) period of contract, the same shall be binding upon you for a period of further 18 months with all terms and conditions remaining same.
- h. All the expenses towards visit of maintenance person & maintenance cost shall be borne by the Contractor.
- i. In addition, MSETCL standard terms and conditions are applicable unless contradicting the above.
- j. **Penalty Clause:**
Uptime: More than 99 % per month.
For the ILL Link, The percentage uptime shall be calculated on monthly basis as follows:

$$\text{Monthly Availability} = \frac{(\text{Total no of Hours in month} - \text{Total down/Interruption Hours in month}) \times 100\%}{(\text{Total No of Hours in month})}$$

$$\text{Quarterly Availability (in \%)} = (\text{Average of 3 months availability} \times 100\%)$$

Bidder should give uptime guarantee of 99% on monthly basis. In case uptime falls below the guaranteed level, MSETCL will impose a penalty depending on uptime in percentage as given in table below. Further, if uptime during any month is less than 90 %, MSETCL will not make any payment for the billing period for that location.

Uptime (%) Quarterly	Penalty of (%) of monthly bandwidth charges of the respective link.
>=99	0
>=95 and < 99	5
>=90 and < 95	10
< 90	No payment for that period

If the performance of the link is consistently below 90% for more than 1 quarter at any point of time during the duration of the contract, MSETCL shall have the right to terminate the contract.

- k. Kindly note that your printed terms and conditions are not binding upon MSETCL.
- 7) **Security Deposit:** - You will have to pay security deposit amounting to 5% of the ordered value within 07 (Seven) days from date of receipt of work order, in form of BG/FDR, otherwise it will be deducted from your first bill. The same will be refunded to you after satisfactory execution of order, i.e. after completion of the contract period. No interest will be paid on this Security Deposit while refunding Security Deposit. In the event of unsatisfactory performance of the contract or non-compliance of Works this amount will be forfeited.
 - 8) **Delivery Period of Material/Service:** - Installation and Commissioning of 1 no. 20 Mbps internet Lease-line (ILL) connection at ALDC Ambazari Nagpur for the period of 1 year to the consignee within 60 (Sixty) days from the date of receipt of order.
 - 9) **Terms of payments:** 100% payment will be made to you within 45 days after supply, installation, Commissioning and testing of complete material as per specifications, after submission of invoice bill, delivery challan & guarantee certificate to this office. However, release of payment may depend on availability of funds.
 - 10) **Penalty** If the complete material/service is not supplied and commissioned within stipulated time limit, penalty at the rate 1/2% (Half Percent) per delayed week will be recovered from your bill subject to 10% maximum of work order value.
 - 11) **Accident:** If any accident occurs to your skilled or unskilled labor, compensation if any, is to be paid by tenderer only. MSETCL will not be responsible for any accident (fatal or non-fatal) or injury to the personnel of the agency or any financial implication arising there from.
 - 12) **Transit Insurance:** Transit Insurance will be borne by contractor.
 - 13) **Termination of contract:**
 - a. The contract will be reviewed in terms of the performance and services provided by you every Quarter from the start of the contract period. If the performance is not found satisfactory, the contract can be terminated by MSETCL giving Fifteen Days' notice to the service Provider.
 - b. In the event, MSETCL decides to cancel the contract due to unsatisfactory performance and Service; the Security Deposit will be forfeited.
 - c. In case of Termination of Contract by the Service Provider before expiry of the contract period, in that case the Security Deposit will be forfeited and charges payable to the Service Provider will not be given.
 - 14) **Consignee for supply**

The consignee is as below or his authorized representative:
Superintending Engineer, Area Load Despatch centre, Ambazari, 8th mile, Amravati Road, Opp. Ordnance Factory 2nd gate, P.O. Wadi, Nagpur – 440023
 - 15) For any loss to the company's property during execution of work, the tenderer/vendor will be liable to pay the equivalent compensation as per the recommendation of concerned engineer
 - 16) Apart from above points, all the terms and conditions published by MSEB in booklet "Tender and Contract of Works" are applicable to this order also.
 - 17) **Agreement:** As per rules of MSETCL & Erstwhile MSEB you (proprietor of the firm) will have to enter into an agreement with the company for the above works as early as possible and within

10 days from date of receipt of the purchase order and until such agreement is executed with the company, the company shall not be liable to pay nor you shall be entitled to claim any amount due for payment, if any under this contract. The cost ₹500 of the stamp papers as per MSETCL rules and regulation shall be borne by suppliers.

Thanking You.

Encl: 1) Schedule 'A'

Yours Faithfully,

S/d
Superintending Engineer
Area Load Despatch Centre
Ambazari MSETCL Nagpur

Copy to: - The Manager (F&A) ALDC, Ambazari, Nagpur.

<< On Bidder Company Letterhead >>

SCHEDULE - 'A'

Subject:- Enquiry for **Installation and Commissioning of 1 no. 20 Mbps internet Lease-line connection at ALDC Ambazari Nagpur for the period of 1 year**

Vendor should Specify Name of ILL Service Provider: _____

Sr. No.	Particular's	Quantity	Rate Per Year (In Rs.)	GST@18%	Total Price (In Rs.)
1	Annual Charges for 20 Mbps internet Lease-line connection at ALDC Ambazari Nagpur for the period of 1 year	1			
2	One Time Charges	1			
	Total				

<<Bidder Signature with Stamp>>