

Maharashtra State Electricity Transmission Co. Ltd
(CIN No.U40109MH2005SGC153646)

<p>From Office of the Chief Engineer EHV Project Cum O&M Zone, Pune Administrative Building, 3rd floor, Block No.402, Rasta Peth, Pune-411 011 ☎ 020 26066106 (O) 020 26061132 E-Mail: cepune@mahatransco.in</p>	
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No. CE/EHV PC O&M Zone/P/IT/ 1517

Date: - 28.07.2025

TO WHOM SO EVER IT MAY CONCERN

Subject: Calling '**Budgetary offer**' for Supply, Installation & Maintenance of '**Internet Leased Line of 100MBPS**' for the period of three years for use at Admin Building Rasta Peth offices - 411011.

The Budgetary offers are hereby invited on e-mail (on itadmin6000@mahatransco.in) for the above work as per Schedule-A & Annexure-A ('Scope of Work') enclosed herewith. Concerns are requested to quote your best reasonable rates for above work as per Annexure-A ('Scope of Work').

The Terms and conditions are as below:

1. The rate quoted should be valid for three years as per 'Schedule-A' format.
2. Quotation is expected to provide with respect to Annexure-A ('Scope of Work')
3. You are requested to submit your best reasonable budgetary offer as per Schedule-A & B, for above works on E-mail ID: itadmin6000@mahatransco.in up to **dttd. 04.08.2025 up to 12.00 Hrs.**
4. For detail scope or query can be raised with 9322948870 & budgetary offer should be given through spreadsheet format on E-mail ID: **itadmin6000@mahatransco.in**
5. 'Scope of work' for this work is mentioned in 'Annexure-A'. This budgetary offer is invited only for estimation purpose only and same will not be considered for any bidding OR other activity & No 'work order' will be given against this 'Budgetary Offer'.

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

Scope of Work (Annexure-A)

Supply, installation & commissioning of 100MBPS Internet Leased line on installation address mentioned:

1) Bandwidth & Connectivity: -

- a. The service provider shall provide a dedicated 100MBPS symmetrical bandwidth (1:1 upload/download ratio) through **fibre-optic media only**.
- b. Bandwidth must be unshared and uncompressed, with guaranteed throughput.
- c. Unlimited data with no capping to bandwidth or data. Means, 100MBPS symmetrical bandwidth (1:1 upload/download ratio) will be constant for unlimited data 1:1 upload/download ratio.

2) ISP License Requirement: -

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

3) 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.
- b. L3 Router shall be provided by the agency on their own cost & this router can be taken back after the contract period.

4) 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.

5) Commencement of the service:

ILL service **must be** commenced within 15 days after the issuance of work order. 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.

6) Period of contract: -

For three (3) Years from the date of commencement of service. After commissioning of the service, agency will submit an email to itadmin6000@mahatransco.in & after acceptance by AP(IT), that date will be considered as commencement date of the service.

7) Service Level Agreement (SLA): -

- a. Maximum issue resolution time: 1 hour for all issues.
- b. 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. This number should have messaging app features for photo or image sharing.

c. Service Availability: -

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

d. Scheduled maintenance: -

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

8) 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.

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: -

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: -

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

17) Penalty Clause: -

One (1%) of total contract value after issue resolution time frame of 1 Hr, for per hour till resolution on pro rata basis.

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



Schedule-A- Supply,Installation,Maintenance of 100MBPS 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 ILL charges for 1st Year			
2	Annual ILL charges for 2nd Year			
3	Annual ILL charges for 3rd Year			
4	Total			

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