



**MAHARASHTRA STATE ELECTRICITY TRANSMISSION COMPANY LIMITED**  
(CIN NO U40109MH2005SGC153646)

Name of Office:	Office of the Chief Engineer (AC&I)
Office Address:	Prakashganga, Ground floor, Plot C -19, E - block, BKC, Bandra (E), Mumbai: - 400051.
Contact No.:	(O) 022 - 2659 5137, (P) 022 - 2659 5141, Fax: 022 - 26598587
E-Mail Id:	ceaci@mahatransco.in
Website:	www.mahatransco.in.

MSETCL/CO/CE/IT/No. 259

Date: 23 DEC 2019

RE- Enquiry

**Sub: Re-Enquiry for Quotations for Installation & Commissioning of 25Mbps (1:1) Internet Lease Line (ILL) for Corporate Office Prakashganga building, MSETCL for period of 1 year.**

Sir,

Sealed & super scribed quotations are invited from the reputed experienced/registered contractor for the work as described in Schedule 'A' is enclosed herewith:

**Terms & Conditions: -**

- The prescribed form i.e. **Schedule 'A'** duly filled in with the rates written in words & figures & signed should be sent by registered post or in person to Office of the Chief Engineer (AC&I) Prakashganga, Ground floor, Plot C -19, E - block, BKC, Bandra (E), Mumbai: -400051 on or before 31/12/2019 upto 17:00 Hrs.  
**Contact Person: Atul Warjurkar, System Analyst (IT), CO Mumbai**  
**Mobile: 8554989257**
- Please super scribe the offer with following details.  
**Quotation for:** Quotations for 25Mbps (1:1) Internet Lease Line (ILL) for Corporate Office Prakashganga building, MSETCL for period of 1 year.  
**Due Date:** 31/12/2019 on 17:00 Hrs  
**Name of Bidder:**
- Qualifying criteria:**
  - The Internet Service Provider must have valid UASL license (preferable). The copy of the agreement to be provided as a part of documents if available.
  - The bidder agency firm must have a fully functional Customer Service Center(s) in this region, which is fully operational 24 X 365 days. List of Customer Service Center(s) must be submit.
  - The bidder agency firm have adequate bandwidth at the backend to provide the desired bandwidth in MSETCL. Supporting document must require to submit.
  - The bidder should not have been debarred or blacklisted by any Central / State Government Department(s) and the bidder should not have any litigation in any of the Court(s). Should require to submit on Company Letter head as per proforma attached with the enquiry as **Annexure - B**
- All pages of the offer shall be duly filled and digitally signed.



5. **Documents required:** All particulars regarding taxes, GST, duties, freight, forwarding, Insurance, installation and commissioning etc. clearly indicating break-up of prices shall also be filled in correctly.
6. **Contract Period:-**  
 The contract shall be for the period of 1 (ONE) year starting from the date of commissioning of the Internet leased line (ILL). The decision to continue/discontinue rests solely with the competent authority of MSETCL.  
 The agreed price would be applicable throughout the contract period. 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.
7. **Payment terms: Quarterly payment**
  - a) OTC (One Time Charge) payable after commissioning of services along with the first Quarter bill.
  - b) For claiming payment, you shall negotiate your receipted delivery challan (if applicable), invoices in triplicate, together with certificate of received/commissioned the ILL satisfactorily. The invoices/bill will be raised on the quarterly basis at the end of the quarter.
  - c) The MSETCL IT section will process and forward the quarterly invoices/bill raised to the next concerned department within 30 Days.
  - d) In case of any downward revision of tariff by TRAI, the same shall necessarily be passed on to IOCL from the effective date.
8. **Visit to the premises and ascertain feasibility:-**  
 It shall be the responsibility on each bidder to fully inform / acquaint / familiarized itself with local conditions and factors, which may have any effect on the execution of services to be rendered under the contract. All bidders intending to bid shall visit and make themselves thoroughly acquainted with the local site conditions.  
 MSETCL shall presume that the tenderer has understood and agreed that all the relevant factors have been kept in view while submitting the bid. No financial adjustment arising thereof shall be permitted by MSETCL, on the basis of any non-clarity of information about local conditions being pleaded by the bidder. Further, no claim for financial adjustment being made by the contract awarded on these document will be entertained by the Institute.
9. **Service Provider Obligations:**
  - a. The Service Provider shall responsible for providing the 25 Mbps (1:1) leased line internet connectivity at MSETCL, Prakashganga, BKC Bandra East, Mumbai, at all the time throughout the contract period.
  - b. The Service Provider shall responsible for MSETCL, Prakashganga, BKC Bandra East, Mumbai, commissioning and configuring of hardware and uplink of connectivity.
  - c. Lesioning (if required) with other firm(s) for obtaining point to point connectivity between ISP node and MSETCL, shall be the responsibility of the Service Provider (router or switch should be provided by ISP for point to point link activation if required).
  - d. 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 responsible for making all the payments towards the local loop charges / rentals /WPC charges etc.
  - e. 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.
10. **Service Level Guarantee:**
  - a. The Service Provider shall provide the 25 Mbps Internet leased line connectivity at all the time (24X7X365) at MSETCL, Prakashganga, BKC Bandra East, Mumbai.
  - b. To provide Internet Router Port at ISP Gateway for required Bandwidth and minimum subnet of **06 Public 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 99.50 % 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. **Downtime Calculation:** Downtime shall be calculated as (Total Time – Down Time) X 100 / Total Time. 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. Downtime penalty in % of quarterly payment:

Srno	Downtime	Penalty in % on Quarterly bill
1	> = 99.50%	0
2	> 99.00 to < 99.50	10
3	> 98.00 to < 99.00	20
4	> 97.00 to < 98.00	30
5	> 95.00 to < 97.00	50
6	> 90.00 to < 95.00	70
7	< 90%	100

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

- a) Link down due to power failure / or any situation which are beyond the control of service provider.
- b) Due to schedule maintenance by the Service Provider, with prior approval of Institute. Mean Time to Repair (MTTR), Packet loss and Link failover will be calculated from Network Management System (NMS) installed at Institute side or through ISP portal.
11. ISP should provide 30 minutes UPS backup for their terminal equipment to provide stable leased line connection.
12. The services should include and conform to the following:
  - a. **Location:**  
MSETCL 4th Floor B wing, Prakashganga,  
BKC Bandra East, Mumbai 400051.
  - b. Internet service shall be guaranteed for the Uptime of 99.50% network availability at MSETCL location.
  - c. Last Media will be UTP Cat 6 or above.
  - d. Providing and configuring Public static IPs minimum 06 IPs.
  - e. Voice-Over-IP enabled
  - f. Services should be active within 2 weeks from the date of the work order.
  - g. 24/7 Support via Telephonic, Email and Portal (Online Ticketing System).
  - h. To provide Online Portal based Utilization monitoring tool for SLA, Bandwidth and usage with authorized access.
13. **Delivery of Services:** In the event of delay of commissioning of link beyond contractual delivery period would be recoverable @ ½% per delayed week or part thereof, limited



- to a maximum cumulative ceiling of 10% shall be applicable.
14. **Security Deposit**-The successful Service Provider has to submit **Security Deposit of 5% of Order value** (without Tax).
  15. **Acceptance of Quotation:** The Company does not bind to accept the lowest or any quotations neither will any reasons be assigned for rejection of any enquiry. It is also not binding on the company to disclose any analysis report of enquiry
  16. The enquiry should be completed with all particulars. Wherever, it is mentioned the enquiry must be signed along with seal. Any document of the enquiry not bearing the signature of bidder is liable to be rejected.
  17. Right to reject any or all quotations is the reserved by the undersigned.
  18. This office does not bind itself to accept the lowest or any bid and reserves the right to reject all or any bid or cancel the Enquiry without assigning any reason whatsoever. This office also has the right to re-issue the Enquiry without the Vendors having the right to object to such re-issue.
  19. This office may at its discretion abandon the Enquiry process any time before the issuance of Purchase Order.
  20. Where there is a discrepancy between the amounts in figures and in words, the amount in shall govern.
  21. No increase, decrease, discount reduction or any other changes in the price will be acceptable after the opening of the quotation.
  22. The rates quoted should be valid for **60 days** from the date of opening of quotation.
  23. **Termination of order**-Failure to execute the order (if given) in time/ as per specifications, or any breach of the condition of the contract will result in termination of the contract, without prejudice to the other resource available under the law of the land.
  24. The disputes / arbitration etc. if any, against this contract will be subject to the jurisdiction of the Mumbai Court.
  25. GST need to be specified clearly on quotation.
  26. Apart from the above points, all the terms and conditions published by MSETCL in booklet "Tender & Contract of Works" are applicable here also.

Thanking You.

Encl: 1) Schedule 'A'  
2) Annexure B

Yours Faithfully,

Sd/-  
Chief Engineer (AC&I)

**Copy to:-**

- 1] The Assistant General Manager (F&A), Corporate Office, MSETCL
- 2] Notice Board
- 3] Web Master

**MAHARASHTRA STATE ELECTRICITY TRANSMISSION COMPANY LIMITED**  
**(CIN NO U40109MH2005SGC153646)**

**SCHEDULE - 'A'**

**Subject: Installation & Commissioning of 25Mbps (1:1) Internet Lease Line (ILL) for Corporate Office Prakashganga building, MSETCL for period of 1 year.**

Sr No.	Item Description	One-time charges (Rs.) per location (A)	Rental charges (Rs/ annum) per location (B)	GST on (A & B) (%)	GST in (Rs.)	Total Rate in Rs.(including taxes)
1	ARC for 25 Mbps (1:1) dedicated Internet Lease Line connectivity (ring architecture on fiber with dedicated multiplexer on premises) payable annual (04) quarters with One Time Installation Charges and taxes with 06 nos of public IPS.					

\* GST Number must be quoted on letter head and quotation in above format.

\* All the valid relevant papers (Xerox Copy) should be enclosed with quotation i.e.

- 1) Registration certificate
- 2) GST
- 3) valid UASL license (preferable)
- 4) Pan Card

**Seal & Signature of the bidder**



**ANNEXURE 'B'**

**UNDERTAKING**

(On Company's Letterhead)

To,  
Chief Engineer (AC&I),  
Corporate Office,  
MSETCL, Prakashganga,  
Plot No. C-19, E Block,  
BKC, Bandra East  
Mumbai 400 051

Dear Sir,

I/We agree for **"Installation & Commissioning of 25 Mbps (1:1) Internet Lease Line (ILL) for Corporate Office Prakashganga building, MSETCL for period of 1 year"**, Prakashganga, Plot No. C-19, E Block, BKC, Bandra East, Mumbai 400 051 at the rates herein tendered by me / us subject to the conditions of the enquiry/tender and supply above which I/We have carefully read and which I/We have thoroughly understood and to which I/We hereby agree.

I/We hereby agree to keep this offer open for 60 days from the due date of the enquiry/tender and shall be bound by communication of acceptance dispatched within the prescribed time.

I/We hereby declare that I/we have not been blacklisted by the registering authority or any department of the Central /State Government, Semi-Government, public undertakings, corporate etc.

The information given by me is true and in future if it is found that the information given by me is false then MSETCL is free to take legal action including termination of the contract, against me.

Yours faithfully,

Seal & Signature of the bidder

Date:

Place: