

GURU GHASIDAS VISHWAVIDYALAYA

A Central University established by the Central Universities Act 2009 No. 25 of 2009

Koni, Bilaspur, (C.G.), India, 495009

Website: www.new.ggu.ac.in/ www.ggu.ac.in



NOTICE INVITING TENDER

For

INTERNET LEASED BANDWIDTH

Tender Reference Number	18/ Internet Leased Bandwidth/IT Cell/Store/2025
Date of Issue of Tender	27/05/2025
Due Date / Last Date for Online Submission of Tender	10/06/2025 at 03:00PM
Date of online opening of Technical Bid	12/06/2025 at 04:00PM
Pre-Bid Meeting	03/06/2025 at 03:00PM
Name & Address of Tenderer	Registrar, Guru Ghasidas Vishwavidyalaya, Koni, Bilaspur (C.G.), India 495009

Guru Ghasidas Vishwavidyalaya, Bilaspur

(Tender Reference No: 18/Internet Leased Bandwidth/IT Cell/Store/2025)

INVITATION FOR TENDER OFFERS

Guru Ghasidas Vishwavidyalaya, herein after referred to as the GGV, invites **online bids on two bid system** (Technical bid and Commercial bid) in the prescribed Tender Document from eligible reputed firms for Supply, Installation and maintenance of **1 GBPS 1:1 Dedicated Unshared Internet Leased Bandwidth** requirements over Fiber at Guru Ghasidas Vishwavidyalaya, Koni, Bilaspur (C.G.), India 495009 as Alternate Internet Leased Line Connectivity for Redundancy / Backup.

Bid collection and submission details:	
Tender reference Number	18/ Internet Leased Bandwidth/IT Cell/Store/2025
Last date and time for receipt of online tender offers	10/06/2025 at 03:00 PM
Date of online opening of technical bid	12/06/2025 at 04:00PM
Tender Validity Period	Tender should remain valid for 180 days
Tender Cost/Fees	Rs. 5,000(Rupees Five Thousand Only)
Earnest Money Deposit	Rs. 1,00,000/- (Rupees One Lakh only) in form of Demand Draft in favour of "Registrar", Guru Ghasidas Vishwavidyalaya, Bilaspur (C.G.)," payable at Bilaspur (C.G.). Shall be submitted in a sealed envelope titled "NIT for Optical Fiber Internet Leased Bandwidth at GGV" on or before the last date at Address for Communication provided
Address for communication	OSD, Stores Section, Guru Ghasidas Vishwavidyalaya, Koni, Bilaspur (C.G.), India 495009
e-Mail	ggv.itcell@gmail.com
Estimate cost	20 Lakhs excluding GST



GURU GHASIDAS VISHWAVIDYALAYA

(A CENTRAL UNIVERSITY) BILASPUR (CG)

Notice Inviting -e-Tender (NIT)

1 GBPS OPTICAL FIBER INTERNET LEASED BANDWIDTH at GGV

I. ABOUT THE UNIVERSITY:

Background:

Guru Ghasidas Vishwavidyalaya, is a Central University of India, located in Bilaspur C.G. State, established under Central Universities Act 2009, No. 25 of 2009. Formerly called Guru Ghasidas University (GGV), established by an Act of the State Legislative Assembly, was formally inaugurated on June 16, 1983. GGV is A++ grade (accredited by NAAC in 2024) and is an active member of the Association of Indian Universities and Association of Commonwealth Universities. Situated in a socially and economically challenged area, the university is appropriately named to honor the great Satnami Saint Guru Ghasidas (born in 17th century), who championed the cause of the downtrodden and waged a relentless struggle against all forms of social evils and injustice prevailing in the society.

About this NIT:

Bids are invited from eligible bidders for the installation and maintenance of a 1 Gbps Optical Fiber Internet Leased Bandwidth at the GGV campus, Bilaspur (C.G.), as per the specifications outlined in this tender document. Bidders shall supply, install, test, and commission all required equipment and provide related services, ensuring adherence to the provisions, terms, and conditions detailed in this tender.

About GGV's Technological Orientation:

Guru Ghasidas Vishwavidyalaya (GGV) is a technology-oriented university, dedicated to leveraging advanced infrastructure to support its academic and administrative goals. The university regularly organizes various online events, conducts important online meetings, and offers online and distance education programs to cater to the needs of students and stakeholders across diverse regions.

Current Technological Infrastructure:

Currently, Internet Leased Line Connectivity of 1 Gbps (1:1 dedicated wired Internet Leased Line with last mile connectivity over Fiber) is being provided by NKN (National Knowledge Network), which is maintained and locally supported by BSNL.

II. PROJECT SCOPE

Supply, Installation and maintenance of 1:1 Dedicated Unshared Internet Leased Bandwidth Requirements over Fiber:

S.No.	Description	Specifications and Requirements
1	Internet Leased Line 1 GBPS	1:1 dedicated wired Internet Leased Line Uncompressed and Unshared Last mile delivery on Fiber only. Single Installation at Guru Ghasidas Vishwavidyalaya, Koni, Bilaspur (C.G.)
2	Installation Requirements	1. The installation of the Connectivity shall be carried out in the Guru Ghasidas Vishwavidyalaya, Koni, Bilaspur (C.G.), 2. Any statutory requirement for installation and working of all equipment of the ordered Fiber Connectivity shall be responsibility of the bidder 3. Permission from various authorities may be the sole responsibility of the bidder.
3	Training Requirements	Training shall consist of on-site group and individual training of all staff associated with the system.
4	Specification Of Equipment's And Services	The Technical Specifications of the equipment specified in Annexure - A are the minimum requirements of the Purchaser. The vendors are at liberty to indicate higher specifications than the minimum levels EXCEPT THE BANDWIDTH. The Purchaser reserves the right to place orders at the higher specifications offered by the vendors.
5	Maintenance And Support	1. The vendors shall furnish the details of their local centers to support and shall deploy only trained service personnel to resolve the issues which may arise. Maximum time to repair (resolve & recover) a reported break down should be Four hours. Time for this purpose shall be measured as interval between the time of reporting the problem and the time when the problem is fully solved making the faulty components/functions fully operational. 2. Vendor and OEM support strategy should have a 24 X 7 support. Support from vendor (and OEM if applicable) should be on site whenever a faulty part is to be replaced, the replacement should be a new part with the matching OEM part number to the replaced part. 3. University shall not be responsible for damage to the systems due to external circumstances such as earthquakes, floods, fires, riots etc. 4. Vendor shall ensure a visit to GGV, of a person of designation of Area Manager on monthly basis. During the implementation stage, vendor shall depute engineers for attending to the complaints related to the hardware and software/firmware components 5. Even if the goods are shifted to any other location of GGV during the warranty period, the warranty should continue.
6	Uptime Guarantee	Vendor shall have to guarantee continuous uninterrupted internet line availability along with all the equipment supplied by them and should achieve minimum 99.5 % uptime across 24 X 7 calculated on monthly basis.
7	Spares	Vendor shall maintain the sufficient Spares for maintaining required uptime guarantee.
8	Training	Vendor shall provide basic training, free of charge for GGV end users, whenever required to do so by GGV.
9.	Backup	Bidder must provide last mile redundancy. The last mile should be primary on fiber and back up on RF media only.

III. INSTRUCTIONS TO TENDERERS

DEFINITIONS:

In this Contract, the following terms shall be interpreted as indicated below:

1. “Vendor,” “Contractor,” “Service Provider,” or “Bidder” shall mean the Firm participating in this tender.
2. “Contract” means the agreement entered into between the Tendering Authority and the Vendor, as recorded in the documents signed by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein.
3. “The Contract Price” means the price payable/receivable to the Successful Bidder under the Contract for the full and proper performance of its contractual obligations.
4. “The Goods” means all the material/services that the Vendor is required to supply to the Tendering Authority under the Contract.
5. “Services” means services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services and other obligations of the Vendor covered under the Contract.
6. “Day” means a working day.
7. “Tendering Authority” or “Purchaser” means the Registrar, GGV, Bilaspur, CG.
8. “University” means Guru Ghasidas Vishwavidyalaya.
9. “GGV” means Guru Ghasidas Vishwavidyalaya.

OTHER IMPORTANT INFORMATION

A. Location For Supply of Goods and Services and Installation

Installation and Commissioning of Internet Services, including delivery of the required hardware & software, will be at the Guru Ghasidas Vishwavidyalaya, Bilaspur (C.G.) at the risk and cost of the successful bidder.

B. Specification

The Technical Specifications are the minimum requirements of the Purchaser. The Tenderer is at liberty to indicate higher specifications than the minimum level. The Purchaser reserves the right to place an order at the higher specifications offered by the Tenderer.

C. Cost of Tender Document

Tender or NIT document may be downloaded free of cost from the GGV site: <https://new.ggu.ac.in> and E-Procurement portal.

D. Non-Transferable Tender

Neither the contract nor any rights granted under the contract may be sold, leased/sublet, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment, or other transfer shall be void and of no effect without the advance written consent of the University.

E. Offline Submission

The sealed envelope addressed to “OSD (Store), Guru Ghasidas Vishwavidyalaya, Koni, Bilaspur Pin-495009”, must reach on or before 10/06/2025 at 3 PM only through speed/registered post/courier. The tender will be opened on 12/06/2025 at 04:00 PM. University is not responsible for any delay in receiving the tender etc. GGV reserves all the right to accept/reject any or all tender without assigning any reason in favor of the University.

F. Tender Validity Period

Tender should remain valid for 180 days.

G. Completeness of Tender Offer

The Tenderer is expected to examine all instructions, forms, terms, conditions, and specifications in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender offer not substantially responsive in every respect to the tender documents will be at the Tenderer's risk and may result in rejection of its tender offer. The tender offer is liable to be rejected outright without any intimation to the Tenderer if complete information as called for in the tender document is not given therein, or if particulars asked for in the Forms/Performa in the tender are not fully furnished.

H. Signing of Tenders

The authorized signatory of the Tenderer shall possess a Digital Signature Certificate (DSC) for the submission of tender documents and MTF. The DSC holder/authorized signatory signing the tender shall state in what capacity he/they are signing the tender, e.g., as sole proprietor of the firm, or as a Secretary/Manager/Director, etc., of a Limited Company. In the case of a Registered Partnership firm, the names of all partners shall be disclosed, and the tender shall be signed by all the partners or by their duly constituted attorney, having the authority to bind all the partners in all matters pertaining to the contract. The original or an attested copy of the registered partnership deed along with a duly executed Power of Attorney on a non-judicial stamp paper of appropriate value attested by a Notary (if applicable) shall be scanned and uploaded along with the tender. In the case of a limited company, the names of all the Directors shall be mentioned, and a copy of the Resolution passed by the Company authorizing the person signing the tender to do so on behalf of the company shall be scanned and uploaded along with a copy of the Memorandum and Articles of Association of the Company. The Digital Signature Certificate (DSC) holder signing the tender, or any documents forming part of the tender, on behalf of another, or on behalf of a firm shall be responsible to submit a proper Power of Attorney duly executed on a non-judicial stamp paper of appropriate value attested by a Notary in his Favor, stating that he has the authority to bind such other person, or the firm, as the case may be, in all matters pertaining to the Contract. If the Digital Signature Certificate (DSC) holder so signing the tender fails to upload the said Power of Attorney, his tender shall be summarily rejected without prejudice to any other right of the Corporation under the law. The Power of Attorney should be signed by all the partners in the case of a partnership concern, by the proprietor in the case of a proprietary concern,

and by the person who by his signature can bind the company in the case of a limited company. The Power of Attorney duly signed should be scanned & uploaded.

I. Documents Comprising the Tender

The tender shall comprise Part–A Technical Bid and Part-B Price/Financial Bid and all its Annexures and all supporting documents and attachments. The Bids complete in all respects including all attachments, annexures, and supporting documents as prescribed in this Tender Document shall be uploaded by the authorized signatory as stipulated in the Tender. Hard copy of the tender documents will not be accepted. The filled and signed attachments and supporting documents are to be scanned and uploaded at the space/packet provided in the E-Procurement portal. The original Attachments from the successful tenderer will be collected at the time of awarding the contract.

J. Earnest Money Deposit

The Tenderer shall submit Earnest Money Deposit (EMD) of Rs. 1,00,000/- (Rupees One Lakh only) by Demand Draft/FDR(of any Nationalised Banks) in favor of Registrar, Guru Ghasidas Vishwavidyalaya, Koni, Bilaspur (C.G.), India 495009 two hours before the date & time of the end date of submission of Online bids. The Tender should upload a scanned copy of the same with the Technical Bid. Non-submission of EMD will lead to rejection of the Tender.

K. QUALIFICATION CRITERION

- a. The Tender is being invited for selecting an Alternate Internet Supply Provider (ISP) for Redundancy/Backup. National Knowledge Network (BSNL), being the existing Internet Supply Provider (ISP) of Internet Leased Line Connectivity of 1GBPs to GGV, shall not be eligible for participating in the present Tendering Process.
- b. The bidder may be a Government Organization/PSU/PSE/partnership firm or a limited Company under Indian Laws having a valid Class – A ISP License.
- c. The bidder should have acquired a valid NLD/UL (Unified License)/UASL (Unified Access Services License) and ISP License from DOT and has established a Fiber/wireless network across India and has been operational for the last 3 years.
- d. The bidder must have an average annual turnover of at least Rs. 50 Lakh over the last three financial years, i.e., 2021–2022, 2022–2023, and 2023–2024. Additionally, the bidder must

have a positive net worth and must have been a profit-making entity during each of these three consecutive financial years. Audited financial reports for the three years must be submitted as proof.

- e. The Bidder should have its own access network for providing the last mile (local loop).
- f. The bidder must have valid ISO 9001/ISO 22301/ISO 27001/ITIL 9000 or Equivalent certifications. Appropriate certificates need to be attached.
- g. The Bidder should have executed similar projects for dedicated leased line bandwidth provisioning for any reputed national institute/organization like IIT, NIT, IIIT, or PSUs in the last 5 years. Attach relevant Work Completion/Satisfactory Performance Certificate.
- h. Leasing/Subletting, Assigning, or Outsourcing this service is strictly prohibited. No modification is allowed/offered.
- i. Should be registered with TRAI for providing Internet Bandwidth Service in India.
- j. The ISP should have a Call Center and Telephonic Support. The same shall be extended to GGV for resolving minor issues and registration of faults/complaints.
- k. The Bidder should have Direct Access to International Gateways with a valid Class A ISP License.
- l. The Bidder should not be blacklisted or on holiday by any Central Govt/State Government as of the date of submission of the tender. (Undertaking regarding this should be provided by the bidder).
- m. Self-certified letter for compliance with the same.
- n. Site visit is mandatory and Bidders have to include site survey report in technical bid to ensure and confirm site feasibility.

L. SUBMISSION OF BIDS

- a. Tenders are to be submitted online in two parts, viz., Part–A Technical bid and Part-B Price/Financial bid.
- b. Tenderers must submit their Bids well within the stipulated date & time, and no opportunity shall be given to Tenderers to withdraw any offer at any stage after the submission of the Bids.
- c. A Tenderer can submit only one Bid. If a Tenderer submits more than one Bid, all such Bids shall be rejected summarily.
- d. The Tenderer shall not incorporate any condition in the Bids as conditional Bids/Bids that are not submitted strictly in accordance with the Bid terms shall be rejected.

- e. All supporting documents except the tender document have to be scanned and uploaded in Technical Bid Part-A. The Price/Financial Bid as per Part-B has to be scanned, encrypted, and uploaded at the requisite places in the E-Procurement Portal. All the Annexures of the Tender document duly signed on each page by the Tendered should be scanned and uploaded in the E-Procurement Portal. The Price/Financial bid format (Part-B) is provided in a spreadsheet file, which is to be downloaded, and the rates offered should be entered in the allotted space and uploaded after filling the relevant columns (such as rates & particulars of the bidder). The Price Bid/BOQ template shall not be modified/replaced by the Tenderer; else, the Tender submitted is liable to be rejected.
- f. As a condition precedent for issuing the acceptance letter, the successful Tenderer shall submit the hard copy of the Tender document duly signed by the Authorized Signatory with self-attested copies of the supporting documents uploaded along with the Technical Bid within 7 days from the date of communication of GGV advising the tenderer to furnish the same, failing which his Offer is liable to be rejected and the EMD will be forfeited.
- g. While preparing the Technical and Price/Financial Bid, the Tenderer is expected to provide correct and relevant information. If at any stage it is found that the information/documents supplied by the Tenderer is incorrect/forged, GGV reserves the right to initiate appropriate legal proceedings, including Termination of the contract & forfeiture of the EMD deposit.
- h. The Technical Bid shall not include any information sought in the Price/Financial Bid. All other tender documents except the Price/Financial Bid shall be uploaded with Part –A Technical Bid.

M. The Technical Bid shall include the following:

- a. All supporting documents except the tender document have to be scanned and uploaded in the Technical Bid. The Price/Financial Bid as per Part-B has to be scanned, encrypted, and uploaded at the requisite places in the E-Procurement Portal.
- b. All the Annexures of the Tender document duly signed on each page by the Tenderer should be scanned and uploaded in the E-Procurement Portal.
- c. Scanned copy of instruments/Bank Guarantee/DD No. as evidence for payment of EMD.
- d. Self-attested Scanned copies of Authority of Authorized Signatory/Power of Attorney/Partnership deed/Memorandum of Association/Articles of Association/Authority of BOD of a Company, Experience certificates, PAN Card & GST Registration Certificate, etc., as the case may be and as stipulated in the Tender document.

- e. The Digital Signature Certificate (DSC) holder signing the tender, or any documents forming part of the tender, on behalf of another, or on behalf of a firm shall be responsible to submit a proper Power of Attorney duly executed on a non-judicial stamp paper of appropriate value attested by a Notary in their favor, stating that they have the authority to bind such other person, or the firm, as the case may be, in all matters pertaining to the Contract.
- f. Tenders that do not comply with these instructions shall be summarily rejected.
- g. The Tenderer shall bear all costs associated with the preparation and submission of its tender. GGV will in no case be responsible or liable for these costs, regardless of the outcome of the Tendering process.
- h. The Tenderers shall submit the Price/Financial Bid in the prescribed format, clearly indicating the rates in both figures and words, in Indian Rupees (INR), duly signed by the Authorized Signatory. In the event of any difference between figures and words, the amount indicated in words shall prevail.
- i. The rates quoted by the Tenderer shall be applicable & firm throughout the period of the contract.
- j. The GGV is not responsible for the non-submission of the Tender within the specified date and time due to any reason.
- k. Service providers are requested to read the instructions contained therein carefully & meticulously for the submission of tenders through the E-Procurement portal.
- l. Any attempt by the Tenderer to change the format of any appendix/annexure of the tender document while uploading or any attempt to tinker with the software of the portal will render their bid document liable for cancellation and their subsequent blacklisting.
- m. A tender document not accompanied by all the Schedules/Annexures intact and duly filled in and signed shall be rejected.
- n. The GGV shall not be liable for any omission, mistake, or error on the part of the Tenderer in submitting the Tender.
- o. The Technical offer should include all items asked for in Annexure-A.
- p. The Technical bid should be complete in all respects, with all the columns filled in, including "Accepted/Deviations."
- q. The Technical Specifications are the minimum requirements of the purchaser. The Tenderer is at liberty to indicate higher specifications than the minimum level *EXCEPT THE BANDWIDTH*. The purchaser reserves the right to place an order at the higher specifications offered by the Tenderer.

- r. Filling up of the Technical Detail Form using terms such as “ok,” “acceptable,” “noted,” “as given in brochure/manual” is not acceptable. The Purchaser may treat offers not adhering to these guidelines as unacceptable.
- s. Every document must be endorsed with seal and signature by the authorized person of the Vendor/Bidder.
- t. Every Document must be attached: Whole Tender Document + All Annexures + Corrigendum (if Issued).

N. The Price/Financial Bid shall ensure the following:

- 1. Commercial Offer as per Annexure B shall be submitted.
- 2. It should give all relevant price information and should not contradict the Technical Offer in any manner.
- 3. The prices quoted in the commercial bid should be without any conditions.
- 4. The bidder should submit an undertaking that there are no deviations to the specifications mentioned in the tender, either with the technical or commercial bids submitted.
- 5. The price schedule must be filled in completely, without any error, erasures, or alterations.
- 6. The Tenderer should quote only the all-inclusive Price, inclusive of Supply, Installation, commissioning, Transportation, Forwarding, Insurance, Training, Warranty, etc. GST will be additional as applicable at the time of billing.
- 7. The commercial offer shall be on a fixed price basis. No price variation should be asked for relating to an increase in dollar price variation. GST will be additional as applicable at the time of billing.
- 8. Price quotation accompanied by vague and conditional expressions such as “subject to immediate acceptance,” “subject to confirmation before sales,” etc., will be treated as being at variance and shall be liable for rejection.
- 9. Prices quoted will be firm for the entire period of the Contract. All prices are to be quoted in Indian Rupees, exclusive of all applicable GST. GST will be additional as applicable at the time of billing.
- 10. It is the responsibility of the Vendor to clearly identify all costs associated with any item or series of items in this NIT. The Vendor must include and complete all parts cost. Omissions,

errors, misrepresentations, or inadequate details in the Vendor's cost will be considered valid ground for rejection of the Vendor's Bid. Costs that are not clearly identified will be borne by the Vendor.

The EMD submitted by the bidder will be forfeited if:

1. The bidder withdraws their tender before processing the same.
2. The bidder withdraws their tender after processing but before acceptance of the "Letter of Appointment" issued by the University.
3. The selected bidder withdraws their tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
4. The bidder violates any of the provisions of the terms and conditions of this tender specification.

The EMD will be refunded to:

1. The successful bidder, 3 months after successful installation, commissioning, and testing of Goods and services.
2. The successful bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee for 10% of the contract value.
3. The unsuccessful bidders, only after acceptance of the "Letter of Appointment" by the selected bidder.

F. OPENING AND EVALUATION OF TECHNICAL BIDS

a. The Technical Bids will be opened online at GGV, Bilaspur, CG, as per the schedule indicated in the Tender and evaluated as per the Tender terms & Conditions and Instructions. The Tenderer will be at liberty to be present either in person or through an authorized representative at the time of

opening of the Technical Bid with the Bid Acknowledge E-Procurement Receipt, or they can view the bid opening event online at their remote end.

b. To assist in the scrutiny, evaluation, and comparison of offers, the Purchaser may, at its discretion, ask some or all Tenderers for technical clarification of their offer. The request for such clarification and the response shall be in writing. To speed up the response process, the Purchaser, at its discretion, may ask for any technical clarification to be submitted by means of facsimile by the Tenderer. In such cases, the original copy of the document describing the technical clarification must be sent to the Purchaser by courier/in person.

c. The Purchaser will shortlist technically qualifying Tenderers, and Commercial offers of only these Tenderers will be opened.

The following documents must be submitted as part of the Technical Bid for consideration:

1. Index – A table of contents listing all documents submitted.
2. Tender Offer Form – Duly filled-in and signed as per the prescribed format.
3. Bidder's Authorization Certificate – A certificate authorizing the individual to sign the tender documents on behalf of the bidder.
4. Self-Declaration for Unblemished Record – A self-declaration by the bidder affirming no past criminal record or legal issues.
5. Details of Bidder – Information about the bidder, including the name, address, and other relevant details.
6. Performance Statement – Details of past performance, along with necessary supporting documents.
7. Scanned Copy of Instruments/Bank Guarantee/DD No. – As evidence for the payment of the Earnest Money Deposit (EMD).
8. VAT Registration Certificate – Along with VAT Clearance Certificate or VAT payment receipts.
9. Tender Document – Duly signed by the authorized representative of the bidder.
10. Certificate of Incorporation – Copies of the bidder's registration documents (e.g., partnership firm registration, limited company registration, etc.).
11. Factory Registration Certificate – A copy of the factory registration certificate, if applicable.
12. PAN Card – A copy of the bidder's Permanent Account Number (PAN) card.
13. GST Registration – A copy of the GST Registration Number.

14. Proof of Client Engagement – Evidence of at least three clients (current or past) from Public Sector Organizations/Corporations, with a total order volume of Rs 35 Lakh. Additionally, one assignment must have been successfully executed with a minimum order value of Rs 10 Lakh from a single Public Sector Client.
15. Training, Maintenance, and Support Proof – Documentation verifying a proven track record of providing ongoing training, maintenance, and support services.
16. Technical Proposal – A detailed technical proposal as per the requirements in the Tender Document.
17. Hardware Resources – Details of the hardware resources proposed for deployment.
18. Problem Escalation Mechanism – A clear mechanism for escalation of problems, including the names, designations, and contact details at each level.
19. Audited Financial Statements – Copies of the audited financial statements for the last three financial years (2021-2022, 2022-2023, and 2023-2024).

G. OPENING AND EVALUATION OF PRICE/FINANCIAL BIDS

- a. Price/Financial Bids of only technically qualified Tenderer(s) will be opened online at the time and place for which separate Notice will be given to the technically qualified service providers. The technically qualified Tenderer will be at liberty to be present either in person or through an authorized representative at the time of opening of the Price/Financial Bids with the Bid E-Procurement Receipt, or they can view the bid opening event online at their remote end.
- b. Price/Financial Bids will be opened by the Evaluation Committee appointed by GGV. The Evaluation Committee, after determining whether the Price Bids are complete and without errors, shall determine the lowest Price/Financial Bid (L-1).
- c. After opening the commercial offers of the shortlisted Tenderers, if there is a discrepancy between words and figures, the amount indicated in words will prevail.

H. PRE-BID MEETING

- a. A pre-bid meeting will be scheduled within 10–30 working days, or on any date specified by the University.
- b. All participating vendors are required to attend. If a vendor does not attend, it will be assumed that they agree with the points discussed during the meeting.

- c. Vendors must sign and attach the minutes of the pre-bid meeting in the uploading documents.

I. AUTHORISED SIGNATORY

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the University regarding the obligations under the contract. The selected bidder shall submit at the time of signing the contract, a certified copy of the extract of the resolution of their Board, authenticated by the Board Secretary, authorizing an official or officials of the bidder or a Power of Attorney copy, to discuss, sign agreements/contracts with the University. The bidder shall furnish proof of signature identification for the above purposes as required by the University.

J. ONLY ONE SUBMISSION PERMITTED

Only one submission of response to tender by each Vendor will be permitted. Only one submission is permitted through the lead vendor/consultant. All submissions, including any Banking documents, will become the property of the University. Recipients shall be deemed to license and grant all rights to the University to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission, and to disclose and/or use the contents of the submission as the basis for any resulting process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

K. PRELIMINARY SCRUTINY

- a. Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each offer to the tender document. For the purpose of these clauses, a substantially responsive bid is one that conforms to all the terms and conditions of the Tender Document without material deviations. The purchaser's determination of offer's responsiveness is to be based on the contents of the Tender Offer itself without recourse to extrinsic evidence.
- b. The Purchaser will scrutinize the offer to determine whether the offer is complete, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether the offer is in order.
- c. A tender offer determined as not substantially responsive will be rejected by the purchaser, and the commercial bid for such Tenderer will not be opened.

- d. The Purchaser may waive any minor infirmity or irregularity in a Tender offer that does not constitute a material deviation. This shall be binding on all Tenderers, and the Purchaser reserves the right of such waivers.

L. AWARD CRITERIA

- a. The contract will be awarded to the Technically Qualified Tenderer whose Commercial Offer has been determined to be the lowest evaluated offer, with the right of GGV to negotiate still for a better price. The Commercial Offer will be considered in totality for the Entire Project. Individual Cost Components will not be considered in isolation for determining the Lowest Commercial Offer. The contract may be awarded even if only one bidder qualifies the Technical/Commercial offer. However, GGV reserves the right to take appropriate decisions in such a case, which shall be final.
- b. The contract will be awarded for 5 (Five) years / 60 (Sixty) Months on an Annual Renewal Basis, subject to Satisfactory Performance in the preceding duration. The firm is bound to carry forward the work.
- c. After 5 (Five) years / 60 (Sixty) Months, the contract may be renewed, for a period to be decided by mutual consent, at the same terms & conditions of the existing contract.

M. RIGHT TO ALTER ITEMS

- a. The Purchaser reserves the right to award the contract for 1 GBPS 1:1 dedicated wired Internet Leased Line Uncompressed and Unshared Last mile delivery on Fiber only.
- b. The Purchaser reserves the right to delete items from the schedule of requirements specified in the tender. The Purchaser also reserves the right to alter the quantity.
- c. The purchaser reserves the right to vary specifications.

N. NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER

- a. GGV shall be under no obligation to accept the lowest or any other offer, including those received late or incomplete offers, without assigning any reason whatsoever.
- b. GGV reserves the right to make any changes in the terms and conditions of the tender.
- c. GGV will not be obliged to meet and have discussions with any bidder, and/or to listen to any representations.

O. CORRUPT AND FRAUDULENT PRACTICES

The Purchaser will reject a Bid for award if it determines that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

P. SIGNING OF CONTRACT AGREEMENT

a. Within Thirty (30) days of receipt of the Purchase Order, the successful Tenderer shall sign and date the contract and return it to the Purchaser.

Q. CORRIGENDUM:

Corrigendum (if any) will be uploaded in the E-procurement portal only. Bidders are required to mandatorily upload the same (with due signature) as part of technical bid. If such documents are not uploaded, then it will be interpreted by GGV that the bidder has perused the corrigendum/corrigenda and the modification/alteration mentioned therein is/are acceptable to the bidder.

R. PRE-IMPLEMENTATION CONSULTATION

Prior to the commencement of any installation or deployment activities, the successful bidder must engage in a comprehensive consultation with the GGV team. This consultation will cover all aspects of the proposed implementation plan, including but not limited to network design, equipment specifications, installation timelines, resource allocation, testing procedures, and contingency plans. The purpose of this consultation is to ensure complete alignment with GGV's requirements, address any potential issues, and finalize a mutually agreed-upon implementation plan. GGV reserves the right to request modifications to the proposed plan based on the consultation outcomes

IV. TERMS AND CONDITIONS OF CONTRACT

A. PAYMENT TERMS

1. Payment for Fixed (One Time) Charges will be made by the Competent Authority after successful Installation, Testing, Commissioning of the System, and Acceptance by the Tendering Authority.
2. Payments will be made by the Competent Authority quarterly for the Recurring Charges against the consolidated Bill raised to the Competent Authority only after the completion of each quarter, subject to satisfactory performance. The Service Provider is responsible for providing reports of Bandwidth usage and traffic to demonstrate that the SLA is being met.
3. Payment of GST and other applicable Government levies will be made according to the rules and regulations existing on the date of payment.
4. Rates must be valid to two decimal places only.

B. LIQUIDATED DAMAGES

For any delay in Installation and Commissioning, the GGV will charge a penalty of 0.5% of the order value/week or part thereof, subject to the cost not exceeding 10% of the total cost, to be clarified in the MOU to be executed with the successful vendor.

C. PERFORMANCE GUARANTEE

1. A Performance Bank Guarantee (PBG) of 10% of the contract value, valid for the contract period plus a 3-month claim period, shall be submitted within 7 days from acceptance of the purchase order.
2. The contract will be awarded for 5 (Five) years / 60 (Sixty) Months on an Annual Renewal Basis, subject to Satisfactory Performance from the date of Commissioning of the Internet Services.

D. WARRANTY

1. The Internet, related equipment, and communication links installed by the vendor shall have a comprehensive on-site warranty for the entire period of the Service Contract after successful commissioning and acceptance.
2. The bidder shall ensure an uptime of 99.5% for the entire duration.
3. The ISP will ensure maintaining services from the nearest service centre, which should be well equipped with service engineers and sufficient spares. The vendor will perform preventive maintenance once a month for the upkeep of the system.
4. As the University is in a developing stage, the Vendor or Bidder must repair, splice, or join any broken fiber optic cables.

E. PENALTY FOR DOWNTIME

1. If the services remain down for any reason for more than 4 hours, including Saturday and Sunday, then 0.5% of the proportionate contract value will be deducted as a penalty. If services remain down from 24 hours to one week, including Saturdays, Sundays, and holidays, then 1% of the proportionate contract value will be deducted as a penalty.
2. If the services remain down for more than a week, then 2% of the proportionate contract value will be deducted as a penalty for each such week up to two weeks, after which the security deposit will be invoked, and the University will have the right to cancel the order and contract with any other ISP.

Note: Contract Value will be the 'Recurring Charges for the Calendar Year' in which the Penalty is to be deducted.

F. PENALTY FOR DELAY IN COMMISSIONING

The schedule given for testing and acceptance and/or delivery and installation at the site is to be strictly adhered to, in view of the strict time schedule for the implementation of various University projects, as time is of the essence of the contract. Any unjustified and unacceptable delay in delivery beyond the delivery schedule as per the purchase order shall render the vendor liable for liquidated damages. The University holds the option for cancellation of the order of pending supply and procures the same from any other vendor and invokes the security deposit of the vendor. The University may deduct such sum from any moneys in their hands due or to become due to the vendor. The payment or deduction of such sums shall not relieve the vendor from their obligations to complete the process of commissioning or from their other obligations and liabilities under the contract.

G. LAYOUT MAP:

The vendor must provide a detailed layout map of all cabling work performed. This map should clearly indicate cable routes, connection points, and any other relevant infrastructure details. This documentation is essential for future maintenance and troubleshooting. All costs associated with the services outlined in this tender, including but not limited to labor, materials, equipment, installation, maintenance, and documentation (including the required layout map), must be included in the submitted bid price as detailed in Annexure B (Price Schedule). No additional costs or fees beyond those specified in the bid will be accepted.

H. CONDUIT:

For underground cabling installations, all wiring, including fiber optic cables, must be routed through approved, standard-quality conduits or equivalent rigid support structures. Junction boxes are required at all cable turning points to facilitate maintenance and organization. Comprehensive labeling and markings must be applied to all cables, conduits, and junction boxes to ensure clear identification and traceability.

Pre-Implementation Consultation: Prior to the commencement of any installation or deployment activities, the successful bidder must engage in a comprehensive consultation with the GGV team. This consultation will cover all aspects of the proposed implementation plan, including but not

limited to network design, equipment specifications, installation timelines, resource allocation, testing procedures, and contingency plans. The purpose of this consultation is to ensure complete alignment with GGV's requirements, address any potential issues, and finalize a mutually agreed-upon implementation plan. GGV reserves the right to request modifications to the proposed plan based on the consultation outcomes.

I. TIME FRAME

The project is to be completed within 60 days of the issue of the work order by GGV to the Successful Vendor in all respects, i.e., deliveries and all kinds of installations, testing, and commissioning. Liquidated Damages at the rates referred to in this document shall be imposed in case of any delays.

J. EXECUTION OF SLA / NDA

The vendor should execute:

1. A Service Level Agreement (SLA), which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the University.
2. A Non-Disclosure Agreement (NDA).
3. The vendor should execute the SLA and NDA within 15 days from the date of acceptance of the Letter of Appointment.

K. OPERATIONAL TRAINING

1. A comprehensive Training is to be arranged by the vendor. According to the requirement/needs of the GGV.
2. The bid price shall include training on the system for the GGV staff who will be the end-users of the system.
3. The training will be to the satisfaction of the client/end-user.

L. CANCELLATION OF CONTRACT AND COMPENSATION (EXIT CLAUSE)

The University reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the University under the following circumstances:

- i. The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
- ii. The bidder goes into liquidation voluntarily or otherwise.
- iii. The progress regarding ¹ the execution of the contract, made by the selected bidder, is found to be unsatisfactory by the GGV.
- iv. In addition to Clauses 8(i) & 8(iii) above, if, after the award of the contract, the selected bidder does not perform satisfactorily or delays the execution of the contract, the University reserves the right to get the balance contract executed by another party of its choice by giving 3 (Three) months' notice for the same. In this event, the selected bidder is bound to make good the additional expenditure that the University may have to incur to carry out the bidding process for the execution of the balance of the contract.
- v. The University reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the Bank Guarantee, if any, under this contract or any other contract/order.
- vi. The purchaser shall be entitled and it shall be lawful on their part to forfeit the amount of the Performance Bank Guarantee in whole or in part in the event of any default, failure, or neglect on the part of the contractor in the fulfillment or performance of the contract under reference in all respects to the satisfaction of the purchaser. The purchaser shall be entitled to deduct from the amount of the Performance Bank Guarantee any loss or damage that the purchaser may suffer or be put by any reason of or due to any act or other default recoverable by the purchaser from the contract. The losses recoverable by the purchaser from the Performance Bank Guarantee shall include all losses incurred by the purchaser during the warranty period on account of the failure of equipment or delay in attending to the equipment by the contractor during the warranty period as per the stipulations of the contract

L. ASSIGNMENT

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment, or other transfer shall be void and of no effect without the advance written consent of the University.

M. SUBCONTRACTING

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service, or other performance required of the vendor under the contract without the prior written consent of the University.

N. APPLICABLE LAW AND JURIDICION OF COURT

The Contract with the selected bidder shall be governed in accordance with the Laws of India and will be subject to the exclusive jurisdiction of Courts at Bilaspur, Chhattisgarh, India (with the exclusion of all other Courts).

O. DISPUTE RESOLUTION AMICABLY/ARBITRATION/COURT OF LAW

Any dispute between the parties arising after the award of the tender shall be resolved by the representatives nominated by good offices of both the parties through the process of negotiation amicably. In case the dispute is not resolved, then it shall be referred to the Sole arbitrator who shall be appointed with the consent of both the parties. The arbitration proceedings shall be conducted as per the provisions contained in the Indian Arbitration and Conciliation Act, 1996 (as amended from time to time and in force at the time when the reference is made). The Sole Arbitrator shall be appointed within a period of 30 days from the date of receipt of written notice/demand of appointment of arbitrator from either party. The decision of the Arbitrator shall be binding on both the parties. The cost of the arbitration proceedings shall be borne equally by both the parties as per Arbitration Rules. The seat and jurisdiction of the arbitration proceedings shall be at Bilaspur, Chhattisgarh, India. The arbitration proceedings shall be in English language. If any dispute still remains unsettled, in that case, the same shall be adjudicated by the Courts of Law at Bilaspur, Chhattisgarh, India.

P. DISPUTE RESOLUTION BETWEEN TWO GOVT. DEPTTS

Any and all disagreements/differences/disputes arising hereunder shall be resolved amicably by the designated senior executives/officers of the good offices of both Parties. This tender document contains the entire understanding between the Parties hereto and supersedes all prior arrangements, understandings, and agreements, written or oral, on the subject hereof. Any part of this tender document which is not enforceable due to any reason whatsoever will be deemed

to be inoperative and the rest of the provisions in the tender document will continue to be valid and binding on the Parties hereto. If any disagreement/difference/dispute still remains unresolved, in that event, it shall be resolved as per the provisions contained in the Office Memorandum No. 334774/DoLA/AMRD/2019, dated 31 March 2020, Department of Legal Affairs, Ministry of Law & Justice, Government of India.

Q. NO LEGAL RELATIONSHIP

No binding legal relationship will exist between any of the Recipients/Respondents and University until the execution of a contractual agreement.

R. DISQUALIFICATION

Any non-confirmation to the above tender details can be treated as disqualification. Any form of canvassing/lobbying/influence/query regarding shortlisting, status, etc., will be a disqualification.

S. SCOPE OF WORK

The detailed Scope of Work involves: a. Provide 1 GBPS 1:1 Dedicated Unshared Internet Leased Bandwidth requirements over Fiber, upgradable within 14 (Fourteen) Working days, without an upgrade of the last mile. The upgrade could be requested in steps of 100 Mbps. The price bid should reflect the offered rate for incremental bandwidth also. The contracted rate for incremental bandwidth would be valid for the entire period of the contract. The Internet (Bandwidth) links have to be commissioned at GGV's Server Room. b. Provide a block of 16 Public IPs (IPV-4) to enable GGV to use the same for web servers, mailing solutions, etc. c. The bidder should furnish Internet Bandwidth Utilization/performance reports on a monthly basis. However, the bidder should also provide an interface to GGV for monitoring utilization/performance reports in real time, hourly, daily, and weekly basis.

Server Room Location:

The server room for GGV can be strategically located anywhere within the campus, based on the availability of space and security requirements. The final location will be determined by the IT Cell of GGV, which will assess factors such as ease of access, network infrastructure, and environmental controls, to ensure optimal performance, security, and scalability.

T. SERVICE LEVEL AGREEMENT

This SLA describes the Service Levels applicable. Non-achievement of a Service Level may attract penalties, as set out in this SLA. The bidder shall sign an SLA with GGV incorporating the following parameters: a. Working days: Seven days a week (Monday to Sunday) b. Throughput: 99.5% non-blocking [symmetric] c. Latency: <250ms d. Packet Loss/Drop: <1.0% e. Helpdesk Support (with preferably trouble ticketing/toll-free number): 24/7 f. Mean Time to Restore: 4 hours. To be calculated on a monthly basis g. Performance Reports: Real Time, Hourly, Daily, Weekly, and Monthly h. Dedicated Account Management Team: Single point of contact for service requirements such as ordering, implementation, operations, and billing.

U. ACCEPTANCE TEST PLAN (ATP)

The acceptance test will be carried out as per a mutually agreed Acceptance Test Plan [ATP], which will be finalized after the Purchase Order (PO) is issued. The link(s) will be accepted only after acceptance testing is completed as per the agreed plan and is duly signed/certified by both the Guru Ghasidas Vishwavidyalaya (GGV) and the service provider.

V. INSURANCE

As all the delivered hardware will be owned by the Bidder [Service Provider] during the entire period of the contract, the service provider will secure insurance for all the network hardware items installed on the premises of GGV locations for the entire duration of the contract period, covering all risks.

W. IPR INFRINGEMENT

As part of this project, the Bidder [Service Provider] will deliver different hardware/software [IOS]. If the use of any such software by/for the GGV infringes the intellectual property rights of any third person, the Service Provider shall be primarily liable to indemnify GGV to the extent of direct damages against all claims, demands, costs, charges, expenses, awards, compensations,

etc., arising out of the proceedings initiated by a third party for such infringement, subject to the conditions that the claim relates to Software provided/used by the Bidder/Service Provider under this project.

X. ALTERNATE SERVICE PROVIDER

At any point during the contract, the GGV reserves the right to engage an Alternate Service Provider for redundancy/backup.

Y. LIMITATION OF LIABILITIES

In no event shall either party be liable with respect to its obligations under or arising out of this agreement for consequential, exemplary, punitive, special, or incidental damages, including, but not limited to, loss of data/programs or lost profits, loss of goodwill, work stoppage, computer failure, loss of work product, or any and all other commercial damages or losses whether directly or indirectly caused, even if such party has been advised of the possibility of such damages. The aggregate liability of the Bidder/Service Provider, arising at any time, shall not exceed the total contract value.

Z. FORCE MAJEURE

For the purposes of this agreement, Force Majeure means an event that is beyond the reasonable control of a Party and which makes a party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse conditions, strikes, lockout, or other industrial action (except where such strikes, lockout, or other industrial action are within the power of the party invoking Force Majeure to prevent), confiscation, or any other action by government agencies.

1. Force Majeure shall not include any events caused due to acts/omissions of such Party or result from a breach/contravention of any of the terms of the Contract, Bid, and/or the Tender. It shall also not include any default on the part of a Party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Contract.
2. The failure or occurrence of a delay in the performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen, or where despite the presence of adequate and stipulated safeguards, the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. The Purchaser will make the

payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the Bidder/Bidder's Team in performing any obligation as is necessary and proper, to negate the damage due to projected Force Majeure events or to mitigate the damage that may be caused due to the above-mentioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.

3. In case of a Force Majeure, all Parties will endeavour to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure.

ANNEXURES TO THE TENDERS:

The tender comprises the following schedules/annexures:

- Annexure-A: Specifications for Technical Offer
- Annexure-B: Price Schedule
- Annexure-C: Tender Offer Form
- Annexure-D: Self-Declaration (Notarized Affidavit)
- Annexure-E: Details of Bidder
- Annexure-F: Performance Statement
- Annexure-G: Specimen Contract Form
- Annexure-H: Performance Security Form
- Annexure-I: SLA & NDA
- Annexure-J: Additional Requirement Cost
- Annexure-K: Checklist

Annexure-A

Specifications for Technical Offer

SN	Item Name	Particulars	Quoted Specifications	Compliance	Deviation
1	Type of connectivity	1:1 Dedicated wired Internet Leased fiber Line Uncompressed and unshared. Last mile delivery on fiber.			
2	Capacity	Internet Leased Line: 1 1 GBPS (one connection)			
3	Non-shared on an exclusive basis	1:1 Uncompressed and unshared			
4	Uptime	99.50%			
5	Bandwidth guarantee	99%			
6	Packet Loss	<1%			
7	Latency	250 milliseconds from the respective GGV router to submarine cable teleport in USA/Europe/Asia Pacific during peak traffic hours.			
8	Latency	Less than 50 milliseconds from the respective GGV router to the first hop of the service Provider.			
9	Period (in years)	One/Two/Three/Four/Five			
10	Public IP Pool	Minimum 16 IP (IPV-4) Addresses			
11	Place of Installation	Internet Leased Line: 1 GBPS at. Server Room, GGV, Bilaspur, CG			

Part I: Requirements to be fulfilled

SN	Item Name	Particulars	Quoted Specifications	Compliance	Deviation
1	Last Mile	Last mile connection from the PoP of the service provider to the GGV should be highly available and of Fiber.			
2	Dedicated Symmetric Internet Bandwidth	Dedicated Symmetric Internet bandwidth by peering with the local POP of the bidder to the GGV. The bidder must guarantee the availability of 1:1 bandwidth on their backbone at GGV, Koni, Bilaspur, Chhattisgarh, from their peering PoP gateway router.			
3	Delivery	Duration for commissioning of the link after placement of the PO: Within 60 days.			
4	Increase in Bandwidth	With notice of 7 (Seven) Working days. The rates may be based on the accepted bid price or as per the terms and conditions.			

5	Implementation of Software	a. Bandwidth Utilization b. Uptime at client side. c. Packet loss d. Ping time (cost of Software)			
6	Hardware for Termination	a. Router, Mux/Modem, and any other hardware required to be provided by ISP. b. Supplied hardware should be included in the services and it will be the property of the ISP only. c. Maintenance of Hardware supplied by ISP will be the responsibility of ISP only.			
7	Diagram and Charts	a. Networking diagram between client, ISP, and Gateway b. Bar chart indicating the proposed schedule of completion			
8	Services	Internet Router port at ISP Gateway for required bandwidth			
9	Configuration	Configure the Hardware (Modem/Router, etc.) and software; the cost of this should be included in the pack.			
10	Installation	Installation and commissioning of the link with appropriate wiring. The cost of this should be included in the package.			
11	Warranty	Warranty for the contract period.			
12	DNS Services	The ISP should provide DNS services, including reverse lookups.			
13	Installed Internet capacity	Installed capacity of at least 1 GBPS (in GGV Head Office).			
14	Discount	Discount as applicable to be passed on to GGV			
15	EMD	Earnest Money Deposit of Rs. 1,00,000/- (Rupees One Lakh only) in the form of Demand Draft/Bank Guarantee			
16	Performance Bank Guarantee (PBG)	Performance Guarantee: 10% of the contract value in the form of a Bank Guarantee			
17	Static IP Addresses	For various operations, static IP (IPV-4) addresses are required. The number of static addresses should be 16 at GGV Head Office.			
18	Feasibility Survey	Feasibility Survey and site visit to GGV offices to be done without any charges.			

Annexure-B**BOQ**

(This is to be submitted online only)

Tender Inviting Authority:Registrar, Guru Ghasidas Vishwavidyalaya(A Central University), Bilaspur, Chhatisgarh

Name of Work: EoI/E-Tender of Internet Leased Bandwidth at GGV, Bilaspur

Contract No: Tender Ref. 18/ Internet Leased Bandwidth/IT cell/Store/ GGV/ 2025, dated 27/05/2025

Name of the Bidder/ Bidding Firm /			

Note:

- **Mandatory Template:** This pricing template is mandatory and must be uploaded with all relevant columns completed. Modifying or replacing this template *will* result in the bidder's tender being rejected. Bidders may only enter their company name and pricing information in the designated areas.
- **One-Time Charges:** One-time charges must include *all* costs associated with a complete, turnkey Installation, Commissioning, and Testing solution for a fully operational 1 Gbps leased line. This includes all materials, layout maps, conduits, associated hardware, and any other necessary components.
- **Maintenance and Service Costs:** The quoted price for maintenance and services must be inclusive of all necessary materials, labor, and other associated costs. No separate charges for materials will be accepted.
- **Fixed Price:** The quoted price is fixed and no additional costs or fees will be accepted under any circumstances.
- All amounts must be in Indian Rupees (INR) and exclusive of GST. GST will be added as applicable at the time of billing.
- Clearly and specifically list any "Other Charges" (if applicable). Vague entries will not be accepted. Provide sufficient detail for GGV to understand the nature of each cost.
- Ensure the "Total Cost" is correctly calculated. It should include the one-time fixed charges, the sum of all recurring charges, and any other applicable charges.
- If a router is included, specify the make and model.
- **Fixed Lump-Sum Costs:** All costs must be quoted in Indian Rupees and should be fixed on a lump-sum basis. No cost escalation will be allowed during the contract period.
- **Statutory Taxes/Service Charges:** GGV will not separately pay any specific statutory taxes or service charges to any authority.
- **No Hidden Charges:** No hidden charges will be allowed.
- **Billing:** Bills should be raised in the name and will be paid by the Competent Authority as specified in the tender.
- **Relocation within Bilaspur:** The quoted price should be inclusive of all service/installation/shifting charges for relocation within Bilaspur city, Chhattisgarh, India.
- **Vendor Undertaking:** I/We, the undersigned, hereby undertake that we shall not ask for any charges other than those specified above. We also confirm that we will make our own arrangements at our own cost for traveling, boarding, lodging, communication, etc., for successful implementation.

I/We, hereby, undertake that we shall not ask for any other charges other than the charges specified above. We also confirm that we will make our own arrangements at our own cost for traveling, boarding, lodging, communication etc. for successful implementation

Dated:

Signature:

Name of Agency:

Company Seal

Full Address:

Annexure-C**Tender Offer Form**

Date: [Date]

Tender Reference No.: [Tender Reference Number]

To:

OSD (Store Section)

Guru Ghasidas Vishwavidyalaya

Koni, Bilaspur

Chhattisgarh, India – 495009

Subject: Submission of Tender for the Supply, Installation, and Maintenance of 1 GBPS 1:1 Dedicated Unshared Internet Leased Bandwidth Requirements over Fiber to GGV, as specified in the Tender Document.

Respected Sir/Madam,

With reference to the Tender Notice issued for the Supply, Installation, and Maintenance of 1 GBPS 1:1 Dedicated Unshared Internet Leased Bandwidth to Guru Ghasidas Vishwavidyalaya (GGV), we, [Company Name], hereby submit our tender proposal as per the specified requirements mentioned in the Tender Document. The details are as follows:

1. Acknowledgement of Tender Documents:

We, the undersigned, hereby confirm the receipt and thorough examination of the tender documents, including all Annexures, and acknowledge the same.

2. Company Profile and Experience:

We affirm that [Company Name] is an established and recognized service provider in the field of Information Technology services. We possess the necessary infrastructure, technology, and expertise to meet the requirements outlined in the tender, including the successful delivery of the services specified.

3. Commitment to Specifications:

We undertake to adhere strictly to the technical and financial specifications as detailed in the Tender Document. Our quoted prices include all costs likely to be incurred during the execution of the contract, ensuring no additional charges will arise unless agreed upon mutually in writing.

4. Service Readiness and Demonstration:

We are fully prepared for a live demonstration of our capability and readiness to provide the required services. We will gladly facilitate such a demonstration before the designated representatives of Guru Ghasidas Vishwavidyalaya, should it be required.

5. Performance Guarantee:

In the event of our bid being accepted, we undertake to submit the requisite performance guarantee from a recognized bank, as outlined in the Tender Document, for the due performance of the contract throughout its duration. This guarantee will be provided at the time of signing the formal agreement.

6. Binding Nature of the Tender:

We agree to maintain the validity of our bid for a period of 90 days from the date fixed for

the opening of the bid, during which time our offer will remain irrevocable. We further agree that, should the bid be accepted within this period, a binding contract shall be formed, which will be governed by the terms and conditions set forth in the Tender Document.

7. Non-binding Nature of the Tender:

We understand and accept that Guru Ghasidas Vishwavidyalaya is under no obligation to accept the lowest or any tender offer, and reserves the right to reject any or all offers, without assigning any reasons.

8. Acknowledgement of Tender Terms:

We hereby confirm our agreement to comply with all the terms, conditions, and specifications as outlined in the Tender Document.

Primary and Secondary Contacts for our Company are:

- Name:
- Title:
- Company Name:
- Address:
- Phone:
- Mobile:
- E-mail Id:

0

We trust the contents of our proposal meet the requirements of the tender. We look forward to the opportunity of partnering with Guru Ghasidas Vishwavidyalaya for the successful delivery of this project.

Dated this [Date] day of [Month], [Year].

Yours sincerely,

[Signature]

[Name]

[Designation]

Authorized Signatory for [Company Name]

[Company Address]

[Contact Information]

Annexure-D**Self-Declaration (Notarized Affidavit)**

Reference: [Insert Reference Number, if applicable] 1. **Date:** [Date]

2. **To:**

Registrar,
Guru Ghasidas Vishwavidyalaya
Koni, Bilaspur
Chhattisgarh, India 495009

3. **Subject:** Self-Declaration regarding unblemished record and non-involvement in corrupt/fraudulent practices.4. **Regarding Tender No.:** [Tender Number] dated [Date of Tender]5. **Declaration:**

In response to the above-referenced tender, I/We, [Your Company Name], as owner/partner/director of the company, hereby solemnly declare as follows:

- Our agency, [Your Company Name], has an unblemished past record and has not been declared ineligible for corrupt and fraudulent practices, either indefinitely or for a specific period.
- We, [Your Company Name], are not blacklisted by any Department of the Government of India or any State Government.
- Our partner, [Partner Company Name, if applicable], having an office at [Partner Company Address, if applicable], is also not blacklisted by any Department of the Government of India or any State Government.
- There are no pending cases against [Your Company Name] (Name & Address of Bidder) with any Department of the Government of India or any State Government or any other court of law.
- Our company/Director/Owner has not been declared insolvent or involved in any fraudulent means (economic & criminal) by any Court or Competent Authority as of the date of the Notification of Tender.

6. **Bidder Information:**

- Name of the Bidder: [Your Company Name]
- Signature: [Your Signature]
- Seal of the Organization: [Company Seal]

Notary Details (To be filled by the Notary Public):

- Sworn before me this [Date] day of [Month], [Year].
- Notary Public Name:
- Notary Public Registration Number:
- Notary Public Seal:

Annexure-E**Details of Bidder**

Please ensure that your response clearly answers all the questions. If you use additional schedules or documentation to support your response, make sure that they are clearly cross-referenced to the relevant question.

General Profile of the Company/Firm:

S.No.	Particulars	Details Provided by Bidder
1	Name and Address of the Company/Firm with Telephone Nos., Fax, e-mail, and Website	
2	Date of Incorporation	
3	Offices situated at different locations (Please list addresses)	
4	Infrastructure facilities (Briefly describe)	
5	Turnover for the last three years (Audited Annual Accounts and Annual Reports of three accounting years to be submitted)	
6	Executive Profile (Briefly describe key personnel and their experience)	
7	GST Registration Number	
8	VAT Registration Number	
9	PAN No.	
10	Premises/space available in square feet	

Details of Manpower:

Category	Number
Technical Personnel available	
Number of Operators	
Number of Supervisors	
Number of Managers	

Quality Certificates:

S.No.	Name of the Certificate	Certified By	Year of getting Certification	Whether Certificate is valid as on date
1				
2				
3				

(Add more rows as needed)

Awards for products/Services:

S.No.	Name of the Organisation	Awarded By	Year of Getting Award	Field of Award
1				
2				
3				

(Add more rows as needed)

Contact Person Details:

Particulars	Details
Name	
Address	
Telephone (Office)	
Telephone (Residence)	
Mobile	
Email	
Fax No.	

Place: [Place]

Date: [Date]

Signature: [Signature]

Name: [Name]

Company Seal: [Company Seal]

Note:

1. Inadequate information could lead to disqualification of the bid.
2. All items should be supported by proper documents.

Annexure-F**Performance Statement**(On the firm's letterhead)**Details of Past Contracts similar to this Contract (for the last Five years):**

S.N.	Name and Address of the Client with Tel. No.	Contact Person and Contact Number	Nature of Job	Number of Sites	Total Value of the Contract (In Rs.)	Date of Completion of Contract	Penalty imposed by clients (if any)
						As per Contract	Actual
1							
2							
3							
4							
5							

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*(Add more rows as needed)***(Separate pages may be taken to elaborate on the projects undertaken.)****Note:** Please enclose Work-orders along with Completion Certificates / Client's Testimonials given by concerned organizations for whom work is done.**Date:** [Date]**Place:** [Place]**Name of the Bidder:** [Bidder Name]**Signature:** [Signature]**Seal of the Organization:** [Company Seal]

Annexure-G**SLA & NDA**

The Service Provider should execute the SLA & NDA within 15 days from the date of acceptance of the Letter of Appointment/Purchase/Supply Order.

Service Level Agreement (SLA):

The Service Provider shall sign an SLA with the GGV incorporating the following parameters:

Parameter	Specification
Working Days	Seven days a week (Monday to Sunday)
Throughput	100% non-blocking (symmetric)
Latency	< 250ms
Packet Loss/Drop	< 1.0%
Helpdesk Support	247365 (with preferably trouble ticketing/toll-free number)
Mean Time to Restore (MTTR)	4 hours (calculated monthly)
Performance Reports	Real-time, Hourly, Daily, Weekly, and Monthly
Dedicated Account Management Team	Single point of contact for service requirements such as ordering, implementation, operations, and billing.

Non-Disclosure Agreement (NDA):

The bidder shall also sign an NDA (Non-Disclosure Agreement) with GGV as per the existing Government rules & regulations in this regard.

Annexure-H**{100Rs. Non-Judiciary Stamp}****Undertaking Regarding Additional Costs and Acceptance of Terms for 1 Gbps Leased Line**

I/We, [Vendor Name], hereby solemnly undertake and affirm the following in relation to the provision of a 1 Gbps leased line as per tender document [tender document no. mentioned in as header of the document]:

1. **Acceptance of Terms and Conditions:** We hereby unconditionally accept all the terms and conditions stipulated in the aforementioned tender document.
2. **Technical Specifications Compliance:** We confirm that the proposed 1 Gbps leased line solution meets all the technical specifications outlined in the tender document, including but not limited to bandwidth, connectivity type, and required hardware/software. We are prepared to provide necessary documentation and demonstrations to verify compliance.
3. **Cost Adherence:** We shall not demand or request any costs or fees beyond those explicitly listed and detailed in Annexure A of the aforementioned tender document. We understand and agree that the prices stipulated in Annexure A are comprehensive and encompass all expenses associated with the provision of the services outlined in the tender. We further confirm that we have carefully reviewed Annexure A and understand the scope of costs included therein. Any deviation from this commitment may result in the rejection of our tender or termination of any subsequent contract awarded to us.
4. **Pre-Implementation Consultation:** Upon being declared the successful bidder, we understand and agree that we must engage in a thorough discussion with the constituent team at GGV regarding our proposed implementation plan, including network design, installation timelines, and contingency plans. This discussion will ensure alignment with GGV's requirements and facilitate a smooth deployment process.
5. **Comprehensive Service and Maintenance:** We confirm that all services related to the 1 Gbps leased line, including installation, maintenance, and support, will be provided at no additional cost beyond the agreed-upon price as detailed in Annexure A. This includes both preventative maintenance and reactive troubleshooting/repair.
6. **Service Level Agreement (SLA) Adherence:** We acknowledge and agree to adhere to the Service Level Agreement (SLA) as detailed in the tender document, including uptime guarantees, latency requirements, and resolution times for service disruptions. We understand that failure to meet the SLA may result in penalties as specified in the tender document.
7. **Contract Duration and Renewal:** We agree to be liable to work with the GGV for a period of five years, subject to yearly renewal. We understand and agree that the GGV reserves the sole right to withdraw from the contract at its discretion, while we, the vendor, do not have the right to withdraw from the contract during this period.

Date: [Date]

Signature: [Signature of Authorized Representative]

Name: [Printed Name of Authorized Representative]

Title: [Title of Authorized Representative]

Company Name: [Company Name]

Company Seal/Stamp: [Company Seal/Stamp]

Annexure-I

Site Survey Report

Date: ____/____/____

To,
Guru Ghasidas Vishwavidyalaya
Koni, Bilaspur, Chhattisgarh

Subject: Physical Survey of the Site for 1 Gbps ILL Connectivity as per Tender Ref. No. "18/ Internet Leased Bandwidth/IT Cell/Store/2025"

Dear Sir/Madam,

This is to inform you that we, M/s. **(Bidder's Name)**, have conducted a physical survey of the site for 1 Gbps Internet Leased Line (ILL) connectivity as per Tender No. "18/ Internet Leased Bandwidth/IT Cell/Store/2025" dated 27.05.2025.

We are pleased to confirm that the site is **feasible** for implementation as per the Scope of Work outlined in the tender document. We shall be able to deliver **dual last-mile connectivity**:

- The **primary link** will be provided through **fiber**, and
- The **secondary (backup) link** will be provided through **RF** last-mile media.

Kindly acknowledge and **certify the feasibility survey** from your end.

Thank you.

For, (Bidder's Name)
Authorized Signatory
Signatory

For, Guru Ghasidas Vishwavidyalaya
Authorized

Annexure-J

Checklist

Sr. No.	Annexure	Description	Yes/No/NA	Page No.
1	A	Specifications For Technical Offer		
2	B	Price Schedule		
3	C	Tender Offer Form		
4	D	Self-Declaration (Notarized Affidavit)		
5	E	Details Of Bidder		
6	F	Performance Statement		
7	G	Specimen Contract Form		
8	H	Performance Security Form		
9	I	SLA & NDA		
10	J	Checklist		
11		Undertaking		
12		Authorization letter from OEM attached (If applicable)		
13		Technical/Commercial offers duly signed		
14		EMD (Earnest Money Deposit)		
15				

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Vendors are requested to arrange supporting documents as per the checklist.

(Signature of the representative)

Name: [Name]

Designation: [Designation]

Name of the Company: [Company Name]

Date: [Date]