

Software Technology Parks of India



**Expression of Interest (EOI) for Shortlisting of Vendors for
STPI-HYD Directorate Last Mile Requirements
(EOI Tender Ref. No: STPH/NIT/LastMile/2023-24/01 dtd. 04th March 2024)**

**SOFTWARE TECHNOLOGY PARKS OF INDIA
(Ministry of Electronics and Information Technology, Government of India)
6Q3, Cyber Towers, HITEC City, Madhapur, Hyderabad – 500081**

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1. Disclaimer

The information contained in this EOI or subsequently provided to the vendor(s), whether verbally or in documentary or any other form by or on behalf of the STPI or any of its employees or advisers, is provided to the vendor(s) on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided. This EOI is issued by the STPI-HYD Directorate.

This EOI is not an agreement and is neither an offer nor invitation by the STPI-HYD to the prospective vendor(s) or any other person. The purpose of this EOI is to provide interested parties with information that may be useful to them in the formulation of their response pursuant to this EOI.

This EOI may not be appropriate for all persons, and it is not possible for the STPI, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this EOI.

The assumptions, assessments, statements, and information contained in this EOI, may not be complete, accurate, adequate, or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this EOI and obtains independent advice from appropriate sources. Information provided in this EOI to the vendor (s) is on a wide range of matters, some of which depend upon the interpretation of the law.

The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. STPI accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. The STPI its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this EOI or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the EOI and any assessment, assumption, statement or information contained therein or deemed to form part of this EOI or arising in any way in this Selection Process. STPI also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Vendor upon the statements contained in this EOI.

The STPI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this EOI.

The issue of this EOI does not imply that the STPI is bound to select the vendor or vendor(s), as the case may be, for the Shortlisting of Last Mile Local Loop Service providers and the STPI reserves the right to reject all or any of the proposals without assigning any reasons whatsoever.

The vendor shall bear all its costs associated with or relating to the preparation and submission of its proposal including but not limited to preparation, copying, postage,

delivery fees, expenses associated with any demonstrations or presentations which may be required by the STPI, or any other costs incurred in connection with or relating to its proposal. All such costs and expenses will remain with the vendor and the STPI shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by the vendor in preparation or submission of the proposal, regardless of the conduct or outcome of the selection process.

2. Factsheet

S. No.	Item	Description
1.	EOI Document Ref. No.	STPH/NIT/LastMile/2023-24/01
2.	Name of Organization	Software Technology Parks of India
3.	Document Type	Expression of Interest
4.	EOI proposal Validity	180 days from last date of proposal submission
5.	Date of Publication of EOI	04th March 2024 @ 15:30 hrs
6.	Last Date for Submission of Queries	20th March 2024 @ 16:00 hrs
7.	For any queries reach out to	pradipa.behera@stpi.in , rameshy@stpi.in
8.	Online Pre-bid Meeting Date and time	The meeting will be held in online on 11th March 2024 @ 15:30 hrs through Cisco Webex: https://stpi.webex.com/stpi/j.php?MTID=ma6534dc260c92133318cf600ac740383 Monday, March 11, 2024, 15:30 hrs Duration 1 hour Meeting number: 2516 991 9851 Password: 12345678 Join by video system Dial 25169919851@stpi.webex.com You can also dial 210.4.202.4 and enter your meeting number. Join by phone Use VoIP only
9.	Last date and time for EOI proposals submission	27th March 2024 @ 15:00 hrs
10.	Opening date and time of EOI	28th March 2024 @ 16:00 hrs
11.	Time to be allowed to the vendor for Technical clarifications during evaluation (through e-mail/ CPP portal)	03 days
12.	Shortlisted vendors will be informed through letter/e-mail/over telephone/mobile number	

13.	Address for Communication	Software Technology Parks of India, 6Q3, 6th floor, Cyber Towers, Hi-Tec City, Madhapur, Hyderabad – 500081, Telangana, India +91-40-66415600/11, +91-40-23100501 URL: https://hyderabad.stpi.in
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Interested **Last Mile Local loop service provides** (vendors) may download the complete EoI document from the website <http://hyderabad.stpi.in/> and CPP portal <https://eprocure.gov.in> and should take into account corrigendum, if any published, before submitting their proposals. Vendors are therefore, requested to visit our website/CPP portal regularly to keep themselves updated.

Pre-Bid meeting shall be held in online on 11th March 2024 @ 15:30 hrs through Cisco Webex link as given above. Interested vendors may attend Pre-bid meeting.

The purpose of the pre-bid meeting is to help vendors gain a better understanding of the bid documents, scope of work, and any requirements needed to be considered. Here vendors will be able to ask questions to get clarification on anything about the solicitation and bid documents for any clarifications.

SD/-

(Y. Ramesh)

Addl. Director

STPI-Hyderabad

Tel.040 6641 5600/5611

3. STPI Overview

Software Technology Parks of India (STPI) is a premier S&T organization under the Ministry of Electronics and Information Technology (MeitY) engaged in promoting the IT/ITES Industry, innovation, R&D, start-ups, product/IP creation in the field of emerging technologies like IoT, Blockchain, Artificial Intelligence (AI), Machine Learning (ML), Computer Vision, Robotics, Robotics Process Automation (RPA), Augmented & Virtual Reality, Animation & Visual effect, Data Science & Analytics for various domains like Gaming, FinTech, Agritech, MedTech, Autonomous Connected Electric & Shared (ACES) Mobility, ESDM, Cyber Security, Industry 4.0, Drone, Efficiency Augmentation, etc.

STPI is establishing CoEs/Technology incubators for building India's leadership in the above-mentioned technology areas across the country in a collaborative manner. Till date, STPI has launched 23 Centres of Entrepreneurship (CoEs).

STPI is aspiring to become the largest technology startup ecosystem in the country and has been endeavoring to transform the country into a software product nation as envisaged in National Policy on Software Products (NPSP) 2019. In order to achieve this, STPI has evolved a collaborative model wherein government, industry, academia, and other stakeholders are playing a vital role in providing end-to-end support to startups. Aligned with this vision for promoting R&D, innovation, product & IPR creation, STPI is providing state-of-the-art infrastructure, skilling, mentoring, market connect and other necessary support pan-India to startups.

STPI has also embarked on launching Next Generation Incubation Scheme (NGIS), a futuristic incubation scheme to offer comprehensive support & services and extend seed funding to startups from 12 STPI incubation facilities Pan-India at Agartala, Bhilai, Bhopal, Bhubaneswar, Dehradun, Guwahati, Jaipur, Lucknow, Prayagraj, Mohali, Patna & Vijayawada under a common umbrella. To further strengthen the startup ecosystem in the country, STPI has set up or in process of setting up of RF Lab, EV Lab, AV Lab, IoT Lab, MoCap Lab, AI/DA Lab, Innov IoT Lab, CV/AI Lab, ESDM Lab, Health Informatics Lab, MediElectronics Lab, VR/AR Lab, Fintech SandBox, FabLab, SMARTLab, and Atal Incubation Centre (AIC) to enable startups to leverage these facilities for building innovative technology products and solutions in an indigenous manner.

Since its inception in 1991, STPI has been working towards equitable and inclusive IT-led growth Pan-India which in turn has helped promoting Software exports, Science, Technology & Innovation (STI) and Software product development. With 11 jurisdictional directorates and 63 Centers, STPI has expanded its presence Pan-India to support the IT/ITeS Industry. Working closely with all stakeholders, STPI has played a key role in transforming the country as the preferred IT destination, a fact that is aptly proven by the stupendous growth in exports by STPI-registered units from Rs. 52 crores in 1992-93 to Rs. 8.48 lakh crores in 2022-23.

STPI has been the pioneer as Data Communication Service Provider in India since 1993. STPI is having a Unified License for Category-A Internet Service Provider (ISP) with ALL INDIA as the service area. STPI caters to the Data Communication needs of the quality-conscious Indian IT industry, Academia, Govt. Organizations etc. by providing Soft Link Services.

STPI Centers

STPI has expanded its presence Pan-India since its inception in 1991 with 3 centers to promote and disperse the IT/ITES industry to Tier-II/III cities. Today, STPI has 63 centers across the country of which 55 centers are in Tier-II/III cities.

Major Services of STPI-HYD

- *Statutory Services*
- *HSDC Services*
- *Incubation Services*
- *Data Center service*
- *VAPT services*
- *CRS Surveillance*
- *CoE-IMAGE, Kalpataru*
- *EMC 2.0, NGIS*

4. **Background**

HIGH SPEED DATA COMMUNICATION (HSDC) SERVICES

STPI has been the pioneer as Data Communication Service Provider in India since 1993. In 1993, STPI-Hyderabad provided nx64 Kbps data communication connectivity to STP units through Intelsat F3 Standard Earth Station (ES) as the First International Gateway. STPI started providing last mile connectivity (point-to-point) to customer premises through owned RF/Microwave. STPI was then the first organisation to provide point-to-multipoint Microwave Radio network for Internet services in India. STP units within 30 km radius of the ES are connected through line-of-sight point-to-multipoint TDMA microwave links.

STPI also holds the Unified license for Category-A Internet Service Provider (ISP) with ALL INDIA as the service area. In fact, STPI is the first commercial Internet service provider of India and the first to offer Digital Private Line through multiple-access radio network. STPI's National service delivery and management infrastructure includes 63 independent gateways through NOCs at STPI centers.

Features

The salient features of the Soft Link services are:

- i High security and reliability - the point-to-point and dedicated link via telecommunication network provides maximum security and reliable transmission
- ii Cost-effective - saves substantial cost on international communications
- iii Latest Network Management tools are used to manage the services end-to-end
- iv Bandwidths from 2048Kbps onwards
- v End interfaces available are Ethernet, fast Ethernet, gigabit Ethernet etc.
- vi Single point contact for all support activities
- vii Fault logs available on the intranet

Benefits

- Network Redundancy at all levels (ie., last mile, router, switch and connectivity to Internet gateway on transmission level)
- Robust Network with multi-homed gateway
- 24x7x365 technical support, handled by well-qualified technical team
- Online bandwidth statistics to monitor the usage and enable customer to forecast future requirements
- An ISO / IMS/ ISMS certified organisation
- Service Level Agreement (SLA) uptime of more than 99.5%
- Bandwidth on Demand (BoD) service for the existing Internet Leased Line Service customers

Last Mile Connectivity (Local Loop)

In the early 90s, the IT industry was growing and the demand for bandwidth was huge. While international bandwidth was available, there was a shortfall in the last-mile connectivity. To address the last mile connectivity challenges, STPI provided Microwave network catering to the immediate needs of the customers. This network was further strengthened by the addition of Point-to-Point radio networks enabling the delivery of a 2048Kbps or more bandwidth over the last mile.

STPI uses the latest software tools to design the microwave link and the same is tested in-house before implementation. Over a period of time, STPI microwave network has evolved to be one of the biggest microwave networks in use for data communication and has now become a true multi-vendor network.

During the post-millennium era, private operators participated in this segment and delivery of services through copper/fiber based last mile connectivity has become a reality. STPI has established a collaboration with all major service providers to service last mile over copper and fiber. With the last mile on copper / fiber there is considerable improvements in quality of service such as reduced delay, multiple redundancy options etc. The last mile service providers have designed the last mile in such a manner that the fiber is extended very near to the customer premises. This ensures that the last mile connectivity to the customer premises is only a few meters. The fiber switches of all the major service providers are located at STPI NOC, which reduces the provisioning time and increases the efficiency in case of troubleshooting.

5. Purpose of EOI

STPI-HYD Directorate invites proposal(s) from **the Last Mile Local loop service provides** (vendor) through Expression of Interest (EOI) for **Empanelment of Last Mile Local loop service provides for providing Last mile (Local loop / Long Distance) Services** for the purpose of provisioning, installation, maintenance and monitoring of Lastmile service over Optical Fiber Cable / Copper Medium / Microwave for a period of **5 years** for STPI Hyderabad, Visakhapatnam, Tirupati, Vijayawada, Kakinada and Warangal.

The shortlisted/selected **Last Mile Local loop service provides** through this EOI process will become the Empanelment Members of respective center/s of STPI-HYD Directorate to provide **Last Mile Local loop service** to STPI-Softlink customers from STPI-center/PoP/NOCs at

Hyderabad, Visakhapatnam, Tirupati, Vijayawada, Kakinada and Warangal initially for a period of **3 years, which may be extended for further period of 2 years with mutual consent.**

6. Scope of Work

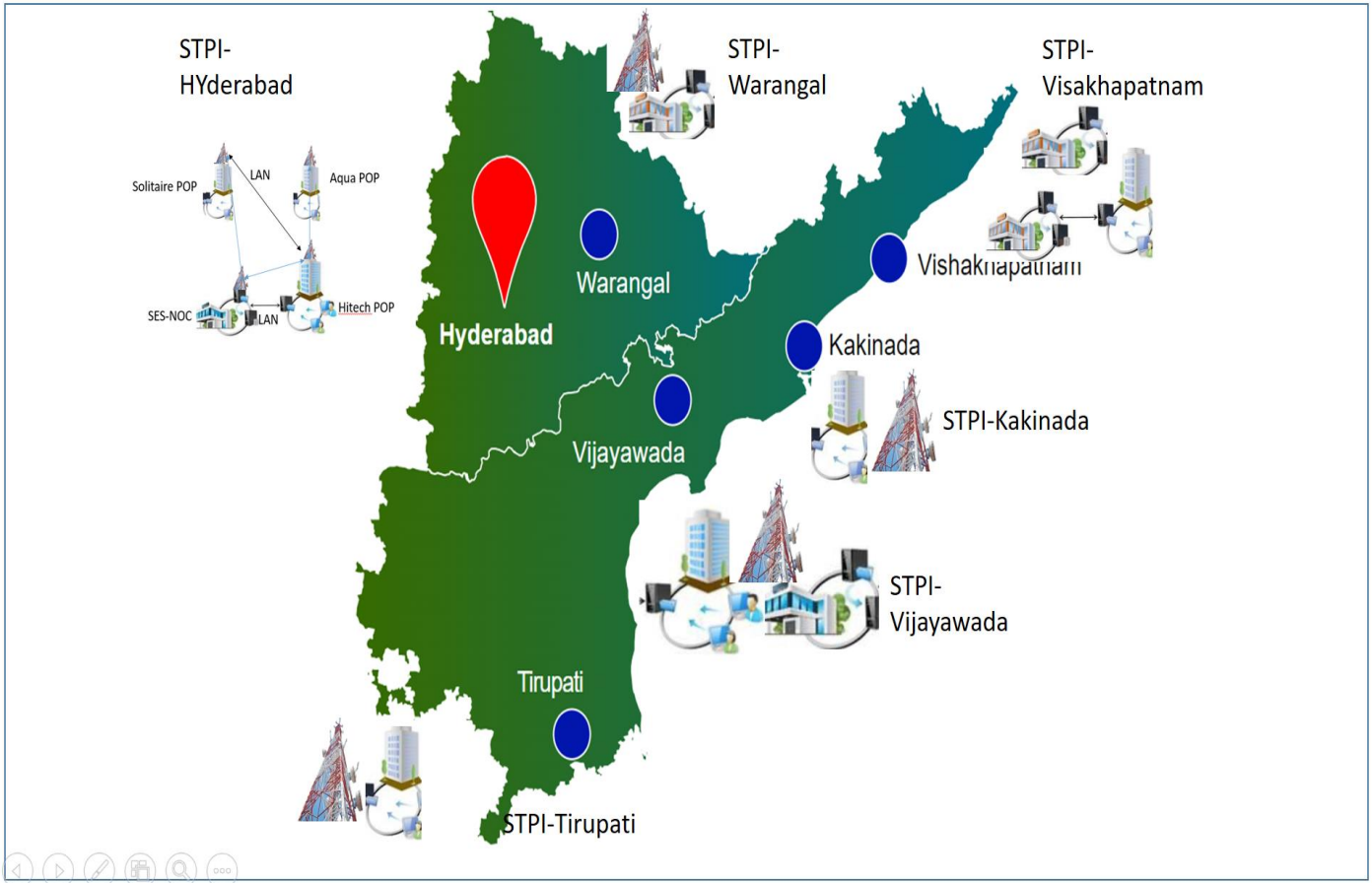
STPI Hyderabad Directorate (STPI-HYD) provides premium Internet Services to IT / ITeS companies & Educational Institutions across the state of Andhra Pradesh and Telangana through its Centers, PoPs at Hyderabad, Visakhapatnam, Tirupati, Vijayawada, Kakinada and Warangal.

STPI-HYD identified 3Gbps (approx.) of Last mile bandwidth requirement for its Softlink customers for the next three years.

In this juncture, STPI-HYD intends to have a panel of Service providers to provide Last mile services through the empanelment process. The empanelment process involves technical evaluation for selection of the Panel of Agencies to undertake provisioning, installation & maintenance and monitoring of Last mile.

The **Detailed Scope, Deliverables** and **Service levels** for the Empaneled Last mile service provider is mentioned below in **14.1** of this document. The Panel of Service providers empaneled/created, shall be valid for a period of 3 Years from the date of notification of the empanelment, which may be extended for further period of 2 year with mutual consent.

7. STPI-Hyderabad Directorate-Geographical Presence



NOTE: STPI-HYDERABAD Directorate Centers/PoP LOCATIONS are given in Annexure-I

8. Eligibility Criteria

S. No.	Criteria	Documents Required
i.	The Last Mile Service Provider (Vendor) should be registered under the Companies Act, 1956 or 2013 or LLP firm/ Partnership firm under Partnership Act 1932 and should be in operation for at least 3 years as of 31.03.2023. The Vendor should be in the field of provisioning of last mile connectivity on Optical / Copper / Microwave, etc.	Copy of i. Certificate of incorporation ii. GST registration certificate iii. PAN (Details to be furnished in Annexure – IV)
ii	The Vendor should have experience of successful delivery of similar works (Provisioning, Installation, Maintenance and Monitoring of Last mile Connectivity) in the last 3 years as of 31.03.2023 with Last Mile bandwidth - multiples of E1, at least for 10 customers for each Location in Hyderabad and/or sub centers (Visakhapatnam, Tirupati, Vijayawada, Kakinada and Warangal.) where feasibility is claimed.	Documentary evidence should be provided.
iii	The Vendor should have valid licenses (ISP/OSP/NLD/other valid licenses) for providing last mile services in the claimed locations.	Documentary evidence should be provided.
iv.	The Vendor should have a minimum annual average revenue of Rs. 20 Lakhs from “Similar Work” only, in the last two financial years (2021-22 & 2022-23) for which the vendor’s accounts have been audited.	Copy of audited Profit and Loss Account, Balance Sheet, Income Tax Returns of the last three financial years and Certificate from statutory auditor/CA quantifying the average annual revenue from Last Mile connectivity services. (Details to be furnished in Annexure – IV)
v.	The vendor should have at least 03 years of experience in successfully providing Last Mile Local loop connectivity service.	Copy of the experience certificate.

vi.	<p>The vendor should: -</p> <p>a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.</p> <p>b) The organization should not have been debarred and/ or blacklisted by any organization of GoI/Central PSU/ State Gov. Entities as on the proposal submission date.</p> <p>c) not have, and their directors and officers do not have, been convicted of any criminal offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings</p>	<p>Self-certification by the authorized signatory duly signed and stamped on the company letterhead as per the format in Form -5.</p>
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9. **Instruction to Last Mile Local loop Service Providers(Vendors):**

STPI invites vendors to submit their proposals in accordance with the conditions and manner prescribed in this Expression of Interest (EoI) document:

- a. The vendor should ensure that the Lastmile circuits provisioning does not violate regulations such laid by Govt. of India/ TRAI/WPC etc in respect of such links /networks. Vendor shall seek necessary permission from respective authority. Vendor will be responsible for making all the payments towards the Last mile licensing charges, Right-of-Way charges, etc., to respective government bodies/ agencies.
- b. The vendor should be able to provide Last mile service for at least one or (all) STPI location specified in **Annexure-I**.
- c. The vendors are requested to fill the location feasibility details in **Annexure-II**. Vendor(s) should provide details of their existing OFC terminations /copper/ wireless in the locations required by STPI-HYD as mentioned in the **Annexure - II** (Network feasibility).
- d. Vendors are advised to study this EoI document thoroughly. Submission of Technical Empanelment proposal should be deemed to have been done after careful study and examination of this document with full understanding of its implications.

- e. The vendor should be able to provide Last mile service for at least one STPI location from the list specified in **Annexure-I**. **The existing fiber/copper roll out / connectivity diagram and network details to be enclosed.** Documentary evidence should be provided.
- f. The vendors are requested to fill the location and POP wise network feasibility details in **Annexure-II**.
- g. The vendor shall furnish as part of his proposal, documents establishing the conformity of Bid Documents to all services, which the vendor proposes to supply under the Services, by clearly indicating 'complied' or 'not complied'. No ambiguity in compliance should be there in the proposals. The documentary evidence of the services in conformity to the Proposal document may be in the form of literature, drawings and data. It may comprise of:
 - i A clause-by-clause compliance on the Technical Specifications, Terms & Conditions demonstrating substantial responsiveness to the Technical Specifications ,Terms & Conditions.
 - ii In case of deviations, a statement of the deviations and exception to the provision of the Technical Specifications, terms & conditions shall be given by the vendor.
 - iii In case there is no deviation, "NIL" deviation statement shall be given. A bid without clause-by-clause compliance of the Technical Specifications, shall not be considered.
 - iv Further, wherever specifications indicate a specific parameter to be met, vendor shall indicate the actual value of the parameter.
- h. **If any requested document is not submitted by the vendor at the time of submission of proposal/evaluation in support of the above clauses, the evaluation of proposals will be based on available documents and non submission will be treated as non-availability of documents.**

9.1 Completeness of the EoI Response

Vendors are advised to study all instructions, forms, terms, requirements, and other information in the EoI documents carefully. Submission of EoI shall be deemed to have been done after careful study and examination of the EoI document with a full understanding of its implications. The response to this EoI should be complete in all respects. Failure to furnish all information required by the EoI documents or submission

of a proposal not substantially responsive to the EoI documents in every respect will be at the vendor's risk and may result in the rejection of their proposal.

9.2 Proposal Preparation Cost

The vendor is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in the conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of the proposal, in providing any additional information required by STPI to facilitate the evaluation process. STPI will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the EoI process. All materials submitted by the vendor shall become the property of the STPI and may be returned at its sole discretion.

9.3 Evaluation Process

The vendor must possess the technical know-how and the financial capabilities that would be required to successfully provide the services sought by STPI. The vendor's proposal must be complete in all respect and conform to all the requirements, terms and conditions and specifications as stipulated in the EoI document. The evaluation process of the EoI proposed to be adopted by STPI is indicated under this clause.

The purpose of this clause is only to provide the vendor with an idea of the evaluation process that STPI may adopt. However, STPI reserves the right to modify the evaluation process at any time during the EoI Evaluation process, without assigning any reason, whatsoever, and without any requirement of intimating the vendor of any such change.

STPI shall appoint an EoI Evaluation Committee (EEC) to scrutinize and evaluate proposals received. The EEC will examine the proposals to determine whether they are complete, in response and whether the proposal format conforms to the EoI requirements. STPI may waive any informality or nonconformity in an EoI that does not constitute a material deviation.

9.4 Rights to terminate the Process

STPI may terminate the EoI process at any time and without assigning any reason. STPI makes no commitments, express or implied, that this process will result in a business transaction with anyone. This EoI does not constitute an offer by the department.

9.5 Rights to Accept/Reject any or all Proposals

STPI reserves the right to accept or reject any proposal and to annul the EoI process and reject all EoIs at any time prior to award of contract, without thereby incurring any liability to the affected vendor or vendors or any obligation to inform the affected vendor or vendors of the grounds for STPI's action.

9.6 Failure to agree with the Terms & Conditions of the EoI

Failure of the vendor to agree with the Terms & Conditions of the EoI shall constitute sufficient grounds for the annulment of selection.

9.7 Indemnity

The successful vendor shall indemnify, protect, and save STPI against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect to services rendered by vendor.

9.8 VALIDITY OF PROPOSALS:

Proposals shall remain valid for a minimum period of 180 days from last date of submission. STPI-HYD may solicit the vendors' consent to an extension of bid validity (but without the modification in Proposals).

9.9 RIGHT TO ACCEPT PROPOSAL

STPI-HYD reserves the right to accept or reject any proposal, and to annul the Empanelment process and reject all proposals, at any time prior to award of contract without assigning any reasons whatsoever and without thereby incurring any liability to the affected vendor or vendors on the grounds of the Purchaser's action.

9.10 DISQUALIFICATIONS

STPI-HYD may at its sole discretion and at any time during the evaluation of Proposal, disqualify any vendor; **Non-compliance of any one of following shall result in outright rejection of the bid.**

- a. Submitted the Proposal documents after the deadline for submission of proposal.
- b. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- c. Submitted the proposal document without taking into account the amendments / clarifications provided.
- d. Submitted a proposal that is not accompanied by required documentation (mentioned in **Eligibility clause 8**) or is non-responsive
- e. Failed to provide clarifications related thereto, when sought.
- f. Declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.
- g. Failure of the successful technically qualified Last Mile Service provider to comply with the requirement of Acceptance to Letter of Empanelment shall be sufficient ground for the annulment of the acceptance of the proposal.
- h. Any effort by a vendor to modify his proposal or influence, from the time of opening the proposal till the time, the contract is awarded; may result in the rejection of the proposal.
- i. Not meeting the minimum qualification criteria

- j. Any other reason which is not in accordance with EoI.
- k. Any interlineations, erasures or over writings shall not be valid.
- l. No commercial information whatsoever shall be provided in this empanelment process. Failure to do so may disqualify the bid.

10. General Terms and Conditions

- i. Lodgment of an EoI is evidence of an vendors's consent to comply with the terms and conditions of the EoI and subsequent bidding process. If any vendor fails to comply with any of the terms, its EoI may be summarily rejected.
- ii. Willful misrepresentation of any fact within the EoI will lead to the disqualification of the vendor without prejudice to other actions that STPI may take. All the submissions, including any accompanying documents, will become the property of STPI. The Vendors shall be deemed to license and grant all rights to STPI, to reproduce the whole or something any portion of their proposal document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.
- iii. Vendors must inform STPI immediately in writing of any material change to the information contained in the EoI application, including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with their information. For shortlisted Vendors, this requirement applies until a contract is awarded as a result of the subsequent bidding process.
- iv. STPI reserves the right to modify and amend any of the stipulated conditions/criteria given in this EoI, depending upon project priorities vis-à-vis urgent commitments. STPI also reserves the right to accept/reject an EoI, to cancel/abort the process and/or reject all EoIs/Bids at any time prior to award of empanelment, without thereby incurring any liability to the affected vendors on the grounds of such action taken by the STPI.
- v. Any default by the vendors in respect of EoI terms & conditions will lead to rejection of its EoI.
- vi. Any attempt by a vendor to bring pressure towards STPI's decision-making process, such vendor shall be disqualified for participation in the EoI and those vendors may be liable to be debarred from bidding for STPI tenders/RFP/EoI in future for a period of three years.
- vii. The decision of STPI arrived during the various stages of the evaluation of the EoIs is final & binding on all vendors. Any representation towards these shall not be entertained by STPI.**
- viii. Printed/written conditions mentioned in the EoI proposals submitted by vendors will not be binding on STPI.
- ix. Upon verification, evaluation/assessment, if in case any information furnished by

the vendor is found to be false/incorrect, their total proposal shall be summarily rejected and no correspondence on the same shall be entertained.

- x. STPI will not be responsible for any misinterpretation or wrong assumption by the vendor while responding to this tender.

11. Technical Evaluation

Evaluation of the proposals shall be carried out to determine whether the vendor is competent enough and whether the vendor's proposal qualifies for the requirements set forth herein.

Proposals received would be evaluated & assigned scores based on the parameters defined in the tables below:

Sl. No.	Criteria	Maximum Marks	Remarks										
I	<p>The Vendor should be in the field of provisioning of last mile connectivity on Optical / Copper/ wireless at least 3 years as of 31.03.2023.</p> <table border="1"> <thead> <tr> <th>Experience</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>>=10 years</td> <td>15 Marks</td> </tr> <tr> <td>>=5 years</td> <td>10 Marks</td> </tr> <tr> <td>>=3years</td> <td>05 Marks</td> </tr> <tr> <td><3years</td> <td>0 Marks</td> </tr> </tbody> </table>	Experience	Marks	>=10 years	15 Marks	>=5 years	10 Marks	>=3years	05 Marks	<3years	0 Marks	15	Submit the documentary evidence such as work order/ completion certificates/ other supporting documents etc.
Experience	Marks												
>=10 years	15 Marks												
>=5 years	10 Marks												
>=3years	05 Marks												
<3years	0 Marks												
II	<p>The Vendor should have successfully delivered similar works (provisioning of last mile connectivity on Optical / Copper/wireless) in last 3 years for atleast 10 customers as of 31.03.2023.</p> <table border="1"> <thead> <tr> <th>No.of Customers</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>>=20 customers</td> <td>15 Marks</td> </tr> <tr> <td>>=15 customers</td> <td>10 Marks</td> </tr> <tr> <td>>=10 customers</td> <td>05 Marks</td> </tr> <tr> <td>< 10 customers</td> <td>0 Marks</td> </tr> </tbody> </table>	No.of Customers	Marks	>=20 customers	15 Marks	>=15 customers	10 Marks	>=10 customers	05 Marks	< 10 customers	0 Marks	15	Submit the documentary evidence such as work order/ completion certificates/ other supporting documents etc.
No.of Customers	Marks												
>=20 customers	15 Marks												
>=15 customers	10 Marks												
>=10 customers	05 Marks												
< 10 customers	0 Marks												

III	<p>The Vendor should have Minimum Average annual revenue of Rs. 20 Lakhs from operations for the last two consecutive financial years from similar works (provisioning of last mile connectivity on Optical / Copper/wireless) as on 31.03.2023.</p> <table border="1" data-bbox="389 546 865 740"> <tr> <td>>=50 Lakhs</td> <td>20 Marks</td> </tr> <tr> <td>>= 40 Lakhs</td> <td>15 Marks</td> </tr> <tr> <td>> =30 Lakhs</td> <td>10 Marks</td> </tr> <tr> <td>>=20 Lakhs</td> <td>05Marks</td> </tr> <tr> <td><20 Lakhs</td> <td>0 Marks</td> </tr> </table>	>=50 Lakhs	20 Marks	>= 40 Lakhs	15 Marks	> =30 Lakhs	10 Marks	>=20 Lakhs	05Marks	<20 Lakhs	0 Marks	20	Copy of audited profit and loss account and balance sheet of the last two financial years and Certificate from statutory auditor/CA quantifying the average annual revenue from similar works(provisioning of last mile connectivity on Optical / Copper/wireless) as on 31.03.2023
>=50 Lakhs	20 Marks												
>= 40 Lakhs	15 Marks												
> =30 Lakhs	10 Marks												
>=20 Lakhs	05Marks												
<20 Lakhs	0 Marks												
IV.	<p>Ability to provide Last Mile Local loop Service to atleast 01 STPI center as specified in Annexure-I:</p> <p>No.of STPI Centers Feasible Marks</p> <table border="1" data-bbox="376 1041 815 1271"> <tr> <td>>=5</td> <td>30 Marks</td> </tr> <tr> <td>>=3</td> <td>20 Marks</td> </tr> <tr> <td>>=1</td> <td>10 Marks</td> </tr> </table>	>=5	30 Marks	>=3	20 Marks	>=1	10 Marks	30	Submit relevant supporting documentary evidence				
>=5	30 Marks												
>=3	20 Marks												
>=1	10 Marks												
V.	<p>The Vendor should have successfully delivered similar works (provisioning of last mile connectivity on Optical / Copper/wireless) in last 05 years for Government Organisation/Educational Institute.</p>	20	Submit the documentary evidence such as work order/ completion certificates/ other supporting documents etc.										

No. of Govt. Org/ Edu.Institute	Marks		
>=20 customers	20 Marks		
>=15 customers	15 Marks		
>=10 customers	10 Marks		
>=5customer	05 Marks		
<5 customers	0 Marks		
Total		100	

To clear technical evaluation, vendor must obtain a minimum of 40 marks.

12. **EoI Proposal Submission Format**

The entire proposal shall be strictly as per the format specified in this Expression of Interest. EoIs with deviation from this format shall be liable for rejection.

Online proposals (complete in all respect) must be uploaded on <https://eprocure.gov.in/>

Latest by the time & date as mentioned in the FACTSHEET.

- The online proposals for EoI should have the following documents:
- Scanned copy of the **Covering Letter** in Company Letter Head as per **Form-1: COVERING LETTER FOR EoI** duly signed and stamped.
 - Scanned copy of **Vendor's Profile** as per **Annexure-IV**: Vendor's profile duly filled in, signed and stamped along with all supporting documents.
 - Scan copy of duly filled, signed and stamped self-declaration by vendor for not being blacklisted as per **Form-5**.
 - **Form-2**: Scanned copy of the Original **Power of Attorney** letter in a Non-Judicial Stamp Paper of at-least Rs.100/- or **Board Resolution** on Letter Head in original in case of Registered Limited Companies or **Original Authorization** in Letter Head in case of Partnership Firm indicating the person authorized to sign the proposal.
 - Scanned copy of duly filled signed and stamped **Eligibility Compliance Sheets** as per eligibility criteria and all the supporting/mandated documents and **Annexure -V** required for eligibility criteria as per **clause 8** mentioned in this document.
 - Scan copy of duly filled, signed and stamped **Technical Compliance sheets** as per technical evaluation criteria and all the supporting/mandated documents and **Annexure-VI** required for technical evaluation of the proposal as per the evaluation criteria as per **clause 11** mentioned in this document
 - **Annexure-II**: Vendor NETWORK FEASIBILITY to STPI Locations

Note: The proposal that does not contain the above documents will lead to the rejection of the EoI.

13. NOTIFICATION OF AWARD/EMPANELMENT:

- a) The vendors who qualify in the technical evaluation are eligible for receiving the Empanelment Letter from STPI-Hyderabad for delivering Last Mile Local Loop service to STPI-Soft link customers from STPI centers/PoPs.
- b) The successful vendors shall give their acceptance within 7 days of issue of the Empanelment Letter.

The shortlisted/selected Vendors center-wise through this EOI process will become the Empanelment Members of respective STPI-centers to provide Last Mile Local loop service to STPI-Softlink customers from STPI-center/PoPs at Hyderabad, Visakhapatnam, Tirupati, Vijayawada, Kakinada and Warangal initially for a period of 3 years, which may be extended for further period of 2 years with mutual consent.

14. Post- Empanelment Process

14.1 Detailed Scope, Deliverables and Service levels of Work after Empanelment

The Technically qualified Empaneled Last Mile Service providers have to provision Last mile (Local Loop) service and maintain & monitor the same provided on the Optic Fiber (OFC)/ Copper / Microwave circuits for STPI Hyderabad and other centers/Locations as mentioned in [Annexure-I](#) of this document.

These Guidelines define the broad areas of work, which Last mile service providers shall perform for a period of 3 Years from the date of issue of empanelment order which may be extended for further period for 2 years with mutual consent.

A. Feasibility Stage:

- i. Feasibility study of the Last mile services as and when demand arises by STPI-H; as per the format mentioned in Form-3 'Techno-Commercial Quote' of this document..
- ii. This feasibility report shall be submitted to STPI within 1 week from the date of Requisition.
- iii. Failure to submit the feasibility and commercial study report within the above mentioned period, the Empaneled Service provider will be treated as non-responsive for this requirement.
- iv. Feasibility report should be valid for a period of 60 days from the date of submission of the report.

B. Implementation Stage:

The vendor has to implement & ensure a reliable physical connectivity on either Optic fiber or Copper cable media between premise of STPI Centre and its Customer as committed by the Empaneled Service provider in the Last mile feasibility Report.

If Optic fiber or Copper cable media is not feasible to reach the destination, Empaneled Service provider may provision the link through wireless upon mutual consent with STPI. All licensing requirement for the wireless connectivity should be borne by Empaneled Service provider.

All the Optic Fiber/Copper cables routed between STPI-Locations to Customer End should be routed through Underground only and not through Overhead.

All permission and licensing from local authority should be obtained and borne by the empaneled Service provider.

This activity has to be completed by the Empaneled Service provider within 3-4 weeks from the date of issue of Work Order by STPI-H for a particular link; along with submission of the Last mile commissioning report by empaneled Service provider in the format of [Form-4](#) 'Last Mile Commissioning Report' of this document.

During Implementation stage, any delay beyond 3-4 weeks from the date of issue of Work Order, Penalty at the rate of 0.5% per week on the total work order value will be levied subject to maximum of 4% which shall be deducted in the first quarterly bill. If breach or delay is beyond acceptable time, then STPI at its discretion shall terminate the contract and avail the service from other Empaneled Service providers. The non performing Service provider may not be considered for future requirements.

C. Operation & Maintenance Stage:

- i. The Operations & Maintenance of Last mile connectivity shall be carried out by the
- ii. Respective Empaneled Service providers with prior consultation with STPI-HYD.

iii. The Operations & Management of Last mile connectivity shall include but not limited to the following:

- a. 24/7 Help desk support to STPI.
- b. Escalation Matrix chart
- c. Submission of Performance Reports to STPI
- d. Dedicated Account Manager for respective STPI centers.

iv. Ad-hoc reports required by Regulatory Authorities (i.e. TRAI/WPC etc) as per requirement shall also be generated. The Empaneled Service provider is expected to furnish necessary information about the service being offered which may be necessary for STPI to meet the regulatory requirements.

v. Service support shall meet the applicable SLA parameters as mentioned in this EoI.

- vi. The successful vendor shall not further sub-contract whole or part of this assignment to any third party without the prior written permission of the STPI. In case, the necessity arises to sub-contract, in such instances STPI shall be kept informed about such arrangements and the Service provider empanelled shall be the single point of contact for STPI.

D. PLACEMENT OF LOCAL LOOP ORDERS ON EMPANELED SERVICE PROVIDER

- a) Based on the requirement of Last Mile local loop, respective centers will issue **The feasibility & Commercial offers/quote request to** all the respective empaneled service providers of that particular STPI-Center.
- b) The empaneled Service provider needs to submit the commercials (total cost- inclusive of taxes, no additional charges shall be levied by the vendor) for last mile connectivity between sites A-B, as per **Form-3**.
- c) The vendors needs to submit the commercial offer through e-mail / sealed cover within 1 week whenever such request is made.
- d) Successful contractor will be determined among the commercial quotes received from the empaneled Service providers, based on the best feasibility and commercials.
- e) The Contract order will be placed on Successful Service provider-as per the choice of STPI-Hyderabad.
- f) The Contract order will be issued by STPI – Hyderabad and payment will be released to Successful Service provider against Contract order and after successful Implementation of Last Mile local Loop between A-B.
- g) Each contract shall be valid for the minimum period of one year and auto renewed till termination of local loop service.
- h) Minimum contract period of one year shall not be applicable in case of upgradation /Down gradation and disconnection/price revision.
- i) Timeline for all upgradations shall not be beyond 1-2 weeks, down gradations shall be within a week.
- j) In Exception cases, if STPI-Softlink customer (B end) serves one month notice (within one year of implementation) for disconnection same will be applicable to local loop Service provider and billing will be made accordingly.

E. PAYMENT TERMS:

STPI Hyderabad shall make payments towards the Last mile services to the Empanelled Service provider in Indian Rupees and payment terms shall be as follows:

- (i) The SLA reports for the local loop service availed by respective centers shall be submitted by the Empaneled Service provider within 15 days after each quarterly billing cycle.
- (ii) Payment shall be made within 30 days from the date of receiving the invoice.
- (iii) The invoice has to be raised by the Empaneled Service provider on successful delivery of Services on a Quarterly basis.
- (iv) The payment will be made quarterly in arrears for the service provided by the empaneled Service provider
- (v) The payment will be made by the STPI Hyderabad, for the services rendered to sub – Centers.

F. CONFIDENTIALITY:

Information relating to the clarification and comparison of the Proposals shall not be disclosed to any vendors or any other persons not officially concerned with such process until the empanelment process is over. The undue use by any vendor of confidential information related to the process may result in rejection of its Proposal. During the execution of the project except with the prior written consent of STPI, the Empaneled Service provider and its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

G. GENERAL TERMS & CONDITIONS:**1. TERMINATION OF EMPANELMENT WITH STPI**

The empaneled Service provider's contract with STPI-H shall be terminated in following two ways:

- I. The term of Empanelment period expires. (On account of the expiry of the period of empanelment).
- II. Termination of Empanelment by STPI-H due to non-performance during the contract period:
 - a) Performance is below committed SLAs for four continuous quarters.
 - b) If SLA is breached below 90% for two quarters in the year, then the penalty of 10% of annual charges will be deducted and the vendor will be debarred.

c) Non-Non-adherence to the timelines of the last mile (Long distance / Last mile) service deliveries / commitment for three or more circuits.

III Disconnection served by:

- a) Customer-only contract for that particular Last mile service terminates, Empanelment with STPI continues.
- b) STPI- Contract for all Last mile services terminates, Empanelment with STPI terminates.

2. Blacklisting

Company/Firm blacklisted by Govt. /Autonomous Body/PSU/Corporate organization are not eligible to Bid. If at any stage of bidding process or during the contract, such information comes to knowledge of STPI, the STPI-HYD shall have right to reject the bid and terminate the contract, as the case may be, without any compensation to the vendor.

3. RESOLUTION OF DISPUTES

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract:

(i) Amicable Settlement

Performance of the Services is governed by the terms and conditions of the Empanelment contract. However at times dispute may arise on any interpretation of any term or condition of Empanelment process including the Scope of Work, the clauses of payments etc. In such a situation either party may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 30 days after receipt of notice. If the party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then below Clause shall become applicable.

(ii) ARBITRATION

All disputes or difference whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of the purchase order/work order or the breach thereof such dispute or difference shall be referred to Arbitration. The venue of arbitration shall be Hyderabad, India. The Arbitration and Conciliation Act 1996 and all its amendments, the rules there under and any statutory modification or re-enactment's thereof, shall apply to the arbitration proceedings

All documents and communications between the parties shall be in English. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

4. LEGAL JURISDICTION:

All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in Hyderabad, India only.

5. CO-LOCATION FACILITY:

Empanelled Service provider will be provided STPI's co-location facility to house their last mile equipment i.e. MUX etc., if the empanelled Service provider network is dedicated for only STPI operations. In case Service provider propose to use the same network for their other business operations, Service provider will be liable to pay the charges of co-location facility to STPI as per standard co-location rack space tariff of STPI as be applicable to other third party telecom service providers time to time.

6. Force Majeure: if at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligations under this contract shall be prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restriction, strikes, lockouts or act of God provided notice of happenings, of any such eventuality is given by the either party to the other within 21 days from the date of occurrence thereof, neither party shall be resumed as soon as practicable after such event may come to an end or cease to exist, and the decision of the STPI as to whether the deliveries have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at its option terminate the contract

H. Performance Guarantee /Performance Security

Interest free Performance Guarantee/ Performance Security of **3%** is applicable for each contract whose order value is above 5 lakhs p.a. by Seller to the Buyer.

Performance Guarantee/ Performance Security must be submitted within 15 days of award of contract order for providing Last Mile connectivity between intended STPI location/center to STPI Softlink customer.

Performance Guarantee/ Performance Security for an amount of 3% of the order value is to be furnished in the form of an Account payee Demand Draft, Fixed Deposit Receipt from a Commercial Bank or Bank Guarantee from a Commercial bank in an acceptable form by the successful bidder.

Duration of Performance Guarantee/ Performance Security is till the validity of each contract order issued by STPI-HYD Directorate to the vendor (last mile local loop service provider) for providing Last Mile connectivity between intended STPI location/center to STPI Softlink customer.

Performance security should be in favor of Beneficiary, wherever it is applicable:

Beneficiary

Director
Software Technology Parks of India (STPI)
6Q3, 6th floor, Cyber towers, Hitec City
Madhapur, Hyderabad-500081

Forfeiture of Performance Security: Performance Security/e-PBG submitted by the successful Last Mile Local Loop Service Provider to STPI shall be forfeited If the Vendor fails / delays in performance of any of the obligations, under the EoI/Contract / violates any of the provisions of the EoI/Contract / commits breach of any of the terms and conditions of the EoI/Contract, in such case STPI may, without prejudice to any other right of action / remedy it may have, forfeit Performance

Security of the Contractor.

Return of Performance Security / Performance Guarantee after the expiry of validity of each contract order.

14.2 Technical Requirement (Post Empanelment)

A. Establishing Connectivity between STPI(center, Pops) and Empanelled Member:

Post Empanelment, the Empanelled Member should establish Fiber/Copper connectivity to STPI center/Pops. The Empanelled Service provider shall carryout the site survey to determine exact measurements of work required. Empanelled Service provider shall provide cables, jacks, patch panels, and all other materials needed to complete this requirement.

Service provider will open, close, and return opened or used pathways and spaces to original form.

Empanelled Service provider shall provide certified test results of new cable installed which includes cable loss results. Empanelled Service provider shall provide a copy of network diagram showing interconnect points, backup links, and details of peering with Lastmile Exchanges to respective STPI-location, PoPs.

Installation and setup requirements:

1. Empanelled Service provider should request for the pre support requirement at respective STPI-HYD, location, where last mile services has to be established.
2. Empanelled Member is requested to install necessary equipment's at STPI premises within a month, at no extra cost to STPI.
3. Empanelled Service provider equipment's should support IPV6.

Compliance with standards

All the works shall be in accordance with guidelines specified by the EIA/TIA Building Telecommunications Wiring Standards, the BICSI Telecommunications Distribution Methods Manuals (TDM), and manufacturer/Service provider installation guidelines. These documents and standards form the basis for the installation, testing, and acceptance of the structured communications cable system for Lastmile.

B. Physical interface requirements

Vendor has to provide the full duplex Interfaces like E1/ Fast Ethernet /Gigabit Ethernet / OFC etc, as per the requirement at the respective STPI and its sub centers / customer locations.

C. Emergency Power Backup:

Empanelled Service providers shall ensure high availability of the local loops by providing the MUX with adequate UPS capacity as and when it is required.

D. Equipment Association:

Associated equipment like Modems/ Media Converters to Fast Ethernet or any such interface requirement /necessary accessories for commissioning the link shall be provided by the Empanelled Service provider only. The Empanelled Service provider shall include any other hardware/ software item required for installing and commissioning the system, at no extra cost to STPI.

E. System & Link redundancy:

The equipment installed for Primary Path / secondary path has to extend end-to-end Lastmile connectivity and it should have 1:1 redundancy. Also, the Optic fibre / copper media should have another redundant or alternate path for end-to-end Lastmile connectivity requirement. In case any failure of primary path the system has to route the link to the Secondary path without impacting the data traffic. Once the primary path is normalised, the link on the secondary path has to be automatically reverted back to the primary path.

F. Operations Support Requirements:**a. Remote monitoring capability**

STPI seeks technical help for Remote Support during normal business hours as well as offhours emergency support for all Optic fiber/copper site locations. These services would include:

- Power On/Off
- Eyes on Equipment (with telephone support from STPI technical team)
- Connect / disconnect status of Optical fibers
- Cross Connects System

b. Continuing availability of spares:

Empanelled Service provider should have backup spare in proper ratio to maintain the consistent availability of connectivity.

c. Required in-service dates:

Empanelled Service provider should plan for preventive in-service activity to maintain the connectivity consistent at all times.

d. Standard/Emergency maintenance practices:

Prior intimation / permission of STPI official would be required in case of Standard / Emergency maintenance.

e. Testing and turn-over practices for new fibre assignments:

Empanelled Service provider should plan for the initial testing, performance analysis and

successful implementation of entire fibre\copper connectivity to STPI before commencement of new fibre/copper assignment in existing fibre\copper network.

H. QoS Requirements:

The Quality of Service of the proposed Lastmile services shall be as follows:

The minimum guaranteed link availability shall be **99.5%** while the other service parameters like Latency, shall be measured at a maximum of 90% loading only.

a. Service Availability: -

The Empanelled Service provider shall guarantee that the services will be available for 99.5% or better, of time averaged over a period of one month with reference to each parameter namely Throughput, Round Trip delay . Non Conformance to the limits of any of the parameters shall be counted towards service unavailability.

The distinction between Service Availability and Service Outage shall be made as per the parameters in the Table-A below:

Table-A: Service Availability & Outage

Parameter	Service Availability	Service Outage
Link availability	Greater than 99.5 % of link uptime/availability	Less than 99.5%
Latency	Latency less than 20 ms for last mile & 50ms for long distance.	Latency is more than 20 ms for lastmile & 50 ms for long distance continuously for 30 minutes

If any of the above service parameters varies intermittently for periods less than 30 minutes between acceptable to unacceptable & if such behavior is observed continuously for one hour then the service would be considered to be unavailable for one hour. The duration for which SLA performance parameters are not met will be taken towards service outage and credit calculations.

b. Service Degradation / Delay in Implementation

During Implementation stage, any delay beyond 4-6 weeks from the date of issue of Work Order, Penalty at the rate of 0.5% per week on the total work order value will be levied subject to maximum of 4% which shall be deducted in the first quarterly bill. If breach or delay is beyond acceptable time, then STPI at its discretion shall terminate the contract and may avail the service from other Empanelled Service providers. The non performing Service provider may not be considered for future requirements of STPI.

In case the service delivered by the Empanelled Service provider do not meet the QoS parameters mentioned above, the Empanelled Service provider is liable to pay penalties for service degradation.

Table-B: Service Levels

Service Parameter	Monthly Service Level Compliance	Service Credit Factor	Service Credit in Days
Link Availability	>= 99.5	0	D = ROUND ((Downtime in hours Corresponding to the MSL minus Downtime in hours for a Service Availability of 99.5 %) / 24 * C)
	>= 98.5 but < 99.5	1.0	
	>= 97.5 but < 98.5	1.5	
	>= 96.5 but < 97.5	2.0	
	>= 95.0 but < 96.5	2.5	
	< 95.0	3.0	

Note: The credit calculation will be based on the circuit uptime reports generated.

c. SLA Management Process includes the following parameters:

1. During Feasibility stage, any delay beyond 1 week from the date of feasibility request by the STPI Centre(s) is considered to be non-adherence to their SLA commitment. This information shall be noted and recorded.
2. During Implementation stage, any delay beyond 4-6 weeks from the date of issue of Work Order, Penalty at the rate of 0.5% per week will be levied subject to maximum of 4% which shall be deducted in the first quarterly bill. If breach or delay is beyond acceptable time, then STPI at its discretion shall terminate the contract and avail the service from other Empanelled Service providers. The non performing Service provider may not be considered for future requirements.
3. During Operations & Maintenance Stage, for the reasons stated above in clause of O&M stage, the % of link down time is calculated on quarterly basis and the penalties are levied on the empanelled Service provider on Quarterly basis. The penalties levied will be as per Table B above.

I. Uptime

- a. The service uptime refers to availability of service provided by Empanelled Service provider right from CPE router to the router/switch port of STPI Centre(s). Failure at any segment of

Lastmile connecting STPI's customer's router/switch to STPI Centre's router/switch is the responsibility of Empanelled Service provider.

- b. The following are exclusions for availability calculations:
- c. Service unavailability due to failure of any of STPI's equipment connected to this link
- d. AC Power supply failure at STPI premises affecting the power supply to Empanelled Service provider's equipment providing the service.
- e. Service unavailability due to physical damage / disturbance to the equipment and / or cables of Empanelled Service provider that was caused by STPI employees. (Empanelled Service provider has to substantiate such claims).
- f. During any instance of service outage, for the purpose of availability calculation, the duration of corresponding trouble ticket shall be considered.

J. Latency:

Latency refers to the average time required for round-trip packet transfers between STPI & its client, the Empanelled Service provider is expected to give end-to-end latency within acceptable limits. However, the maximum latency for Last mile shall not exceed 20ms, while, the maximum latency for Long Distance shall not exceed 50ms.

- a) In case of any deviation from the committed latency to any of the destinations continuously for duration of more than 30 minutes, the service is considered as unavailable. The unavailability period shall be equal to the duration of the corresponding trouble ticket opened and has to be added to the overall unavailability for the month.
- b) If STPI observes high latency, route trace shall be sent and a trouble ticket shall be opened. In case of any dispute, each of the parties should substantiate their claim through recorded trace-routes.

K. Report format

The monthly report shall clearly indicate the following:

- a) Summary of overall uptime for the month
- b) Number of trouble tickets, Incident or Problem details and outage duration if any
- c) Creditable outage calculation and corresponding service/financial credits for the month.

The date of commencement of the SLA would be the date of service acceptance.

- The Empanelled Service provider(s) shall be required to provide comprehensive service support with effect from the date of commencement of services till the end of the Services.
- The technical telephonic support related to services should be available round the clock on 24*7*365 basis. The technical personnel responsible for the maintenance of Lastmile in all respect must have telephone connections and cellular mobile connection for contacting them round the clock. Any change in such details should also be intimated to STPI with sufficient prior notice.
- The vendor may provide access to web-based tools, which will allow monitoring of the real-time performance of the link serviced to STPI.

15. Annexures

ANNEXURE-I: STPI-HYDERABAD DIRECTORATE NETWORK LOCATIONS

Sl. No.	STPI-Centers	Contact Person
1.	Hyderabad Software Technology Parks of India, Network Operation Center DR MCR HRD Jublihills Road No 25 Hyderabad-33 Tel : 91-40-6461 5632/5635	Smt. Kavitha C Director
	Software Technology Parks of India 4 th floor, Western Aqua, Whitefields, HITEC City, Kondapur, Telangana 500081	Shri K RamaKishore Babu , Additional. Director Cell: 9849188833 Email ID: ramakishore.babu@stpi.in
	Software Technology Parks of India 6Q3, Cyber Towers, Hitec city, Madhapur, Hyderabad 500081 Tel : 91-40-6461 5600/5611 Fax:91-40-2310 0501	Shri J G Manohar, Cell 9666681530 Email ID: manohar.girija@stpi.in
	Software Technology Parks of India Image Incubation Centre, 2nd Floor, Solitaire Building, Madhapur, Hyderabad Tel : 040 2311 7704/06	
2	Visakhapatnam Software Technology Parks of India, Unit. No. 9, SDF-1 Building, Visakhapatnam Special Economic Zone, Near Duvvada Railway Station Visakhapatnam - 530049 Andhra Pradesh, India +91-7416452474 +91-891-2587226 ----- ---- Software Technology Parks of India, Ground Floor, Sunrise Incubation Hub, Hill No3, Madhurawada, Visakhapatnam Andhra Pradesh-530045 +91-7416452474 +91-891-2587226	Smt. Kavitha C Director Shri Dr. Suresh Batha, Additional. Director Officer-In-Charge Cell: 9989055535 Email Id: suresh.b@stpi.in

	<p>Software Technology Parks of India, Tech Hub, Tech Mahindra Tower 2 Building, Ground Floor, Survey No.44, Resapuvanipalem, Near LB College. Visakhapatnam – 530013, Andhra Pradesh. +91-7416452474 +91-891-2587226</p>	
	<p>Software Technology Parks of India, KALPATARU – Centre of Entrepreneurship, Sector-1, Ukkunagaram, Visakhapatnam – 530032. +91-7416452474 +91-891-2587226</p>	
3	<p>Kakinada Software Technology Parks of India, Collectorate Compound Kakinada - 533004 Andhra Pradesh, India +91-884-6660115/123 +91-884-6660112</p>	<p>Smt. Kavitha C Director</p> <p>Shri Dr.Suresh Batha, Additional. Director, Officer-In-Charge Cell: 9989055535 Email Id: suresh.b@stpi.in</p>
4	<p>Vijayawada Software Technology Parks of India, Govt. Polytechnic College Campus, Opp. Stella College, Near Benz Circle, Vijayawada - 520008 Andhra Pradesh, India +91-0866-2494243 +91-0866-2494243</p>	<p>Smt. Kavitha C Director</p> <p>Shri B Vinay Kumar, Joint. Director, Officer-In-Charge Cell: 9666672749 Email ID: vinaykumar.b@stpi.in</p>
	<p>Vijayawada Software Technology Parks of India, Medha Towers, Gannavaram, Vijayawada, 520008 Andhra Pradesh, India +91-0866-2494243 +91-0866-2494243</p>	<p>Smt. Kavitha C Director</p> <p>Shri B Vinay Kumar, Joint. Director, Officer-In-Charge Cell: 9666672749 Email ID: vinaykumar.b@stpi.in</p>
5	<p>Tirupati Software Technology Parks of India, Survey No. 234, Behind Urban Haat, Tiruchanur Road Tirupati - 517503 Andhra Pradesh, India +91-0877-2239262 +91-0877-2239262</p>	<p>Smt. Kavitha C Director</p> <p>Shri Mr. Y Vara Prasad Joint. Director, Officer-In-Charge Cell: 9866662901 Email ID: varaprasad.y@stpi.in</p>

6	Warangal Software Technology Parks of India, Kakatiya IT Park, H.No:2-5-906/1 Circuit House Road, Hanamkonda, Warangal - 506001 Telangana, India +91-870-2446944 +91-870-2446944	Smt. Kavitha C Director Shri K RamaKishore Babu , Additional. Director Cell: 9849188833 Email ID: ramakishore.babu@stpi.in
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ANNEXURE-II: Vendor NETWORK FEASIBILITY to STPI Locations

Sl No	City / District (STPI Locations)	Feasibility of Vendor Network (YES/NO)	If yes, Feasible on wire line (Copper / Fiber / Wireless)	Contact Address with phone and Email	Remarks
	Hyderabad Contact Name : Mobile No: Network Operation Center Software Technology Parks of India DR MCR HRD Jublihills Road No 25 Hyderabad-33, Tel : 91-40-6461 5632/5635 Contact Name: Shri K RamaKishore Babu, Cell: 9849188833. Shri J G Manohar, Cell 9666681530				
1.	Software Technology Parks of India 6Q3, Cyber Towers, HITEC city, Madhapur, Hyderabad 500081 Tel : 91-40-6461 5600/5611 Contact Name : Shri K RamaKishore Babu ,Cell: 9849188833. Shri J G Manohar, Cell 9666681530				

<p>Software Technology Parks of India Image Incubation Centre, 2nd Floor, Solitaire Building, Madhapur, Hyderabad Tel : 040 2311 7704/06 Contact Name : Shri K RamaKishore Babu ,Cell: 9849188833 . Shri J G Manohar, Cell 9666681530.</p>				
<p>Software Technology Parks of India 4th floor, Western Aqua, Whitefields, HITEC City, Kondapur, Telangana 500081 Contact Name : Shri K RamaKishore Babu ,Cell: 9849188833 . Shri J G Manohar, Cell 9666681530.</p>				
<p>Visakhapatnam Software Technology Parks of India, Unit. No. 9, SDF-1 Building, Visakhapatnam Special Economic Zone, Near Duvvada Railway Station Visakhapatnam - 530049 Andhra Pradesh, India +91-7416452474 +91-891-2587226 2 Contact Name : Shri Dr. Suresh Batha, Cell: 9989055535</p>				
<p>Software Technology Parks of India, Ground Floor, Sunrise Incubation Hub, Hill No3, Madhurawada, Visakhapatnam Andhra Pradesh-530045 Contact Name : Shri Dr. Suresh Batha, Cell: 9989055535</p>				

	<p>Software Technology Parks of India, Tech Hub, Tech Mahindra Tower 2 Building, Ground Floor, Survey No.44, Resapuvanipalem, Near LB College. Visakhapatnam – 530013, Andhra Pradesh. +91-7416452474 +91-891-2587226 Contact Name : Shri Dr. Suresh Batha, Cell: 9989055535</p>				
	<p>Software Technology Parks of India, KALPATARU – Centre of Entrepreneurship, Sector-1, Ukkunagaram, Visakhapatnam – 530032. +91-7416452474 +91-891-2587226 Contact Name : Shri Dr. Suresh Batha, Cell: 9989055535</p>				
3.	<p>Kakinada Software Technology Parks of India, Collectorate Compound Kakinada - 533001 Andhra Pradesh, India +91-884-6660115/123 +91-884-6660112 Contact Name : Shri Dr. Suresh Batha, Cell: 9989055535</p>				
4.	<p>Vijayawada Software Technology Parks of India, Govt. Polytechnic College Campus, Opp. Stella College, Near Benz Circle, Vijayawada - 520008 Andhra Pradesh, India +91-0866-2494243 +91-0866-2494243 Contact Name : Shri B Vinay Kumar, Cell: 9666672749</p>				

	<p>Vijayawada Software Technology Parks of India, Medha Towers, Gannavaram, Vijayawada, 520008 Andhra Pradesh, India +91-0866-2494243 +91-0866-2494243 Shri B Vinay Kumar, Joint. Director, Officer-In-Charge Cell: 9666672749</p>				
5.	<p>Tirupati Software Technology Parks of India, Survey No. 234, Behind Urban Haat, Tiruchanur Road Tirupati - 517503 Andhra Pradesh, India +91-0877-2239262 +91-0877-2239262 Contact Name : Shri Mr. Y Vara Prasad Cell: 9866662901</p>				
6.	<p>Warangal Software Technology Parks of India, Kakatiya IT Park, H.No:2-5-906/1,2 Circuit House Road, Hanamkonda, Warangal - 506001 Telangana, India +91-870-2446944 +91-870-2446944 Contact Name :Shri K RamaKishore Babu , Cell: 9849188833</p>				

ANNEXURE-III: DOCUMENTS CHECK LIST

Note: - All copies of the relevant documents should be numbered sequentially and signed by the vendor on each page.

General Documents Check List			
Sl no	Description	Compliance (Yes /No)	Remarks
1	Copy of Certificate of Incorporation / Partnership deed / Sole Proprietorship firm, etc should be provided		
2	Copies of the IT returns & Audited balance sheet for FY 2021-22 and 2022-23		
3	Copy of the Valid licenses to provide last mile services (OSP/NLD/other valid licenses)		
4	Copy of the PAN Card		
5	Copy of GST registration certificate		
6	Copies of the experience certificates for successful completion of similar works.		
7	Proposal Format as per Form-1		
8	Power of Attorney/Letter of authorization as per Form II		
9	DECLARATION as per Form-5		
10	Bidder proposal validity is 180 days from the last date of proposal submission		
Technical Documents Check List			
11	Copy of Documentary evidence for vendor network presence in STPI claimed location.		
12	Duly Filled & Signed ANNEXUR- II (Network Feasibility)		
13	Compliance on Scope of work as per clause 14.1 of EoI		
14	Compliance on Technical specifications as per clause 14.2 of EoI.		

Annexure-IV: Format for Vendor's Profile

[On Company's Letter Head]

Details of the Vendor (Company)		
1)	Name of the Vendor	
2)	Address of the Vendor	
3)	Year of Incorporation	
4)	Registration Number & Registration Authority	
5)	Legal Status (Public/Private/LLP etc)	
6)	Name & Designation of the Authorized person to whom all references shall be made regarding this Eoi	
7)	Telephone No. (with STD Code)	
8)	Mobile No.	
9)	E-Mail of the contact person:	
10)	Fax No. (with STD Code)	
11)	Website	
12)	Financial Detail (Turnover of the vendor during the last three (2) financial years, as per the last published audited balancesheets).	FY 2021 - 2022:
		FY 2022 - 2023:
13)	GSTIN Number	
14)	PAN	

Date:

Name & Signature of Authorized Representative:

Company Seal:

Name of
Vendor: Full
Address:
Telephone No.:

Annexure-V: Eligibility Compliance Sheet

S. No.	Criteria	Documents Required	Compliance Yes/No
i.	<p>The Last Mile Service Provider (Vendor) should be registered under the Companies Act, 1956 or 2013 or LLP firm/ Partnership firm under Partnership Act 1932 and should be in operation for at least 3 years as of 31.03.2023.</p> <p>The Vendor should be in the field of provisioning of last mile connectivity on Optical / Copper / Microwave, etc.</p>	<p>Copy of iv. Certificate of incorporation v. GST registration certificate vi. PAN (Details to be furnished in Annexure –IV)</p>	
ii	<p>The Vendor should have experience of successful delivery of similar works (Provisioning, Installation, Maintenance and Monitoring of Last mile Connectivity) in the last 3 years as of 31.03.2023 with Last Mile bandwidth - multiples of E1, atleast for 10 customers for each Location in Hyderabad and/or sub centers (Visakhapatnam, Tirupati, Vijayawada, Kakinada and Warangal.) where feasibility is claimed.</p>	<p>Documentary evidence should be provided.</p>	
iii	<p>The Vendor should have valid licenses (ISP/OSP/NLD/other valid licenses) for providing last mile services in the claimed locations.</p>	<p>Documentary evidence should be provided.</p>	
vi.	<p>The Net worth of the Last Mile Service Provider (Vendor) as of the end of the latest financial year (i.e., FY 2022-23) should be positive.</p>	<p>CA Certificate with CA's Registration Number and Seal</p>	
v.	<p>The Vendor should have a minimum annual average revenue of Rs. 20 Lakhs from "Similar Work" only, in the last two financial years (2021-22 & 2022-23) for which the vendor's accounts have been audited.</p>	<p>Copy of audited Profit and Loss Account, Balance Sheet, Income Tax Returns of the last three financial years and Certificate from statutory auditor/CA quantifying the average annual revenue from Last Mile connectivity services. (Details to be furnished in</p>	

		Annexure -IV)	
vi	The vendor should have at least three years of experience in successfully providing Last Mile Local loop connectivity service.	Copy of the experience certificate.	
vii.	<p>The vendor should: -</p> <p>d) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.</p> <p>e) The organization should not have been debarred and/ or blacklisted by any organization of GoI/Central PSU/ State Gov. Entities as on the proposal submission date.</p> <p>f) not have, and their directors and officers do not have, been convicted of any criminal offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings</p>	Self-certification by the authorized signatory duly signed and stamped on the company letterhead as per the format in Form -V.	

Annexure-VI; Technical Compliance Sheet

Sl. No.	Criteria	Maximum Marks	Remarks	Compliance Yes/No								
I	<p>The Vendor should be in the field of provisioning of last mile connectivity on Optical / Copper/Wireless atleast 3 years as of 31.03.2023.</p> <p style="text-align: center;">Experience Marks</p> <table border="1"> <tr> <td>>=10 years</td> <td>15 Marks</td> </tr> <tr> <td>>=5 years</td> <td>10 Marks</td> </tr> <tr> <td>>=3years</td> <td>05 Marks</td> </tr> <tr> <td><3years</td> <td>0 Marks</td> </tr> </table>	>=10 years	15 Marks	>=5 years	10 Marks	>=3years	05 Marks	<3years	0 Marks	15	Submit the documentary evidence such as work order/ completion certificates/ other supporting documents etc.	
>=10 years	15 Marks											
>=5 years	10 Marks											
>=3years	05 Marks											
<3years	0 Marks											
II	<p>The Vendor should have successfully delivered similar works (provisioning of last mile connectivity on Optical / Copper/Wireless) in last 3 years for atleast 10 customers as of 31.03.2023.</p> <p style="text-align: center;">No.of Customers Marks</p> <table border="1"> <tr> <td>>=20 customers</td> <td>15 Marks</td> </tr> <tr> <td>>=15 customers</td> <td>10 Marks</td> </tr> <tr> <td>>=10 customers</td> <td>05 Marks</td> </tr> <tr> <td>< 10 customers</td> <td>0 Marks</td> </tr> </table>	>=20 customers	15 Marks	>=15 customers	10 Marks	>=10 customers	05 Marks	< 10 customers	0 Marks	15	Submit the documentary evidence such as work order/ completion certificates/ other supporting documents etc.	
>=20 customers	15 Marks											
>=15 customers	10 Marks											
>=10 customers	05 Marks											
< 10 customers	0 Marks											
III	<p>The Vendor should have Minimum Average annual revenue of Rs. 20 Lakhs from operations for the last two consecutive financial years from similar works (provisioning of last mile connectivity on Optical / Copper/Wireles) as on 31.03.2023.</p>	20	Copy of audited profit and loss account and balance sheet of the last two financial years and Certificate from statutory auditor/CA quantifying the average annual revenue from similar works(provisioning of									

	<table border="1"> <tr> <td>>=50 Lakhs</td> <td>20 Marks</td> </tr> <tr> <td>>= 40 Lakhs</td> <td>15 Marks</td> </tr> <tr> <td>> =30 Lakhs</td> <td>10 Marks</td> </tr> <tr> <td>>=20 Lakhs</td> <td>05Marks</td> </tr> <tr> <td><20 Lakhs</td> <td>0 Marks</td> </tr> </table>	>=50 Lakhs	20 Marks	>= 40 Lakhs	15 Marks	> =30 Lakhs	10 Marks	>=20 Lakhs	05Marks	<20 Lakhs	0 Marks		last mile connectivity on Optical / Copper/wireless) as on 31.03.2023			
>=50 Lakhs	20 Marks															
>= 40 Lakhs	15 Marks															
> =30 Lakhs	10 Marks															
>=20 Lakhs	05Marks															
<20 Lakhs	0 Marks															
IV.	<p>Ability to provide Last Mile Local loop Service to at least 01 STPI center as specified in Annexure-I:</p> <table border="1"> <thead> <tr> <th>No.of STPI Centers Feasible</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>>=5</td> <td>30 Marks</td> </tr> <tr> <td>>=3</td> <td>20 Marks</td> </tr> <tr> <td>>=1</td> <td>10 Marks</td> </tr> </tbody> </table>	No.of STPI Centers Feasible	Marks	>=5	30 Marks	>=3	20 Marks	>=1	10 Marks	30	Submit relevant supporting documentary evidence					
No.of STPI Centers Feasible	Marks															
>=5	30 Marks															
>=3	20 Marks															
>=1	10 Marks															
V.	<p>The Vendor should have successfully delivered similar works (provisioning of last mile connectivity on Optical / Copper) in last 05 years for Government Organisation/Educational Institute.</p> <table border="1"> <thead> <tr> <th>No.of Govt.org/Edu. Institute</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>>=20 customers</td> <td>20 Marks</td> </tr> <tr> <td>>=15 customers</td> <td>15 Marks</td> </tr> <tr> <td>>=10 customers</td> <td>10 Marks</td> </tr> <tr> <td>>=5customer</td> <td>05 Marks</td> </tr> <tr> <td><5 customers</td> <td>0 Marks</td> </tr> </tbody> </table>	No.of Govt.org/Edu. Institute	Marks	>=20 customers	20 Marks	>=15 customers	15 Marks	>=10 customers	10 Marks	>=5customer	05 Marks	<5 customers	0 Marks	20	Submit the documentary evidence such as work order/ completion certificates/ other supporting documents etc.	
No.of Govt.org/Edu. Institute	Marks															
>=20 customers	20 Marks															
>=15 customers	15 Marks															
>=10 customers	10 Marks															
>=5customer	05 Marks															
<5 customers	0 Marks															
	Total	100														

16. Formats

Form-1: Format for Covering Letter

[To be submitted on the letterhead of the vendor]

To
The Director,
Software Technology Parks of India (STPI),
6Q3, Cyber Towers, HITEC City, Madhapur,
Hyderabad – 500081.

Subject: EOI for Selection/Shortlisting of Vendors for STPI-HYD Last Mile Requirements.

We, the undersigned, offer to provide our services against your EOI No. <.....Insert EOI no > for <.....Name of the EOI > dated <insert date>. We are hereby submitting our Expression of Interest in printed format. We hereby declare that all the information and statements made in this EOI response are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the EOI document. We understand you are not bound to accept any proposal you receive.

We fully understand and agree to comply at on verification, if any of the information provided here is found to be misleading the short-listing process or unduly favour our company in the shortlisting process, we are liable to be dismissed from the EOI selection process or termination of the contract during the project.

We hereby declare that our proposal submitted in response to this EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Yours sincerely,

On behalf of [vendor's name]
Authorized Signature [In full and initials]:Name & Title of signatory:
Name of
Vendor:
Address:
Seal/Stamp of
Vendor:Place:
Date:

Form-2: Copy of Original Power of Attorney/Letter of Authorization**Form-3: TECHNO-COMMERCIAL QUOTE**

(To be submitted by respective STPI Center to Empanelled Service provider)

(Request to be raised by respective STPI Centre of STPIH and the completed Feasibility Report along with Commercial Quote to be submitted by Empanelled Service provider to respective STPI Center)

A.	Name of the STPI center	
B.	Lastmile Requested by (STPI Officer Name & Designation)	
C.	Feasibility Request "A" End (STPI Centre Name)	
	Name of Contact Person	
	Address with Phone No.	
D.	Feasibility Request "B" End (Company Name)	
	Name of Customer Contact Person	STPI OFFICIAL NAME
	Customer Address	Customer Address
E.	Bandwidth Requirement (in Mbps)	
F.	Type of Interface required (Ethernet/Gigabyte)	
<i>(to be filled by Empanelled Service provider)</i>		
G.	Feasibility Report Date	
H.	Feasible Media (Copper / Fiber/Wireless)	
I.	Distance Between STPI(A) and Softlink customer(B). (in Kms.)	

J.	Timeframe to Implement the Lastmile (in days)	
I.	General Remarks:	
Name & Address Details of Empaneled Service provider:-		
<u>Commercial Information (To be filled and Submitted by the Empaneled Service provider)*</u>		
Annual Local loop (Recurring) Charges**		
One Time Installation Charges (if any)		
Applicable Taxes		
Total in INR		
Signature of the Authorized Signatory with date :		
Name of the Authorized Signatory :-		
<p>* The Commercial Details(Quote) provided above should be valid for 60 days from the date of Submission to STPI-H</p> <p>** The proposed Annual Local loop Charges should be less than or equal to TRAI guideline charges. In case vendor offers less than TRAI prices in the market, the same has to be quoted.</p>		

Form-4: LAST MILE Installation/Commissioning Report**(To be submitted by Empaneled L1 Service provider to respective STPI Center)**

I	Medium details	Please provide necessary details	Observation	Remarks
1.	Connectivity provided on Fibre		Yes / No	
2.	Connectivity provided on Copper (If Fibre not applicable)		Yes / No	
3.	Connectivity provided on Wireless from PoP location, if Fiber and Copper not feasible)		Yes / No	
4.	Built-in Redundancy on Linear / Ring architecture		Yes / No	
II	Performance Monitoring features	Please attach the necessary documents	Observation	Remarks
1.	Service Availability		Yes / No	
2.	Latency		Yes/No	
3.	Test results of above parameters are enclosed		Yes / No	
4.	Online Trouble Ticket & Monitoring System		Yes / No	
Tested By			Approved By	
1. Service Provider				
Name:-		Name:-	
Date:-		Date:-	
2. STPI Engineer				
Name:-		Name:-	
Date:-		Date:-	
A	Name of the center	:		

B	Purchase order No. & Date	:		
C	Name of the Customer	:		
D	Address of the Customer Location	:		
E	Last Mile Commissioned Date	:		
Sl No	Name of the activity	Requirement/Specifications	Observation	Remarks
I	Physical layer implementation			
1.	Engineering Diagram	Please Attach the Engineering Diagram	Yes/No	
2.	Terminated interface as per the PO	Ethernet/ Fast/ Gigabit Ethernet/....	Yes/No	
II	Circuit details handover	Please provide necessary details		
1.	Circuit Designation		Yes/No	
2.	Circuit ID		Yes/No	
3.	Stream and Crone details		Yes/No	
Tested By			Approved By	
1. Service Provider				
Name:-		Name:-	
2. STPI Engineer				
Name:-		Name:-	
Date:-		Date:-	

Form-5: Self-declaration by Vendor for not being blacklisted

[On Company's Letter Head]

I / We, Partner(s) / Director(s)/ Authorized signatory of M/s. _____ hereby declare that the Vendor/Company namely M/s. _____, as on the date of proposal submission, has not been blacklisted or debarred in the last three years and is not under blacklisting period /active debarred list by STPI or any of the Central or State Government Organizations/Public Sector Undertaking / Autonomous Body, etc.

OR

I / We, Partner(s)/ Director(s)/ Authorized signatory of M/s. _____ hereby declare that the firm/company namely M/s. _____ in the last three years, was blacklisted or debarred by STPI, or any other Central or State Government Organization / Public Sector Undertaking / Autonomous Body etc. for a period of _____ months /years w.e.f._____. The period is over on_____and, as on the date of proposal submission, the Vendor/Company is not in an active blacklisting period and is now entitled to take part in Government Tenders/ EoIs.

In case it is found that the vendor has furnished any false/ incorrect/ misleading information/ declaration/ undertaking to STPI through their EOI/ Bid document/ proposal or otherwise in any form of communication, STPI reserves its rights to debar/ blacklist the vendor from participating in any of the STPI's tender(s) for a period of 3 years from the date of knowledge of STPI and/ or to reject/ cancel all such other tender (s)/ contract(s) which were earlier granted to the vendor by STPI and/ or to execute/ forfeit the bid securing declaration/ PBG/ EMD/ Security deposit in all rejected/ cancelled tender(s)/ contract(s) of the vendor.

In addition to the above STPI will not be liable to pay any bills/ dues, if any for any completed / Partially completed work, by the vendor for the earlier issued work/ purchase order(s).

Name & Signature of Authorized Representative:

Name:

Capacity in which signed:

Name & address of the

Vendor:

Date:

Place: