



Office of the Chief Engineer
Area Load Dispatch Centre, Ambazari, MSETCL,
8th mile, P.O.Wadi, Amravati Road, Nagpur- 440023.
Phone No. (07104) 220611/221242 Website: www.mahatransco.in
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Mobile No: 8554993681/ 8983086816



E-Office No.: E-9055

Date: 25.09.2026

Enquiry

To,

Subject: Enquiry for Installation and commissioning of 2 Mbps Leased Line (Point-to-Point) Communication Link between ALDC Ambazari and SLDC Kalwa for Cyber Security Log Transmission for period of 1 year

Dear Sir/Madam,

Please quote your lowest rates in the prescribed form i.e. Schedule 'A' duly filled & stamped/signed (on company letterhead) with the rates written in words & figures for "Installation and commissioning of 2 Mbps Leased Line (Point-to-Point) Communication Link between ALDC Ambazari and SLDC Kalwa for Cyber Security Log Transmission for period of 1 year", subject to terms and conditions stipulated below.

The quotation may please be submitted in a sealed envelope super scribed "Quotation for Installation and commissioning of 2 Mbps Leased Line (Point-to-Point) Communication Link between ALDC Ambazari and SLDC Kalwa for Cyber Security Log Transmission for period of 1 year" at Office of the Chief Engineer, Area Load Dispatch Centre Ambazari MSETCL, 8th mile, Po. Wadi, Amravati Road, Nagpur- 440023. So as reach this office on before **05.10.2026 upto 06:00 PM**. In case of hand delivery, quotation should be handed over to the receipt clerk of this office in HR Section of this office.

Terms and Conditions

- 1) **Scope of Work:** Installation, commissioning, operation and maintenance of a dedicated 2 Mbps Point-to-Point (P2P) communication link between ALDC Ambazari, Nagpur and SLDC Kalwa, Thane for secure transmission of cyber security logs, including all associated equipment, last-mile connectivity and 24x7 support services.
- 2) **Rates:** - The rates quoted should stand firm for two months, otherwise & variation in the rates should be quoted. Rates should include general packing and forwarding charges.
- 3) **Taxes:** - The rates quoted should be inclusive of all taxes otherwise extra taxes applicable if any should be clearly mentioned in quotation. Income Tax & any tax applicable will be deducted from your bills as per rules.
- 4) **Period of Work Contract:** - The Period of Contract will be for 12 months from the date of commissioning of the 2MBPS P2P link.

- 5) **Documents:** PAN Card/ Valid GST Certificate/ Schedule A with seal and sign.
- 6) **Tariff:** - The Tariff Charges are applicable for entire term of the contract. Bandwidth charges shall be applicable as per TRAI guidelines i.e. No hike in price would be admissible; however, if the prices are reduced on any account, benefit of the same should be passed on to MSETCL.
- 7) **Service Level Guarantee:**
- a. The Service Provider shall provide dedicated 2 Mbps symmetrical Point-to-Point connectivity on a 24x7x365 basis throughout the contract period.
 - b. Packet Losses: Packet Loss shall not exceed 1% averaged over 1000 ICMP packets between the two customer-end termination points of the P2P circuit.
 - c. Latency: The average round-trip latency between the two end points of the P2P link shall not exceed 100 milliseconds. Latency may be monitored and verified by MSETCL periodically. In case of non-adherence to the specified latency limit, the link shall be considered unavailable from the time of detection until restoration of the prescribed service level.
 - d. Network Availability (uptime): More than 99% per month.
 - e. The bidder shall own or have operational control over its national backbone network.
 - f. Reports for performance, monitoring / usage to be submitted by the P2P Service Provider on monthly basis or as per requirement of the MSETCL.
 - g. Deduction in payment will be made for downtime in the quarterly bills raised by the ISP.
 - h. The service provider shall acknowledge and respond to any reported fault within one (1) hour of its reporting by MSETCL. The service provider shall restore the affected P2P connectivity within twelve (12) hours from the time of fault reporting. In the event that the fault cannot be rectified within the stipulated period, the service provider shall make all reasonable efforts to provide temporary alternate connectivity or an interim solution to maintain service continuity. The service provider shall ensure availability of technical support and maintenance services on a 24x7x365 basis throughout the contract period.
- 8) **Other Terms and Conditions:**
- a. The P2P connectivity shall be provided over a dedicated and uncontended communication channel with a 1:1 bandwidth commitment. The traffic carried over the P2P link shall remain within the Service Provider's private network and shall not be routed over the public Internet.
 - b. The last-mile connectivity at both ends of the P2P link shall be provided through Ethernet interface over UTP Cat6 or higher-grade cabling.
 - c. The Service Provider shall provide 24x7x365 technical support through telephone, email, and an online ticketing portal.
 - d. The Service Provider shall provide authorized access to an online monitoring portal for viewing link status, bandwidth utilization, SLA compliance, fault tickets, and service performance reports.
 - e. The P2P connectivity shall be configured with all standard features and value-added services offered by the Service Provider, without any additional cost to MSETCL. Any additional services required during the contract period shall be provided subject to mutual agreement and technical feasibility.
 - f. You shall have to provide 24*7 support help-desk to MSETCL, which can be reached by local telephone, mail, and fax or on Internet chat. They also follow up for corrective action and keep MSETCL informed of the failure and restoration of connectivity.

- g. In case of extension of services is required beyond contractual period as per point (3) period of contract, the same shall be binding upon you for a period of further 18 months with all terms and conditions remaining same.
- h. All expenses related to preventive maintenance, corrective maintenance, replacement of defective components, and visits of maintenance personnel shall be borne by the Service Provider.
- i. In addition, MSETCL standard terms and conditions are applicable unless contradicting the above.
- j. Penalty Clause:
Uptime Requirement:
The Service Provider shall ensure a minimum 99% monthly availability of the 2 Mbps Point-to-Point (P2P) connectivity.

The percentage availability shall be calculated on a monthly basis as follows:

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

Where downtime shall mean the total duration for which the P2P connectivity remains unavailable due to reasons attributable to the Service Provider.

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

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

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

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

- k. Scheduled maintenance activities, if any, shall be undertaken only with prior approval/intimation to MSETCL and shall not exceed the mutually agreed maintenance window. Any unscheduled outage shall be considered for uptime calculations.
 - l. Kindly note that your printed terms and conditions are not binding upon MSETCL.
- 9) The Competent authority reserves the right to reject any enquiry which does not confirm to any of the enquiry conditions.

- 10) **Security Deposit:** The successful bidder will have to pay Security Deposit @ 10% of order value of contract within 7 days from the receipt of the LOI/purchase order. The Security Deposit shall be paid in the form of NEFT/RTGS/BG/DD (In favor of Area Load Dispatch Centre MSLDC Ambazari, Nagpur) otherwise it will be deducted from your first bill. If the bidder pays security deposit by BG the validity period of BG should be such as to cover complete warranty period or 12 months whichever is later. Security Deposit is payable at 10% of the amount of order subject to the deduction if any as per the terms of the contract. The Security Deposit (SD) shall be refunded upon successful completion of the Work Order after the expiry of the warranty period for the material/service or 12 months from the date of commissioning of the Work Order, whichever is later. No interest shall be payable on this deposit. In the event of unsatisfactory performance of the contract or non-compliance of Works this amount will be forfeited.
- 11) **Delivery Period of Material/Service:**
Installation and Commissioning of 2 Mbps Point-to-point connection at ALDC Ambazari Nagpur for the period of 1 year to the consignee within 60 (Sixty) days from the date of receipt of order.
- 12) **Terms of payments:** The agency is required to submit the invoice at the end of every quarter along with the Call Attended Report. Payment shall be made within 45 days after the end of the quarter, subject to verification of the invoice and availability of funds.
- 13) **Penalty:** If the complete material/service is not supplied and commissioned within stipulated time limit, penalty at the rate 1/2% (Half Percent) per delayed week or part thereof will be recovered from your bill subject to 10% maximum of work order value.
- 14) **Accident:** If any accident occurs to your skilled or unskilled labor, compensation if any, is to be paid by tenderer only. MSETCL will not be responsible for any accident (fatal or non-fatal) or injury to the personnel of the agency or any financial implication arising there from.
- 15) **Transit Insurance:** Transit Insurance will be borne by contractor.
- 16) **Termination of contract:**
- The contract will be reviewed in terms of the performance and services provided by you every Quarter from the start of the contract period. If the performance is not found satisfactory, the contract can be terminated by MSETCL giving Fifteen Days' notice to the service Provider.
 - In the event, MSETCL decides to cancel the contract due to unsatisfactory performance and Service; the Security Deposit will be forfeited.
 - In case of Termination of Contract by the Service Provider before expiry of the contract period, in that case the Security Deposit will be forfeited and charges payable to the Service Provider will not be given.
- 17) **Consignee for supply:** The consignee is as below or his authorized representative:
Superintending Engineer, Area Load Despatch centre, Ambazari, 8th mile, Amravati Road, Opp. Ordnance Factory 2nd gate, P.O. Wadi, Nagpur – 440023
- 18) For any loss to the company's property during execution of work, the tenderer/vendor will be liable to pay the equivalent compensation as per the recommendation of concerned engineer.

- 19) Apart from above points, all the terms and conditions published by MSEB in booklet “Tender and Contract of Works” are applicable to this order also.
- 20) **Agreement:** As per rules of MSETCL & Erstwhile MSEB you (proprietor of the firm) will have to enter into an agreement with the company for the above works as early as possible and within 10 days from date of receipt of the purchase order and until such agreement is executed with the company, the company shall not be liable to pay nor you shall be entitled to claim any amount due for payment, if any under this contract. The cost ₹500 of the stamp papers as per MSETCL rules and regulation shall be borne by suppliers.

Thanking You.

Encl: 1) Schedule 'A'

Yours Faithfully,

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

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

<< On Bidder Company Letterhead >>

SCHEDULE - 'A'

Subject: Installation and commissioning of 2 Mbps Leased Line (Point-to-Point) Communication Link between ALDC Ambazari and SLDC Kalwa for Cyber Security Log Transmission for period of 1 year

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

<<Bidder Signature with Stamp>>