



**रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड**  
(भारत सरकार का उपक्रम, रेल मंत्रालय)

सूचीबद्ध व्यावसायिक सहयोगियों या **OEM** या **OEM** द्वारा अधिकृत भागीदार/वितरक में से भागीदार के चयन के लिए रुचि की अभिव्यक्ति

“एमपीएलएस, आईएलएल और पी2पी कनेक्टिविटी, आपूर्ति, स्थापना और रखरखाव व बैंडविड्थ पैनलीकरण के लिए व्यावसायिक सहयोगी का चयन।”

ईओआई नंबर: रेलटेल/डब्ल्यूआर/बीपीएल/एमपीएसईडीसी-स्वान/2025-26/21 दिनांक: 21 नवम्बर 2025

प्लॉट नंबर 17, पहली मंजिल, रघुनाथ नगर, शाहपुरा पुलिस स्टेशन के पास,  
भोपाल एमपी-462039

**“रुचि की अभिव्यक्ति (ईओआई) सूचना”**  
**रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड,**  
**प्लॉट नंबर 17, प्रथम तल,**  
**रघुनाथ नगर, (शाहपुरा पुलिस स्टेशन के पास)**  
**भोपाल एमपी - 462039**

ईओआई नंबर: रेलटेल/डब्ल्यूआर/बीपीएल/एमपीएसईडीसी-स्वान/2025-26/21 दिनांक: 21 नवम्बर 2025

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, (जिसे आगे "रेलटेल" कहा जाएगा) “एमपीएलएस, आईएलएल और पी2पी कनेक्टिविटी, आपूर्ति, स्थापना और रखरखाव व बैंडविड्थ पैनलीकरण के लिए व्यावसायिक सहयोगी का चयन” के लिए रुचि की अभिव्यक्ति में भागीदारी हेतु दस्तावेज जारी कर रहा है। जो की रेलटेल के सूचीबद्ध भागीदारों या ओईएम या ओईएम के अधिकृत भागीदार/वितरक के लिए वैध है।

विवरण निम्नानुसार है:

1	बोलीदाताओं द्वारा ईओआई के विरुद्ध बोली प्रतिक्रिया पैकेट जमा करने की अंतिम तिथि	27 नवम्बर 2025 को 16:00 बजे
2	ईओआई के बोली प्रतिक्रिया पैकेट की ओपनिंग तिथि	27 नवम्बर 2025 को 16:30 बजे
3	कार्य के दायरे के लिए प्रस्तुत की जाने वाली प्रतियों की संख्या	एक (one)
4	ईएमडी राशि	Rs. 25,00,000/- (पच्चीस लाख)
5	टेन्डर फीस	Rs.1000/- (एक हजार)
6	प्रोसेसिंग फीस	Rs. 295/- (दो सौ पंचानबे)

ईएमडी रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड के पक्ष में होनी चाहिए और मुंबई में ऑनलाइन बैंक ट्रांसफर के माध्यम से देय होगी। पार्टनर को प्रस्ताव के साथ ऑनलाइन भुगतान हस्तांतरण विवरण जैसे यूटीआर नंबर, तारीख और बैंक को साझा करना होगा।

रेलटेल बैंक विवरण:

यूनियन बैंक ऑफ इंडिया,

खाता संख्या - 317801010036605,

IFSC कोड - UBIN0531782,

शाखा का नाम – महालक्ष्मी मुंबई शाखा

योग्य व्यावसायिक सहयोगी/ओईएम/ओईएम के अधिकृत साझेदार या वितरक को ईओआई दस्तावेज के लिए इस आमंत्रण से संबंधित सभी संचार निम्नलिखित नामित संपर्क व्यक्तियों के माध्यम से निर्देशित करना आवश्यक है:

स्तर : **1** संपर्क: श्री आनन्द कुमार

पद : संयुक्त महाप्रबंधक/विपणन

ईमेल : [anandnkn@railtelindia.com](mailto:anandnkn@railtelindia.com),

संपर्क : **+91-9004444107**

स्तर : **2** संपर्क: श्री पवन कुमार भार्गव

पद : ईडी/टीएम/भोपाल

ईमेल : [pavan@railtelindia.com](mailto:pavan@railtelindia.com)

Note:

1. Empaneled partners/OEMs/authorized partner or distributor of OEMs are required to submit soft copy (password protected PDF) of bid response packet (separate for Technical bid and Financial Bid) through an e-mail at [bpltooffice@railtelindia.com](mailto:bpltooffice@railtelindia.com) duly signed by Authorized Signatories with Company seal and stamp. The size of both the files should not exceed 20 Mb.
2. The OEMs need not be prior empaneled Business Associates, given their proven technical prowess. However, The EOI response is invited from eligible Empaneled Partners of RailTel only in case of participation by Business Associates.
3. The password will be sought at the time of opening of the bid response packet.
4. All the documents must be submitted with proper indexing and page no.
5. This is an exclusive arrangement with empaneled business associate/OEMs/ authorized partner or distributor of OEM of RailTel for fulfilling the end customer requirements. Selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected through this EOI (before and after submission of bid to prospective organization by RailTel). This undertaking has to be given with this EOI Response.

## 1. Introduction about RailTel

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a “Navratna” company under Ministry of Railways, Government of India. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways.

RailTel has approximately 70000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High- Definition Video Conference facility bundled with required BW is provided as a Service.

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Executive Director and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, and Pune & Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.

RailTel’s business service lines can be categorized into three heads namely B2G/B2B (Business to Government and Business to Business) and B2C (Business to customers):

Licenses & Service portfolio:

Presently, RailTel holds Infrastructure Provider -1, National Long-Distance Operator, International Long-Distance Operator and Internet Service Provider (Class-A) licenses under which the following services are being offered to various customers:



**a) Carrier Services**

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

**b) Enterprise Services**

- Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
- MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 2 Mbps & above
- Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2 Mbps to several Gbps

**c) DATA CENTER Infrastructure as a service (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS):** RailTel has MeitY empaneled two Tier-III data centres in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications / Hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centres. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

**d) High-Definition Video Conference:** RailTel has unique service model of providing high - definition video conference bundled with Video Conference equipment, bandwidth and FMS services to provide end to end seamless services on OPEX model connecting HQ with other critical offices. RailTel also offers application-based video conference solution for employees to be productive specially during this pandemic situation.

**e) Retail Services – Rail-Wire**

Rail-Wire: Triple Play Broadband Services for the Masses. RailTel has unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering &

maintaining broadband services and up-to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 4,00,000 subscribers on PAN Indian basis. RailTel can provide broadband service across— Government PSU or any organization's officers colonies and residences.

## 2. Project Background and Scope of Work

RailTel is floating EOI for "Selection of business partner for Empanelment of Bandwidth Service Providers for MPLS, ILL & P2P Connectivity at MPSWAN" RailTel invites EOIs from RailTel's Empaneled Partners/OEMs/authorized partner or distributor of OEMs for the selection of suitable partner for participating in above mentioned work for the agreed scope work. The empaneled partner/OEMs/authorized partner or distributor of OEMs is expected to have excellent execution capability and good understanding customer local environment.

The scope of work is to "Selection of business partner for Empanelment of Bandwidth Service Providers for MPLS, ILL & P2P Connectivity at MPSWAN."as per there requirement. The above scope of work is indicative, and the detailed scope of work will be shared after the completion of the EOI process. (Refer Annexure-6)

In case of any discrepancy or ambiguity in any clause/specification pertaining to the scope of work area, the decision of the end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum and corrigendum, associated prime service agreement (PSA)/MSA/SLA also included.)

Special Note: RailTel may retain some portion of the work mentioned in the end organization RFP, where RailTel has competence so that overall proposal becomes most winnable proposal. Scope of Work and payment terms shall be on a back-to-back basis as per the end customer RFP.

### 3. Response to EOI guidelines

#### 3.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English in password protected PDF file through an email (size of email should not exceed 20Mb) to [bpltooffice@railtelindia.com](mailto:bpltooffice@railtelindia.com).

#### 3.2 RailTel's Right to Accept/Reject responses

RailTel reserves the right to accept or reject any response and annul the bidding process or even reject all responses at any time prior to selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate/OEM/authorized partner or distributor of OEM or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

#### 3.3 EOI response Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Submission of bids, not substantially responsive to the bidding document in every aspect will be at the bidder's risk and may result in rejection of its bid without any further reference to the bidder.

All pages of the documents shall be signed by the bidder including the closing page in token of his having studied the EOI document and should be submitted along with the bid.

#### 3.4 Period of Validity of bids and Bid Currency

Bids shall remain valid for 180 days from the date of submission.

#### 3.5 Bidding Process

The bidding process as defined in para 9.

#### 3.6 Bid Earnest Money (EMD)

- 3.6.1 The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favor of "RailTel Corporation of India Limited" along with the offer.
- 3.6.2 Offers not accompanied with valid EOI Earnest Money Deposit and Tender Fee shall be summarily rejected.

- 3.6.3 EMD and Tender Fees will be deposited in the form of Online Bank Transfer.
- 3.6.4 The validity of such EMD shall be maintained till the finalization of end Customer RFP/Tender i.e. award of order and till submission of Performance Guarantee of requisite value required by end customer on back-to-back basis.
- 3.6.5 Return of EMD for unsuccessful Business Associates: Final EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process (i.e. after pre-bid agreement is signed with the selected partner)
- 3.6.6 Return of EMD for successful Business Associate: Final Earnest Money Deposit if applicable of the successful bidder will be discharged / returned as promptly as possible after the receipt of RailTel's EMD/BG from the Customer and or on receipt of Security Deposit Performance Bank Guarantee as applicable (clause no. 4.7) from Business Associate whichever is later.
- 3.6.6.1 The EOI EMD may be forfeited and or penal action shall be initiated if a Business Associate withdraws his offer or modifies the terms and conditions of the offer during validity period.

### 3.7 Security Deposit / Performance Bank Guarantee (PBG)

- 3.7.1 In case the bid is successful, the PBG of requisite amount proportionate to the agreed scope of the work will have to be submitted to RailTel. (5% of the PO Value)
- 3.7.2 As per work share arrangements agreed between RailTel and Business Associate the PBG will be proportionately decided and submitted by the selected Business Associate.

### 3.8 Last date & time for Submission of EOI response

EOI response must be submitted to RailTel at the email address specified in the preamble not later than the specified date and time mentioned in the preamble.

### 3.9 Modification and/or Withdrawal of EOI response

EOI response once submitted will be treated, as final and no modification will be permitted except with the consent of the RailTel. No Business Associate shall be allowed to withdraw the response after the last date and time for submission.

The successful Business Associate will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful business associate, the Earnest Money Deposit shall be forfeited, and all interests/claims of such Business Associate shall be deemed as foreclosed.

### 3.10 Clarification of EOI Response

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the Business Associate for clarification. The response should be in writing and no change in the price or substance of the EOI response shall be sought, offered or permitted.

### 3.11 Period of Association/Validity of Agreement

RailTel will enter into agreement with selected bidder with detailed Terms and conditions.

## 4. Pre-Qualification Criteria for Bidding Business Partner of RailTel

S. No	Particulars	Criteria for Tender Package
A)	Financial Conditions	
1	<b>Legal Entity:</b> The bidder should be registered legal entity and the bidder should be a telecom service provider.	Bidder to submit following documents as applicable: <ul style="list-style-type: none"><li>• Certificate of Incorporation / MoA/AoA of the Company</li><li>• PAN Card</li><li>• GST Registration certificate</li></ul>
2	The participating bidder should be a currently active empanelled business associate of RailTel or OEM(s) or its authorized partner/distributor.	Valid Empanelment letter issued by RailTel.
3	<b>Average Annual Turnover:</b> The bidder should have an average annual turnover of Rs. 15 Crore in the preceding Three financial years i.e. FY-2022-23, FY, 2023-24, FY,2024-25.	1. Audited Balance Sheet. 2. Audited Profit & Loss Statement. 3. CA/Statutory Auditor Certificate (with UDIN)
4	<b>Positive Net Worth:</b> Net-worth as on 31-Mar-2025 should be positive. Bidder to submit the statutory auditor certificate certifying the net-worth as on 31-Mar-2025.	1. Audited Balance Sheet, Audited Profit & Loss Statement, and CA/Statutory Auditor Certificate (with UDIN) 2. CA Certificate on CA's Letterhead with UDIN No.
6	The Bidder should have Telecom Service Operational experience for 3 years.	Self-declaration on bidders' letterhead to be submitted along with the bid.
7	Bidder should have Operational 24x7 helpdesk and NOC with Redundancy.	Self-declaration having NOC and Helpdesk address and details on bidder letterhead.
8	Bidder should not have been blacklisted by any State or Central Government as on the bid submission date.	Self-Declaration on company letterhead.
9	The devices quoted for establishing the RF Links must be MTCTE certified along with the specifications mentioned in Appendix-I (refer-Tender doc.)	Compliance Sheet

S No.	Particulars	Criteria for Tender Package
		(Mandatory Compliance & Document Submission)
B)	Annexures	
1	Annexure 1	Covering Letter: Self-certification duly signed by authorized signatory on company letter head.
2	Annexure 2	The Bidder should agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted.
		Self-certification duly signed by authorized signatory on company letter head.
3	Annexure 3	An undertaking signed by the Authorized Signatory of the company to be provided on letter head. The Bidder should not have been blacklisted / debarred by any Governmental / Non-Governmental Organization in India as on bid submission date.
4	Annexure-4	Format for Affidavit to be uploaded by BA along with the tender documents.
5	Annexure-5	Non-disclosure agreement with RailTel.
6	Annexure-6	Tender Document
7	Annexure-7	BOQ of the RFP document. Price Bid Format to be submitted in separate password protected pdf.
8	Annexure-8	Power of Attorney or Board Resolution in favor of one of its employees who will sign the Bid Documents.
9	Additional Documents to be Submitted	Refer Annexure -6 (Tender/RFP document) Technical & Commercial Proposal with overview of the project with strength of the Partner.

## 5. Bidder's Profile

The bidder shall provide the information in the below table:

S. No.	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and email Address	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	GST Registration number	

## 6. Evaluation Criteria

- 6.1 The Business Associates are first evaluated on the basis of the Pre-Qualification Criteria as per clause 5 above.
- 6.2 The Business Associate who meets all the Pre-qualification criteria, their price bid will be evaluated. The Lowest (L1) price bidder will be selected and entered into agreement with for delivery of the work on back-to-back basis for the agreed scope of work.
- 6.3 RailTel reserves the right to further re-negotiate the prices with eligible L1 bidder. Selected bidder must ensure the best commercial offer to RailTel to offer the most winnable cost to customer.
- 6.4 RailTel also reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final. RailTel may at its discretion assign lead factor to the Business associate as per RailTel policy for shortlisting partner against this EOI. RailTel also reserves the right to negotiate the price with the selected bidder.

- 6.5 All General requirement mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable.

## 7. Payment terms

- 7.1 RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.
- 7.2 All payments by RailTel to the Partner will be made after the receipt of payment by RailTel from end Customer organization.

## 8. SLA

The selected bidder will be required to adhere to the SLA matrix if/as defined by the end Customer. SLA breach penalty will be applicable proportionately on the selected bidder, as specified by the end Customer. The SLA scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified by the customer. All associated clarifications, responses to queries, revisions, addendum and corrigendum, associated Prime Services Agreement (PSA)/ MSA/ SLA also included. Any deduction by Customer from RailTel payments on account of SLA breach which is attributable to Partner will be passed on to the Partner proportionately based on its scope of work.

## 9. Other Terms and Conditions

Any other terms and conditions in relation to SLA, Payments, PBG etc. will be as per the PO/agreement/Work Order/RFP of the end customer.

Note: Depending on RailTel's business strategy RailTel may choose to work with Partner who is most likely to support in submitting a winning bid.

Annexure 1: Format for COVERING LETTER  
COVERING LETTER (To be on company letter head)

EoI Reference No:

Date:

To,

RailTel Corporation of India Ltd.  
Plot No. 17, First Floor,  
Raghunath Nagar,  
Near Shahpura Thana,  
Bhopal, M.P. - 462039

Dear Sir,

SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the ref. no. \_\_\_\_\_ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document.

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for EoI document.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for EoI document, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our EoI is liable to be rejected.

We hereby Submit EMD amount of Rs. \_\_\_\_\_ issued vide \_\_\_\_\_ from Bank \_\_\_\_\_.

Authorized Signatory

Name

Designation

Annexure 2: Format for Self-Certificate & Undertaking  
Self-Certificate (To be on company letter head)

EoI Reference No:

Date:

To,

RailTel Corporation of India Ltd.  
Plot No. 17, First Floor,  
Raghunath Nagar,  
Near Shahpura Thana,  
Bhopal, M.P. - 462039

Dear Sir,

Sub: Self Certificate for Tender, Technical & other compliances

- 1) Having examined the technical specifications mentioned in this EOI & end customer tender, we hereby confirm that we meet all specification.
- 2) We agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted (except pricing, termination & risk purchase rights of the RailTel). We understand and agree that RailTel shall release the payment to selected BA after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected BA fails to execute assigned portion of work, then the same shall be executed by RailTel through third party or departmentally at the risk and cost of selected BA.
- 3) We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.
- 4) We hereby agree to comply with all OEM technical & Financial documentation including MAF, Technical certificates/others as per end-to-end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.
- 5) We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as

required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.

- 6) We understand and agree that RailTel is intending to select a BA who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain scope of work where RailTel has competence.
- 7) RailTel will provision the bandwidth at MPSWAN PoPs. Except provisioning of Bandwidth at MPSWAN PoPs, selected BA will be responsible for all other activity like Media Connectivity from RailTel's PoPs to MPSWAN PoPs and Connectivity between Horizontal offices and at any other office as asked by end customer, along with Supply, Installations, Commissioning, UAT, FAT of the Electronics and supporting IT, Non-IT equipment required.
- 8) We hereby agree to submit that in case of being selected by RailTel as BA for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that is required and desired by end Customer well before the bid submission date by end customer and as and when required.
- 9) We hereby undertake to sign Pre-Bid Agreement and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 100/- in the prescribed Format.

Authorized Signatory Name & Designation

Annexure 3: Undertaking for not Being Blacklisted/Debarred

<On Company Letter Head>

To,

RailTel Corporation of India Ltd.  
Plot No. 17, First Floor,  
Raghunath Nagar,  
Near Shahpura Thana,  
Bhopal, M.P. - 462039

Subject: Undertaking for not Being Blacklisted/Debarred

We, Company Name, having its registered office at \_\_\_\_\_ address  
hereby declares that that the Company has not been blacklisted/debarred by any Governmental / Non-  
Governmental organization in India for past 3 Years as on bid submission date.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

#### Annexure 4: Format of Affidavit

##### FORMAT FOR AFFIDAVIT TO BE UPLOADED BY BA ALONGWITH THE EOI DOCUMENTS

(To be executed in presence of public notary on non-judicial stamp paper of the value of Rs. 100/-.  
The paper has to be in the name of the BA) \*\*

I..... (Name and designation) \*\* appointed as the attorney/authorized signatory of the BA (including its constituents),

M/s \_\_\_\_\_ (hereinafter called the BA) for the purpose of the EOI documents for the work of \_\_\_\_\_ as per the EOI No.

\_\_\_\_\_ of (RailTel Corporation of India Ltd.), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

1. I/we the BA (s), am/are signing this document after carefully reading the contents.
2. I/we the BA(s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the EOI documents from RailTel website [www.railtelindia.com](http://www.railtelindia.com). I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the EOI document. In case of any discrepancy noticed at any stage i.e. evaluation of EOI, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
6. I/we declare that the information and documents submitted along with the EOI by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of EOI, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the BA) \*\* \_\_\_\_\_ and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.

8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

DEPONENT SEAL AND SIGNATURE  
OF THE BA

#### VERIFICATION

I/We above named EOI do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT SEAL AND SIGNATURE  
OF THE BA

Place:

Dated:

**\*\*The contents in Italics are only for guidance purpose. Details as appropriate, are to be filled in suitably by BA. Attestation before Magistrate/Notary Public.**

## Annexure-5: Non-Disclosure Agreement (NDA) Format

### NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (this “Agreement”) is made and entered into on this \_\_\_\_ day of \_\_\_\_, 2024 (the “Effective Date”) at \_\_\_\_\_. By and between

RailTel Corporation of India Limited, (CIN: L64202DL2000GOI107905), a Public Sector Undertaking under Ministry of Railways, Govt. of India, having its registered and corporate office at Plate-A, 6th Floor, Office Block, Tower -2, East Kidwai Nagar, New Delhi-110023, (hereinafter referred to as 'RailTel'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of the ONE PART,

And

\_\_\_\_\_) (CIN: \_\_\_\_\_), a company duly incorporated under the provisions of Companies Act, \_\_\_\_\_ having its registered office at \_\_\_\_\_, (hereinafter referred to as '\_\_\_\_\_'),

which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of OTHER PART

RailTel and \_\_\_\_\_ shall be individually referred to as “Party” and jointly as “Parties”

WHEREAS, RailTel and \_\_\_\_\_, each possesses confidential and proprietary information related to its business activities, including, but not limited to, that information designated as confidential or proprietary under Section 2 of this Agreement, as well as technical and non-technical information, patents, copyrights, trade secrets, know-how, financial data, design details and specifications, engineering, business and marketing strategies and plans, forecasts or plans, pricing strategies, formulas, procurement requirements, vendor and customer lists, inventions, techniques, sketches, drawings, models, processes, apparatus, equipment, algorithms, software programs, software source documents, product designs and the like, and third party confidential information (collectively, the “Information”);

WHEREAS, the Parties have initiated discussions regarding a possible business relationship for \_\_\_\_\_.

WHEREAS, each Party accordingly desires to disclose certain Information (each Party, in such disclosing capacity, the “Disclosing Party”) to the other Party (each Party, in such receiving capacity, the “Receiving Party”) subject to the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the receipt of certain Information, and the mutual promises made in this Agreement, the Parties, intending to be legally bound, hereby agree as follows:

#### Permitted Use.

Receiving Party shall:

hold all Information received from Disclosing Party in confidence; use such Information for the purpose of evaluating the possibility of entering into a commercial arrangement between the Parties concerning such Information; and restrict disclosure of such Information to those of Receiving Party’s officers, directors, employees, affiliates, advisors, agents and consultants (collectively, the “Representatives”) who the Receiving Party, in its reasonable discretion, deems need to know such Information, and are bound by the terms and conditions of (1) this Agreement, or (2) an agreement with terms and conditions substantially similar to those set forth in this Agreement.

The restrictions on Receiving Party's use and disclosure of Information as set forth above shall not apply to any Information that Receiving Party can demonstrate: is wholly and independently developed by Receiving Party without the use of Information of Disclosing Party; at the time of disclosure to Receiving Party, was either (A) in the public domain, or (B) known to Receiving Party; is approved for release by written authorization of Disclosing Party; or is disclosed in response to a valid order of a court or other governmental body in the India or any political subdivision thereof, but only to the extent of, and for the purposes set forth in, such order; provided, however, that Receiving Party shall first and immediately notify Disclosing Party in writing of the order and permit Disclosing Party to seek an appropriate protective order.

(c) Both parties further agree to exercise the same degree of care that it exercises to protect its own Confidential Information of a like nature from unauthorized disclosure, but in no event shall a less than reasonable degree of care be exercised by either party.

Designation.

Information shall be deemed confidential and proprietary and subject to the restrictions of this Agreement if, when provided in:

written or other tangible form, such Information is clearly marked as proprietary or confidential when disclosed to Receiving Party; or oral or other intangible form, such Information is identified as confidential or proprietary at the time of disclosure.

Cooperation. Receiving Party will immediately give notice to Disclosing Party of any unauthorized use or disclosure of the Information of Disclosing Party.

Ownership of Information. All Information remains the property of Disclosing Party and no license or other rights to such Information is granted or implied hereby. Notwithstanding the foregoing, Disclosing Party understands that Receiving Party may currently or in the future be developing information internally, or receiving information from other parties that may be similar to Information of the Disclosing Party. Notwithstanding anything to the contrary, nothing in this Agreement will be construed as a representation or inference that Receiving Party will not develop products, or have products developed for it, that, without violation of this Agreement, compete with the products or systems contemplated by Disclosing Party's Information.

No Obligation. Neither this Agreement nor the disclosure or receipt of Information hereunder shall be construed as creating any obligation of a Party to furnish Information to the other Party or to enter into any agreement, venture or relationship with the other Party.

Return or Destruction of Information.

All Information shall remain the sole property of Disclosing Party and all materials containing any such Information (including all copies made by Receiving Party) and its Representatives shall be returned or destroyed by Receiving Party immediately upon the earlier of:

termination of this Agreement; expiration of this Agreement; or  
Receiving Party's determination that it no longer has a need for such Information.

Upon request of Disclosing Party, Receiving Party shall certify in writing that all Information received by Receiving Party (including all copies thereof) and all materials containing such Information (including all copies thereof) have been destroyed.

Injunctive Relief: Without prejudice to any other rights or remedies that a party may have, each party acknowledges and agrees that damages alone may not be an adequate remedy for any breach of this Agreement, and that a party shall be entitled to seek the remedies of injunction, specific performance and/or any other equitable relief for any threatened or actual breach of this Agreement

Notice.

Any notice required or permitted by this Agreement shall be in writing and shall be delivered as follows, with notice deemed given as indicated:

by personal delivery, when delivered personally; by overnight courier, upon written verification of receipt; or by certified or registered mail with return receipt requested, upon verification of receipt.

Notice shall be sent to the following addresses or such other address as either Party specifies in writing.

RailTel Corporation of India limited:

Attn: \_\_\_\_\_

Address: \_\_\_\_\_

Phone:

Email.:

Attn: \_\_\_\_\_

Address: \_\_\_\_\_

Phone:

Email:

### Term, Termination and Survivability.

Unless terminated earlier in accordance with the provisions of this agreement, this Agreement shall be in full force and effect for a period of \_\_\_\_years from the effective date hereof.

Each party reserves the right in its sole and absolute discretion to terminate this Agreement by giving the other party not less than 30 days' written notice of such termination.

Notwithstanding the foregoing clause 9(a) and 9 (b), Receiving Party agrees that its obligations, shall:

In respect to Information provided to it during the Term of this agreement, shall survive and continue even after the expiry of the term or termination of this agreement; and not apply to any materials or information disclosed to it thereafter.

Governing Law and Jurisdiction. This Agreement shall be governed in all respects solely and exclusively by the laws of India without regard to its conflicts of law principles. The Parties hereto expressly consent and submit themselves to the jurisdiction of the courts of New Delhi.

Counterparts. This agreement is executed in duplicate, each of which shall be deemed to be the original and both when taken together shall be deemed to form a single agreement

No Definitive Transaction. The Parties hereto understand and agree that no contract or agreement with respect to any aspect of a potential transaction between the Parties shall be deemed to exist unless and until a definitive written agreement providing for such aspect of the transaction has been executed by a duly authorized representative of each Party and duly delivered to the other Party (a "*Final Agreement*"), and the Parties hereby waive, in advance, any claims in connection with a possible transaction unless and until the Parties have entered into a Final Agreement.

Settlement of Disputes:

The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this agreement, and such negotiation or consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.

In the event of any dispute, difference, conflict or question arising between the parties hereto, relating to or concerning or arising out of or in connection with this agreement, is not settled through good faith negotiation or consultation, the same shall be referred to arbitration by a sole arbitrator.

The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the parties.

### CONFIDENTIALITY OF NEGOTIATIONS

Without the Disclosing Party's prior written consent, the Receiving Party shall not disclose to any Person who is not a Representative of the Receiving Party the fact that Confidential Information has been made available to the Receiving Party or that it has inspected any portion of the Confidential Information or that discussions between the Parties may be taking place.

## REPRESENTATION

The Receiving Party acknowledges that the Disclosing Party makes no representation or warranty as to the accuracy or completeness of any of the Confidential Information furnished by or on its behalf. Nothing in this clause operates to limit or exclude any liability for fraudulent misrepresentation.

## ASSIGNMENT

Neither this Agreement nor any of the rights, interests or obligations under this Agreement shall be assigned, in whole or in part, by operation of law or otherwise by any of the Parties without the prior written consent of each of the other Parties. Any purported assignment without such consent shall be void. Subject to the preceding sentences, this Agreement will be binding upon, inure to the benefit of, and be enforceable by, the Parties and their respective successors and assigns. its Affiliates to advise their Representatives, contractors, subcontractors and licensees, of the obligations of confidentiality and non-use under this Agreement, and shall be responsible for ensuring compliance by its and its Affiliates' Representatives, contractors, subcontractors and licensees with such obligations. In addition, each Party shall require all persons and entities who are not employees of a Party and who are provided access to the Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions no less stringent than those set forth in this Agreement. Each Party shall promptly notify the other Party in writing upon learning of any unauthorized disclosure or use of the Confidential Information by such persons or entities.

## NO LICENSE

Nothing in this Agreement is intended to grant any rights to under any patent, copyright, or other intellectual property right of the Disclosing Party, nor will this Agreement grant the Receiving Party any rights in or to the Confidential Information of the Disclosing Party, except as expressly set forth in this Agreement.

## RELATIONSHIP BETWEEN PARTIES:

Nothing in this Agreement or in any matter or any arrangement contemplated by it is intended to constitute a partnership, association, joint venture, fiduciary relationship or other cooperative entity between the parties for any purpose whatsoever. Neither party has any power or authority to bind the other party or impose any obligations on it and neither party shall purport to do so or hold itself out as capable of doing so.

## 20: UNPULISHED PRICE SENSITIVE INFORMATION (UPSI)

\_\_\_\_\_ agrees and acknowledges that \_\_\_\_\_, its Partners, employees, representatives etc., by virtue of being associated with RailTel and being in frequent communication with RailTel and its employees, shall be deemed to be "Connected Persons" within the meaning of SEBI (Prohibition of Insider Trading) Regulations, 2015 and shall be bound by the said regulations while dealing with any confidential and/ or price sensitive information of RailTel. \_\_\_\_\_ shall always and at all times comply with the obligations and restrictions contained in the said regulations. In terms of the said regulations, \_\_\_\_\_ shall abide by the restriction on communication, providing or allowing access to any Unpublished Price Sensitive Information (UPSI) relating to RailTel as well as restriction on trading of its stock while holding such Unpublished Price Sensitive Information relating to RailTel

MISCELLANEOUS. This Agreement constitutes the entire understanding among the Parties as to the Information and supersedes all prior discussions between them relating thereto. No amendment or modification of this Agreement shall be valid or binding on the Parties unless made in writing and signed on behalf of each Party by its authorized representative. The failure or delay of any Party to enforce at any time any provision of this Agreement shall not constitute a waiver of such Party's right thereafter to enforce each and every provision of this Agreement. In the event that any of the terms, conditions or provisions of this Agreement are held to be illegal, unenforceable or invalid by any court of competent jurisdiction, the remaining terms, conditions or provisions hereof shall remain in full force and effect. The rights, remedies and obligations set forth herein are in addition to, and not in substitution of, any rights, remedies or obligations which may be granted or imposed under law or in equity. IN WITNESS WHEREOF, the Parties have executed this Agreement on the date set forth above.

\_\_\_\_\_:

RailTel Corporation of India Limited:

By \_\_\_\_\_

By \_\_\_\_\_

Name:

Name:

Title:

Title:

Witnesses

## **Annexure-6**

Tender – “Tender Document for Empanelment of Bandwidth Service Providers for MPLS, ILL & P2P Connectivity at MPSWAN”

यह, “रुचि की अभिव्यक्ति” दस्तावेज़ सूचीबद्ध व्यावसायिक सहयोगियों या OEM या OEM के अधिकृत भागीदार/वितरक में से भागीदार के चयन के लिए “ एमपीएलएस, आईएलएल और पी2पी कनेक्टिविटी, आपूर्ति, स्थापना और रखरखाव व बैंडविड्थ पैनलीकरण के लिए व्यावसायिक सहयोगी का चयन।” इसके बाद अंतिम ग्राहक से आने वाले सभी सूचना/संवाद/नियम चयनित भागीदार पर भी लागू होंगे। कृपया सम्पूर्ण दस्तावेज़ पढ़ें एवं ज़िम्मेदारी पूर्ण तरीके से प्रस्ताव जमा करें।

भवदीय,

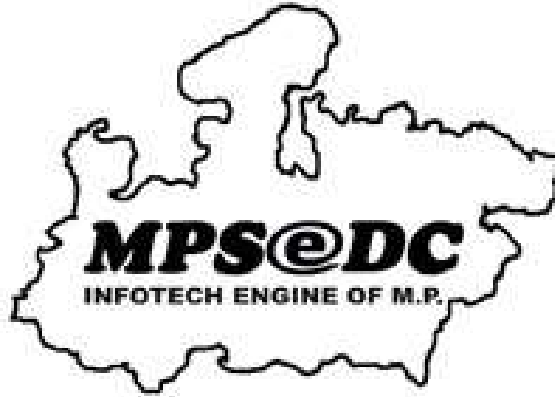
(आनंद कुमार)

संयुक्त महाप्रबंधक/विपणन/आरसीआईएल

## **Tender Document**

**For**

**Empanelment of Bandwidth Service Providers  
for MPLS, ILL & P2P Connectivity at MPSWAN  
(Tender No. MPSEDC/MKT/2025/654)**



**Madhya Pradesh State Electronics Development  
Corporation Ltd.**

**State IT Centre, 47-A, Arera Hills Bhopal-462011**

**Ph. 0755-2518602, 2518300**

**Email: [marketing@mpsedc.com](mailto:marketing@mpsedc.com), Website: [www.mpsedc.com](http://www.mpsedc.com)**

### **Disclaimer**

The information contained in this Tender document or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of Madhya Pradesh State Electronics Development Corporation Ltd. (MPSEDC Ltd.) or any of its employees or advisers, is provided to Bidders on the terms and conditions set out in this RFP.

This Tender document is not a Contract and is neither an offer nor invitation by MPSEDC Ltd. to the prospective Bidders or any other person. The purpose of this Tender document is to provide interested parties with information that may be useful to them in the formulation of their Proposals in pursuant to this Tender document. This Tender document includes statements, which reflect various assumptions and assessments arrived at by MPSEDC Ltd. in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This Tender document may not be appropriate for all persons, and it is not possible for MPSEDC Ltd., its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this Tender document. The assumptions, assessments, statements and information contained in this Tender document, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct his own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this Tender document and obtain independent advice from appropriate sources.

Information provided in this Tender document to the Bidders is on a wide range of matters, some of which depends upon interpretation of 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. MPSEDC Ltd. accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. MPSEDC Ltd., its employees and advisers make no representation or warrants and shall have no liability to any person including any Bidder 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 Tender document or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the Tender document and any assessment, assumption, statement or information contained therein or deemed to form part of this Tender document or arising in any way in the selection process.

**Madhya Pradesh State Wide Area Network (MPSWAN)**  
**Tender No: MPSEDC/MKT/2025/654**

MPSEDC Ltd. also accepts no liability of any nature whether resulting from negligence or otherwise caused arising from reliance of any Applicant upon the statements contained in this Tender document.

MPSEDC Ltd. 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 Tender document. The issue of this Tender document does not imply that MPSEDC Ltd. is bound to select a Bidder or to appoint the selected bidder, as the case may be, for this project and MPSEDC Ltd. reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Bidder 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 MPSEDC Ltd. or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses shall remain with the Bidder and MPSEDC Ltd. shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or in submission of the Proposal, regardless of the conduct or outcome of the selection process.

**NOTICE INVITING TENDER**

MPSEDC invites Proposal from the bidders for **Empanelment of Bandwidth Service Providers for MPLS, ILL & P2P Connectivity**, project being undertaken by MPSEDC. Interested Bidders, who qualify as per the criteria mentioned in the document, may submit their proposals through e-tendering latest by **20/11/2025 till 03:00 p.m.** on e-Procurement portal ([www.mptenders.gov.in](http://www.mptenders.gov.in)). Bidders required to submit the document fee of **Rs. 1,000/-** (Rupees One Thousand only) for RFP document, e-Procurement Processing fees and EMD amount through online payment at e-Procurement portal.

The detailed RFP document can be downloaded from the website [www.mptenders.gov.in](http://www.mptenders.gov.in)

**(Chief General Manager)**

**MPSEDC**

## Table of Contents

1.	Introduction .....	11
1.1	Objective .....	11
1.2	Madhya Pradesh State Wide Area Network (SWAN) .....	12
2.	MPSWAN Network Architecture.....	12
3.	Eligibility Criteria .....	13
4.	Scope of Work.....	14
4.1	Scope of Installation and Commissioning .....	15
4.2	Bandwidth Enhancements & Modifications .....	21
4.3	MPLS, ILL, P2P Bandwidth Requirements .....	22
4.4	Helpdesk. ....	24
4.5	Testing & Commissioning : .....	24
i.	Acceptance Testing of each link shall include the following : - .....	25
ii.	Performance Test Methodology.....	25
	Table 2 : ILL Latency, Packet drop .....	26
5.	Implementation Timelines .....	26
	Table 3 : Timelines for feasibility & implementation.....	27
6.	Service Level Agreement (SLA) .....	28
6.1	SLA Calculation Principles.....	28
6.2	Service Levels Objectives.....	28
i.	Availability .....	28
ii.	Reliability.....	28
iii.	Manageability.....	28
6.3	Availability of the Links .....	28
6.4	Quality of Links .....	29
	Table 4 : ILL Latency, Packet drop for SLA Calculation.....	30
	Table 5 : MPLS, P2P & ILL Latency, Packet drop for SLA Calculation.....	30
6.5	Manageability .....	30
	Table 6 : Definition PBH & NPBH .....	30
6.6	Calculation of Downtime .....	31
6.7	Calculation of Uptime.....	32
	Table 7 : Downtime Calculation Template for a link.....	32
6.8	Delay in Implementation Period .....	33
	Table 8 - Penalty for Delay in Implementation.....	33
6.9	Calculation of Penalty.....	35
6.10	SLA Exclusion Time.....	35
6.11	Co-ordination with MPSWAN Network Operator and TPA .....	36

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

6.12	Diagnostic Procedure for MPSWAN Link Issue Resolution at POP.....	36
	Table 9 : Diagnostic Procedure for downtime of BSP Link at MPSWAN POP .....	36
	Table 10 : Diagnostic Procedure for QoS at POP.....	37
6.13	SLA for Response and Resolution time.....	38
	Table A: Response and Resolution times of faults .....	38
	Table B : Penalties for Response and Resolution time .....	38
7.	Instructions to the Bidders.....	39
7.1	Availability of Tender Document .....	39
7.2	Pre-Bid Meetings and Clarifications.....	39
7.3	Pre-Bid Conference and Issue of Corrigendum .....	39
8.	Preparation and Submission of Proposal .....	40
8.1	Completeness of BID.....	40
8.2	Language.....	40
8.3	Submission of Bid.....	40
8.4	Tender Validity .....	41
8.5	Cost and Currency.....	41
8.6	Interpretation of the clauses in the Tender Document .....	41
8.7	Amendment in Bidding Document by MPSEDC .....	41
8.8	Bid Price.....	41
8.9	Service support requirement .....	42
8.10	Earnest Money Deposit (EMD) .....	42
9.	Qualification Criteria and Bid Evaluation Methodology.....	42
9.1	Tender Opening .....	42
9.2	Tender Evaluation .....	43
9.3	Financial Bid Evaluation.....	44
9.4	Failure to Agree with the Terms and Conditions of the Tender.....	44
9.5	Empanelment Criteria .....	44
9.6	Distribution of Work.....	45
	Table 11: Sites Allocation.....	46
9.7	Contacting the Competent Authority .....	48
9.8	Confidentiality .....	48
10.	Terms and Conditions Governing the Contract .....	48
10.1	Signing of Contract .....	48
10.2	Performance Bank Guarantee (PBG)/ Security Deposit .....	48
10.3	General.....	49
10.4	Payment.....	49
10.5	Amendment.....	50
10.6	Corrupt / Fraudulent Practices .....	50

**Madhya Pradesh State Wide Area Network (MPSWAN)**  
**Tender No: MPSEDC/MKT/2025/654**

10.7	Resolution of Disputes .....	50
10.8	Legal Jurisdiction .....	51
10.9	Indemnity .....	51
10.10	Publicity .....	51
10.11	Performance Obligations.....	51
10.12	Force Majeure .....	51
10.13	Right to Terminate .....	53
10.14	Suspension & Termination of Empanelled Bidder .....	53
10.15	Limitation of Liability.....	54
10.16	Insurance clause .....	54
10.17	Extension of Order : .....	55
10.18	Exit Management .....	55
	ANNEXURE – I : Letter for Submission of Tender.....	58
	ANNEXURE - II : Financial Bid.....	61
	Financial BID.....	62
	ANNEXURE – III : Self Declaration for not being black listed by any State or Central Government ..	67
	ANNEXURE – IV : Format for Queries.....	68
	ANNEXURE – V : Format of PBG .....	69
	ANNEXURE – VI : Self Declaration for NOC & Helpdesk Operations.....	72
	Appendix-I.....	73

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

**Bid Data Sheet**

1	<b>Name of the Client:</b> Madhya Pradesh State Electronics Development Corporation
2	<b>Name of the assignment:</b> “Empanelment of Bandwidth Service Providers for MPLS, ILL & P2P Connectivity”.
3	<b>Method of Selection:</b> L1 (Least Cost Based Selection)
4	<b>RFP Reference:</b> MPSEDC/MKT/2025/654
5	<p><b>Earnest Money Deposit (EMD):</b> Rs. 25,00,000/- (Rupees Twenty-Five Lakhs) to be paid online through e-procurement portal <a href="https://www.mptenders.gov.in/">https://www.mptenders.gov.in/</a>.</p> <p><b>Non-Refundable Tender Cost:</b> Rs. 1,000/- (Rupees One Thousand) + Processing Fees (non-refundable) to be paid online through the e-procurement portal <a href="https://www.mptenders.gov.in/">https://www.mptenders.gov.in/</a>.</p> <p><b>Note:</b> EMD Relaxation will be given to the Government owned organizations based on submitting the valid evidence.</p>
6	<b>Validity Period of the Technical Proposals:</b> Proposal must remain valid for One Hundred and Eighty (180) days from the date of submission.
7	<b>Period of Services:</b> The empanelled bidder would be engaged for providing the services for period of three (3) years from the date of signing the contract with the MPSEDC. The payments would be based on the contract signed between the empanelled bidder and the MPSEDC.
8	<p>Date, Time and Venue for pre-bid meeting 06/11/2025 at 03:00 PM at State IT Centre, 47-A, Arera Hills, Bhopal – 462011.</p> <p>Mail id for pre-bid queries submission: <a href="mailto:marketing@mpsdc.com">marketing@mpsdc.com</a></p> <p>Release of response to clarifications on <a href="http://www.mptenders.gov.in">www.mptenders.gov.in</a></p> <p>Video call link: <a href="https://teams.microsoft.com/join/19%3ameeting_M2EyYwJmZTgtMGE0ZS00ODBkLWFkMjYtYTA0ZjQyMTQ4Njg1%40thread.v2/0?context=%7b%22Tid%22%3a%22eebb06a9-73bf-4b39-bcd5-d62a3c02e6f0%22%2c%22Oid%22%3a%22ca2a7259-b9f1-4e31-9fe7-f745f8a9684f%22%7d">https://teams.microsoft.com/join/19%3ameeting_M2EyYwJmZTgtMGE0ZS00ODBkLWFkMjYtYTA0ZjQyMTQ4Njg1%40thread.v2/0?context=%7b%22Tid%22%3a%22eebb06a9-73bf-4b39-bcd5-d62a3c02e6f0%22%2c%22Oid%22%3a%22ca2a7259-b9f1-4e31-9fe7-f745f8a9684f%22%7d</a></p>
9	Last Date for submission of Bids: 03:00 PM on 20/11/2025
10	Opening of Prequalification Bids and Technical Evaluation: 21/11/2025 at 3:00 p.m.
11	<p>Process for Selection and Evaluation: The selection of the Successful bidder would follow a two-stage process:</p> <p>i. <b>Stage 1:</b> Technical Evaluation. All the agencies responding to this tender would need to meet the pre-qualification/technical criteria as prescribed in to get qualified for the Stage 2.</p>

	<p>ii. <b>Stage 2:</b> Financial Evaluation &amp; Selection</p> <p>a. L1 will be considered as the lowest unit rate for every item.</p>
1 2	<p><b>Others:</b></p> <ul style="list-style-type: none"> <li>i. The Bidders are advised that the selection of bidder shall be on the basis of the Process for selection specified in this RFP.</li> <li>ii. Deficiencies in providing the information requested may result in rejection of the proposal. MPSEDC's decision in this regard shall be final and binding.</li> <li>iii. The cost to be incurred by the prospective bidders to prepare the proposals and for negotiating the contract, including any visits to MPSEDC will not be reimbursed.</li> <li>iv. During pre-qualification /technical evaluation of the Proposals, MPSEDC may, at its discretion, ask the bidders for clarifications on their proposal. The bidders are required to respond within the time frame prescribed by MPSEDC.</li> <li>v. At any time prior to deadline for submission of proposal, MPSEDC may for any reason, modify the RFP. The prospective bidders having received the RFP shall be notified of the amendments through website <a href="http://www.mptenders.gov.in">www.mptenders.gov.in</a> and such amendments shall be binding on them.</li> <li>vi. <b>Right to reject any or all Proposals:</b> Notwithstanding anything contained in this RFP, the MPSEDC reserves the right to accept or reject any Proposal, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.</li> </ul> <p>Without prejudice to the generality of Clause vi above, the MPSEDC reserves the right to reject any Proposal if: (a) at any time, a misrepresentation is made or discovered, or (b) the Bidder does not provide, within the time specified by the MPSEDC.</p>

## **Abbreviations**

<b>Abbreviations</b>	<b>Description</b>
BHQ	Block Head Quarter
BIDDER	Tender participant
CHQ	Commissioner Head Quarter
CPE	Customer Premise Equipment
CVBE	Commercial Value for Bid Evaluation
DHQ	District Head Quarters
GoI	Government of India
GoMP	Government of Madhya Pradesh
HQ	Head Quarter
IP	Internet Protocol
IPS	Intrusion Prevention System
ISP	Internet Service Provider
Mbps	Mega Bits Per Seconds
MCU	Multipoint Conferencing Unit
MPLS	Multi-Protocol Label Switching
MPSEDC Ltd.	Madhya Pradesh State Electronics Dev. Corporation Ltd.
MPSWAN	Madhya Pradesh State Wide Area Network
NAT	Network Address Translation
NeGP	National e-Governance Plan
NIC	National Informatics Centre
NMC	Network Management Centre
NMS	Network Management Server(State Head Quarter)
NPBH	Non-Prime Business Hours
OEM	Original Equipment Manufacturer
PBH	Prime Business Hours
PoP	Point of Presence
QGR	Quarterly Guaranteed Revenue
QoS	Quality of Service
SHQ	State Head Quarter
SNMP	Simple Network Management Protocol
SLA	Service Level Agreement
SWAN	State Wide Area Network
TPA	Third Party auditor
VoIP	Voice over IP
CCTNS	Crime and Criminal Tracking Networks and Systems
ILL	Internet Lease Line
P2P	Point to Point
NO/FMS	Network Operator/Facility Management Service
LOI	Letter of Intent

## **1. Introduction**

MPSEDC is the agency of the state working towards promotion & implementation of IT and e-Governance. It is the single-point of access to any IT business opportunity in Madhya Pradesh and encourages various players in the field of IT to come forward and invest in the state of Madhya Pradesh. MPSEDC is committed to generate IT business for the public/private sector with a mandate from the Government to develop IT in the state. This includes opportunities for software development, supply of hardware & peripherals, networking and connectivity, web applications, e-commerce, IT training and an entire gamut of direct and indirect IT businesses. To promote use of IT and ITES in various Departments, Corporations, Companies, Societies, Boards etc. of Government of Madhya Pradesh. The scope would include Consultancy, Software Development, Hardware/Software procurement, Training, Testing, Networking, Recruitment of IT professionals and development of specified areas as Hardware and Software Technology Parks. The Corporation shall also involve itself in emerging areas in the field of Information Technology.

### **1.1 Objective**

MPSEDC is issuing this RFP document (hereinafter referred to as “the RFP” which expression shall include all attachments and annexure hereto as well as all amendments, addendums, modifications and alteration hereto) to service providers, (hereinafter referred to as “the Bidder”) to enable them to participate in the competitive bidding for “**Empanelment of Bandwidth Service Providers for MPLS, ILL & P2P Connectivity**” for the period of three (3) years from the date of signing the contract across the state of Madhya Pradesh”. Selected bidder will be responsible for providing the MPLS/ILL/P2P Connectivity for Madhya Pradesh State Wide Area Network, to connect the MPSWAN POP and Government offices located across the State of Madhya Pradesh. At present MPSWAN is having 400 POP and more than 9000 Government offices connected over the MPSWAN network across the state.

## **1.2 Madhya Pradesh State Wide Area Network (SWAN)**

SWAN (State Wide Area Network) is envisaged as the converged backbone network for data, voice and video communications throughout the State and is expected to cater to the information communication requirements of all the departments. SWAN is planned to be a high speed, high capacity, reliable intra-state and inter-state network planned to deliver G2G, G2B and G2C services. The network provides high uptime, redundancy, backup etc.

## **2. MPSWAN Network Architecture**

Present MPSWAN architecture is hub and spoke topology connected via MPLS cloud from CHQ/DHQ/BHQ to SHQ where MPSDC is located and entire network is logically divided into two network segments viz. vertical (POP) and horizontal. The horizontal offices are connected to respective vertical segment PoPs in hub and spoke model (Interconnection of multiple hub and spoke sites). Due to the above reason, if any one of the vertical PoP is getting down, then automatically the corresponding horizontal offices are deprived connectivity to SHQ, however MPSEDC is also having some offices connected directly to SHQ in HUB and Spoke topology.

### **Present Traffic Flow:**

- **Intranet traffic:**

Applications of various departments are hosted at MPSDC, all the MPSWAN users are accessing these applications through SHQ.

- **Internet traffic:**

Internet service available at SHQ (NKN), all the MPSWAN users are accessing internet services through SHQ.

### 3. Eligibility Criteria

Bidders must meet the following eligibility criteria. Technical or Commercial bids which are not compliant with the criteria will not be evaluated.

S.No	Eligibility Criteria	Documents to be Provided
1	The bidder should be registered legal entity and the bidder should be a telecom service provider having valid Class 'A' ISP license and National long distance (NLD) license since last 3 years and presently having valid UASL or Unified License (UL) along with experience in providing Services.	The bidder should submit Registration/ Incorporation certificate along with self-attested copy of licenses issued by DOT GoI.
2	The bidder should have minimum annual average turnover of Rs 500 Crores in last 3 Financial years (2021-22, 2022-23 & 2023-2024)	CA Certificate on CA's letterhead with UDIN No. mentioned on the certificate along with the copies of audited Balance sheet.
3	<p>Bidder should have carried out VPN/NLD (MPLS/ILL/P2P) connectivity projects for any Government/ PSU/ Public or Private sector companies.</p> <p>Projects submitted for above should match the criteria mentioned below:</p> <p>1. Bidder should have executed one project having minimum value of Rs 10 Crores/year in the last three financial years (2021-22, 2022-23 &amp; 2023-2024).</p> <p>Or</p>	<p><b>Documents required in case of Completed project:</b></p> <p>Copy of workorder/Agreement and Completion certificate from Client, on client letterhead, clearly mentioning the value and nature of work done. The value of work executed should meet the eligibility criteria.</p> <p><b>Documents required in case of Ongoing project:</b></p> <p>Copy of workorder/Agreement and Letter from client on client's letterhead, clearly mentioning the value and nature of work done. The value of work executed should meet the eligibility criteria.</p>

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

	<p>2. Bidder should have executed two projects, each project having minimum value of Rs 6 Crores/year in the last three financial years (2021-22, 2022-23 &amp; 2023-2024).</p> <p>Or</p> <p>3. Bidder should have executed three projects, each project having minimum value of Rs 4 Crores/year in the last three financial years (2021-22, 2022-23 &amp; 2023-2024).</p>	
4	The Bidder should have Telecom Service Operational experience for 3 years.	Self-declaration on bidders' letterhead to be submitted along with the bid.
5	Bidder should have Operational 24x7 helpdesk and NOC with Redundancy.	Self-declaration having NOC and Helpdesk address and details on bidder letterhead as given on Annexure-VI
6	Bidder should not have been blacklisted by any State or Central Government as on the bid submission date.	Self-Declaration (Annexure III) to be enclosed along with the bid.
7	The devices quoted for establishing the RF Links must be MTCTE certified along with the specifications mentioned in Appendix-I	Compliance Sheet

## 4. Scope of Work

The broad scope of work for the empanelled Bidder during the period of contract includes commissioning, management, operations and maintenance support of the connectivity (MPLS, P2P and Internet Lease Line) provided at various

government premises or locations shared by MPSEDC located anywhere in the State of Madhya Pradesh.

MPLS connectivity has to be provided from Government premise to MPSEDC, located in Bhopal. The MPLS topology will be HUB and SPOKE where HUB is MPSEDC, located in Bhopal and SPOKE locations are various Government offices across the state.

The ILL and P2P connectivity has to be provided based on the requirement of MPSEDC.

At present MPSWAN is having 400 POP & above 9000 Horizontal offices connected on MPSWAN network across the state.

The tentative locations which have to be connected are approximately 3000 which may change based on requirements of MPSEDC.

Additional requirement for connectivity may be provided during the period of contract and those will be provided by MPSEDC based on requirements.

The empanelled bidders have to provide/share an instance of their NMS dashboard with MPSEDC for monitoring and management along with the generation of reports as mentioned in further sections of this RFP.

## **4.1 Scope of Installation and Commissioning**

**The detailed scope of work for managed and un-managed services for the bidder during the period of contract would include the following:**

### **4.1.1 Scope of the Work for Connectivity Provided as Managed Service:**

1. In the managed service Empanelled bidder is responsible for the end-end connectivity which may include the necessary equipment and IP addresses if required, Bidder has to assign the minimum pool of 4 usable Ip addresses for MPSWAN.
2. End to End MPLS connectivity to be provisioned as managed services where bidder would be responsible for commissioning, management, operations and maintenance support of the connectivity during entire contract duration having the committed bandwidth between SHQ to Horizontal offices for ex. the Police Stations across the state referred as horizontal offices and similarly any other government offices.

3. Bidder/SP shall establish an end-to-end secure dedicated MPLS connectivity (Wired/Wireless) with requisite bandwidth without any compression from respective office to SHQ and DR centre at NDC Bhubaneswar (As per directions of MPSEDC). The links offered should be through on un-contention media i.e., bandwidth should be uncompressed and not shared.
4. ILL connectivity to be provisioned where bidder would be responsible for commissioning, management, operations and maintenance support of the connectivity during entire contract duration having the committed bandwidth at Horizontal Offices for internet access based on requirement.
5. The requisite space & 5A AC power for installing the equipment at the designated locations shall be provided by respective state government office/MPSEDC.
6. Empanelled Bidder in consultation with the nodal officer of the respective location, shall ensure proper positioning and electric earthing at each designated location wherever required, before setting up customer premises equipment, if proper earthing is not available then MPSEDC/User department will make the necessary arrangements for proper earthing. However, the existing earthing at respective location can also be utilized with proper permission from department/MPSEDC.
7. Wherever the connectivity is provided as managed service bidder is responsible for the deployment of necessary protective equipment/device for the protection of Customer End devices supplied or installed by the bidder like Rack for safety and any other devices required against any electrical issues like surge etc., except UPS.
8. Tower or any other CPE equipment installed by the bidder at Government building premises is permitted to be used **only for providing the MPSWAN connectivity**. For any other connectivity the approval of Managing Director, MPSEDC is required.
9. If the telecom service provider wishes to use the telecom infrastructure for establishing or enhancing telecom network/coverage in that area, then in that condition it can only be used with formal approval and necessary permissions from the concerned regulatory authorities.

10. Bidder/SP is responsible for the maintenance of the CPE equipment provided by the bidder.
11. In case of connectivity through OFC, the bidder may plan proper routing and entry to SHQ/POP/Horizontal Office.
12. During installation/ uninstall of any equipment, Bidder/SP shall not cause any damage to government buildings/ premises/ property. However, if any damage occurs, the Bidder/SP shall restore it to the original state at their own cost upto the satisfaction of the MPSEDC. Trenches, path/road-cutting etc. should be back-filled and restored to the original condition immediately after laying of the conduit/cable at no extra cost to the purchaser.
13. Bidder/SP shall also plug conduits and entrance holes where the cabling has been installed with suitable sealing material. All the cables shall be laid with proper casing by the Bidder/SP.
14. Bidder/SP shall perform the work in a conscientious manner as per applicable regulatory and safety norms. Approvals required, if any, shall be obtained by the Bidder/SP at his own cost. If any delay due to the permissions from the government departments, then in such cases empanelled bidder may request MPSEDC to exclude such time duration from defined implementation timelines.
15. The SP/Bidder must obtain the required permission for laying OFC, wherever required, and deposit the charges prescribed by concerned authority. MPSEDC shall extend help in obtaining such permission expeditiously. In building permissions shall be arranged by MPSEDC.
16. OFC/ RF Equipment and End office equipment for OFC/Wireless connectivity (like Mux, Tower, Radio equipment, CPE, Optical to electrical convertor and any IP addresses if required etc.) are to be supplied based on mode of connectivity without additional cost/rent to purchaser. This equipment shall be recovered by the SP/ bidder at the end of project period.
17. Any other activity or required CPE equipment including (Router/Layer3 Switch etc.) to keep the set-up functional to its full capacity shall be the responsibility of the bidder/SP. LAN of the user department is not in the scope of the bidder.

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

- 17.1 MPSWAN is declared as the Critical Information Infrastructure according to NCIIPC guidelines hence if any Router/Layer 3 Switch commissioned by the empanelled bidder then device must be EAL/NDPP, FIPS 140-2 and IPv6 Logo Certified at the time of installation.
- 17.2 MPSEDC may plan to provide the links in redundancy for some of the premium clients.
- 17.3 The CPE router should be SDWAN ready and this should be integrated seamlessly with existing SDWAN fabric of MPSEDC or Service provider have to deploy the separate controllers in SHQ and DR and whenever required the SDWAN features to be enabled without any cost to MPSEDC and any other existing Internet link if available at horizontal location then it has to be integrated on the same router required for enabling the redundancy and security policies of MPSWAN.
- 17.4 If any Router/Layer 3 Switch commissioned by the empanelled bidder then it must support the SNMP v2 or higher.
- 17.5 Feature to capture the Packet Loss, Latency and Jitter data in MPSWAN NMS which is required for generating the SLA calculation reports from MPSWAN NMS.
- 17.6 During system boots, the system's software signatures should be checked for integrity. System should be capable to understand that system OS are authentic and secure, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.
- 18. Bidder would enable the auto ticketing in their NMS tool and co-ordinate with MPSEDC for enabling the auto-ticketing in the NMS of MPSEDC and the ticket generation would be completely automated and the proper escalation mechanism has to be enabled with the provision to monitor it from anywhere on internet with status of provided links. The tool should have the capability of customization like auto creation of tickets during specific timings like PBH, sending notifications etc.
- 19. Bidder will Support MPSEDC for enabling the auto-ticketing in the NMS of MPSEDC by providing the SNMP access for monitoring the link status and enable the feature on CPE equipment to capture the Packet Loss, Latency and Jitter data for storing and monitoring in MPSWAN NMS. The reports generated from MPSWAN NMS will be used for SLA calculations. The tickets created in MPSWAN NMS will be assigned to the empanelled bidder through MPSWAN NMS and the available SPOC has to update the

ticket for future references and SLA calculations.

20. The connectivity requirement will be shared with empanelled bidders as per requirement of MPSEDC during the entire contract duration, however it is clarified that link duration shall be co-terminus with contract duration i.e., 3 years after the date of agreement and the period of extension if any. To further clarify the link established in third year of contract as per agreement will be valid for remaining period of contract only.
21. **Bidder is advised to enable the auto ticketing in their NMS tool to monitor the status of the links.**

**4.1.2 Scope of the Work for Connectivity Provided as Un-Managed Service:**

1. In the un-managed services, the bidder has to commission the link of the required mode of connectivity like MPLS, ILL & P2P and those links would be connected on the existing equipment having ethernet ports. Network operator would guide the empanelled bidder for termination of link by providing the port number. Bidder has to assign the minimum pool of 4 usable Ip addresses for MPSWAN.
2. End to End MPLS connectivity to be provisioned having the committed bandwidth between SHQ and DR to MPSWAN POPs and horizontal offices based on requirement by MPSEDC.
3. Bidder/SP shall establish an end-to-end secure dedicated MPLS connectivity (Wired/Wireless) with requisite bandwidth without any compression from POP/Horizontal office to SHQ and DR centre at NDC Bhubaneswar (As per directions of MPSEDC). The links offered should be through on un-contention media i.e., bandwidth should be uncompressed and not shared.
4. ILL connectivity to be provisioned at MPSWAN POP and horizontal offices having the committed bandwidth for internet access based on requirement.
5. P2P connectivity is required between any two locations. Maintenance of P2P links during contract period is the responsibility of the bidder.
6. The requisite space & 5A AC power for installing the equipment at the POP and Horizontal offices shall be provided by respective state government office/MPSEDC.

7. Empanelled Bidder in consultation with the nodal officer of the respective location, shall ensure proper positioning and electric earthing at each designated location wherever required, before setting up customer premises equipment, if proper earthing is not available then MPSEDC/User department will make the necessary arrangements for proper earthing. However, the existing earthing at respective location can also be utilized with proper permission from department/MPSEDC.
8. Existing Tower at MPSWAN POP or any other horizontal office if available can be used for providing the connectivity.
9. Tower or any other CPE equipment installed by the bidder at Government building premises is permitted to be used only for **providing the MPSWAN connectivity**. For any other connectivity the approval of Managing Director, MPSEDC is required.
10. If the telecom service provider wishes to use the telecom infrastructure for establishing or enhancing telecom network/coverage in that area, then in that condition it can only be used with formal approval and necessary permissions from the concerned regulatory authorities.
11. Bidder/SP is responsible for the maintenance of the CPE equipment if provided.
12. In case of connectivity through OFC, the bidder may plan proper routing and entry to SHQ/POP/Horizontal Office.
13. During installation/ uninstall of any equipment, Bidder/SP shall not cause any damage to government buildings/ premises/ property. However, if any damage occurs, the Bidder/SP shall restore it to the original state at their own cost up to the satisfaction of the MPSEDC. Trenches, path/road-cutting etc. should be back-filled and restored to the original condition immediately after laying of the conduit/cable at no extra cost to the purchaser.
14. Bidder/SP shall also plug conduits and entrance holes where the cabling has been installed with suitable sealing material. All the cables shall be laid with proper casing by the Bidder/SP.
15. Bidder/SP shall perform the work in a conscientious manner as per applicable regulatory and safety norms. Approvals required, if any, shall

be obtained by the Bidder/SP at his own cost.

16. The SP/Bidder must obtain the required permission for laying OFC, wherever required, and deposit the charges prescribed by concerned authority. MPSEDC shall extend help in obtaining such permission expeditiously. In building permissions shall be arranged by MPSEDC.
17. Bidder would co-ordinate with MPSEDC for enabling the auto-ticketing in the NMS of MPSEDC and the ticket generation would be completely automated and the proper escalation mechanism has to be enabled.  
Note: Point to Point Links are not considered for the auto-ticketing in case of Point to Point link failures MPSEDC/End User will log the tickets at helpdesk however the associated SLA's are applicable for the Point to Point links from the time of fault identification/logging of ticket.
18. The connectivity requirement will be shared with empanelled bidders as per requirement of MPSEDC during the entire contract duration, however it is clarified that link duration shall be co-terminus with contract duration i.e., 3 years after the date of agreement and the period of extension if any. To further clarify the link established in third year of contract as per agreement will be valid for remaining period of contract only.
19. In case of Un-managed service the ticket will be assigned to the empanelled bidder after the FLT (First Level Troubleshooting) by the network operator of MPSWAN.

**Note:** End User will log the tickets at helpdesk however the associated SLA's are applicable for the Point to Point links from the time of logging the ticket. P-2-P links will be terminated on MPSWAN device or user department devices as same devices will be discovered on MPSWAN NMS.

## **4.2 Bandwidth Enhancements & Modifications**

1. The MPSEDC will analyse the utilization of provided link of MPLS/ILL/P2P. Accordingly, MPSEDC may choose to upgrade or downgrade the bandwidth of the provided links to any slab based on requirements. Slab refers to the items mentioned in the financial bid for a particular type of connectivity bandwidth.

2. MPSEDC will continue the connectivity with existing service provider for next bandwidth slab if he has accepted the L1 rates.
3. If the service provider has not provided the acceptance of L1 rates of previous or next bandwidth slab then in that condition MPSEDC will offer those locations to other empanelled bidders in the sequence of L1, L2, L3 etc. for that slab and terminate the link from the existing service provider.
4. The workorder for Upgrade/Downgrade would be given by MPSEDC for each location.
5. In case of Downgrade MPSEDC will notify the empanelled bidder one month in advance.

### **4.3 MPLS, ILL, P2P Bandwidth Requirements**

All the MPSWAN POP or Horizontal offices will be treated as node for the purpose of bandwidth calculation where the empanelled bidders will provide the connectivity including SHQ which is in Bhopal.

1. Service provider will provide aggregate MPLS bandwidth at SHQ and DR, equivalent to sum of all MPLS bandwidth at MPSWAN POP and Horizontal offices connected by MPLS bandwidth by the service provider, at no additional Cost.
2. The bandwidth at SHQ Bhopal and DR centre at NDC Bhubaneswar will be at least 50 % of the total bandwidth provided in all MPSWAN POP & Horizontal offices the service provider. If max utilisation at aggregation point is more than 50% of the current bandwidth for time period of 30 minutes continuously, the service provider will enhance, the bandwidth at aggregation point. All the MPLS bandwidth should be 1:1 end to end without sharing to other agencies.
3. The ILL links provided has to be of committed bandwidth provided by the service provider for the internet access at required MPSWAN POP and Horizontal offices.
4. Wired connectivity would be the preferred media; however, wireless connectivity can be extended wherever the Bandwidth Service Provider (BSP) is not able to provide wired connectivity, similar SLA's would be applicable to wireless links for achieving the defined Quality of Service. Technical specs

of RF devices are attached as **Appendix-I**. The required necessary approvals and permissions like height approval, structural stability etc. are the responsibility of the bidder.

5. If connectivity is provided on wireless media, then service provider can use license free band frequency of 5 GHz or any higher permitted bands.
6. MPSEDC is planning to move from IPV4 to IPV6. Hence all the devices provided should be IPV6 enabled. Service provider and Network Operator (FMS) will jointly do all necessary configuration in service provider's network whenever MPSEDC decides to shift on IPV6. **In case of MPLS links IP Schema would be shared by the MPSEDC.**
7. Since MPSEDC is using private IPs on its SWAN, in case if the IPs given by Service Providers clashes with that of SWAN then Service provider will provide the new one and will not ask MPSEDC to change its IP of SWAN.
8. The bidder is advised to keep the provision for sufficient bandwidth (typically 2 times of the committed bandwidth. Additional Bandwidth provision for required bandwidth will be in bidder's scope for MPSWAN POP & Horizontal offices requirement.
9. The bandwidth Service Provider shall ensure that the links are monitored in MPSWAN NMS as the penalty calculations will be done by MPSWAN NMS. Hence for managed links SNMP access on CPE equipment for monitoring the link status will be enabled by empanelled bidder and empanelled bidder will also enable the feature on CPE equipment to capture the Packet Loss, Latency and Jitter data for storing and monitoring in MPSWAN NMS and that is the responsibility of the empanelled bidder.
10. The MPSEDC will inform to Successful Bidders/Empaneled Service Providers before one month for any shifting related activity. The empanelled bidder will plan shifting and perform the activity with prior approval of any downtime during shifting. No cost will be paid by MPSEDC to empanelled bidder for any shifting related activity.
11. MPSEDC will not issue the separate workorder for the shifting and neither cancel the issued workorder for the existing location, shifting of link will be part of the same workorder issued.

12. If POP/HO offices is shifting to any other location in the same city, then the Successful Bidders/Empanelled Service Providers will be responsible for shifting of RF tower and all accessories/OFC to provide committed/desired service at the new POP / HO location(s). If height of tower increases to clear the Line of Site, then the successful bidder will install the same without any additional cost.
13. The links commissioned should be capable of handling the Jumbo Frames to support Ethernet frame payloads of 9000 bytes or more.
14. Any technology enhancements in provisioning connectivity services like satellite-based connectivity may be utilized for establishing the network connectivity between POP/Clients and SHQ at Bhopal and DR at Bhubaneswar.

#### **4.4 Helpdesk.**

There is a helpdesk at state NOC for providing support services to entire SWAN network users. Helpdesk have following components:

1. Helpdesk management module of NMS.
2. Service desk.
3. The bandwidth service provider shall ensure co-ordination of their service desk with the existing service desk of MP SWAN for issue reporting and follow-up for progress status.
4. MPSEDC has an option to use empanelled bidder's helpdesk for booking of circuit issues taken from empanelled bidder.
5. Empanelled bidder should deploy Technical resource as single point of contact (SPOC) at MPSWAN Network Monitoring Centre (NMC) situated in State IT Centre Bhopal in working hours (PBH) for establishment of links and day to day monitoring. **The required seating space and network connectivity would be provided by MPSEDC to connect his/her laptop.**

#### **4.5 Testing & Commissioning :**

The selected bidder in the presence of the MPSEDC officials will conduct acceptance tests. The test will involve performance testing of the Link. No additional charges shall be payable by the MPSEDC for carrying out these acceptance tests.

1. UAT request for a particular PO or an individual link can be raised by the SP/Bidder.

2. After successful establishment of links at the designated locations, Bidder/SP shall inform MPSEDC about the same and submit a request for Acceptance Testing (AT) of each link by MPSEDC, at the end of the month OR on completion of the work order OR After Commissioning of one or multiple links which are part of work order.
  3. Bidder/SP shall assist MPSEDC in conducting Acceptance Testing.
  4. Link(s), if any, not passing the Acceptance Test, shall be rectified by the Bidder/SP within 7 days with a request for re-test by MPSEDC. If any link fails the AT repeatedly more than 3 times, it may be got removed by MPSEDC, without any claim for payment to Bidder/SP.
  5. On successful AT by MPSEDC of the link, the event shall be marked as the "Date of Commissioning". Link duration shall be co-terminus with contract duration i.e., 3 years after date of agreement or period of extension if any. **To further clarify the link established in third year of contract will be valid for remaining period of contract.**
  6. In case of delay/ non-completion of work by Bidder/SP at any designated location(s) due to reasons not attributable to the Bidder/SP, the delay shall not be counted on part of bidder/SP and no penalty shall be imposed for such links.
  7. The MPSEDC shall reserve the right to disconnect/terminate any circuit any time by giving One-month prior notice.
- i. Acceptance Testing of each link shall include the following : -**
- (a) Ping Test: Ping test of the link between end offices.
  - (b) Link Discovery: Link to be discovered on NMS of MPSEDC with the generation of all reports required for SLA computation.  
Reports required for SLA Computation are:
    - i. Link Availability & Reachability
    - ii. Packet loss
    - iii. Latency
    - iv. Jitter
  - (c) Performance Test

**ii. Performance Test Methodology**

**A. For MPLS Links**

1. **Latency (Round-trip):** The average round trip delay for 1000 diagnostic packets of 100 bytes each between respective end offices should be less than 80 milliseconds.
2. **Packet Loss:** Packet loss for 1000 diagnostic packets of 100 bytes each to transit from end office to SHQ/POP equipment should be less than 1%. Three such consecutive tests shall be performed with a time interval of 5 min each to verify the packet loss/ drop percentage in each link.
3. **Load Test:** A file transfer test between respective end offices using FTP maybe done to verify the effective bandwidth/ throughput, if felt necessary by MPSEDC.

**B. For P2P Links**

1. **Latency (Round-trip):** The average round trip delay for 1000 diagnostic packets of 1500 bytes each between respective end offices should be less than 80 milliseconds.
2. **Packet Loss:** Packet loss for 1000 diagnostic packets of 1500 bytes each to transit from SHQ/PoP Equipment to respective horizontal office equipment should be <1%. Three such consecutive tests shall be performed with a time interval of 5 min each to verify the packet loss/ drop percentage in each link.
3. **Load Test:** A file transfer test between respective end offices using FTP maybe done to verify the effective bandwidth/ throughput, if felt necessary by MPSEDC

**C. For ILL**

1. **Latency (Round-trip):** ISP's Latency will be determined by round trip delay from ISP's any edge router in INDIA & terminating point with upstream service provider. It will be measured by standard 1000 packets of 64-byte ping.
2. **Packet Loss:** Packet drop will be under SLA as per the below mentioned table:

**Table 2 : ILL Latency, Packet drop**

Peering Points	Round Trip Delay between ISP Gateway Router and ISP upstream peering point	Packet drop
8.8.8.8 or any public IP mutually agreed by MPSEDC & Service Provider	Less than equals to 40 ms	Less than equals to 1%

3. **Load Test:** A file transfer test between respective end offices using FTP may be done to verify the effective bandwidth/ throughput, if felt necessary by MPSEDC.

## 5. Implementation Timelines

Implementation and deployment timeline for the complete bandwidth is as per the following table:

**Table 3 : Timelines for feasibility & implementation**

<b>S. No</b>	<b>Level</b>	<b>Feasibility timeline (L is the date of issuing LOI for respective links)</b>	<b>Link Commissioning timeline (Excluding UAT period and T is the date of issuing Workorder of respective links)</b>
1	Level 1 Links (SHQ)	L+2 days	T+10 Days
2	Level 2 links (POP at CHQ & DHQ)	L+8 Days	T+3 Weeks
3	Level 2 links (POP at BHQ)	L+8 Days	T+4 Weeks
4	Level 3 Links (Horizontal offices) (Upto 50 Sites)	L+8 Days	T+4 Weeks
5	Level 3 links (Horizontal offices) (Upto 100 Sites)	L+10 Days	T+6 Weeks
6	Level 3 links (Horizontal offices) (Upto 200 Sites)	L+15 Days	T+8 Weeks
<p><b>Note:</b> In case of Level 3 links for every 25% increase in the number of sites, above 200 sites one additional week separately will be given for commissioning.</p> <p>Feasibility timelines represents that if the link requirement is declared feasible by the bidder, then the empanelled bidder has to commission the same else the penalty would be applicable as defined.</p>			

Empanelled Bidder is expected to adhere to the above timelines for the implementation. However, in case of any reasons, and if Project Director is satisfied about the reason for delay, the Project Director may allow the service provider to deviate from the timeline. Penalty clauses are applicable for delay in implementation and commissioning of the links.

## **6. Service Level Agreement (SLA)**

### **6.1 SLA Calculation Principles**

The prime objective of the MPSWAN project is to provide secure and high-quality data, voice and video services to MPSWAN POP and Horizontal offices. In order to ensure that the required bandwidth for services of MPSWAN is available round-the-clock, in an efficient manner, a SLA is to be signed between MPSEDC and the empanelled Bidder. Therefore, the SLA would be critical in implementation of bandwidth.

This section describes the service level parameters and how they are measured and calculated, the subsequent section describes the penalty calculations. The term 'Level' used in the document is defined as:

- Level-1 Links: Connectivity for SHQ
- Level-2 Links: Connectivity for CHQ/DHQ/BHQ
- Level-3 Links: Connectivity for Horizontal offices

### **6.2 Service Levels Objectives**

The Bandwidth Service Provider shall meet service level objectives and corresponding parameters as mentioned below at any given point of time. Service level objectives and parameters are categorized according to:

#### **i. Availability**

- 1) Availability of Hardware at horizontal offices and Service Provider premises
- 2) Availability of Links.
- 3) Quality of Links

#### **ii. Reliability**

Reliability of the link means the availability and quality of the links. The availability of the links is defined according to the type of links, i.e., Level-1, Level-2 & Level-3.

#### **iii. Manageability**

- 1) Serviceability parameters - Service Turnaround time
- 2) Capability & Capacity
- 3) Deployment Time

### **6.3 Availability of the Links**

- 1 The empanelled Bidder is expected to maintain the high percentage of uptime on the network and provide bandwidth for various services.
- 2 The empanelled Bidder shall monitor the links continuously using their own NMS to ensure the availability of services as per the agreed service levels.

- 3 The penalty calculations will be done as per reports from existing NMS of SWAN
- 4 Links would be considered “available” when the required network services are available between SHQ to POP and SHQ to end offices.
- 5 Availability of every link at Level-1, Level-2 & Level-3 is calculated on the basis of uptime/downtime of the link.
- 6 It is also understood that small amount of down time is unavoidable and therefore, service levels and the penalty calculations are allowed for such down times.
- 7 The Service Provider will submit reports such as Outage (Hardware as well as Link), Latency, and Packet Loss etc. in the format and as per frequency required by MPSEDC.
- 8 Service Provider needs to understand that the SWAN is catering to various govt. departments hence the availability of link is very critical.
- 9 Service provider will daily submit list of link and hardware outage (including fibre cut) as per schedule decided by MPSEDC.
- 10 **The uptime requirement of every link under the mentioned levels is given below:**
  1. Level-1 Links (Connectivity for SHQ) 99.5%
  2. Level-2 Links (Connectivity for CHQ/DHQ/BHQ) 99.5%
  3. Level-3 Links (Connectivity for Horizontal offices) 98%

**Note:**

- a) The methodology to calculate Uptime & Downtime is described in the following sections.
- b) There is no separate penalty on L1 links and if the L1 link is impacted the cumulative penalty of all the commissioned links would be applicable, hence it is recommended to bidders to provision the L1 link in High Availability & Redundancy mode.

## **6.4 Quality of Links**

Quality of any link is measured in terms of latency and packet loss. The terms are defined as follows:

### **6.4.1 Latency**

#### **a) MPLS Links**

- a. The average round trip delay for 1000 diagnostic packets of 100 bytes each between respective end offices and should be less than equals to 80 milliseconds.

#### **b) P2P Links**

- a. The average round trip delay for 1000 diagnostic packets of 1500 bytes each between respective end offices and should be less than equals to 80 milliseconds.

#### **c) ILL Links**

- a. It will be measured by standard 1000 packets of 64-byte ping to the defined peering point and should be less than equals to 80 milliseconds.

### **6.4.2 Packet Loss**

“Packet Loss” refers to the percentage of packets lost over a period of time over a network segment. The MPSWAN Bandwidth Provider is expected to ensure that maximum end-to-end packet loss will be less than 1%.

**Qualities of links and performance parameters for all the links at all the Levels are as below:**

**Table 4 : ILL Latency, Packet drop for SLA Calculation**

<b>Peering Points</b>	<b>Round Trip Delay between ISP Gateway Router and ISP upstream peering point</b>	<b>Packet drop</b>
8.8.8.8 or any public IP mutually agreed by MPSEDC & Service Provider	Less than equal to 40 ms	Less than equals to 1%

**Table 5 : MPLS, P2P & ILL Latency, Packet drop for SLA Calculation**

<b>Sl. No.</b>	<b>Parameters</b>	<b>Minimum Performance Required for links</b>	<b>Breach of SLA</b>
<b>1</b>	<b>Latency</b>	<b>Less than equal to 40 ms for MPLS,P2P &amp; ILL links</b>	<b>Greater than 80 ms for MPLS, P2P &amp; ILL</b>
<b>2</b>	<b>Packet loss</b>	<b>Less than equal to 1%</b>	<b>Greater than 1%</b>

Note: In case any of the above parameters for any link are falling under “Breach of SLA” mentioned above, it will be treated as downtime.

## 6.5 Manageability

Manageability defines the issue resolution time taken by the Bandwidth Service Provider to resolve an issue reported. The flexibility in PBH lies with MPSEDC. The Bandwidth Service Provider shall meet the issue resolution time as given in table below.

**Table 6 : Definition PBH & NPBH**

<b>PBH</b>	Prime Business Hours (08:00 AM to 06:00 PM) Monday to Saturday throughout the Quarter).
<b>NPBH</b>	Non- Prime Business Hours (06:00 PM to 08:00 AM) 07 days a

	week including Sundays full time throughout the quarter)
--	----------------------------------------------------------

## 6.6 Calculation of Downtime

1. Downtime of a link shall be calculated based on the data collected by monitoring tools (NMS) of MPSWAN. Downtime of links will start from the time of assigning the ticket to empaneled bidder by the MPSEDC (MPSWAN Network Operator).
2. Following principles apply for the calculation of the downtime:
  - a) Output port of Terminal End Equipment at CHQ/DHQ/BHQ & Horizontal offices location will be monitored by the Bandwidth Service Provider for the purpose of uptime / downtime of the link.
  - b) A link shall be considered down when a “Ping” test to the remote router at the CHQ/DHQ/BHQ & Horizontal offices location fails due to the link failure.
  - c) In case any of the quality parameters are falling under “Breach of SLA”, alerts will be generated by the NMS of SWAN or the NMS of Bandwidth Service Provider or through “trouble ticket” generated by the Bandwidth Service Provider NMS or Call Centre arrangement.
  - d) Polling will be done for all the above performance parameters at the interval of **10 minutes** to check the compliance with the minimum performance requirements (as mentioned above).
  - e) The link will be considered down till the performance parameters are within the minimum performance requirements specified.
  - f) The latency will be calculated for PBH on per day basis. If average latency in a day is above 40 ms for MPLS/P2P/ILL it will be considered as downtime for 12 hours on that particular day.
  - g) Packet loss will be calculated on daily basis during PBH and if packet loss is more than 1% for a day it will be considered as downtime for 12 hours.
  - h) The latency and packet loss shall be within the specified limits upto 75% of link utilization. Beyond 75% link utilization degradation in these parameters will not be considered as downtime.

## 6.7 Calculation of Uptime

- a) 'Uptime' refers to availability of bandwidth across each Level. Uptime for each link shall be calculated based on the following formula for every month:
- b) Uptime (In percentage) =  $100 \times \frac{[\{\text{Total Available time per quarter}\} - \{\text{Downtime of a Link}\}]}{[\text{Total Available time per quarter}]}$
- c) Total Available time per quarter = (24 hrs \* N days) - SLA Exclusion Time
- d) N = Number of days
- e) Downtime of a link = Downtime of a particular link according to the Table - 7
- f) SLA Exclusion Time - as mentioned in the tender.

**Downtime of all the links will be categorized according to the levels and Business hours according to the following table:**

**Table 7 : Downtime Calculation Template for a link**

Minimum Uptime Requirement and associated Penalty		
S. No.	Parameters	Penalty
<b>Level 2 Links (CHQ/DHQ/BHQ)</b>		
1	Uptime Greater than equals to 99.5%	No penalty for Level 2
2	If Uptime is less than 99.5% but more than equal to 96%	For every 0.1% drop in the uptime percentage, a penalty of 0.1% of the current quarterly bandwidth charges payable for the link shall be levied as penalty.
3	If Uptime is less than 96% but more than equal to 90%	Additional For every 0.1% drop in the uptime percentage, a penalty of 0.20% of the current quarterly bandwidth charges payable for the link shall be levied as penalty.
4	If Uptime is less than 90% but more than equal to 85%	Additional For every 0.1% drop in the uptime percentage, a penalty of 0.5% of the current quarterly bandwidth charges payable for the link shall be levied as penalty.
5	If uptime is less than 85%	No payment for that link for that period
<b>Level-3 Links (Horizontal Offices)</b>		
1	Uptime Greater than equals to 98%	No penalty for Level 2
2	If Uptime is less than 98% but more than equal to 96%	For every 0.1% drop in the uptime percentage, a penalty of 0.1% of the current quarterly bandwidth charges payable for the link shall be levied as penalty.

**Madhya Pradesh State Wide Area Network (MPSWAN)**  
**Tender No: MPSEDC/MKT/2025/654**

3	If Uptime is less than 96% but more than equal to 90%	Additional For every 0.1% drop in the uptime percentage, a penalty of 0.2% of the current quarterly bandwidth charges payable for the link shall be levied as penalty.
4	If Uptime is less than 90% but more than equal to 85%	Additional For every 0.1% drop in the uptime percentage, a penalty of 0.5% of the current quarterly bandwidth charges payable for the link shall be levied as penalty.
5	If uptime is less than 85%	No payment for that link for that period

Note:

1. If the respective links is in No payment criteria, the QOS penalty (Packet loss, Response & Resolution and latency, etc.) shall not be imposed for that links.
2. If an uptime of link is continuously below 85% for two consecutive quarters, then MPSEDC may terminate the link and offer the same link to other empanelled bidders as per MPSEDC discretion.
3. Separate penalty for SHQ is not defined because there is no direct payment associated to SHQ links and if the SHQ link is down all the associated links at CHQ/DHQ/BHQ POP and horizontal offices will be considered down and the associated penalties would be applicable.

## 6.8 Delay in Implementation Period

Implementation period for providing connectivity is mentioned by MPSEDC and If Service Provider is meeting the SLA parameters for implementation period, no implementation related penalty shall be levied on the quarterly bandwidth charges.

The penalties due to delay in the implementation are given in table below:

**Table 8 - Penalty for Delay in Implementation**

S.No	Performance Parameter	Period of Delay	Penalty for Breach
1	Implementation of Connectivity according to implementation timelines.	After given timelines, delay beyond the implementation timelines for that link.	<ol style="list-style-type: none"> <li>1. Rs 2000/- per day shall be levied for up to 2 weeks. After two weeks if link is not commissioned then workorder would be considered cancelled and link will be offered to the other empanelled bidder.</li> <li>2. If the empanelled bidder has submitted the feasibility of the non-commissioned link but declared the link as not-feasible after issuing the work-order then</li> </ol>

**Madhya Pradesh State Wide Area Network (MPSWAN)**  
**Tender No: MPSEDC/MKT/2025/654**

			the additional penalty of Rs 15,000 for each link would be imposed.
--	--	--	---------------------------------------------------------------------

The above-mentioned penalty would be imposed on the commissioned links and if none of the links are commissioned or declared not-feasible in the given time frame then penalty would be deducted from the PBG.

## **6.9 Calculation of Penalty**

Based on the SLA objectives & parameters defined above, the penalty structure has been defined against breach of Service Level Agreement. Though the SLA parameters and the penalties will be calculated on a quarterly basis before the quarterly payments, Penalties for the quarter will be calculated for each link Level 1, 2 & 3 as described. Maximum cap for the penalty would be **20%** of the Total QGR value however the links which are falling under the Non-Payment condition will not be part of this penalty capping, it means that there will be no payment against the links identified as Non-payment links and the payment will be made only for the links which are within the payment conditions as per SLA's defined and the penalty capping of **20%** would be applicable only for those links which are eligible for payment as defined in Table-7.

The successful Bidder shall be bound by various SLAs as specified. The total penalties imposed due to non-adherence to SLA as mentioned shall not exceed **20%** of the QGR. If the penalty in two consecutive quarter's equal's specified limit of **20 %** of QGR respectively on account of any reasons, MPSEDC may be deem this event to be an event of "default" leading to possible termination of the contract and/or revoking of the Performance Bank Guarantee.

## **6.10 SLA Exclusion Time**

1. Downtime caused by failure of Equipment maintained by the MPSWAN Network Operator/MPSEDC
2. In case the Down time caused due to beyond the Scope of Bandwidth Service Provider like Road Widening Activities the period will not be considered as down time of the link. The Bandwidth Service Provider should submit the supporting evidences for consideration including definite proof for duration. Empanelled Bidder has to restore the links.
3. Power outage: Downtime caused due to non-availability of power at CHQ/DHQ/BHQ & Horizontal offices location.
4. Scheduled Preventive Maintenance activity of the network equipment's at all CHQ/DHQ/BHQ & Horizontal offices is not attributed to Bandwidth Service Provider.
5. Any scheduled and approved preventive maintenance activity of Bandwidth equipments at all CHQ/DHQ/BHQ & Horizontal offices is not accountable for calculations of penalties.
6. Bandwidth Service Provider should submit the SLA exclusion report with proper evidence to MPSEDC of each QGR period.
7. If the Bandwidth Service Provider unable to submit the SLA exclusion report in time (Reports of the previous quarter shall be submitted by 7th of upcoming month), MPSEDC will not consider the same for down time calculations.

### **6.11 Co-ordination with MPSWAN Network Operator and TPA**

It shall be the responsibility of the Bandwidth Service Provider to ensure that the link is made up and running within the agreed service levels, failing which penalties shall be levied on the Bandwidth Service Provider. Bandwidth Service Provider will also provide necessary support to Third Party Auditor for proactive monitoring of links and calculation of any sort of penalty levied on bandwidth service provider in case of bandwidth service provider fault.

### **6.12 Diagnostic Procedure for MPSWAN Link Issue Resolution at POP**

In case of some issues between Network operator and bandwidth service provider for down time and QoS, the below mentioned mechanism may be considered for resolution. The diagnostic procedure detailed takes into consideration some common issues that may happen in MPSWAN and is not meant to be exhaustive. Wherever the connectivity is provided as the managed services the empanelled bidders are responsible for its end-end connectivity monitoring, management, diagnostics and resolution of issues.

#### **Diagnostic Procedure for Downtime of BSP Link at POP:**

**Table 9 : Diagnostic Procedure for downtime of BSP Link at MPSWAN POP**

<b>S. No</b>	<b>Procedure</b>	<b>Diagnosis data to be used</b>
1	1. Network engineer to check for Power at the SHQ. 2. Power to be checked by Network operator Engineer by calling up Remote offices (identified person remote office)	If power is available, go to next step. Otherwise, Network operator engineer to address the power issue.
2	Network engineer to check If Router is Switched ON.	If the Router is ON, go to next step. Otherwise, Network engineer to address power issue.
3	Network engineer to check if CPE is switched ON	If the CPE is on, go to next step. Otherwise, Network engineer to address CPE power issue.

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

		<p>If the issue is of power supply at the MPSWAN POP, then Network operator will address the issue.</p> <p>Else, Bandwidth Service Provider (BSP) shall address the issue (assuming the problem is because of CPE).</p>
--	--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**Table 10 : Diagnostic Procedure for QoS at POP**

<b>S. No</b>	<b>Procedure</b>	<b>Diagnosis data to be used</b>
1	The procedure for detailed root cause analysis and data attached to the ticket for QoS shall be carried out.	<p>Based on the diagnosis data, the root cause and the party responsible (BSP or NO) shall be identified in the ticket.</p> <p>Responsibility of monitoring QoS and initiating the diagnosis is with Network operator.</p>

1. The diagnosis procedure may be followed for all tickets by Network operator before forwarding a ticket to bandwidth service provider.
2. The diagnosis data (textual description is a must and where required additional files) attached to the tickets as a proof of diagnosis carried out and also the decision to transfer the ticket to BSP or NO as the case may be.
3. Failure of attaching diagnostic data to a ticket to support the final decision taken on root cause and responsibility (NO or BSP) shall result in the respective party (not updating the ticket) to own up the ticket and any penalty on this ticket.
4. The above is applicable for issue resolution during PBH, at all MPSWAN POP where SLA is applicable.
5. This shall be applicable for both network downtime and Quality of Service issues at POP.
6. Bandwidth service provider shall provide detailed textual description of the diagnosis in the ticket for the first month. After one month, BSP shall come up with a solution to attach files to support diagnosis work done by their engineers. During this period, a protocol shall also be developed for data parameters to be provided and also the mode of provision of this data in the

ticket. This exercise should be undertaken both by the network operator and bandwidth service provider, separately as well as jointly. This shall be facilitated by TPA.

### **6.13 SLA for Response and Resolution time**

**Table A: Response and Resolution times of faults**

<b>PBH</b>			
<b>S. No</b>	<b>Severity Level</b>	<b>Response Time (in Minutes)</b>	<b>Resolution Time excluding response time (in Minutes)</b>
1	Level 1	30	60
2	Level 2	90	<b>240</b>
<b>3</b>	<b>Level 3</b>	<b>180</b>	<b>480</b>
<b>NPBH</b>			
<b>S. No</b>	<b>Severity Level</b>	<b>Response Time (in Minutes)</b>	<b>Resolution Time excluding response time (in Minutes)</b>
1	Level 1	30	120
2	Level 2	180	480
<b>3</b>	<b>Level 3</b>	<b>240</b>	<b>900</b>

**Note:**

- a) Troubleshooting conducted by the Service Provider NOC will be considered as response and same has to be updated on the MPSWAN ticketing tool (Service Desk tool).
- b) The restoration of the links as per the required parameters defined in SLA parameters would be considered as the resolution of the issue.
- c) The response time will start from the time ticket is assigned to the empaneled bidder by the MPSWAN FMS or through auto-ticketing in MPSWAN NMS/Helpdesk Tool (Service Desk tool)..

#### **PENALTIES FOR RESPONSE AND RESOLUTION TIME**

Penalties shall be imposed on time taken to respond/ resolve the calls in addition to the SLAs mentioned in Table A:

**Table B : Penalties for Response and Resolution time**

<b>S. No</b>	<b>Severity Level</b>	<b>Response Time Penalty per incident</b>	<b>Resolution Time Penalty per incident</b>
1	Level 1	Rs.1000 for delay of every additional thirty minutes (30 Mins).	Rs.2000 for delay of every additional Sixty minutes (60 Mins).
2	Level 2	Rs.300 for delay of every additional Sixty Minutes (60 Mins)	Rs.200 for delay of every additional One Hundred and Twenty Minutes (120 Mins).
3	Level 3	Rs.100 for delay of every additional Sixty Minutes (60 Mins)	Rs.100 for delay of every additional Two hundred and forty minutes (240 Mins).

## **7. Instructions to the Bidders**

This section specifies the procedures to be followed by bidders in the preparation and submission of their bids. Information is also provided on the submission, opening, and evaluation of bids and on the award of contract. It is important that the bidder carefully reads and examines the Tender document.

### **7.1 Availability of Tender Document**

The Tender document is available and downloadable on following websites:  
<https://mptenders.gov.in>

Tender Fees (non-transferable & non-refundable) must be paid online at e-procurement portal (<https://mptenders.gov.in>).

### **7.2 Pre-Bid Meetings and Clarifications**

The prospective Bidder requiring any clarification on the Tender shall contact MPSEDC through email by sending the queries at **marketing@mpsdc.com** MPSEDC would provide clarifications to only those queries which would be received before the due date as mentioned in Bid data sheet. All future correspondence/corrigendum shall be published on <https://mptenders.gov.in>.

### **7.3 Pre-Bid Conference and Issue of Corrigendum**

- a) A Pre-Bid conference of all the interested bidders shall be held at the scheduled date and time as per the details mentioned in the Bid Data Sheet.
- b) MPSEDC reserves the right to make any kind of amendments or in the terms and conditions of Tender before the due date of submission of bid. Any

- change/ clarification/ corrigendum would be uploaded on the e-procurement portal. This will form a part of this Tender document
- c) MPSEDC at its discretion may extend the due date for the submission of bids.

## **8. Preparation and Submission of Proposal**

### **8.1 Completeness of BID**

Bidders are advised to study all instructions, forms, terms, requirements and other Information in the Tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the Tender document with full understanding of its implications. The response to this Tender should be full and complete in all respects. Failure to furnish the information required by the Tender documents or submission of a proposal not substantially responsive to the Tender documents in every respect will be at the bidder's risk and may result in rejection of its proposal. The Tender Document is not transferable to any other bidder.

### **8.2 Language**

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the purchaser, shall be in English language only.

### **8.3 Submission of Bid**

The bidder is responsible for registration on the e-procurement portal ([www.mptenders.gov.in](http://www.mptenders.gov.in)) at their own cost. The bidders are advised to go through the e-procurement guidelines and instructions, as provided on the e-procurement website, and in case of any difficulty related to e-procurement process, may contact the helpline number **0120-4200462, 0120-4001002, 0120-4001005, 0120-6277787**. The Bidder shall submit the proposals online as described below: -

- a) Proposal that are incomplete or not in prescribed format may be rejected.
- b) The Technical and Financial proposal should be submitted only through the e- procurement Portal.
- c) Technical Proposal - The proposal should be as per the Technical Proposal format provided in Annexure I: Technical Proposal Formats.
- d) Financial Proposal – The proposal should be submitted in Financial Bid format provided on the portal ([www.mptenders.gov.in](http://www.mptenders.gov.in))
- e) Conditional proposals shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of the bids.

- f) Bidders are advised to upload the proposals well before time to avoid last minute issues.
- g) The bid has to be submitted only through online through [www.mptenders.gov.in](http://www.mptenders.gov.in) website. No physical submission of bids would be acceptable.

## **8.4 Tender Validity**

The Tender offer must be valid for 180 days from the due date of submission of proposal as mentioned in this Tender or the subsequent corrigendum (if any). However, MPSEDC may extend this period, if the bidder accepts the same in writing.

## **8.5 Cost and Currency**

The offer must be given in Indian Rupees only. The price will remain fixed for the period of the contract and no changes for any reason whatsoever will be allowed. The bidder shall bear all the costs associated with the preparation and submission of its bid, and the purchaser will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

## **8.6 Interpretation of the clauses in the Tender Document**

In case of any ambiguity in the interpretation of any of the clauses in Tender Document, the MPSEDC interpretation of the clauses shall be final and binding on the bidder.

The decision taken by the MD, MPSEDC in the process of Tender evaluation will be full and final.

## **8.7 Amendment in Bidding Document by MPSEDC**

- a. At any time prior to the deadline for the submission of bids, the competent authority may, for any reason, whether on its own or in response to a clarification requested for by a prospective Bidder, modify the bidding document by way of Corrigendum.
- b. The prospective Bidders having received the bidding documents will be notified of the amendment(s) so made on MP Tenders website and such amendments shall be binding on them.
- c. In order to allow reasonable time to the prospective Bidders for taking into account such amendment(s), in the preparation of their bids, the competent authority, at its discretion, may extend the deadline for the submission of bids.

## **8.8 Bid Price**

- a. The Bidders shall indicate on the prescribed Price Schedule, including item-wise and final Bid Price of the items listed.

- b. Prices quoted by the Bidder shall be fixed shall not be subject to variation on any account.
- c. All the price of hardware should be inclusive of its onsite comprehensive maintenance support for period of 3 years.
- d. A bid submitted with an adjustable price will be treated as non-responsive and rejected.
- e. Bid prices should be inclusive of all hardware equipment charges, taxes, levies & license fees except GST.
- f. GST will be paid as per prevailing rates.

## **8.9 Service support requirement**

The service support requirement shall be as per the service level parameters given in the document.

## **8.10 Earnest Money Deposit (EMD)**

- a) The Bidder shall furnish an EMD as per the amount mentioned in Bid Data Sheet online through e-procurement portal.
- b) No interest shall be payable on EMD under any circumstances.
- c) Unsuccessful Bidder's Bid security shall be discharged or returned within 60 (sixty) days of expiration of the period of proposal validity or after awarding Tender to successful Bidder.
- d) In case of successful bidder, the EMD shall be discharged upon signing of agreement and submission of performance bank guarantee, as per Annexure- IV.

### **The EMD shall be forfeited:**

- If a bidder withdraws its bid during the period of bid validity.
- If the bidder fails to sign the agreement in accordance with terms and conditions (Only in case of a empanelled bidder).
- Fails to furnish performance bank guarantee as specified in annexure.
- Information given in the proposal is found inaccurate.

## **9. Qualification Criteria and Bid Evaluation Methodology**

### **9.1 Tender Opening**

- a) Bid Opening shall take place through the e-Procurement Portal. Online Proposals submitted along with the EMD/ Bid Security and Tender Fee (Payable Online through the portal) shall be considered for Bid opening as per the timelines mentioned in the Bid Data Sheet.

- b) In case of EMD/ Bid Security is not received as per the timeline mentioned in Bid Data Sheet, the bid submitted in e-Procurement Portal would be rejected.
- c) A maximum of two representatives from each Participating Organization would be allowed to attend the Tender Opening. The Bidder's representatives, who may choose to attend the session, should attend the Tender opening at the Date and time mentioned in the Bid Data Sheet or as per the Date and Time revised in the subsequent communication given by MPSEDC through [www.mptenders.gov.in](http://www.mptenders.gov.in)
- d) During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required EMD has been furnished and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
- e) To assist in the scrutiny, evaluation and comparison of offers, the MPSEDC may, at its discretion, ask some or all the Bidders for clarification of their offers on any of the points mentioned therein and the same may be sent through email, facsimile. No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by MPSEDC in the evaluation of the bids.

## **9.2 Tender Evaluation**

To evaluate the Tender the MPSEDC shall formulate a Tender Evaluation Committee (TEC) (also referred to as "Evaluation Committee"). The Evaluation Committee shall evaluate the Technical and Financial bids as per the following process:

- a) The MPSEDC will evaluate and compare the bids that have been determined to be substantially responsive.

### **Determination of Responsiveness**

- a. The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/eligibility criteria of the bidding document.
- b. A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -
  - i. "deviation" is a departure from the requirements specified in the bidding document;
  - ii. "reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
  - iii. "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
- c. A material deviation, reservation, or omission is one that,
  - i. if accepted, shall: -

- a) affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
- b) limits in any substantial way, inconsistent with the bidding documents, the procuring
- c) entity's rights or the bidder's obligations under the proposed contract; or
- ii. if rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids.
- d. The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.
- e. The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, terms, conditions and other requirements set out in the bidding document.
- f. Tender Evaluation Committee shall review the Technical Proposal along with Eligibility Criteria. To assist in the examination, evaluation, and comparison of the bids, and qualification of the Bidders, Evaluation Committee may, at its discretion, ask any Bidder for a clarification of its bid.
- g. The Financial Proposals of only those Bidders who have been qualified in the Technical Proposal along with Eligibility Criteria will be opened in the presence of their representatives, who may choose to attend the session on the specified date, time and address mentioned in the Bid Data Sheet.

### **9.3 Financial Bid Evaluation**

The financial bids for technical qualified bidders will be opened. Financial bids, not substantially responsive or incomplete in any manner, are liable to be disqualified. The bidder with lowest price quoted for each bandwidth category may be declared as Lowest Bidder (L1) for that bandwidth category.

### **9.4 Failure to Agree with the Terms and Conditions of the Tender**

Failure of the bidder to agree with the Terms & Conditions of the Tender / Contract shall constitute sufficient grounds for the annulment of the proposal or the award, in such event MPSEDC would reject the proposal and forfeit the EMD as specified in the document.

### **9.5 Empanelment Criteria**

Following empanelment criteria shall be followed for each item in the BOQ :

- 1 The lowest price quoted by the bidder would be declared as L1 the successful bidder, and any other eligible bidders who agrees to accept the quoted rates of L1 bidder are eligible for empanelment.

- 2 L1 rates of every bandwidth speed will be declared and offered for the empanelment to other participant bidders irrespective of their participation in that bandwidth slab.
- 3 Interested eligible bidders for the empanelment have to submit a declaration letter of acceptance to match the L1 prices discovered after the tender evaluation process. Only the service providers who has participated in the bid are eligible for empanelment.
- 4 The interested eligible bidders have to submit their formal acceptance within 7 working days of receiving the empanelment notice issued by MPSEDC, if any of the bidder fails to submit their acceptance within 7 working days would not be eligible in empanelling process and considered as disqualified besides if the extension of acceptance time is approved by MD MPSEDC.
- 5 In the event that L1 bidder withdraws or is not ready for empanelment for any reason, MPSEDC may invite the bidder with next lowest rate L2 bidder for engagement, provided L2 bidder is ready to accept the rate quoted by L1 bidder.
- 6 MPSEDC will empanel up to four interested eligible bidders for each bandwidth slab and order of L1, L2, L3 and L4 will be considered for empanelment if there are more than 4 interested eligible bidders.

## **9.6 Distribution of Work**

1. MPSEDC would follow the below mentioned approach in offering the connectivity locations to the empanelled bidders. However, MPSEDC reserves the right to redefine the process of work distribution:

### **1.1 Work Distribution at POP:**

- 1.1.1 The POP connectivity will be offered through LOI to L1 and if not found feasible by L1 then in sequence will be offered to L2 followed by L3, L4. If L1 fails to provide feasibility or acceptance within specified timelines mentioned in Table 3 then MPSEDC may offer those links to any of the empanelled bidder.

### **1.2 Work Distribution for P-2-P Connectivity:**

- 1.2.1 The requirement for P-2-P connectivity will be offered through LOI to L1 and if not found feasible by L1 then in sequence will be offered to

L2 followed by L3, L4. If L1 fails to provide feasibility or acceptance within specified timelines mentioned in Table 3 then MPSEDC may offer those links to any of the empanelled bidder.

### **1.3 Work Distribution for Horizontal offices:**

**Table 11: Sites Allocation**

<b>S.No</b>	<b>Bidders in Sequence</b>	<b>Locations offered for Connectivity</b>
1	L1 Bidder	Up to 45%
2	L2 Bidder	Up to 25%
3	L3 Bidder	Up to 20%
4	L4 Bidder	Up to 10%
<b>Note:</b> During the distribution of sites if any fractional values are observed then any value below 0.5 will be considered as lower number and any value which is 0.5 or higher will be considered as higher number.		

#### **1.3.1 Process of Work Allocation:**

##### **Step 1: Right to Refuse or Accept**

- a. MPSEDC will inform through e-mail or in writing the identified locations to L1 bidder. L1 should submit their acceptance/feasibility within 3 working days of intimation by MPSEDC through e-mail or in writing.

**Note:** Working Days represents MPSEDC working days.

- b. Next MPSEDC will inform through e-mail or in writing for remaining locations to L2 bidder. L2 should submit their acceptance/feasibility within 3 working days of intimation by MPSEDC through e-mail or in writing.
- c. Next MPSEDC will inform through e-mail or in writing the remaining locations to L3 bidder. L3 should submit their acceptance/feasibility within 3 working days of intimation by MPSEDC through e-mail or in writing.
- d. Next MPSEDC will inform through e-mail or in writing for the remaining locations to L4 bidder. L4 should submit their acceptance/feasibility within 3 working days of intimation by MPSEDC through e-mail or in writing.

- e. Remaining locations are at discretion of MPSEDC. MPSEDC may choose to offer through LOI those locations to any of the empanelled bidder.

**Step 2: WorkOrder**

- a. MPSEDC would issue the LOI for the provided locations to empanelled bidders.
- b. Bidders must submit the feasibility within timelines as mentioned in Table 3. After submission of feasibility reports by empanelled bidders workorder will be issued.
- c. Timelines for commissioning of the links will be as per Table 3 above.

**Step 3: Not Commissioned – After allowed timeline**

- a. Applicable penalty for not commissioning as per Table 8 would be imposed for delay in commissioning.
- b. It would be the sole discretion of MPSEDC for giving the non-commissioned links to other empanelled bidders.

**1.4 Additional Points:**

- 1.4.1 The connectivity at MPSWAN POP and may be established through two different service providers to achieve the redundancy. Distribution of work process mentioned in 1.1 **will be followed for primary connectivity.**

**The workorder for secondary connectivity at POP would be given to any of the other empaneled bidders based on the discretion of MPSEDC.**

- 1.4.2 Connectivity requirement besides 1.1, 1.2 & 1.3 may be divided in phases, After the completion of one phase empanelled bidder may be given next phase as per defined criteria and process of distribution. MPSEDC may issue the workorder for the next phase after completion of timelines given for previous phase locations.
- 1.4.3 Any new requirement of connectivity would be decided by MPSEDC and MPSEDC would follow the same pattern of work distribution as defined above. MPSEDC may add or remove any location from the defined phases based on requirements.
- 1.4.4 If there are less than 4 successful bidders during empanelment, then MPSEDC may choose to offer work distribution of L4, L3, L2 to L1 wherever applicable.

- 1.4.5 Irrespective to the above-mentioned conditions MPSEDC reserves the right for Work distribution at POP/Horizontal clients from any of the empanelled service providers based on the past performance/ circumstances.

## **9.7 Contacting the Competent Authority**

Any effort on part of a Bidder to influence the Competent Authority or Members of Technical/Monitoring committee, in its decisions on bid evaluation; bid comparison or contact award may result in rejection of the submitted bid.

## **9.8 Confidentiality**

- a) Any attempt by a Bidder to influence MPSEDC in the evaluation of the bids or Contract award decisions may result in the rejection of its bid.
- b) If any Bidder wishes to contact the MPSEDC during/after opening of the Bid to award of contract. He may do so in writing.

# **10. Terms and Conditions Governing the Contract**

## **10.1 Signing of Contract**

- a) The empanelled Bidder shall execute an agreement within one month from the date of order from MPSEDC. In exceptional circumstances, on request of the empanelled bidder in writing for extension, MPSEDC reserves the right to grant an extension for appropriate period after getting satisfied with the reasons given. In addition to terms and conditions being mentioned hereunder, all terms and conditions of the Tender and corrigenda issued will also be applicable for the contract.
- b) There shall be agreement between MPSEDC and Empanelled bidder. On failure of execution of the agreement by the empanelled bidder, the Performance Security amount furnished will be forfeited.

## **10.2 Performance Bank Guarantee (PBG)/ Security Deposit**

The project will carry a performance guarantee for contract period plus six months. All charges with respect to the PBG shall be borne by the bidder. The PBG shall be remaining valid for the contract period plus six months. The Empanelled Bidder shall have to submit the PBG as per the format given on Annexure-IV. The PBG will be discharged / returned by MPSEDC upon being satisfied that there has been due performance of the obligations of the bidder

under the contract. However, no interest shall be payable on the performance bank guarantee.

This guarantee may be invoked on violation of any of the condition (s) given below:

- If any of the services, which shall be given by you, does not perform satisfactorily
- The observed output/deliverables of the project is not in accordance with the approved specification.
- The security system is not fool proof with unauthorized person being able to access/infiltrate into the system.
- The corporation suffers losses by way of some of the module generating illegal/ incorrect reports/output.
- The bidder or his employee is involved in any unlawful activity relating to this work.

In order to take care of the concerns outlined above, **the bidder is required to furnish Performance Guarantee worth of 5% of the order value of contract for a period of three years, valid up to a period of contract plus six months.** Performance security should be submitted within 30 days of receiving the **work order**. The Performance Security can be in the form of Bank Guarantee in favour of MPSEDC Ltd., Bhopal. On submission of Performance Security, EMD amount submitted will be returned.

### **10.3 General**

- a) The price should be inclusive of all taxes and duties except GST.
- b) Conditional bids are liable to be rejected.
- c) MPSEDC does not bind themselves to accept the lowest or any other tender and reserve the right to accept or reject any or all the tender in full or in part without assigning any reason.
- d) MPSEDC may increase or decrease the number of locations based on performance during the entire contract period.

### **10.4 Payment**

**Payment shall be released by MPSEDC as per the following terms:**

- **SHQ & MPSWAN POP/Horizontal Connectivity:** Link wise payment shall be released by MPSEDC on quarterly basis at the end of each quarter after deduction of any penalty as applicable.
- Payment will be done to successful bidder after deduction of penalties (if any) as per SLA parameters defined.
- All the payments shall be approved by the MPSEDC on advice of empanelled TPA of SWAN (M/s KPMG Pvt.Ltd.).

- The payment to the successful bidder shall be quarterly subject to satisfactory assessment done by MPSEDC on advice of empanelled TPA of SWAN (M/s KPMG Pvt.Ltd.) for the successful bidder activities.

## **10.5 Amendment**

No provision of Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of all the parties and which expressly states to amend the present Contract.

## **10.6 Corrupt / Fraudulent Practices**

The Purchaser requires that the Bidders under this Tender should observe the highest standards of ethics during the execution of such contracts. In pursuance of this policy, the MPSEDC defines the terms set forth as follows:

- a) "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the award of the contract, in contract execution;
- b) In the event of corrupt practice and fraudulence in addition to penal action as per the terms and conditions of the contract, legal action shall also be initiated against the concerned.
- c) "Fraudulent practice" means a misrepresentation of facts in order to influence award of contract or an execution of a contract to the detriment of the MPSEDC, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the MPSEDC of the benefits of the free and open competition;
- d) The MPSEDC will suspend the award of contract if prima-facie it is established that the vendor had engaged in corrupt or fraudulent practices in competing for the contract in question.
- e) The MPSEDC will declare a Bidder ineligible after giving opportunity of being heard, either indefinitely or for a stated period of time, to be awarded a contract if at any time it is found that the Bidder has engaged in corrupt and fraudulent practices in competing for, or in executing, this contract.

## **10.7 Resolution of Disputes**

- a) MPSEDC and the selected Bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- b) If any dispute of any kind whatsoever arise between purchaser and the successful bidder in connection with or arising out of the contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, the parties shall seek to resolve any such dispute or difference by mutual consultation. If still unresolved then

the dispute would be resolved as per MP Madhyastham Adhikaran Adhiniyam, 1983. Arbitration proceedings and the award shall be made in English language. The place of arbitration shall be Bhopal and all legal disputes are subject to the jurisdiction of courts at Bhopal and following are agreed:

1. The arbitration award shall be final and binding on the Parties, and the Parties agree to be bound thereby and to act accordingly. The arbitrator may award to the Party that substantially prevails on merit, its costs and reasonable expenses (including reasonable fees for counsel)
2. When any dispute is under arbitration, except for matters under dispute, the Parties shall continue this Agreement.

### **10.8 Legal Jurisdiction**

All legal disputes are subject to the jurisdiction of Courts at Bhopal only.

### **10.9 Indemnity**

The Empanelled bidders/Successful Bidders shall indemnify, protect and save MPSEDC and MPSEDC against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components (like system software, software tools, hardware etc.) and the services rendered under this Tender.

### **10.10 Publicity**

Any publicity by the bidder in which the name of the Indenter/buyer is to be used should be done only with the explicit written permission of the Indenter/buyer.

### **10.11 Performance Obligations**

While providing services as per Scope of Work, the contractor shall ensure that there is no infringement of any patent or design rights or violate any intellectual property or other right of any person or entity and shall comply with all applicable Laws, Statute, regulations and Governmental requirements and he/she shall be solely and fully responsible for consequence / any actions due to any such infringement.

### **10.12 Force Majeure**

- a) Force Majeure would include natural and unavoidable catastrophe that interrupts the expected course of events.
- b) For purposes of this clause, “Force Majeure” means an event beyond the control of both the parties (MPSEDC & Bidder) and not involving the both

the parties and not involving the fault of both the parties or negligence and not foreseeable. Such events may include, but are not restricted to, instances of, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes which would have an impact on both the parties.

- c) If a Force Majeure situation arises, the any of the parties shall promptly notify the other in writing of such conditions and the cause thereof. Unless otherwise directed by, the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- d) The MPSEDC may also discuss the issue with the Bidder and revise the existing timelines for the Project. If the Contractor does not complete the Project Implementation in accordance with the revised timelines, MPSEDC will have the option to invoke the Performance Guarantee and/or terminate this Agreement.
- e) If an event of Force Majeure continues for a period of Sixty (60) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for services already delivered or performed.
- f) The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the appropriate definition as per this agreement. Without limitation to the generality of the foregoing, Force Majeure Event shall include the following classes of events and circumstances and their effects:
  - i. Natural events ("Natural Events") to the extent they satisfy the foregoing requirements including:
    - Any material effect on the natural elements, including, Flood, Lightning, fire, earthquake, cyclone, storm, tornado, pandemic or typhoon;
    - Explosion or chemical contamination (other than resulting from an act of war);
    - Epidemic such as plague;
    - Any event or circumstance of a nature analogous to any of the foregoing

- ii. Other Events (Political Events) to the extent that they satisfy the foregoing requirements including:
- Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage;
  - Any act of Government
  - Strikes, work to rules, go-slows which are either widespread, nation-wide, or state-wide and are of political nature;
  - Any event or circumstance of a nature analogous to any of the foregoing

**Note:** It is to be noted that cases of Short circuit/over-voltage cases will not be covered under Force Majeure Clause.

### **10.13 Right to Terminate**

MPSEDC, reserves the right to accept or reject any Tender offer, and to annul the Tendering process and reject all Tenders at any time prior to award of control, without thereby incurring any liability to the affected vendor(s) or any obligation to inform the affected vendor(s) of the grounds for such action.

MPSEDC makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. Further, this Tender does not constitute an offer by MPSEDC. The bidder's participation in this process may result in MPSEDC selecting the bidder to engage in further discussions and negotiations.

### **10.14 Suspension & Termination of Empanelled Bidder**

- a) Subject to the provisions mentioned here under this contract shall terminate at the expiry of the agreement term.
- b) Either party may terminate this Agreement if the other party breaches the terms of this Agreement and fails to rectify it within 30 days of receiving notice of breach.
- c) Either party with the consent of the other party can terminate this Agreement by giving 60 days written notice.
- d) MPSEDC reserves the right to terminate the contract in case Contractor gets blacklisted by the Government of Madhya Pradesh or any other Ministry of Government of India during the course of Project or if contractor is convicted in a legal/tax evasion case or on account of any other legal misconduct of the contractor.
- e) The MPSEDC may serve written notice on contractor at any time to terminate this Agreement with immediate effect in the event of a reasonable apprehension of bankruptcy of the contractor.

- f) In the event that the MPSEDC terminates this Agreement due to the breach of the contract as per the conditions of this agreement, the MPSEDC shall be entitled to invoke the Performance Guarantee.
- g) Upon expiry, this Agreement may be extended and/or renewed and/or taken over by MPSEDC on behalf of MPSEC subject to the terms of this Agreement.
- h) MPSEDC may, at any time, terminate the engagement by giving 30 days written notice to the contractor without any compensation (if the contractor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to MPSEDC)
- i) The engagement of the bidder shall be suspended/terminated and the bidder may be blacklisted forthwith by the MPSEDC under following circumstances/reasons:
  - Violation of any condition of the Tender/ contract or part of any condition of the Tender contract of engagement, or
  - Deviation found in quality and quantity of the service provided, or
  - On finding software used as pirated, or
  - If it is found that during the process of award of contract, fraudulence was made by the bidder or the vendor if found to resort to the fraudulent practice in getting work order like offering incentive in terms of free product or money.
- j) As stopping the providing faulty/substandard service and taking appropriate action in this regard is of an urgent and emergent nature required to protect the interest of the Government, the engagement of the contractor will be suspended. However, before taking the final decision on the matter, all concerned will be given reasonable opportunities to explain their stand. After enquiry, if the bidder is found guilty, the engagement of the concerned bidder for the service in question will be cancelled and other appropriate legal action shall also be initiated against all concerned. In case of any dispute, the decision of the MD, MPSEDC shall be final and binding.

### **10.15 Limitation of Liability**

The maximum aggregate liability of contractor shall not exceed the **aggregated order value during entire contract duration.**

### **10.16 Insurance clause**

- i. The equipment and services supplied under the contract shall be fully insured by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation.
- ii. Contractors All Risk (CAR) policy or any other equivalent policy covering safety of the deputed employees for the MPSWAN project should be taken by the empanelled bidder. Purchaser will not be responsible for any kind of claim

arising due to any accident during the period of contract. The policy should be valid for the complete contract period including installation & commissioning period.

### **10.17 Extension of Order :**

MPSEDC reserves the right to place an extension order during entire contract duration for providing MPLS bandwidth at any MPSWAN POP and Horizontal offices across the State of Madhya Pradesh on the same rates, terms and conditions.

The empanelled bidder would be engaged for providing the services initially for 3 years and further it may be extended for further period of One + One year on same rates, terms and conditions.

### **10.18 Exit Management**

#### **i. Purpose**

- a) This clause sets out the provisions which will apply on expiry or termination of the contract.
- b) In the case of termination of contract due to default or insolvency, MPSEDC will decide at that time whether, and if so during what period, the provisions of this clause shall apply.
- c) The Parties shall ensure that their respective associated entities, authorized representative of or its nominated agencies and the Bidder, carry out their respective obligations set out in this Exit Management Clause.

#### **ii. Cooperation and Provision of Information**

##### **During the exit management period:**

- a) The Bidder will allow MPSEDC or its nominated agencies access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable it to assess the existing services being delivered.
- b) B Promptly on reasonable request by MPSEDC or its nominated agencies, the Bidder shall provide access to and copies of all information held or controlled by it which have prepared or maintained in accordance with the contract. MPSEDC or its nominated agencies shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data.
- c) C The Bidder shall permit MPSEDC or its nominated agencies and/or any Replacement of Bidder to have reasonable access to its employees as reasonably required to understand the methods of delivery of the services employed by the Bidder and to assist appropriate knowledge transfer.

#### **iii. Confidential Information, Security and Data**

The Bidder will promptly on the commencement of the exit management period supply to MPSEDC or its nominated agencies the following:

- i. Information relating to the current services rendered and performance data relating to the performance in relation to the services; and
- ii. Documentation relating to Intellectual Property Rights; and
- iii. MPSEDC / Parties / vendors data and confidential information; and
- iv. All current and updated data as is reasonably required for purposes of MPSEDC or its nominated agencies transitioning the services to its replacement Bidder in a readily available format; and
- v. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable MPSEDC or its nominated agencies, or its Replacement vendor to carry out due diligence in order to transition the provision of the Services to the MPSEDC or its nominated agencies, or its Replacement Operator (as the case may be).
- vi. Before the expiry of the exit management period, the Bidder shall deliver to MPSEDC or its nominated agencies all new or up-dated materials from the categories set out in points above, and shall not retain any copies thereof.
- vii. Before the expiry of the exit management period, unless otherwise provided under the contract, MPSEDC or its nominated agencies shall deliver to the Bidder all forms of Bidder confidential information which is in the possession or control of MPSEDC or its nominated agencies or its users.
- viii. At expiry of Contract : For smooth handing over/transfer of the system, at the time of expiry of the contract all the devices with detailed documentation having configuration, integration details with other devices and troubleshooting manuals etc should be handed over and the devices shall be fully functional.

### **Employees**

Promptly on reasonable request at any time during the exit management period, the Bidder shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to the MPSEDC a list of all employees (with job titles and communication address) of the Bidder, dedicated to providing the services at the commencement of the exit management period, To the extent that any Transfer Regulation does not apply to any employee of the bidder, the client or Replacement Bidder may make an offer of employment or contract for services to such employee of the Bidder and the Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the client or any Replacement bidder.



## **ANNEXURE – I : Letter for Submission of Tender**

Ref. No.  
Dated:

To

**Chief General Manager**

M P State Electronics Development Corporation Ltd.  
State IT Centre, 47- A, Arera Hills,  
Bhopal-462011 (M.P.)

Ref: Tender for “Empanelment of Bandwidth Service Providers for MPLS, ILL & P2P Connectivity.” against Tender no. :<*Tender Number to be filled by the bidder.*>.

Dear Sir,

Having examined the tender document relating to the Empanelment of Bandwidth Service Providers for MPLS, ILL & P2P Connectivity, as detailed in your tender, Terms & Conditions and scope of procurement, Specifications etc., and having understood the provisions and requirements relating to the procurement and all other factors governing the tender, We hereby submit our offer for the band-width in accordance with terms and conditions and confirm our acceptance to execute the order within the time period specified in the tender document, at the rates quoted by us in the accompanying Technical & commercial Bid.

If after the tender document is accepted, we fail to complete the commissioning of the items as per the order. We agree that, M/s. MPSEDC Ltd. Bhopal shall have full authority to forfeit the Earnest Money and cancel our order with no obligation on their part.

We confirm having deposited earnest money of Rs 25,00,000/- (Rupees Twenty Five Lakh only) online, and general information required is as per annexure attached.

We further confirm that -

- 1) We have successfully executed orders of similar nature and we have sufficient experience and financial strength in handling orders of this value.
- 2) We have sufficient qualified manpower and necessary materials and after sales support to execute the order efficiently in the specified time schedule.
- 3) The quoted rates shall be valid till the completion of the order but not less than 180 days.
- 4) We further confirm that all chapters of the tender documents have been read, understood and signed and there is no deviation/discrepancy we hereby certify that we as a company and products quoted by us have not been blacklisted by any government departments/agencies.

**Signature of the Bidder**  
**With stamp and date**

**GENERAL INFORMATION AND EMD DETAILS**

S.No	Information	Details
1	EMD Details:	
2	Name and Address of the Bidder	
3	Contacts:	
4	Telephones:	
5	Fax:	
6	E-mail:	
7	Mobile No:	
8	Category of the Bidder (Whether Company, Partnership Firm or Proprietary Concern)	
9	Name of Chief Executive Officer and phone No.	
10	Year of Establishment	
11	GST Registration No.	
12	Income Tax PAN/GIR No.	
13	Yearly Turn Over of the Last 3 years (FY 2017-18, 2018-19 & 2019-2020).	
14	List of major Clients and the size of orders executed	

**Contact Details of officials for future correspondence regarding the bid process:**

Details	Authorised Signatory	Secondary Contact
Name		
Title		
Company Address		
Phone		
Mobile		
Fax		
E-mail		

It is hereby confirmed that I/We are entitled to act on behalf of our company and empowered to sign this document as well as such other documents, which may be required in this connection.

**Signature of the Bidder**  
**With stamp and date**

## **ANNEXURE - II : Financial Bid**

**(To be printed on letterhead)**

To,

.....,  
.....,  
.....,  
.....

**Sub:** Financial Bid

**Ref:** Tender for Empanelment of Bandwidth Service Providers for MPLS, ILL & P2P Connectivity.

(Tender No: \_\_\_\_\_ Dated: \_\_/\_\_/\_\_\_\_)

Having examined the Tender Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer the services for Tender No..... To meet such requirements and to provide services as set out in the Bid document following is our quotation summarizing our commercial proposal.

## Financial BID

Table 1: Empanelment of Bandwidth Service Providers for Managed MPLS Connectivity (Per annum rates to be quoted)		
Item	Speed for 1:1	Rate per Annum inclusive of all hardware equipment, taxes, levies & license fees except GST.
		(In INR)
A	B	C
1.1	10 Mbps	
	Total in Words	
1.2	20 Mbps	
	Total in Words	
1.3	30 Mbps	
	Total in Words	
1.4	40 Mbps	
	Total in Words	
1.5	50 Mbps	
	Total in Words	
1.6	60 Mbps	
	Total in Words	
1.7	70 Mbps	
	Total in Words	
1.8	80 Mbps	
	Total in Words	
1.9	90 Mbps	
	Total in Words	
1.10	100 Mbps	
	Total in Words	
1.11	150 Mbps	
	Total in Words	
1.12	200 Mbps	
	Total in Words	
1.13	500 Mbps	
	Total in Words	
1.14	1 Gbps	
	Total in Words	
1.15	2 Gbps	
	Total in Words	
1.16	5 Gbps	
	Total in Words	
1.17	10 Gbps	
	Total in Words	
1.18	25 Gbps	
	Total in Words	
1.19	40 Gbps	
	Total in Words	

**Madhya Pradesh State Wide Area Network (MPSWAN)**  
Tender No: MPSEDC/MKT/2025/654

<b>1.20</b>	<b>100 Gbps</b>	
	<b>Total in Words</b>	

<b>Table 2: Empanelment of Bandwidth Service Providers for Managed ILL Connectivity</b> (Per annum rates to be quoted)		
<b>Item</b>	<b>Speed for 1:1</b>	<b>Rate per Annum inclusive of all hardware equipment, taxes, levies &amp; license fees except GST. (In INR)</b>
<b>A</b>	<b>B</b>	<b>C</b>
<b>2.1</b>	<b>10 Mbps</b>	
	<b>Total in Words</b>	
<b>2.2</b>	<b>20 Mbps</b>	
	<b>Total in Words</b>	
<b>2.3</b>	<b>30 Mbps</b>	
	<b>Total in Words</b>	
<b>2.4</b>	<b>40 Mbps</b>	
	<b>Total in Words</b>	
<b>2.5</b>	<b>50 Mbps</b>	
	<b>Total in Words</b>	
<b>2.6</b>	<b>60 Mbps</b>	
	<b>Total in Words</b>	
<b>2.7</b>	<b>70 Mbps</b>	
	<b>Total in Words</b>	
<b>2.8</b>	<b>80 Mbps</b>	
	<b>Total in Words</b>	
<b>2.9</b>	<b>90 Mbps</b>	
	<b>Total in Words</b>	
<b>2.10</b>	<b>100 Mbps</b>	
	<b>Total in Words</b>	
<b>2.11</b>	<b>150 Mbps</b>	
	<b>Total in Words</b>	
<b>2.12</b>	<b>200 Mbps</b>	
	<b>Total in Words</b>	
<b>2.13</b>	<b>500 Mbps</b>	
	<b>Total in Words</b>	
<b>2.14</b>	<b>1 Gbps</b>	
	<b>Total in Words</b>	
<b>2.15</b>	<b>2 Gbps</b>	
	<b>Total in Words</b>	
<b>2.16</b>	<b>5 Gbps</b>	
	<b>Total in Words</b>	
<b>2.17</b>	<b>10 Gbps</b>	
	<b>Total in Words</b>	

**Madhya Pradesh State Wide Area Network (MPSWAN)**  
Tender No: MPSEDC/MKT/2025/654

<b>2.18</b>	<b>25 Gbps</b>	
<b>Total in Words</b>		
<b>2.19</b>	<b>40 Gbps</b>	
<b>Total in Words</b>		
<b>2.20</b>	<b>100 Gbps</b>	
<b>Total in Words</b>		

<b>Table 3: Empanelment of Bandwidth Service Providers for P2P links (Per annum rates to be quoted)</b>		
<b>Item</b>	<b>Speed for 1:1</b>	<b>Rate per Annum inclusive of all hardware equipment, taxes, levies &amp; license fees except GST.</b>
		<b>(In INR)</b>
<b>A</b>	<b>B</b>	<b>C</b>
<b>3.1</b>	<b>100 Mbps</b>	
<b>Total in Words</b>		
<b>3.2</b>	<b>200 Mbps</b>	
<b>Total in Words</b>		
<b>3.3</b>	<b>300 Mbps</b>	
<b>Total in Words</b>		
<b>3.4</b>	<b>400 Mbps</b>	
<b>Total in Words</b>		
<b>3.5</b>	<b>500 Mbps</b>	
<b>Total in Words</b>		
<b>3.6</b>	<b>1 Gbps</b>	
<b>Total in Words</b>		
<b>3.7</b>	<b>2 Gbps</b>	
<b>Total in Words</b>		
<b>3.8</b>	<b>5 Gbps</b>	
<b>Total in Words</b>		
<b>3.9</b>	<b>10 Gbps</b>	
<b>Total in Words</b>		
<b>3.10</b>	<b>25 Gbps</b>	
<b>Total in Words</b>		
<b>3.11</b>	<b>40 Gbps</b>	
<b>Total in Words</b>		
<b>3.12</b>	<b>100 Gbps</b>	
<b>Total in Words</b>		

<b>Table 4: Empanelment of Bandwidth Service Providers for MPLS Connectivity at POP (Per annum rates to be quoted)</b>		
<b>Item</b>	<b>Speed for 1:1</b>	<b>Rate per Annum inclusive of all hardware equipment, taxes, levies &amp; license fees except GST.</b>

**Madhya Pradesh State Wide Area Network (MPSWAN)**  
**Tender No: MPSEDC/MKT/2025/654**

		(In INR)
A	B	C
4.1	10 Mbps	
	Total in Words	
4.2	20 Mbps	
	Total in Words	
4.3	30 Mbps	
	Total in Words	
4.4	40 Mbps	
	Total in Words	
4.5	50 Mbps	
	Total in Words	
4.6	60 Mbps	
	Total in Words	
4.7	70 Mbps	
	Total in Words	
4.8	80 Mbps	
	Total in Words	
4.9	90 Mbps	
	Total in Words	
4.10	100 Mbps	
	Total in Words	
4.11	150 Mbps	
	Total in Words	
4.12	200 Mbps	
	Total in Words	
4.13	500 Mbps	
	Total in Words	
4.14	1 Gbps	
	Total in Words	
4.15	2 Gbps	
	Total in Words	
4.16	5 Gbps	
	Total in Words	
4.17	10 Gbps	
	Total in Words	
4.18	25 Gbps	
	Total in Words	
4.19	40 Gbps	
	Total in Words	
4.20	100 Gbps	
	Total in Words	

- Please note that above costing includes local lead cost, hardware rent (such as modem, transmission equipment, Router, L3 Switch, CPE etc.), OFC laying

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

cost, wireless equipment, its maintenance and management etc. and if any IP address is required for the connectivity on ILL.

2. Prices should be inclusive of freight & duties etc. except GST.
3. Applicable GST will be paid as actuals at the time of billing.
4. L1 as the lowest rate will be considered for every item.
5. Bidders can participate for any requirement mentioned as Table 1, 2, 3 & 4 there is no limitation to fill all the tables for participation.
6. L1 rates of every item will be declared and offered for the empanelment to other participant bidders irrespective of their participation in that bandwidth slab.
7. Links provided at POP will be connected on existing routers of POP and the reports will be generated from POP routers. There is no separate requirement of routers at POP.
8. Feasibility of link shall be assessed and agreed upon by MPSEDC before placing the order.
9. MPSEDC will place an order for MPLS, ILL or P2P links as per requirements for MPSWAN POP and horizontal offices.
10. The Bidder should provide the MPLS connectivity only on OFC where the Bandwidth requirement is more than 1 Gbps.
11. Empanelled bidder should deploy Technical resource as single point of contact (SPOC) at MPSWAN Network Monitoring Centre (NMC) for establishment of links and day to day monitoring.
12. The separate bin for faults tickets shall be provided to Bidder for managing and monitoring the fault tickets response and resolution time and Bidder shall submit the Response and Resolution fault ticket reports along with invoice on QGR basis.
13. In case of tie between multiple bidders for quoting the same L1 rates then bidder with the highest turnover as per eligibility criteria will be declared as the successful bidder.

**Signature of the Bidder  
With stamp and date**

**ANNEXURE – III : Self Declaration for not being black listed by any State or Central Government**

(Letter on the bidder's Letterhead)

To  
Chief General Manager  
MPSEDC Ltd., State IT Centre,  
47-A, Arera Hills, Bhopal-462011

**Sub:** Declaration for not being blacklisted by any State and Central Government.

Dear Sir,

I/We, \_\_\_\_\_, as \_\_\_\_\_ <Designation>\_\_\_\_\_ of M/s\_\_\_\_\_, hereby declare that our Company / Firm \_\_\_\_\_is having unblemished past record and is not declared blacklisted or ineligible to participate for bidding by any State/Central Govt., due to unsatisfactory performance, breach of general or specific instructions, corrupt / fraudulent or any other unethical business practices.

Yours Faithfully  
[Authorized Signatory]  
[Designation]  
[Place]  
[Date and Time]  
[Seal & Sign]  
[Business Address]

## **ANNEXURE – IV : Format for Queries**

To  
Chief General Manager  
MPSEDC Ltd., State IT Centre,  
47-A, Arera Hills, Bhopal-462011

**Sub:** Submission of Queries

**Ref:** Tender for “Empanelment of Bandwidth Service Providers for MPLS, ILL & P2P Connectivity.”.

(Tender No: \_\_\_\_\_ Dated: \_\_/\_\_/\_\_\_\_)

Dear Sir,

We have gone through the bid document and have following queries: -

<b>Sr. No.</b>	<b>Clause No in Tender</b>	<b>Page Number</b>	<b>Query</b>

Request your kind response of the same.

Yours Faithfully  
[Authorized Signatory]  
[Designation]  
[Place]  
[Date and Time]  
[Seal]  
[Business Address]

## **ANNEXURE – V : Format of PBG**

[Date]

To  
Chief General Manager,  
MPSEDC, State IT Centre,  
47-A, Arera Hills,  
Bhopal

**Sub:** Performance bank Guarantee for RFP Empanelment of Bandwidth Service Providers for MPLS, ILL & P2P Connectivity.

**Ref:** RFP for Empanelment of Bandwidth Service Providers for MPLS, ILL & P2P Connectivity. (Tender No: XXXX Dated: XXXXXX)

Dear Sir,

WHEREAS

M/s. (name of bidder), a company registered under the Companies Act, 1956, having its registered office at (address of the bidder), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assignees), agreed to enter into a contract dated ..... (Herein after, referred to as “Contract”) with you (Madhya Pradesh Electronic Development Corporation (MPSEDC)) for RFP for Empanelment of Bandwidth Service Providers for MPLS, ILL & P2P Connectivity.

We are aware of the fact that as per the terms of the contract, M/s. (name of bidder) is required to furnish an unconditional and irrevocable bank guarantee of amount **5%** of the contract value (in favour of MPSEDC for an amount <<....>> and guarantee the due performance by our constituent as per the contract and do hereby agree and undertake to pay the amount due and payable under this bank guarantee, as security against breach/ default of the said contract by our constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee. Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of amount <<....>>), without any demur.

Notwithstanding anything to the contrary, as contained in the said contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This PBG shall remain valid during the entire engagement period and additional six months subject to the terms and conditions in the said Contract.

We further agree that the termination of the said agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honour the same without demur.

We hereby expressly waive all our rights to pursue legal remedies against MPSEDC and other Concerned Government Departments of Madhya Pradesh.

We the guarantor, as primary obligor and not merely surety or guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been provided to us after the expiry of 48 hours from the time it is posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent upon intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to your benefit and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to amount <<....>>), and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein, our liability under this Performance Bank Guarantee shall not exceed amount INR <<....>>

The PBG shall be remain valid during the entire contract period and additional six months. We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only if we receive a written claim or demand on or before .... (Date) from start of contract period for Empanelment of Bandwidth Service Providers for MPLS, ILL P2P Bandwidth.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the abovementioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in Bhopal (M.P) for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

Dated ..... this ..... Day ..... 2021.

Yours faithfully,  
For and on behalf of the .....  
Bank,  
(Signature)  
Designation  
(Address of the Bank)

**Note:**

This guarantee will attract stamp duty on PBG **as per GoMP rules @ 0.25% of the work order value subject to maximum of Twenty Five Thousand Rupees.**

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence.

.....

## **ANNEXURE – VI : Self Declaration for NOC & Helpdesk Operations**

(Letter on the bidder's Letterhead)

To  
Chief General Manager  
MPSEDC Ltd., State IT Centre,  
47-A, Arera Hills, Bhopal-462011

**Sub:** Declaration for NOC & Helpdesk.

Dear Sir,

I/We, \_\_\_\_\_, as \_\_\_\_\_ <Designation>\_\_\_\_\_ of M/s\_\_\_\_\_,  
hereby declare that our Company / Firm \_\_\_\_\_is having fully operational  
NOC at \_\_\_\_\_<Address> and \_\_\_\_\_<  
Contact number> which is functional 24x7x365 days in a year and operating in  
redundancy.

Yours Faithfully  
[Authorized Signatory]  
[Designation]  
[Place]  
[Date and Time]  
[Seal & Sign]  
[Business Address]

## Appendix-I

### Minimum Technical Specifications of RF Equipment

(Bidder has to submit the Technical Compliance of the same on OEM Letterhead with seal and signature.)

S.No #	Technical Specifications	Compliance (Yes/No)
<b>Make and Model No:</b>		
1	Should have 1 SFP & 1 Gig Electrical Port	
2	QoS Mechanisms: IEEE 802.1p, ToS/DiffServ support with 8-level prioritization: Real-time, Near Real-time, Controlled Load, Best-effort – ensures SLA-driven traffic treatment.	
3	Data Security: AES-256 encryption or higher – meets government and enterprise-grade data security standards.	
4	Link Authentication: Link pairing through Encrypted password-based/End to End by MAC address – mitigates hijacking/pilferage risk.	
5	High Packet Processing Rate to achieve superior real-time performance in dense backhaul applications.	
6	Extended Environmental Endurance: Operating Temp: Radio should support upto +60 deg C, Wind resistance: Up to 180 km/h – ensures uptime in extreme conditions.	
7	External/Integrated GPS Synchronization: Ensures link synchronization and self-interference avoidance	
8	Certifications: TEC and NSDTS certified, If the quoted devices are not certified at the time of bid submission, then the <b>undertaking</b> by Bidder/OEM for TEC and NSDTS that it will be submitted at the time of deployment.	
9	Authentication & Logging: RADIUS & Syslog support – secure access with centralized logging for audits.	
10	Secure SSID Handling: OEM-radio-exclusive SSID – hidden from external Wi-Fi discovery, enhances security posture.	
11	Adaptive Bandwidth Control: Auto-up/downshift of channel width based on interference – ensures optimal performance in fluctuating RF environments.	
12	Integrated Spectrum Analyzer: Built-in tool for frequency scanning and interference detection at both ends of the link – simplifies installation and channel planning.	

**Madhya Pradesh State Wide Area Network (MPSWAN)**  
**Tender No: MPSED/2025/654**

## Appendix-II-List of POP

Sr.	District	Tehsil/Block	PoP Name	Site Address	Latitude	Longitude
1	Agar Malwa	Agar	Aagar Malwa PoP	New collectorate office , Agar Dist Agar.	23.7186	76.0244
2	Agar Malwa	Badod	Agar-Malwa Badod PoP	Swan pop room, tehsil parisar dug road badod, dist agar malwa	23.7927	75.8071
3	Agar Malwa	Nalkheda	Agar Malwa Nalkheda PoP	Tehsil Office, Nalkheda Agar Malwar 465445	23.8409	76.2457
4	Agar Malwa	Susner	Agar Malwa Susner PoP	Tehsil Office, Susner Agar Malwa 465447	23.9418	76.0953
5	Alirajpur	Alirajpur	Alirajpur PoP	Collectorate, Alirajpur 457887	22.3182	74.3567
6	Alirajpur	Bhavra	Alirajpur Bhabhra PoP	Tehsil Office, Bhavra Alirajpur 457887	22.539	74.334
7	Alirajpur	Jobat	Alirajpur Jobat PoP	Tehsil Office, Jobat Alirajpur 457990	22.4184	74.5613
8	Alirajpur	KATTHIWADA	Alirajpur Katthiwada PoP	Janpad Panchayat, New Hall, Katthiwada Alirajpur 457887	22.4863	74.1431
9	Alirajpur	SONDWA	Alirajpur Sondwa PoP	Tehsil, Sondwa Alirajpur	22.1159	74.3742
10	Alirajpur	Udaigarh	Alirajpur Udaigarh PoP	Janpad Panchayat, Hall, Udaigarh Alirajpur 457887	22.5293	74.5401
11	Anuppur	Anuppur	Anuppur PoP	Collectorate, Anuppur 484224	23.1149	81.7017
12	Anuppur	Jaithari	Anuppur Jaithari PoP	Tehsil Office, Jaithari Anuppur 484330	23.0364	81.8032
13	Anuppur	Kotma	Anuppur Kotma PoP	Block Office, Kotma Anuppur 484334	23.1929	81.9755
14	Anuppur	Pushparajgarh	Anuppur Pushprajgarh PoP	Block Office, Pushprajgarh Anuppur 484224	22.9334	81.6071

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

15	Ashoknagar	Ashoknagar	Ashoknagar PoP	Tehsil Office, Ashoknagar Ashoknagar 473331	24.5814	77.727
16	Ashoknagar	Chanderi	Ashoknagar Chanderi PoP	Tehsil Office, Chanderi Ashoknagar 473446	24.7162	78.1426
17	Ashoknagar	Isagarh	Ashoknagar Esagarh PoP	Tehsil Office, Isagarh Ashoknagar 473331	24.8442	77.8772
18	Ashoknagar	Mungaoli	Ashoknagar Mungaoli PoP	Tehsil Office, Mungaoli Ashoknagar 473443	24.4033	78.1069
19	Ashoknagar	Nai Saray	Ashoknagar Nai Sarai PoP	Tehsil Office Nai Sarai	24.8089	77.5973
20	Ashoknagar	Piprai	Ashoknagar Piprai PoP	New Tehsil Office Piprai	24.5051	77.966
21	Ashoknagar	Shadhora	Ashoknagar Shadora PoP	Tehsil Office, Shadoura Ashoknagar 473331	24.612	77.5912
22	Balaghat	Baihar	Balaghat Baihar PoP	Tehsil Office, Baihar Balaghat 481111	22.1035	80.5492
23	Balaghat	Balaghat	Balaghat PoP	Collectorate, Balaghat 481001	21.8176	80.1829
24	Balaghat	Birsa	Balaghat Birsa PoP	Block Office, Birsa Balaghat 481051	22.0047	80.7404
25	Balaghat	Katangi	Balaghat Katangi PoP	Tehsil Office, Katangi Balaghat 481445	21.7655	79.7978
26	Balaghat	Khairlanji	Balaghat Khairlanji PoP	Tehsil Office, Khairlanji Balaghat 481337	21.6047	79.9772
27	Balaghat	Kirnapur	Balaghat Kirnapur PoP	Tehsil Office, Kirnapur Balaghat 481115	21.6181	80.3434
28	Balaghat	Lalbarra	Balaghat Lalburra PoP	Tehsil Office, Lalbarra Balaghat 481441	21.9363	80.0431
29	Balaghat	Lanji	Balaghat Lanji PoP	S D M Office, Lanji Balaghat 481222	21.507	80.5515

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

30	Balaghat	Paraswada	Balaghat Paraswada PoP	Tehsil Office, Paraswada Balaghat 481556	22.1763	80.2976
31	Balaghat	Tirodi	Balaghat Tirodi PoP	Tehsil Office Tirodi, Balaghat	21.6836	79.7378
32	Balaghat	Waraseoni	Balaghat Waraseoni PoP	S D M Office, Waraseoni Balaghat 481331	21.7647	80.0535
33	Barwani	Anjad	Barwani Anjad PoP	Tehsil Office, Anjad Badwani 451556	22.0429	75.0439
34	Barwani	Barwani	Barwani PoP	Old Collectorate, Badwani 452006	22.0243	74.9179
35	Barwani	Niwali	Barwani Niwali PoP	Tehsil Office, Niwali Badwani 451667	21.6767	74.9138
36	Barwani	Pansemal	Barwani Pansemal PoP	Tehsil Office, Pansemal Badwani 451770	21.6497	74.702
37	Barwani	Pati	Barwani Pati PoP	Block Office, Pati Badwani 451661	21.9454	74.7504
38	Barwani	Rajpur	Barwani Rajpur PoP	Tehsil Office, Rajpur Badwani 473331	21.9359	75.1351
39	Barwani	Sendhwa	Barwani Sendhwa PoP	Swan Po P Tehsil Office, Sendhwa	21.687	75.0952
40	Barwani	Thikri	Barwani Thikri PoP	Tehsil Office, Thikari Badwani	22.0709	75.3946
41	Barwani	Varla	Barwani Varla PoP	Tehsil Office Warla	21.4322	75.1774
42	Betul	Amla	Betul Amla PoP	Janpad Office, Amla Betul 460551	21.9239	78.1249
43	Betul	Athner	Betul Aathner PoP	Janpad Office, Aathner	21.6216	77.9249
44	Betul	Betul	Betul PoP	Collectorate, Betul 460001	21.9072	77.903
45	Betul	Bhainsdehi	Betul Bhainsdehi PoP	Janpad Office, Building Bhainsdehi Betul 460220	21.6436	77.6316

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

46	Betul	Bhimpur	Betul Bhimpur PoP	Janpad Office, Bhimpur Betul 460330	21.9259	77.5541
47	Betul	Chicholi	Betul Chicholi PoP	Panpad Office, Chicholi Betul 460330	22.0087	77.6709
48	Betul	GHORADONGRI	Betul Ghodadongri PoP	Janpad Office, Ghoradongari Betul 460443	22.1223	77.998
49	Betul	Multai	Betul Multai PoP	Tehsil Office, Building Multai Betul 460661	21.778	78.2663
50	Betul	Prabhatpattan	Betul Prabhat Pattan PoP	Janpad Office, Prabhatpattan Betul 460001	21.6492	78.266
51	Betul	Shahpur	Betul Shahpur PoP	Janpad Office, Building Shahpur Betul 460440	22.1905	77.903
52	Bhind	Ater	Bhind Ater PoP	S D M Office, Ater Bhind 477222	26.7483	78.646
53	Bhind	Bhind	Bhind PoP	Collectorate, Bhind 477222	26.5541	78.8038
54	Bhind	Gohad	Bhind Gohad PoP	Tehsil Office, Gohad Bhind 477116	26.4217	78.4347
55	Bhind	Gormi	Bhind Gormi PoP	Tehsil Office Gormi, Bhind	26.5986	78.5056
56	Bhind	Lahar	Bhind Lahar PoP	Tehsil Office, Lahar Bhind 477445	26.1905	78.9445
57	Bhind	Mehgaon	Bhind Mehgaon PoP	S D M Office, Mehgoan Bhind 477222	26.4992	78.6081
58	Bhind	Mihona	Bhind Mihona PoP	Tehsil Office, Mihona Bhind 477441	26.2884	78.9828
59	Bhind	Moo	Bhind Moo PoP	New Tehsil Office Moo	26.2646	78.6689
60	Bhind	Ron	Bhind Roun PoP	Tehsil Office, Ron Bhind 477222	26.3309	78.9512
61	Bhopal	Berasia	Bhopal Berasia PoP	S D M Office, Berasia Bhopal 462001	23.6237	77.4318

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

62	Bhopal	Bhopal	SHQ Bhopal	State IT Center, 47 -A , Arera Hills, Bhopal	23.243	77.429
63	Burhanpur	Burhanpur	Burhanpur PoP	New Collectorate, Office	21.3055	76.2052
64	Burhanpur	Khaknar	Burhanpur Khaknar PoP	Tehsil Office, Khaknar Burhanpur 450332	21.3668	76.5637
65	Burhanpur	Nepanagar	Burhanpur Nepanagar PoP	Tehsil Office, Nepanagar Burhanpur 450221	21.4368	76.3798
66	Chhatarpur	Bada Malhera	Chhatarpur Bada Malhera PoP	Tehsil Office, Badamalhara Chhatarpur 471001	24.5915	79.3073
67	Chhatarpur	Bijawar	Chhatarpur Bijawar PoP	Tehsil Office, Bijawar Chhatarpur 471405	24.6353	79.4968
68	Chhatarpur	Buxwaha	Chhatarpur Buxwaha PoP	Block Office, Bakswah Chhatarpur 471001	24.2508	79.2839
69	Chhatarpur	Chandla	Chandla	PoP Chandla, District- Chhatarpur	25.084	80.2
70	Chhatarpur	Chhatarpur	Chhatarpur PoP	Collectorate, Chhatarpur 471001	24.9066	79.5811
71	Chhatarpur	Gaurihar	Chhatarpur Gaurihar PoP	Tehsil Office, Gorihar Chhatarpur	25.2668	80.1998
72	Chhatarpur	Ghuwara	PoP Ghuwara	BHQ - Ghuwara, District - Chhatarpur.	24.4972	79.077
73	Chhatarpur	Luvkushnagar	Chhatarpur Luvkush Nagar PoP	Tehsil office Londi, luvkushnagar.	25.1245	79.9935
74	Chhatarpur	Maharajpur	PoP Maharajpur	Tehsil- Maharajpur, District- Chhatarpur	25.029	79.704

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

75	Chhatarpur	Nowgong	Chhatarpur Nowgaon PoP	Tehsil Office, Nowgaon Chhatarpur 471001	25.0666	79.4364
76	Chhatarpur	Rajnagar	Chhatarpur Rajnagar PoP	Tehsil Office, Rajnagar Chhatarpur 471625	24.8801	79.9177
77	Chhindwara	Amarwara	Chhindwara Amarwara PoP	S D O Office, Amarwara Chhindwara 480221	22.3054	79.1694
78	Chhindwara	Bichhua	Chhindwara Bichhua PoP	Tehsil Office, Bichhua Chhindwara 480111	21.8166	79.036
79	Chhindwara	Chand	Chhindwara Chand PoP	Tehsil Office Chand	21.9442	79.1221
80	Chhindwara	Chaurai	Chhindwara Chourai PoP	Tehsil Office, Churai Chhindwara 480001	22.0559	79.2459
81	Chhindwara	Chhindwara	Chhindwara PoP	Collectorate, Office, Chhindwara 480001	22.0548	78.9355
82	Chhindwara	Harrai	Chhindwara Harrai PoP	C E O Janpad Panchayat, Harrai Chhindwara 480224	22.613	79.2181
83	Chhindwara	Jamai	Chhindwara Jamai PoP	S D O Office, Jamai ( Junardeve) Chhindwara 480001	22.1987	78.5861
84	Chhindwara	Mohkhed	Chhindwara Mohkhed PoP	C E O Janpad Panchayat, Mohkhed Chhindwara 480107	21.8881	78.8364
85	Chhindwara	Pandhurna	Chhindwara Pandhurna PoP	C E O Janpad Panchayat, Pandhurna Chhindwara 480334	21.5927	78.5258
86	Chhindwara	Parasia	Chhindwara Parasia PoP	S D O Office, Parasia	22.1912	78.7569

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

				Chhindwara 480441		
87	Chhindwara	Sausar	Chhindwara Saunsar PoP	S D O Office, Saunsar Chhindwara 480106	21.6498	78.7978
88	Chhindwara	Tamia	Chhindwara Tamia PoP	Tehsil Office, Tamia Chhindwara 480559	22.3456	78.6628
89	Chhindwara	Umreth	Chhindwara Umreth PoP	Tehsil Office Umreth	22.1279	78.714
90	Damoh	Batiyagarh	Damoh Batiyagarh PoP	Tehsil Office, Batiyagarh Damoh 481051	24.1102	79.3548
91	Damoh	Damoh	Damoh PoP	Collectorate, Damoh 481051	23.8179	79.4471
92	Damoh	Hatta	Damoh Hatta PoP	Tehsil Office, Hatta Damoh 481226	24.1302	79.5968
93	Damoh	Jabera	Damoh Jabera PoP	Tehsil Office, Jabera Damoh 470881	23.5521	79.6835
94	Damoh	Patera	Damoh Patera PoP	Tehsil Office, Patera Damoh 470772	23.9834	79.6842
95	Damoh	Patharia	Damoh Pathariya PoP	Tehsil Office, Pathariya Damoh 470666	23.9035	79.1882
96	Damoh	Tendukheda	Damoh Tendukheda PoP	Tehsil Office, Tendukheda Damoh 470880	23.401	79.533
97	Datia	Badhoni	Datia Badhoni PoP	Tehsil Office Badhoni	25.6383	78.4693
98	Datia	Bhander	Datia Bhander PoP	Tehsil Office, Bhander Datia 475335	25.7357	78.7433
99	Datia	Datia	Datia PoP	old collectorate campus Datia 475661	25.6544	78.4602
100	Datia	Indergarh	Datia Indergarh PoP	Tehsil Office Indergarh	25.9109	78.5701
101	Datia	Seondha	Datia Seondha PoP	Tehsil Office, Sewda Datia 466125	26.1455	78.7828

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

10 2	Dewas	Bagli	Dewas Bagli PoP	S D M Office Campus, Bagali Dewas 486441	22.6489	76.3372
10 3	Dewas	Dewas	Dewas PoP	dewas vikas pradhikaran chamunda complex 3 rd floor , Dewas 486441	22.965	76.0492
10 4	Dewas	Hatpiplya	Dewas Hatpipaliya PoP	Tehsil Office, Hatpipalya Dewas 486441	22.7765	76.3011
10 5	Dewas	Kannod	Dewas Kannod PoP	S D M Office, Campus Kannod Dewas 455332	22.6659	76.7494
10 6	Dewas	Khategaon	Dewas Khategaon PoP	Tehsil Office, Campus Khategaon Dewas 455336	22.5926	76.912
10 7	Dewas	Satwas	PoP Satwas	BHQ- Satwas, District - Dewas.	22.534	76.691
10 8	Dewas	Sonkatch	Dewas Sonkatch PoP	japanad panchayat campus Sonkatch Dewas 465669	22.9756	76.3515
10 9	Dewas	Tonk Khurd	Dewas Tonkhurd PoP	Tehsil Office Campus, Tonkkurd Dewas 486441	23.0958	76.2226
11 0	Dewas	Udaynagar	Dewas Udaynagar PoP	Tehsil Office Udaynagar, Dewas	22.5392	76.205
11 1	Dhar	Badnawar	Dhar Badnawar PoP	Tehsil Office, Badnawar Dhar 454660	23.0229	75.2489
11 2	Dhar	Bagh	Dhar Bagh PoP	Vipnan Sankhyiki Office, Bagh Dhar 454221	22.3612	74.7956
11 3	Dhar	Dahi	Dhar Dahhi PoP	Janpad Panchaya Building, Dahhi Dhar 454365	22.1123	74.5918
11 4	Dhar	Dhar	Dhar PoP	Collectorate, Dhar 454001	22.6103	75.3125
11 5	Dhar	Dharampuri	Dhar Dharampuri PoP	Women & Child Welfare Office,	22.1517	75.3489

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

				Dharampuri Dhar 454449		
11 6	Dhar	Gandhwani	Dhar Gandhwani PoP	Tehsil Office, Gandhwani Dhar 454350	22.3503	74.9996
11 7	Dhar	Kukshi	Dhar Kukshi PoP	S D M Office, Kukshi Dhar 454331	22.2032	74.7495
11 8	Dhar	Manawar	Dhar Manawar PoP	new SDM Office Manawar District Dhar	22.2369	75.0889
11 9	Dhar	Nalchha	Dhar Nalchha PoP	Janpad Panchayat, Building, Nalchha Dhar 454001	22.4174	75.4077
12 0	Dhar	Nisarpur	Dhar Nisarpur PoP	Higher Sec. School, Nisarpur Dhar 451881	22.1186	74.846
12 1	Dhar	Sardarpur	Dhar Sardarpur PoP	S D O Revenue Office, Sardarpur Dhar 454111	22.6598	74.9782
12 2	Dhar	Tirla	Dhar Tirla PoP	Janpad Panchayat, Building, Tirla Dhar 454129	22.5675	75.2357
12 3	Dhar	Umarban	Dhar Umarban PoP	Vipnan Sankhyiki Office, Bakanar ( Umarban) Dhar 454001	22.309	75.2639
12 4	Dindori	Amarpur	Dindori Amarpur PoP	C E O Janpad Panchayat, Amarpur Dindori 481880	22.7867	80.9664
12 5	Dindori	Bajag	Dindori Bajag PoP	Tehsil Office bajag 481882	22.6655	81.35352
12 6	Dindori	Dindori	Dindori PoP	Collectorate, Dindori 481880	22.9373	81.081
12 7	Dindori	Karanjiya	Dindori Karanjiya PoP	C E O Janpad Panchayat, Karanjiya Dindori 481880	22.7116	81.6235
12 8	Dindori	Mehadwani	Dindori Mehadwani PoP	C E O Janpad Panchayat, Mehadwani Dindori 481672	22.9373	80.6547

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

129	Dindori	Samnapur	Dindori Samnapur PoP	C E O Janpad Panchayat, Samnapur Dindori 481778	22.7506	81.0938
130	Dindori	Shahpura	Dindori Shahpura PoP	Tehsil Office, Shahpura Dindori 451666	23.1855	80.7048
131	Guna	Aron	Guna Aron PoP	Tehsil Office, Aron Guna 475330	24.3819	77.4085
132	Guna	Bamori	Guna Bamori PoP	Block Office, Bamori Guna 473105	24.8483	77.1401
133	Guna	Chachaura	Guna Chanchoda PoP	S D O Office, Chachoura Guna 473001	24.1811	77.0065
134	Guna	Guna	Guna PoP	Collectorate, Campus Guna 473001	24.6491	77.3199
135	Guna	Kumbhraj	Guna Kumbhraj PoP	Tehsil Office, Kumbhraj Guna 473222	24.3703	77.0552
136	Guna	Maksoodangarh	Guna Maksudangarh PoP	Tehsil Office, Maksudangarh Guna 473287	24.0661	77.2535
137	Guna	Raghogarh	Guna Raghogarh PoP	S D O Office, Raghogarh Guna 473226	24.444	77.199
138	Gwalior	Bhitarwar	Gwalior Bhitarwar PoP	Tehsil Office, Bhitarwar Gwalior 475220	25.7982	78.1129
139	Gwalior	Chinour	PoP Chinor	BHQ-Chinor , District - Gwalior	25.948	78.099
140	Gwalior	Dabra (Pichhore)	Gwalior Dabra PoP	Tehsil Office, Dabra Gwalior 475110	25.8887	78.3359
141	Gwalior	Ghatigaon	PoP Ghatigaon	BHQ-Ghatigaon , District - Gwalior.	26.053	77.934
142	Gwalior	Gwalior (Gird)	Gwalior PoP	Collectorate, Gwalior 474001	26.1921	78.201
143	Harda	Handiya	Harda Handiya PoP	Tehsil Office Handiya	22.4862	76.9859
144	Harda	Harda	Harda PoP	Collectorate, Harda 461331	22.3518	77.0999

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

14 5	Harda	Khirkiya	Harda Khirkiya PoP	New Tehsil Office, Khirkiya Harda 461441	22.1664	76.8601
14 6	Harda	Rehatgaon	Harda Rehatgaon PoP	New Tehsil Office, Rehatgaon Harda 461331	22.2323	77.2379
14 7	Harda	Sirali	Harda Sirali PoP	New Tehsil Office, Sirali Harda 461335	22.1467	77.0634
14 8	Harda	Timarni	Harda Timarni PoP	New Tehsil Office, Timarni Harda 461228	22.3712	77.2293
14 9	Indore	Depalpur	Indore Depalpur PoP	Tehsil Building, Depalpur Indore 453115	22.8473	75.5355
15 0	Indore	Hatod	Indore Hatod PoP	Tehsil Office, Hatod Indore 454441	22.8008	75.7404
15 1	Indore	Indore	Indore PoP	Collectorate, Indore 452002	22.7094	75.8545
15 2	Indore	Mhow	Indore Mhow PoP	Tehsil Building, Mhow Indore 453441	22.5635	75.7672
15 3	Indore	Sawer	Indore Sanwer PoP	Tehsil office, Sanwer, Indore	22.9769	75.8252
15 4	Jabalpur	Jabalpur	Jabalpur PoP	Collectorate, Jabalpur 482001	23.1666	79.9446
15 5	Jabalpur	Kundam	Jabalpur Kundam PoP	C E O Janpad Panchayat, Kundam Jabalpur 483110	23.2201	80.3498
15 6	Jabalpur	Majholi	Jabalpur Majholi PoP	Tehsil Office, Majholi Jabalpur 483336	23.4946	79.928
15 7	Jabalpur	Panagar	Jabalpur Panagar PoP	Block Office, Panagar Jabalpur 471405	23.2821	79.991
15 8	Jabalpur	Patan	Jabalpur Patan PoP	S D M Office, Patan Jabalpur 483113	23.2825	79.6979
15 9	Jabalpur	Shahpura	Jabalpur Shahpura PoP	Tehsil Office Shahpura	23.1391	79.6622

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

160	Jabalpur	Sihora	Jabalpur Sihora PoP	S D M Office, Sihora Jabalpur 481441	23.4845	80.1045
161	Jhabua	Jhabua	Jhabua PoP	Tehsil Office, Jhabua 457661	22.771	74.5968
162	Jhabua	Meghnagar	Jhabua Meghnagar PoP	Tehsil Office, Meghnagar Jhabua 457779	22.8921	74.5453
163	Jhabua	Petlawad	Jhabua Petalwad PoP	Tehsil Office, Petlawad Jhabua 4 57661	23.0082	74.7953
164	Jhabua	Rama	Jhabua Rama PoP	Tehsil Office, Rama Jhabua	22.7735	74.6955
165	Jhabua	Ranapur	Jhabua Ranapur PoP	Tehsil Office, Ranapur Jhabua 457993	22.6507	74.526
166	Jhabua	Thandla	Jhabua Thandala PoP	Tehsil Office, Thandla Jhabua 457777	23.0027	74.5741
167	Katni	Badwara	Katni Badwara PoP	Block Office, Badwara Katni 483773	23.7496	80.58
168	Katni	Bahoriband	Katni Bahoriband PoP	Block Office, Bahoriband Katni 483330	23.6686	80.0679
169	Katni	Barhi	Katni Barhi PoP	Tehsil Office, Barhi Katni 477566	23.9002	80.7992
170	Katni	Dhimarkheda	Katni Dhimarkhera PoP	Block Office, Dhimarkheda Katni 483332	23.4752	80.3763
171	Katni	Katni	Katni PoP	Collectorate, Katni 483501	23.8055	80.3659
172	Katni	Rithi	KatniRithi PoP	Block Office, Rithi Katni 483990	23.9135	80.1461
173	Katni	Saleemnabad	Katni Saleemnabad PoP	New Tehsil Office Saleemnabad	23.6357	80.2468
174	Katni	Vijayraghavgarh	Katni Vijayraghavgarh PoP	Block Office, Vijayraghavgarh Katni 483775	24	80.6022
175	Khandwa	Baldi (Killod)	Khandwa Baldi PoP	Janpad Panchayat, Office, Baldi Khandwa 450118	22.1841	76.7758

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSED/2025/654**

17 6	Khandwa	Chhanera(Harsud)	Khandwa Chhanera PoP	S D O Revenue Office, Chhanera Khandwa 454774	21.9674	76.69
17 7	Khandwa	Chhegaon Makhan	Khandwa Chhegoan Makhan PoP	Block Resource Centre, Chhegaon Makhan Khandwa 450771	21.8354	76.2141
17 8	Khandwa	Khalwa	Khandwa Khalwa PoP	Block Resource Centre, Khalwa Khandwa 450117	21.8076	76.7401
17 9	Khandwa	Khandwa	Khandwa PoP	Collectorate, Khandwa 454774	21.8277	76.3677
18 0	Khandwa	Omkareshwar	BHQ Omkareshwar	Tehsil office Omkareshwar, Khandwa	22.244	76.147
18 1	Khandwa	Pandhana	Khandwa Pandhana PoP	S D O Revenue Office, Pandhana Khandwa 450661	21.6983	76.2212
18 2	Khandwa	Punasa	Khandwa Punasa PoP	Tehsil Office, Punasa Khandwa	22.2369	76.3875
18 3	Khargone	Barwaha	Khargonr Badwah PoP	S D M Office, Badwah Khargone 451001	22.2567	76.0411
18 4	Khargone	Bhagwanpura	Khargonr Bhagwanpura PoP	Tehsil Office, Bhagwanpura Khargone 451444	21.6222	75.5933
18 5	Khargone	Bhikangaon	Khargonr Bhikangaon PoP	S D M Office, Bhikangaon Khargone 451331	21.8637	75.9609
18 6	Khargone	Gogaon	Khargonr Gogawan PoP	Block Office, Gogawan Khargone 451335	21.9151	75.7416
18 7	Khargone	Jhiranya	Khargonr Jhirniya PoP	Tehsil Office, Jhirnya Khargone 451001	21.6448	75.9943
18 8	Khargone	Karahi	Khargone Karahi PoP	Tehsil Office Karahi	22.2739	75.7977
18 9	Khargone	Kasrawad	Khargonr Kasrawad PoP	S D M Office, Kasrawad Khargone 451228	22.1246	75.6076
19 0	Khargone	Khargone	Khargonr PoP	Collectorate, Khargone 451001	21.8282	75.6182

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

19 1	Khargone	Maheshwar	Khargonr Maheshwar PoP	Tehsil Office, Maheshwar Khargone 451224	22.1796	75.5875
19 2	Khargone	Mandleshwar	Khargonr Manleshwar PoP	S D M Office, Mandleshwar Khargone 451221	22.1782	75.6604
19 3	Khargone	Sanawad	Khargone Sanawad PoP	Tehsil Office Sanawad	22.17	76.0712
19 4	Khargone	Segaon	Khargonr Segaon PoP	Tehsil Office, Segaon Khargone 451442	21.8554	75.3323
19 5	Mandla	Bichhiya	Mandla Bichhia PoP	S D M Office, Bichhiya Mandla 481885	22.4454	80.7177
19 6	Mandla	Bijadandi	Mandla Bijadodi PoP	C E O Janpad Panchayat, Bijadodi Mandla 481993	22.9823	80.1514
19 7	Mandla	Ghughari	Mandla Ghughri PoP	C E O Janpad Panchayat, Ghugari Mandla 481993	22.685	80.6843
19 8	Mandla	Mandla	Mandla PoP	Collectorate, Mandla 481993	22.6016	80.363
19 9	Mandla	Mawai	Mandla Mawai PoP	Janpad Panchayat, Mawai	22.4951	81.0775
20 0	Mandla	Mohgaon	Mandla Mohgaon PoP	C E O Janpad Panchayat, Mohgaon Mandla 481663	22.7759	80.6068
20 1	Mandla	Nainpur	Mandla Nainpur PoP	S D M Office, Nainpur Mandla 81776	22.4334	80.107
20 2	Mandla	Narayanganj	Mandla Narayanganj PoP	C E O Janpad Panchayat, Narayanganj Mandla 481993	22.8291	80.2372
20 3	Mandla	Niwas	Mandla Niwas PoP	Tehsil office Niwas Mandla 481885	23.0462	80.440466
20 4	Mandsaur	Bhanpura	Mandsaur Bhanpura PoP	Tehsil Office, Bhanpura Mandsour 458775	24.5131	75.7565
20 5	Mandsaur	Daloda	Mandsaur Daloda PoP	Tehsil Office, Dalouda Mandsour 458883	23.941	75.1032

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

206	Mandsaur	Garoth	Mandsaur Garoth PoP	Near Tehsil Office, Garoth Mandsaur 458880	24.3319	75.6534
207	Mandsaur	Malhargarh	Mandsaur Malhargarh PoP	2nd Floor Tehsil Office, Malhargarh Mandsaur 458113	24.2807	74.987
208	Mandsaur	Mandsaur	Mandsaur PoP	Collectorate (near ADM Room), Mandsaur 458002	24.0809	75.0387
209	Mandsaur	Shamgarh	Mandsaur Shamgarh PoP	Tehsil Office, Shamgarh Mandsaur 458883	24.1796	75.6382
210	Mandsaur	Sitamaui	Mandsaur Sitamaui PoP	Near Tehsil Office, Sitamaui Mandsaur 458990	24.0131	75.34
211	Mandsaur	Suwasara	Mandsaur Suwasara PoP	Tehsil Office, Suwasra Mandsaur 458888	24.0701	75.6558
212	Morena	Ambah	Morena Ambah PoP	Tehsil Office, Ambah Morena 476111	26.7047	78.2243
213	Morena	Banmore	Morena Banmore PoP	New Tehsil Office Banmore	26.3591	78.0932
214	Morena	Joura	Morena Joura PoP	Tehsil Office, Joura Morena 475675	26.3429	77.7974
215	Morena	Kailaras	Morena Kailaras PoP	Tehsil Office, Kailaras Morena 476001	26.3067	77.6287
216	Morena	Morena	Morena PoP	Collectorate, Morena 476001	26.4804	77.9848
217	Morena	Pahadgarh	Morena Pahadgarh PoP	Janpad Panchayat, Building, Pahadgarh Morena 476228	26.1986	77.6394
218	Morena	Porsa	Morena Porsa PoP	Janpad Panchayat, Building, Porsa Morena 476115	26.6804	78.3572
219	Morena	Sabargarh	Morena Sabargarh PoP	Tehsil Office, Sabargarh Morena 476229	26.2531	77.4237
220	Narmadapuram	Bankhedi	Hoshangabad Bankhedi PoP	Tehsil Office, Bankhedi Hoshangabad 461990	22.7723	78.5369

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

22 1	Narmadapura m	Dolariya	Hoshangabad Dolariya PoP	Tehsil Office Dolariya District Hoshangabad MP	22.5883	77.6379
22 2	Narmadapura m	Itarsi	Hoshangabad Itarsi PoP	S D M Office, Itarsi Hoshangabad 461111	22.5966	77.7758
22 3	Narmadapura m	Kesla	Hoshangabad Kesla PoP	Janpad Panchayat Building Block colony kesla Tehshil itarsi Dist. Hoshangabad Pin Code 461111.	22.465	77.8213
22 4	Narmadapura m	Makhan Nagar	Hoshangabad Babai PoP	Tehsil Office, Babai Hoshangabad 455118	22.7028	77.9447
22 5	Narmadapura m	Narmadapuram	Hoshangabad PoP	Collectrate Office., Hoshangabad 461001	22.7542	77.7384
22 6	Narmadapura m	Pipariya	Hoshangabad Pipariya PoP	S D M Office, Pipariya Hoshangabad 461775	22.7479	78.3536
22 7	Narmadapura m	Seoni-Malwa	Hoshangabad Seoni Malwa PoP	S D M Office, Seoni Malwa Hoshangabad 461223	22.4582	77.4767
22 8	Narmadapura m	Sohagpur	Hoshangabad Sohagpur PoP	Janpad Panchayat, Building, Sohagpur Hoshangabad 461771	22.6983	78.1937
22 9	Narsinghpur	Babai Chichli	Narsinghpur bhq- babai chichli pop	Janpad panchayat babai chichli, th- gadarwara dist- narsinghpur(4877 70)	22.838	78.8194
23 0	Narsinghpur	Chawarpatha	Narsinghpur Chawarpatha PoP	Tehsil Office, Chawarpatha Narsinghpur	23.0497	79.0084
23 1	Narsinghpur	Gadarwara	Narsinghpur Gadarwara PoP	S D M Office, Building Gadarwara Narsinghpur 487551	22.9123	78.7843
23 2	Narsinghpur	Gotegaon	Narsinghpur Gotegaon PoP	S D M Office, Building Gotegoan	23.0368	79.4827

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

				Narsinghpur 487001		
23 3	Narsinghpur	Kareli	Narsinghpur Kareli PoP	Tehsil Office, Kareli Narsinghpur	22.9149	79.0673
23 4	Narsinghpur	Narsinghpur	Narsinghpur PoP	Collectorate, Building Narsinghpur 487001	22.9439	79.1879
23 5	Narsinghpur	Saikheda	Narsinghpur Saikheda PoP	Block Office, Saikheda Narsinghpur 480337	22.9577	78.5812
23 6	Narsinghpur	Tendukheda	Narsinghpur Tendukheda PoP	Tehsil Office Tendukheda 4877 70	23.1727	78.854544
23 7	Neemuch	Jawad	Neemuch Jawad PoP	Tehsil Office, Jawad Neemuch 458330	24.5845	74.8657
23 8	Neemuch	Jiran	Neemuch Jiran PoP	Tehsil Office Jiran	24.312	74.8863
23 9	Neemuch	Manasa	Neemuch Manasa PoP	Tehsil Office, Manasa Neemuch 458110	24.4745	75.1398
24 0	Neemuch	Neemuch	Neemuch PoP	Collector Office, Data Room 2nd floor Neemuch 458441	24.4739	74.8707
24 1	Neemuch	Rampur	Neemuch Rampura PoP	Tehsil Office Rampur	24.4635	75.4475
24 2	Neemuch	Singoli	Neemuch Singoli PoP	Tehsil Office Singoli	24.9677	75.2928
24 3	Panna	Ajaigarh	Panna Ajaygarh PoP	Tehsil Office, Campus Ajaygarh Panna 488220	24.9103	80.2512
24 4	Panna	Amanganj	Panna Amanganj PoP	Tehsil Office, Amanganj Panna 488441	24.4157	80.0328
24 5	Panna	Devendranagar	Panna Devendranaga r PoP	Tehsil Office Devendranagar	24.6155	80.3795
24 6	Panna	Gunnor	Panna Gunnour PoP	Tehsil Office, Campus Gunnaor Panna 488001	24.4645	80.2489

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

24 7	Panna	Panna	Panna PoP	Collectorate, Campus Panna 488001	24.7258	80.1889
24 8	Panna	Pawai	Panna Pawai PoP	Tehsil Office, Campus Pawai Panna 477660	24.2616	80.1603
24 9	Panna	Raipura	Panna Raipura PoP	Tehsil Office Raipura	23.8961	79.9547
25 0	Panna	Shahnagar	Panna Shahnagar PoP	Tehsil Office, Campus Shahnagar Panna 488001	23.9937	80.3105
25 1	Panna	Simariya	Panna Simariya PoP	Tehsil Office Simariya, District- Panna.	24.2685	79.8979
25 2	Raisen	Badi	Raisen Badi PoP	Janpad Office, Badi Raisen 451228	23.0307	78.082
25 3	Raisen	Bareli	Raisen Bareli PoP	Tehsil Office, Bareli Raisen 464668	22.9986	78.2318
25 4	Raisen	Begamganj	Raisen Begumganj PoP	Tehsil Office, Begamganj Raisen 464551	23.5929	78.3386
25 5	Raisen	Gairatganj	Raisen Gairatganj PoP	Janpad Office, Gairatganj Raisen 464884	23.4074	78.2189
25 6	Raisen	Goharganj	Raisen Goharganj PoP	Tehsil office, Goharganj Distt. Raisen 464990	23.0267	77.6766
25 7	Raisen	Obedullanganj	Raisen Obedullanganj PoP	Janpad Office, Obedullaganj Raisen 464993	23.0026	77.585
25 8	Raisen	Raisen	Raisen PoP	Collectorate, Raisen 464551	23.348	77.7715
25 9	Raisen	Sanchi	Raisen Sanchi PoP	Janpad Office, Sanchi Raisen 464661	23.4856	77.7378
26 0	Raisen	Silwani	Raisen Silwani PoP	Janpad Office, Silwani Raisen 464886	23.3052	78.4357
26 1	Raisen	Sultanpur	Raisen Sultanpur PoP	Swan pop ,tehsil office sultanpur	23.1339	77.9337

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

26 2	Raisen	Udaipura	Raisen Udaypura PoP	Tehsil Office, Udaipura Raisen 471606	23.0785	78.5035
26 3	Rajgarh	Biaora	Rajgarh Bioara PoP	S D O Office, Biora Rajgarh 454116	23.9132	76.9103
26 4	Rajgarh	Jirapur	Rajgarh Jeerapur PoP	Tehsil Office, Jirapur Rajgarh 454116	24.0199	76.3754
26 5	Rajgarh	Khilchipur	Rajgarh Khilchipur PoP	S D M Premises, Khilchipur Rajgarh 465679	24.0265	76.5719
26 6	Rajgarh	Narsinghgarh	Rajgarh Narsinghgarh PoP	S D O Revenue Office, Narsingarh Rajgarh 470675	23.7052	77.1041
26 7	Rajgarh	Pachore	Rajgarh Pachore PoP	Tehsil Office, Pachour Rajgarh 454116	23.7125	76.7307
26 8	Rajgarh	Rajgarh	Rajgarh PoP	Collectorate, Rajgarh 454116	24.0089	76.7166
26 9	Rajgarh	Sarangpur	Rajgarh Sarangpur PoP	Tehsil Office, Sarangpur Rajgarh 465697	23.5729	76.4799
27 0	Ratlam	Alot	Ratlam Alote PoP	Tehsil Office, Alot Ratlam 456221	23.7627	75.5387
27 1	Ratlam	Bajna	Ratlam Bajna PoP	Tehsil Office, Bajna Ratlam 471311	23.3164	74.6383
27 2	Ratlam	Jaora	Ratlam Jaora PoP	Tehsil Office, Jaora Ratlam 457226	23.6368	75.1247
27 3	Ratlam	Piploda	Ratlam Piploda PoP	Tehsil Office, Piploda Ratlam 457001	23.6015	74.9512
27 4	Ratlam	Ratlam	Ratlam PoP	Tehsil Office, Ratlam 457001	23.3282	75.0468
27 5	Ratlam	Rawti	Ratlam Rawti PoP	Tehsil Office Rawti	23.2211	74.8402
27 6	Ratlam	Sailana	Ratlam Sailana PoP	Tehsil Office, Sailana Ratlam 457550	23.4558	74.9347
27 7	Ratlam	Tal	Ratlam Taal PoP	Tehsil Office Tal	23.7229	75.3811

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

278	Rewa	Gangeo	PoP Gangeo	Janpad, BHQ-Gangeo, District - Rewa.	24.722	81.599
279	Rewa	Gurh	Rewa Gurh PoP	Tehsil Office, Gurh Rewa 486553	24.5131	81.483
280	Rewa	Hanumana	Rewa Hanumana PoP	Tehsil Office, Hanumana Rewa 486335	24.7584	82.0811
281	Rewa	Jawa	Rewa Jawa PoP	S D M Office, Jawa Rewa 486223	24.964	81.4902
282	Rewa	Mangawan	Rewa Mangawan PoP	Tehsil Office, Mangawan Rewa	24.6607	81.5501
283	Rewa	Mauganj	Rewa Mauganj PoP	Tehsil Office, Mauganj Rewa 486331	24.671	81.8921
284	Rewa	Naigarhi	Rewa Naigarhi PoP	C E O Office, Naigarhi Rewa 486340	24.7862	81.7752
285	Rewa	Raipur - Karchuliyan	Rewa Raipur PoP	Tehsil Office, Raipur (Karchuliyan) Rewa 486006	24.5736	81.431
286	Rewa	Rewa	Rewa PoP	Collectorate, campus Rewa 486006	24.5384	81.2869
287	Rewa	Semaria	Rewa Semariya PoP	Tehsil Office Semariya	24.7915	81.151
288	Rewa	Sirmour	Rewa Sirmour PoP	S D M Office, Sirmour Rewa 486001	24.836	81.3645
289	Rewa	Teonthar	Rewa Teonthar PoP	S D M Office, Teonthar Rewa 486220	24.9865	81.6512
290	Sagar	Banda	Sagar Banda PoP	Tehsil Office, Banda Sagar 470335	24.045	78.956
291	Sagar	Bina	Sagar Bina PoP	Tehsil Office, Bina Sagar 470113	24.1895	78.2118
292	Sagar	Deori	Sagar Deori PoP	Tehsil Office, Deori Sagar 481449	23.3949	79.0211
293	Sagar	Garhakota	Sagar Garhakota PoP	Tehsil Office, Garhakota Sagar 470229	23.7822	79.1489

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

29 4	Sagar	Jaisinagar	Sagar Jaisinagar PoP	Block Office, Jaisinagar Sagar 470125	23.6298	78.5728
29 5	Sagar	Kesli	Sagar Kesli PoP	Tehsil Office, Kesli Sagar 470235	23.4297	78.8089
29 6	Sagar	Khurai	Sagar Khurai PoP	Tehsil Office, Khurai Sagar 470117	24.0481	78.3306
29 7	Sagar	Malthon	Sagar Malthone PoP	Block Office, Malthone Sagar 470441	24.3001	78.5261
29 8	Sagar	Rahatgarh	Sagar Rahatgarh PoP	Tehsil Office, Rahatgarh Sagar	23.791	78.3929
29 9	Sagar	Rehli	Sagar Rehli PoP	Tehsil Office, Rehli Sagar 470227	23.6416	79.063
30 0	Sagar	Sagar	Sagar PoP	Collectorate, Sagar 470002	23.8365	78.7593
30 1	Sagar	Shahgarh	Sagar Shahgarh PoP	Block Office, Shahgarh Sagar 470339	24.3219	79.1214
30 2	Satna	Amarpatan	Satna Amarpatan PoP	Tehsil Office, Amarpatan Satna 485775	24.3123	80.9685
30 3	Satna	Birsinghpur	PoP Birsinghpur	Tehsil office , BHQ-Birsinghpur, District- Birsinghpur.	24.793	80.9779
30 4	Satna	Kotar	PoP Kothar	BHQ - Kotar , District - Satna.	24.704	81.004
30 5	Satna	Maihar	Satna Maihar PoP	Tehsil Office, Maihar Satna	24.2567	80.7685
30 6	Satna	Majhgawan	Satna Majhgawa PoP	Tehsil Office, Majgava Satna 485001	24.9176	80.8054
30 7	Satna	Nagod	Satna Nagod PoP	Tehsil Office, Nagod Satna 485446	24.5708	80.5825
30 8	Satna	Ramnagar	Satna Ramnagar PoP	Tehsil Office, Ramnagar Satna 485881	24.2155	81.0811
30 9	Satna	Rampur Baghelan	Satna Rampur Baghelan PoP	Tehsil Office, Rampur Baghelan Satna	24.511	81.0669

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

310	Satna	Satna	Satna PoP	Collectorate, Satna 485001	24.5594	80.8241
311	Satna	Unchahara	Satna Uchehara PoP	Tehsil Office, Uchehara Satna 485001	24.1981	80.7768
312	Sehore	Ashta	Sehore Ashta PoP	S D M Office, Ashta Sehore 466116	23.0116	76.7235
313	Sehore	Budni	Sehore Budni PoP	S D M Office, Budhni Sehore 466445	22.7834	77.6822
314	Sehore	Doraha	Sehore Doraha PoP	Tehsil Office Doraha	23.4013	77.1601
315	Sehore	Ichhawar	Sehore Ichhawar PoP	S D M Office, Ichhawar Sehore 466115	23.0298	77.02
316	Sehore	Jawar	Sehore Jawar PoP	Tehsil Office Jawar	22.9934	76.5137
317	Sehore	Nasrullaganj	Sehore Nasrullaganj PoP	S D M Office, Nasrullaganj Sehore 466331	22.6843	77.271
318	Sehore	Rehti	Sehore Rehti PoP	Tehsil Office Rehti	22.7441	77.4432
319	Sehore	Sehore	Sehore PoP	Collectorate, Sehore 466002	23.1992	77.0782
320	Sehore	Shyampur	Sehore Shyampur PoP	Tehsil Office, Shyampur Sehore 466651	23.4155	77.0825
321	Seoni	Barghat	Seoni Barghat PoP	Tehsil Office, Barghat Seoni 480667	22.0351	79.7274
322	Seoni	Chhapara	Seoni ChhaparaPoP	Block Office, Chhapara Seoni 480884	22.3907	79.5438
323	Seoni	Dhanora	Seoni Dhanora PoP	Block Office, Dhanaura Seoni 460220	22.5322	79.8405
324	Seoni	Ghansaur	Seoni Ghansaur PoP	Tehsil Office, Ghansaur Seoni 480997	22.6555	79.9402
325	Seoni	Keolari	Seoni Keolari PoP	Tehsil Office, Kewlari Seoni 460220	22.3721	79.9033

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

32 6	Seoni	Kurai	Seoni Kurai PoP	Tehsil Office Kurai (Khawasa)	21.8062	79.5003
32 7	Seoni	Lakhnadon	Seoni Lakhnadon PoP	Tehsil Office, Lakhnadon Seoni 480886	22.6064	79.6096
32 8	Seoni	Seoni	Seoni PoP	Collectorate, Seoni 460220	22.0933	79.5484
32 9	Shahdol	Beohari	Shahdol Beohari PoP	Tehsil Office, Beohari Shahdol 484774	24.0548	81.3653
33 0	Shahdol	Burhar	Shahdol Burhar PoP	Sub Tehsil Office, Budhar Shahdol- 484771	23.2008	81.5334
33 1	Shahdol	Gohparu	Shahdol Gopahru PoP	Block Office, Gohparu ( Pali 2) Shahdol 484001	23.4954	81.4084
33 2	Shahdol	Jaisinghnagar	Shahdol Jaisinghnagar PoP	Tehsil Office, Jaisinghnagar Shahdol 484771	23.6783	81.3818
33 3	Shahdol	Jaitpur	Shahdol Jaitpur PoP	Tehsil Office, Jaitpur, Shahdol 484669	23.472	81.7237
33 4	Shahdol	Shahdol	Shahdol PoP	Collectorate, Shahdol 484001	23.3095	81.3519
33 5	Shajapur	Awantipur	Shajapur Awantipur PoP	New Tehsil Office Awantipur	23.1387	76.5879
33 6	Shajapur	Gulana	PoP Gulana	Tehsil office , BHQ Gualan , District- Shajapur	23.422	76.469
33 7	Shajapur	Kalapipal	Shajapur Kalapipal PoP	Tehsil Office, Kalapipal Shajapur 465337	23.3444	76.8405
33 8	Shajapur	Moman Badodiya	Shajapur Moman Badodiya PoP	Tehsil Office, Moman Badodia Shajapur 465001	23.5944	76.3509
33 9	Shajapur	Polayakalan	Shajapur Polayakalan PoP	New Tehsil Office Polayakalan	23.2135	76.5493
34 0	Shajapur	Shajapur	Shajapur PoP	Collectorate, Shajapur 465001	23.4049	76.2591
34 1	Shajapur	Shujalpur	Shajapur Shujalpur PoP	Tehsil Office, Shujalpur Shajapur 465331	23.4093	76.7038

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

34 2	Sheopur	Baroda	Sheopur Baroda PoP	Tehsil Office Baroda	25.4952	76.6555
34 3	Sheopur	Beerpur	Sheopur Birpur PoP	Tehsil Office Birpur	26.149	77.1633
34 4	Sheopur	Karahal	Sheopur Karahal PoP	Tehsil Office, Karahal Sheopur 476337	25.4925	77.0517
34 5	Sheopur	Sheopur	Sheopur PoP	Collectorate, Building Sheopur 476337	25.6734	76.7249
34 6	Sheopur	Vijaypur	Sheopur Vijaypur PoP	S D O Revenue Office, Vijaypur Sheopur 473111	26.0602	77.3603
34 7	Shivpuri	Badarwas	Shivpuri Badarwas PoP	Block Office, Badarwas Shivpuri 473885	24.9793	77.5675
34 8	Shivpuri	Bairadh	Shivpuri Bairad PoP	Tehsil Office Bairad, Shivpuri - 473793	25.7056	77.4553
34 9	Shivpuri	Karera	Shivpuri Karera PoP	S D M Office, Karera Shivpuri 473660	25.4548	78.1435
35 0	Shivpuri	Khaniyadhana	Shivpuri Khaniyadhana PoP	Tehsil Office, Khaniyadhana Shivpuri 473990	25.036	78.1254
35 1	Shivpuri	Kolaras	Shivpuri Kolaras PoP	S D M Office, Kolaras Shivpuri 473770	25.2235	77.6031
35 2	Shivpuri	Narwar	Shivpuri Narwar PoP	Tehsil Office, Narwar Shivpuri 473880	25.6507	77.9141
35 3	Shivpuri	Pichhore	Shivpuri Pichhore PoP	S D M Office, Pichhore Shivpuri 473995	25.1767	78.1907
35 4	Shivpuri	Pohri	Shivpuri Pohri PoP	S D M Office, Pohari Shivpuri 473775	25.5447	77.3683
35 5	Shivpuri	Shivpuri	Shivpuri PoP	Collectorate, Campus Shivpuri 473551	25.4245	77.6483
35 6	Sidhi	BAHARI	PoP Bahari	Tehsil office , BHQ - Bahari , District- Bahari.	24.426	82.172

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

35 7	Sidhi	Churhat	Sidhi Churhat PoP	Tehsil Office, Churhat Sidhi 486771	24.4276	81.6795
35 8	Sidhi	Kusmi	Sidhi Kusmi PoP	Tehsil Office, Kusmi Sidhi 486669	23.9775	81.9851
35 9	Sidhi	Majhauri	Sidhi Majhauri PoP	Tehsil Office, Majhauri Sidhi 483336	24.1331	81.6131
36 0	Sidhi	Rampur Naikin	Sidhi Rampur Naikin PoP	Tehsil Office, Rampur Naikin Sidhi 486775	24.342	81.4654
36 1	Sidhi	Sidhi	Sidhi PoP	Collectorate, Sidhi 484771	24.2502	81.8744
36 2	Sidhi	Sihawal	Sidhi Sihawal PoP	Tehsil Office, Sihawal Sidhi 486670	24.5611	82.2445
36 3	Singrauli	Chitrangi	Singrauli Chitrangi PoP	Tehsil Office, Chitrangi Singrauli 486882	24.4698	82.5339
36 4	Singrauli	Deosar	Singrauli Deosar PoP	Tehsil Office, Deosar Singrauli 476224	24.3189	82.3077
36 5	Singrauli	MADA	Singrauli Mada PoP	Tehsil Office Mada	23.8922	82.4965
36 6	Singrauli	SARAI	Singrauli Sarai PoP	Tehsil Office Sarai	24.0417	82.1914
36 7	Singrauli	Singrauli	Singrauli PoP	Tehsil Office, Singrauli 486889	24.0779	82.6081
36 8	Tikamgarh	Baldeogarh	Tikamgarh Baldeogarh PoP	Block Office, Baldeogarh Tikamgarh 472111	0	0
36 9	Tikamgarh	Jatara	Tikamgarh Jatara PoP	Tehsil Office, Jatara Tikamgarh 472118	25.0029	79.046
37 0	Tikamgarh	Khargapur	Tikamgarh Khargapur PoP	Near Police Station, Tehsil Office, Khargapur Tikamgarh 472115	24.832	79.148
37 1	Tikamgarh	Lidhaura	Tikamgarh Lidhora PoP	Tehsil Office Lidhora	25.3881	78.6864
37 2	Tikamgarh	Mohangarh	Tikamgarh Mohangarh PoP	Tehsil Office Mohangarh	24.9881	78.682

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

37 3	Tikamgarh	Niwari	Tikamgarh NIwari PoP	Tehsil Office, Niwari Tikamgarh 471001	25.3424	78.8052
37 4	Tikamgarh	Orchha	Tikamgarh Orchha PoP	Tehsil Office Orchha	25.3574	78.6431
37 5	Tikamgarh	Palera	Tikamgarh Palera PoP	Block Office, Palera Tikamgarh 472221	25.0236	79.2251
37 6	Tikamgarh	Prithvipur	Tikamgarh Pritvipur PoP	Block Office, Prithvipur Tikamgarh 472336	25.2133	78.7488
37 7	Tikamgarh	Tikamgarh	Tikamgarh PoP	Tehsil Office, Tikamgarh 472001	24.7712	78.8339
37 8	Ujjain	Badnagar	Ujjain Badnagar PoP	Tehsil Building, Badnagar Ujjain 465667	23.0617	75.3734
37 9	Ujjain	Ghatiya	Ujjain Ghatia PoP	Tehsil Building, Ghatiya Ujjain 456010	23.3783	75.8611
38 0	Ujjain	Khacharod	Ujjain Kachrod PoP	Tehsil Building, Khachrod Ujjain 456224	23.4373	75.2869
38 1	Ujjain	Mahidpur	Ujjain Mahidpur PoP	Tehsil Building, Mahidpur Ujjain 456443	23.4884	75.6599
38 2	Ujjain	Nagda	Ujjain Nagda PoP	Tehsil Building, Nagda Ujjain 455111	23.4519	75.4231
38 3	Ujjain	Tarana	Ujjain Tarana PoP	Tehsil Building, Tarana Ujjain 456665	23.3286	76.0421
38 4	Ujjain	Ujjain	Ujjain PoP	Collectorate, Ujjain 456010	23.1665	75.8099
38 5	Umaria	Chandia	Umaria Chandiya PoP	New Tehsil Office, Chandiya Umariya	23.653	80.7203
38 6	Umaria	Karkeli	Umaria Karkeli PoP	Janpad Panchayat, Karkeli Umaria 484661	23.4617	80.9164
38 7	Umaria	Manpur	Umaria Manpur PoP	Tehsil Office, Manpur Umaria 453661	23.7725	81.1237
38 8	Umaria	Nowrozabad	Umaria Naurojabad PoP	Tehsil Office Naurojabad	23.3655	80.9925

**Madhya Pradesh State Wide Area Network (MPSWAN)  
Tender No: MPSEDC/MKT/2025/654**

389	Umaria	Pali	Umaria PoP	Janpad Panchayat, Pali Umaria 484661	23.3661	81.0416
390	Umaria	Umaria	Umaria PoP	Collectorate, Umaria 484661	23.5274	80.8217
391	Vidisha	Basoda	Vidisha Ganjbasoda PoP	Tehsil Office, Basauda Vidisha 464001	23.8486	77.9378
392	Vidisha	Gulabganj	Vidisha Gulabganj PoP	Tehsil Office Gulabganj	23.68	77.91
393	Vidisha	Gyaraspur	Vidisha Gyaraspur PoP	Tehsil Office, Gyaraspur Vidisha 464331	23.6633	78.1106
394	Vidisha	Kurwai	Vidisha Kurwai PoP	Tehsil Office, Kurwai Vidisha 464224	24.1306	78.0458
395	Vidisha	Lateri	Vidisha Lateri PoP	Tehsil Office, Lateri Vidisha 464114	24.0597	77.4042
396	Vidisha	Nateran	Vidisha Nateran PoP	Tehsil Office, Nateran Vidisha 464111	23.7625	77.778
397	Vidisha	Pathari	Vidisha Pathari PoP	Tehsil Office Pathari, Vidisha	23.938	78.224
398	Vidisha	Shamshabad	Vidisha Shamshabad PoP	New Tehsil Office Shamshabad Dist - Vidisha Pin 464111	23.8181	77.4893
399	Vidisha	Sironj	Vidisha Sironj PoP	Tehsil Office, Sironj Vidisha 464228	24.0962	77.6761
400	Vidisha	Tyonda	Vidisha Tyonda PoP	Tehsil Office Tyonda, Vidisha	23.81	78.1936
401	Vidisha	Vidisha	Vidisha PoP	Collectorate, Vidisha 464001	23.5172	77.8103
402	Bhubaneswar	Bhubaneswar	DR	NDC Bhubaneswar		

End of the Document

\*\*\*\*\*

