

1.0 General Terms and Conditions

1.1 Payment Terms

1.1.1 STPI-Bhubaneswar shall make payments towards the Last mile services to the Empanelled vendor in Indian Rupees after deducting applicable taxes, penalties, etc. and payment terms shall be as follows

1.1.2 The tax invoice has to be raised in triplicate in the name of “*The Director Software Technology Park of India, STPI-ELITE, Plot No.2/A, IDCO Industrial Area, PO-Malipada, Gothpatna, Bhubaneswar-751003, Odisha*” with clearly mentioned the GSTIN details of both parties along with state/place of supply/service by the Empanelled vendor on successful delivery of Services on a Quarterly basis.

1.1.3 The SLA reports for the local loop service availed by respective centers shall be submitted by the Empanelled vendor within 15 days after each quarterly billing cycle and credits for non-compliances to SLA parameters shall be deducted from the bill.

1.1.4 The payment shall be made quarterly for services provided by the Empanelled vendor for every Last mile after successful delivery of the service to the satisfaction of the customer and will be released through NEFT/RTGS after deducting TDS as applicable / applicable taxes, applicable penalties as per GeM of the previous Quarter Services, etc.

1.2 Termination of Association with STPI

1.2.1 The empanelled vendor(s) association with STPI shall be terminated by giving 01 month notice in following manners:

1.2.1.1 The term of Empanelment period expires.

1.2.1.2 Termination of Empanelment by STPI due to non-performance during the engagement period

- I. Non-adherence to the timelines of the Last mile service deliveries/ commitment as per the terms & conditions.
- II. Performance is below committed SLAs for three continuous quarters.
- III. If any empanelled bidder fails to submit feasibility report consecutively three time, his/her empanelment may be annulled.

1.3.1.3 STPI can terminate the contract of Individual local loop/last mile circuit/connectivity by giving one month notice in advance to empanelled vendor. In case, the empanelled vendor stops service without notice, STPI has right to revoke the performance security/Bank Guarantee.

2.0 Scope of Work and Deliverables

2.0.1 Operation & Maintenance Stage:

2.0.1.1 The Operations & Maintenance of Last mile connectivity shall be carried out by the respective Empanelled vendors in prior consultation with STPI.

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

- a. 24/7 Help desk support to STPI.
- b. Escalation Matrix chart
- c. Submission of Performance Reports to STPI
- d. Online performance reporting facility
- e. Dedicated account manager for STPI -Bhubaneswar

2.0.1.3 Performance Reports shall be submitted to STPI as follows:

- a. Monthly Performance Report indicating routine and specific jobs done. Report shall also contain detailed status of various SLA/ performance parameters monitored during the previous month.
- b. Ad-hoc and scheduled reports required by Regulatory Authorities (i.e. TRAI etc) and MIS reports as per requirement of STPI shall also be generated. The Empanelled vendor is expected to furnish necessary information about the service being offered which may be necessary for STPI to meet the regulatory requirements.

2.0.1.4 The support from the Empanelled vendor shall also include advice regarding any specific action to be taken by STPI Management as and when required, with regards to performance optimization, capacity planning etc.

2.0.1.5 Service support shall meet the applicable SLA parameters as defined in GeM.

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

3.0 Technical Specification

3.0.1 Requirement for Last mile connectivity:

Empanelled vendor shall carryout the site survey to determine exact requirement of the work. Empanelled vendor shall provide cable, end termination equipments and other products/materials needed to complete the Last Mile as per the requirement.

3.0.2 Physical interface requirements

Bidders has to provide the full duplex Interfaces like Fast Ethernet / Gigabit Ethernet / Media Converter / OLT / DS-3 / STM-1 / etc. as per the requirements at STPI-Bhubaneswar.

3.0.3 Emergency power backup

Empanelled vendor should ensure zero power breakdowns for entire route excluding the two end points at STPI center(s)/ PoPs and remote locations.

3.0.3 Maintenance and testing capability

The bidder has to ensure that the last mile devices provided to STPI must be enabled with proper monitoring and maintenance feature. Equipments used in link should have self diagnostic capability to diagnose and fix the real-time issues and indication of alarm, if issue not diagnosed by equipment itself bidder has to take necessary action to resolve issue at the earliest to meet the SLA.

3.0.4 Capacity of last mile Equipment

The equipments provided for delivery of last mile services should be capable to extend the bandwidth throughput from E1 to multiple of E1s.

3.0.5 Optic Fiber medium:

Equipments like Modems/ Media Converters or etc. having Fast Ethernet/ Gigabit Ethernet or any such interface requirement and other necessary equipments/ accessories for commissioning the link shall be provided by the Empanelled vendor only. The Empanelled vendor shall include any other hardware/ software item required for installing and commissioning the Last Mile circuit/ link at no extra cost to STPI.

3.0.6 Operations Support Requirements:

STPI seeks technical help during normal business hours as well as off business hours emergency support for all site locations. Empanelled vendor should plan for preventive measures to maintain the connectivity consistent at all times.

3.0.7 Continuing availability of spares:

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

3.0.8 Standard/ Emergency maintenance practices:

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

3.0.9 Service Support:

Empanelled vendor shall provide service support activities and for this they should inform STPI their service support contacts like Telephone & Fax No, Mobile No, E-mail id etc.

3.0.10 System & Link redundancy

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

4.0 Report format

The Quarterly report shall clearly indicate the following:

- Summary of overall uptime monthly wise
- Number of trouble tickets, Incident or Problem details and outage duration if any monthly wise
- Creditable outage calculation and corresponding service/financial credits monthly wise.

LOCATION DETAILS

S. No.	End A	Lat Long A	End B	Lat Long B	Local loop Distance (aprox)
1	Software Technology Parks of India, 13th Floor, Biscomaun Tower, West Gandhi Maidan, Patna 800001, Bihar	25.620632, 85.125114	Ayushman Bharat, Bihar Secretariat Extension Building, Block-3, Second floor, Old Secretariat Patna Bihar 800015	25.598817, 85.1168274	7 KM
2	Software Technology Parks of India, 13th Floor, Biscomaun Tower, West Gandhi Maidan, Patna 800001, Bihar	25.620632, 85.125114	Centre for Development of Advanced Computing (C-DAC) 14th Floor, Biscomaun Tower, West Gandhi Maidan, Patna 800001, Bihar	25.620632, 85.125114	Within 1 KM

3	Bihar Medical Services and Infrastructure Corporation Limited (BMSICL) 4th Floor, Bihar State Building Construction Corporation Limited, Hospital Road, Shastri Nagar, Patna, Bihar 800023	25.6068489, 85.1005265	Lok Nayak Jaiprakash Narayan Hospital Rajbansi Nagar, Patna, Bihar 800023	25.6068489, 85.1005265	1.5 KM
4	Software Technology Parks of India, 13th Floor, Biscomaun Tower, West Gandhi Maidan, Patna 800001, Bihar	25.620632, 85.125114	Centre for Development of Advanced Computing (C-DAC) 14th Floor, Biscomaun Tower, West Gandhi Maidan, Patna 800001, Bihar	25.620632, 85.125114	Within 1KM
5	Software Technology Parks of India, 13th Floor, Biscomaun Tower, West Gandhi Maidan, Patna 800001, Bihar	25.620632, 85.125114	Bihar Gram Swaraj Yojna Society 03rd Floor, Biscomaun Tower, West Gandhi Maidan, Patna 800001, Bihar	25.620632, 85.125114	Within 1KM

This contract will be effective for One Year from the date of order unless terminated. The contract may be renewed /extended for a further similar period maximum for two terms/extensions, subject to satisfactory performance of the bidder at the discretion of competent authority of STPI on the same terms and conditions.

Before award of contract to successful bidder, the party shall provide location wise rate breakup with onetime installation charges and annual recurring charges.