



**REQUESTING FOR EMPANELMENT (RFE)  
OF LASTMILE SERVICE PROVIDERS FOR  
STPI BENGALURU DIRECTORATE**

**Tender No: STPI/BLR/TECH/DAC/TECP/2022-23/15 Date: 24.12.2025**

**To be submitted to**

**SOFTWARE TECHNOLOGY PARKS OF INDIA  
(An Autonomous Society under Ministry of Electronics and Information Technology (MeitY),  
Govt. of India)  
3rd floor, No. 76, 77 & Part 78, Electronics City,  
Hosur Road, Bengaluru – 560 100  
Tel: +91-80-24411700-703  
Website: <https://bengaluru.stpi.in>  
e-mail: [blr.cog@stpi.in](mailto:blr.cog@stpi.in)**

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## SECTION - I

### 1. INVITATION FOR PROPOSALS (IFP)

Software Technology Parks of India – Bengaluru (STPI-B) invites proposals through the CPPP (Central Public Procurement Portal) from reputed Service providers for Technical **Empanelment of Service providers for providing Lastmile (Local loop / Long Distance) Services** for the purpose of provisioning, installation, maintenance and monitoring of Lastmile service over Optical Fiber Cable / Copper Medium / wireless for a period of 3 years for STPI Bengaluru, Mysuru, Hubballi, Mangaluru, Manipal and Davanagere. The important dates are mentioned below:

| <b>Request for Technical Empanelment.<br/>Tender Ref No</b>                        | <b>STPI/BLR/TECH/DAC/TECP/2022-23/15</b> |
|--|--|
| Published on <a href="http://eprocure.gov.in/cppp">http://eprocure.gov.in/cppp</a> | 24.12.2025 15:00 Hrs                     |
| Bid Document download/Sale Start Date  | 24.12.2025 15:15 Hrs                     |
| Clarification Start Date   | 05.01.2026 10:00 Hrs                     |
| Clarification End Date   | 09.01.2026 17:00 Hrs                     |
| Pre-bid meeting  | 12.01.2026 11:30 Hrs                     |
| Bid Submission Start Date  | 19.01.2026 15:00 Hrs                     |
| Bid Submission End Date  | 28.01.2026 15.00 Hrs                     |
| Bid Opening Date   | 29.01.2026 15.30 Hrs                     |

Intending bidders may download the complete tender document from the website <http://bengaluru.stpi.in/> and <https://eprocure.gov.in> and should take into account corrigendum, if any published, before submitting their bids. Bidders are therefore, requested to visit our website regularly to keep themselves updated.

Pre-Bid meeting shall be held at 3<sup>rd</sup> Floor, No 76, 77 & part 78, Software Technology parks of India, Electronics City, Hosur Road, Bengaluru 560100. The Earnest Money Deposit (EMD) payable towards the RFP is **Rs.20,000/- (Rs. Twenty Thousand only)**. Bidder shall remit the EMD to STPI Bank Account online only as specified in the tender. The Copy of EMD Transaction (NEFT/RTGS) details / EMD Exemption certificates should be submitted along with the bid document, within the bid submission date and time of the tender failing which the offer will be liable for rejection.

**Sd/-**  
**Director**  
**Software Technology Parks of India**  
**No 76, 77& Part 78, 3<sup>rd</sup> Floor,**  
**Electronics city, Hosur Road,**  
**Bengaluru-560100**

## 2. COVER NOTE

Technical proposals are invited from reputed Service providers fulfilling the following eligibility requirements as listed below:

- a. The bidder should be a company registered in India with Registrar of Companies or a Partnership firm / Sole Proprietorship firm. Documentary evidence such as Certificate of Incorporation / Partnership deed, etc. should be provided.
- b. The bidder should be in the field of provisioning of the last mile connectivity on Optical / Copper / Microwave.
- c. The bidder should have experience of successful delivery of similar works (Provisioning, Installation, Maintenance and Monitoring of Last mile Connectivity) with a Last mile bandwidth for multiple of E1s for at least 3 customers in Bengaluru / Mysuru/ Hubballi/ Mangaluru / Manipal / Davanagere / Anywhere in India. Documentary evidence (Like Purchase order/ installation report/Invoice, etc.) should be provided.
- d. The bidder should have valid licenses (OSP/NLD/local ISP, IP-1 Service provider, /other valid licenses etc.) for providing last mile services in the claimed locations. Documentary evidence should be provided.
- e. The bidder would ensure that the Lastmile circuits provisioning does not violate regulations as laid by Govt. of India/ TRAI/WPC etc. in respect of such links / networks. Bidder shall seek necessary permission from respective authority. Bidder will be responsible for making all the payments towards the Last mile licensing charges, Right-of-Way charges, etc., to respective government bodies/ agencies.
- f. The bidder should be able to provide Last mile service for **at least one STPI location specified in [Annexure-I](#)**.
- g. The bidders are requested to fill the location feasibility details in [Annexure-II](#). Bidder(s) should provide details of their existing OFC terminations / wireless in the locations required by STPI-B as mentioned in the [Annexure – II](#) (Network feasibility).
- h. Bidders are advised to study this RFP document thoroughly. Submission of Technical Empanelment proposal should be deemed to have been done after careful study and examination of this document with full understanding of its implications.
- i. STPI-B reserves the right to carry out the capability assessment of the bidder and STPI-B's decision shall be final in this regard.
- j. Bidder need to submit Copy of EMD Transaction (NEFT/RTGS) details/EMD Exemption certificates.

- k. Bidder need to submit a copy of GST Registration Certificate & PAN Card.
- l. Each bidder needs to submit single bid irrespective of number of locations for which the bidder is participating. Single empanelment letter will be issued to the qualified bidders.
- m. The bidder is to comply with all terms and conditions as enumerated in the RFP.

## **SECTION - II**

### **INSTRUCTIONS TO BIDDERS (ITB)**

#### **1. INTRODUCTION**

Software Technology Parks of India (STPI) is a Society under Ministry of Electronics & Information Technology, Government of India, established with an objective of boosting the Software & Hardware Exports from India. STPI has been the critical support agency for the Indian Information Technology & Hardware Industry for the statutory services, technology services, incubation services, industry promotion and government interfacing services. STPI's Industry Promotional and Service Provider role has been one of the key ingredients in the success story of Indian IT offshore industry. The head-quarter of STPI is in the national capital New Delhi. STPI have 68 centers under 14 jurisdictions in India.

##### **1.1 Data-communication Services of STPI**

STPI is one of the first Data communication Carriers of India. STPI also holds the Category-A Internet Service Provider (ISP) license, Operational jurisdiction covering entire country of India. However, STPI's clientele is primarily the Indian IT Industry & Educational Institutions. As such, STPI caters to the premium segment with Last mile Services where Quality is of utmost concern.

##### **1.2 Purpose of Empanelment:**

STPI Bengaluru (STPI-B) provides premium Internet Services to IT / ITeS companies & educational institutions across India through its STPI Centre(s) & Sub-Centre(s). STPI-Bengaluru and sub-centers has approximately 7.5 Gbps of Last mile bandwidth catering to 35 last mile circuits that are operating on the various medium like Microwave, Optic Fiber or Copper cable through different Service providers available in the market. STPI-B identified a requirement of about 10 Gbps of Last mile bandwidth to meet its demand in the Last mile segment for the upcoming years.

In this juncture, STPI-B intends to have a panel of Service providers to provide Last mile services through the empanelment process. The empanelment process involves technical evaluation for selection of the Panel of lastmile service providers to undertake provisioning,

installation & maintenance and monitoring of Last mile. After the Service providers have been identified through empanelment process, option for selecting the suitable Service provider for providing the last mile connectivity would be given to STPI Bengaluru & sub Centers. The Scope, Deliverables and Service levels for the Last mile service provider are mentioned in this document (refer the Section III). The Panel of Service providers empaneled/created, shall be valid for a period of 3 years from the date of notification of the empanelment, which may be extended for further period for 1 year with mutual consent.

**2. DEFINITIONS:** Unless the context otherwise requires, the following terms whenever used in this RFP shall have the following meanings:

- 2.1 **“Applicable Law”** means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time.
- 2.2 **‘Commissioning’** means successful completion of acceptance testing procedures as may be prescribed by STPI-B subsequent to the delivery of the Service. (as per the Format V - Lastmile Commissioning Report of Section V of this document)
- 2.3 **‘Effective Date’** means the date on which the Empanelment comes into effect.
- 2.4 **‘Empaneled Service providers’** means the bidders, who will be empaneled through this Empanelment process, who will provide the lastmile services to STPI-B.
- 2.5 **‘Empanelment Letter’** refers to the letter issued to technically qualified bidders confirming their empanelment, along with all related attachments, appendices, and referenced documents.
- 2.6 **‘Letter of Intent (LOI)’** means letter indicating the intention to execute Empanelment with the bidder.
- 2.7 **“Proposals”** means proposal submitted by bidders in response to the RFP issued by STPI-B for Technical empanelment of local loop Service provider.

- 2.8 **‘Service’** means the Lastmile connectivity to be provided between respective STPI Centre and its customers premises by the Empanelled Service provider as per the Technical Specifications mentioned at Section-IV of this document.
- 2.9 **‘Site’** means the place(s) where the respective STPI Centre request to provide connectivity, to which the services are to be delivered.
- 2.10 **‘The bidder’** means any private or public entity, who participates in this RFP and submits its bid.
- 2.11 **“Last mile Connectivity”** means (P2P links) the end-to-end fiber / copper / microwave connectivity from STPI center’s router / switch to customer’s router / switch.
- 2.12 **“STPI Centers”** means STPI Bengaluru, Mysuru, Hubballi, Mangaluru, Manipal and Davanagere (Karnataka)

### **3 VALIDITY OF PROPOSALS:**

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

### **4 RIGHT TO ACCEPT PROPOSAL**

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

### **5 CLARIFICATION ON RFP:**

The prospective bidder, requiring any clarification on the RFP, shall notify STPI-B in writing at the mailing address indicated in the RFP. The bidders can seek clarifications on or before 09.01.2026 at 1700 Hrs or e-mail to [blr.cog@stpi.in](mailto:blr.cog@stpi.in). The clarifications shall be hosted/published on website [www.blr.stpi.in](http://www.blr.stpi.in) and <https://eprocure.gov.in> after pre-bid meeting. The bidder will be fully responsible for downloading of the RFP, its clarifications, amendments and corrigendum for their completeness.



## **6 AMENDMENT TO RFP**

At any time prior to last date and time of submission of bid, STPI-B may for any reason, modify the RFP. The amendments shall be notified through website (<http://www.bengaluru.stpi.in> & <https://eprocure.gov.in>) and such amendments shall be binding on them.

## **7 ELIGIBILITY:**

7.1 The bidder should be a company registered in India with the Registrar of Companies or Partnership firm / sole proprietor. The documentary evidence such as Certificate of Incorporation / Partnership deed, etc should be provided.

7.2 The average annual turnover of the bidder for the last two financial Years 2023-24 & 2024-25 is as per the below conditions.

- If the bidder is feasible for only one location, then average annual turnover for the last two financial Years 2023-24 & 2024-25 should be a minimum Rs.20 Lakhs (Rs. twenty Lakhs) for the bidders.
- If the bidder is feasible for more than one location, then average annual turnover for the last two financial Years 2023-24 & 2024-25 should be a minimum Rs.50 Lakhs (Rs. Fifty Lakhs) for the bidders.

The Audited balance sheet & IT Returns for last two (2023-24 & 2024-25) financial years should be submitted along with the bid in support of turnover.

7.3 The bidder should be in the business of providing the last mile connectivity service on optical / copper / Microwave medium. Documentary evidence should be provided, at least for last one years.

7.4 The bidder should have valid licenses (OSP/NLD/ local ISP, IP-1 Service provider/other valid licenses etc) for providing last mile services at the location mentioned at Annexure I. Documentary evidence should be provided.

- 7.5 The bidder should be able to provide Last mile service for at least one STPI location from the list specified in [Annexure-I](#). The existing fiber roll out / connectivity diagram and network details to be enclosed. Documentary evidence should be provided.
- 7.6 The bidders are requested to fill the location and POP wise network feasibility details in [Annexure-II](#).
- 7.7 The bidder should have experience of successful delivery of similar works (Provisioning, Installation, Maintenance and Monitoring of Lastmile Connectivity) with a Last mile bandwidth for multiple of E1s for at least 3 customers in any one of the locations of Bengaluru, Mysuru, Hubballi, Mangaluru, Manipal and Davanagere / Anywhere in India where feasibility is claimed. Documentary evidence should be provided.
- 7.8 The bidder shall furnish as part of his bid, documents establishing the conformity of Bid Documents to all services, which the bidder proposes to supply under the Services, by clearly indicating 'complied' or 'not complied'. No ambiguity in compliance should be there in the proposals. The documentary evidence of the services in conformity to the Bidding document may be in the form of literature, drawings and data. It may comprise of:
- a) A clause-by-clause compliance on the Technical Specifications, Terms & Conditions demonstrating substantial responsiveness to the Technical Specifications, Terms & Conditions.
  - b) In case of deviations, a statement of the deviations and exception to the provision of the Technical Specifications, terms & conditions shall be given by the bidder.
  - c) In case there is no deviation, "NIL" deviation statement shall be given. A bid without clause-by-clause compliance of the Technical Specifications (Section IV of this document), shall not be considered.
  - d) Further, wherever specifications indicate a specific parameter to be met, bidder shall indicate the actual value of the parameter.
- 7.9 The copy of EMD Transaction (NEFT/RTGS) details of Rs.20,000/- (Rupees Twenty thousand only) from a Scheduled Bank / Nationalized Bank in India has to be submitted along with the bid

If any document is not submitted by bidder at the time of submission of bid in support of the above clauses, the evaluation of proposals will be based on available documents in the proposal and non submission of documents will be treated as non availability of documents.

## 8 EARNEST MONEY DEPOSIT (EMD)

a. Earnest Money Deposit of Rs.20,000/- has to be remitted through online mode only (NEFT/RTGS) to STPI Bengaluru account. The Bank detailed are given below.

**STPI-Bengaluru Bank Details for NEFT/RTGS**

|                    |   |
|--------------------|---|
| Beneficiaries Name | Software Technology Parks of India-Bangalore  |
| Address            | 3rd floor, No. 76, 77 & Part 78, Electronics City, Hosur Road, Bengaluru – 560 100                |
| Phone No           | 080 – 24411707/714/755  |
| Saving Account No  | 842610110002469   |
| Centre             | Bangalore   |
| Bank               | Bank of India   |
| Branch             | Electronic City Branch  |
| Bank Address       | No:110-02, BMA-MDC Bldg, Doddathogur, Begur Hobli, Electronic city Phase – 1, Bangalore – 560100. |
| IFSC No            | BKID0008952   |
| MICR Code          | 560013051   |
| Bank Swift code    | BKIDINBBBGL   |

b. The EMD shall be credited to STPI Bengaluru bank account on or before the last date for submission of bids failing which offer will be liable for rejection. Bidders, however, have to attach scanned copy of EMD (NEFT/RTGS) transaction details like UTR etc. while submitting the bids. EMD online transactions details shall also be sent through mail to [blr.cog@stpi.in](mailto:blr.cog@stpi.in) or hard copy can be submitted to **The Director, Software Technology Parks of India, 3rd floor, No. 76, 77 & Part 78, Electronics City, Hosur Road, Bengaluru – 560 100**, before the last date for submission of bids failing which offer will be liable for rejection of the bids.

c. The Bids submitted without EMD will stand rejected. EMD **will not be accepted** in the form of **cash /cheque/DD/Bankers Cheque**.

8.2 The EMD is required to protect the STPI against the risk of bidder's conduct, which would warrant the forfeiture of the security, pursuant to clause 8.4.

8.3 The EMD of the technically disqualified bidder will be returned not later than 30 days after the placement of firm Empanelment Letter by the STPI-B or on expiry of the validity of the Proposal pursuant to clause 3 of this Section; whichever is earlier.

- 8.4 The exemption of EMD shall be applicable to MSME firms registered under UAM. Such exemption will be extended only if the bidders are registered for the relevant category as required in the RFP. The exemption will not be applicable to MSME firms that are not registered under UAM or whose registration details are not declared on the CPP Portal. The copy of the exemption certificates shall be uploaded on the e-procurement portal.
- 8.5 However if the return of EMD is delayed for any reason, no interest / penalty shall be payable to the bidder.
- 8.6 The EMD may be forfeited if a bidder withdraws his bid during the period of validity. The bidder will not approach the court against the decision of STPI-B in this regard.
- 8.7 The EMD for those eligible empaneled bidders whose offers have been found technically qualified, the EMD amount will be converted as security deposit till the empanelment period plus 60 days.

## 9 DISQUALIFICATIONS

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

- a. Submitted the Proposal documents after the deadline for submission of proposal.
- b. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- c. Submitted the proposal document without taking into account the amendments / clarifications provided.
- d. Submitted a proposal that is not accompanied by required documentation (mentioned in Eligibility clause 7) or is non-responsive.
- e. Failed to provide clarifications related thereto, when sought.
- f. Declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.

- g. Failure of the successful bidder to comply with the requirement of Acknowledgment to Letter of Intent shall be sufficient ground for the annulment of the acceptance of the proposal and forfeiture of the bid security in which event the STPI-B may make the offer to next eligible bidder at its discretion or call for new proposals.
- h. Any effort by a bidder to modify his bid or influence, from the time of opening the proposal till the time, the contract is awarded; may result in the rejection of the bid.
- i. Bid submitted without EMD.
- j. Not meeting the minimum qualification criteria
- k. Any other reason which is not in accordance with tender.
- l. Any interlineations, erasures or over writings shall not be valid.
- m. No commercial information whatsoever shall be provided in this empanelment process. Failure to do so may disqualify the bid.

## **10 PREPARATION OF PROPOSALS**

- 10.1 The Proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall not be valid.
  - 10.2 The proposal shall be typed or printed, numbered sequentially and shall be signed by the bidder or duly authorized person(s) to bind the bidder to the contract. The letter of authorization should be submitted.
  - 10.3 Bidders are not permitted to modify, substitute, or withdraw Proposals after its Submission.
  - 10.4 Submission of bids only through CPP portal
- a. Bids shall be submitted online only at Central Public Procurement (CPP) Portal Website: <http://eprocure.gov.in/>. All 'Technical documents' and 'General documents' should be numbered sequentially and signed by the bidder on each page (documents in .pdf format). Bids must be submitted as per the scheduled date & time in the RFE.
  - b. Manual bids or the bids submitted by telex/ telegram/ fax/ e-mail / by any other digital mode etc., will not be accepted under any circumstances. No correspondence will be entertained on this matter.
  - c. The instructions given below are meant to assist the bidders in preparation of their bids in accordance with the requirements and submitting their bids online on the CPP Portal. For more detailed information and hassle-free bid submission, please refer to URLs as follows.

- Complete details at CPP Portal: <https://eprocure.gov.in/eprocure/app>
  - Instruction for online submission: <https://eprocure.gov.in/eprocure/app?page=StandardBiddingDocuments&service=page>
  - Guidelines for hassle free bid submission: [https://eprocure.gov.in/cppp/hassle\\_free\\_bid\\_submission.pdf](https://eprocure.gov.in/cppp/hassle_free_bid_submission.pdf)
  - FAQs: <https://eprocure.gov.in/eprocure/app?page=FAQFrontEnd&service=page>
- d. STPI in any case, will not be liable for file corruption/error in format upload. Therefore, it is advised that the Bidder should check cautiously the uploaded files/formats.
- e. The RFE and corrigendum thereof should be read in entirety before submitting bids so that bid submission captures all required documents as well as given format.
- f. Please check the documents and upload them carefully. Any error i.e. file is found to be corrupted, not readable etc., the Bid will be rejected. STPI in no case will be liable for the same.

## **11 LIST OF DOCUMENTS TO BE AS PART OF PROPOSAL**

1. A Bid form completed in accordance with [Form – I](#) of Section V of this document.
2. Documentary evidence to establish the eligibility criteria's in accordance with eligibility clause 7 of Section II of this document.
3. Financial status: - The annual turnover of the bidder for the last two years viz., the audited financial statement or balance sheet for the last two financial years.
4. A clause-by-clause compliance of the services offered as per Clause-7.8 of Section II of this document.
5. A Block Schematic Diagram showing the Optic fiber cable / copper cable network / Microwave connectivity of the Service provider should be provided.
6. Copy of the PAN Card & GST Registration certificate as applicable.
7. Copy of Certificate of Incorporation / Partnership deed / Sole Proprietorship firm, etc should be provided.
8. Copy of EMD Transaction (NEFT/RTGS) details/EMD Exemption certificates.
9. Declaration from MSME vendor for declaration of UAM numbers with CPP portal.
10. Network Presence should be furnished in accordance with [Annexure – II](#) of Section 5 of this document.
11. Bidder shall furnish the Document Checklist in accordance with [Annexure III](#) of Section V to ensure that the document sought is submitted.
12. Bidders should not be under a declaration of ineligibility for corrupt and fraudulent practices. The declaration to be submitted as per format specified in Format V of section V.

## **12 BID OPENING**

- 12.1 STPI-B will open the bid documents, in the presence of authorised bidder's representatives who choose to attend, at the date and time specified in the RFP. Authorization letter to this effect shall be submitted by the bidder/representative before they are allowed to participate in bid opening.
- 12.2 A maximum of two representatives for any bidder shall be authorized and permitted to attend the bid opening.
- 12.3 The Bidder's name, the presence or absence of the requisite EMD and such other details; as STPI-B at its discretion, may consider appropriate will be announced and recorded at the time of bid opening.
- 12.4 The date fixed for opening of proposals, if subsequently declared as holiday by STPI-B, the revised date of schedule will be notified. However, in absence of such notification, the proposals will be opened on next working day, time and venue remaining unaltered.

## **13 QUERIES FROM STPI**

- 13.1 To assist in the examination, evaluation and comparison of proposals, STPI-B may, at its discretion ask the bidder for any clarification(s) of its bid. The request for clarification and the response shall be in writing only.
- 13.2 However, no clarifications at the initiative of the Bidder shall be entertained after the submission of proposal.
- 13.3 The bidders are required to keep a watch on STPI-B Website <https://bengaluru.stpi.in> & <https://eprocure.gov.in> with respect to any amendment to the Request for proposal document or to clarification to the queries raised by the bidders.

## **14 PRELIMINARY ELIMINATION**

- 14.1. STPI-B shall evaluate the General bidder's eligibility documents, Technical proposals and check for the completeness of the document as per the tender requirements, computational errors, if any, submission of EMD, signature of the authorized signatory etc.

- 14.2. Proposals without proper authorization from the bidder as per Format mentioned in the [Form II](#) 'Letter of Authorization' of Section V of this document shall be treated as non-responsive.
- 14.3. STPI-B may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided that such waiver does not prejudice or affect the relative ranking of any bidder.

## **15 EVALUATION OF TECHNICAL PROPOSALS**

- 15.1. The details of technical & financial strength and experience of the bidders shall be examined to determine whether the bidders meet the qualification in accordance with the criteria specified in Eligibility clause 7 above.
- 15.2. During the technical evaluation, STPI-B at its discretion may call upon the bidder to give their presentation on their offer, to explain their capability to undertake the project and to respond to any queries from STPI-B.
- 15.3. Evaluation of technical proposals of all substantially responsive proposals will be carried-out and a list of technically acceptable proposals will be made.

## **16. NOTIFICATION OF AWARD/EMPANELMENT:**

- 16.1 The bidders who qualify in the technical evaluation are eligible for receiving the empanelment letter from STPI-B for delivering local loop services, at STPI Bengaluru & sub centers.
- 16.2 The successful bidders shall give their acceptance within 7 days of issue of the empanelment letter.

## **17. AWARD OF CONTRACT: EMPANELMENT LETTER**

The STPI-B shall consider empanelment of bidders for providing Service on those eligible bidders whose offers have been found technically acceptable. **STPI-B reserves the right to counter-offers / price(s) against price(s) quoted by any bidder while receiving the commercial bids for specific local loop requests raised by respective center.**



## **18. PLACEMENT OF LOCAL LOOP ORDERS ON EMPANELMENT SERVICE PROVIDERS**

The Proposed RFP is for empanelment of Service providers for local loop service only. The sequence of activities to be followed for order placement is listed below.

- a) The feasibility & commercial offers/quote will be requested by concerned STPI-B center from all the empaneled service providers of that location.
- b) Based on the requirement of local loop, respective centers will issue the feasibility request to empanelled Service providers and collects the feasibility report as well as commercial quotes.
- c) The empaneled Service provider needs to submit total cost (all inclusive, no additional charges shall be levied by bidder) for last mile between two sites A-B, which will be notified whenever commercial offer will be sought, as per Section V, Form III.
- d) The bidder needs to submit the commercial offer through e-mail / sealed cover within 1 week whenever such request is made.
- e) L1 will be determined among the commercial quotes received from the empaneled Service providers.
- f) The order will be placed on L1 Service provider or the Service provider other than 'L1' as per the choice of STPIB.
- g) The purchase order will be issued by STPI – Bengaluru and payment will be released to empaneled Service provider against PO & successful inspection of the local loops.
- h) Each contract shall be valid for the minimum period of one year and auto renewed till termination of local loop service.
- i) Minimum contract period of one year shall not be applicable in case of upgradation, Down gradation and price revision.

## **19. PAYMENT TERMS:**

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

- (i) The SLA reports for the local loop service availed by respective centers shall be submitted by the Empaneled Service provider within 15 days after each quarterly billing cycle.
- (ii) Payment shall be made within 30 days from the date of receiving the invoice.

- (iii) The invoice has to be raised by the Empaneled Service provider on successful delivery of Services on a Quarterly basis.
- (iv) The payment will be made quarterly in arrears for the service provided by the empaneled Service provider.
- (v) The payment will be made by the STPI Bengaluru, for the services rendered to sub – centers.

## **20. CONFIDENTIALITY:**

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

## **21. GENERAL TERMS & CONDITIONS:**

### **21.1 TERMINATION OF EMPANELMENT WITH STPI**

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

- I. The term of Empanelment period expires. (On account of the expiry of the period of empanelment).
- II. Termination of Empanelment by STPI-B due to non-performance during the contract period.
  - a) Performance is below committed SLAs for four continuous quarters.
  - b) If SLA is breached below 90% for two quarters in the year, then the penalty of 10% of annual charges will be deducted and the bidder will be debarred.
  - b) Non-adherence to the timelines of the last mile (Long distance / Last mile) service deliveries / commitment for three or more circuits.

### **Blacklisting**

Company/Firm blacklisted by Govt./AutonomousBody/PSU/Corporate organization are not eligible to Bid. If at any stage of bidding process or during the currency of contract, such information comes to knowledge of STPI, the STPI-B shall have right to reject the bid and forfeited

the bid security or terminate the contract, as the case may be, without any compensation to the bidder.

To avail the benefits available to MSEs as contained in Public Procurement Policy of MSEs Order, 2012 issued by MSME, it is mandatory for MSME vendors to declare their UAM (Udyog Aadhar Memorandum) number on CPP portal. Failing, which, such Bidders will not be able to enjoy the benefits as per Public Procurement Policy. A declaration to this effect to be submitted along with the Technical Bid.

## **21.2 RESOLUTION OF DISPUTES**

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

### **(i) Amicable Settlement**

Performance of the Services is governed by the terms and conditions of the Empanelment contract. However, at times dispute may arise on any interpretation of any term or condition of Empanelment process including the Scope of Work, the clauses of payments etc. In such a situation either party may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 30 days after receipt of notice. If the party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then Clause 22.2 (ii) shall become applicable.

### **(ii) ARBITRATION**

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

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

**22. LEGAL JURISDICTION:**

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

**23. CO-LOCATION FACILITY:**

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

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

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### **SECTION - III**

#### **SCOPE OF WORKS**

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

These Guidelines define the broad areas of work, which Last mile service providers shall perform for a period of 3 years from the date of empanelment order which may be extended for further period for 1 year with mutual consent.

#### **1 Feasibility Stage:**

- 1.1. Feasibility study of the Last mile services as and when demand arises by STPI-B; as per the format mentioned in Form III 'Techno-Commercial Quote' of Section V.
- 1.2. This feasibility report shall be submitted to STPI within 1 week from the date of requisition.
- 1.3. Failure to submit the feasibility and commercial study report within the above-mentioned period, the Empaneled Service provider will be treated as non-responsive for this requirement.
- 1.4. Feasibility report should be valid for a period of 60 days from the date of submission of the report.

#### **2 Implementation Stage:**

- 2.1. The bidder has to implement & ensure a reliable physical connectivity on either Optic fiber or Copper cable media between premise of STPI Centre and its Customer as committed by the Empanelled Service provider in the Last mile feasibility Report.
- 2.2. If Optic fiber or Copper cable media is not feasible to reach the destination, Empaneled Service provider may provision the link through wireless upon mutual consent with STPI. All licensing requirement for the wireless connectivity should be borne by Empaneled Service provider.

- 2.3. All permission and licensing from local authority should be obtained and borne by the empaneled Service provider.
- 2.4. This activity has to be completed by the Empaneled Service provider within 4-6 weeks from the date of issue of Work Order by STPI-B for a particular link; along with submission of the Last mile commissioning report by empanelled Service provider in the format of [Form IV](#) 'Last Mile Commissioning Report' of Section V of this document.
- 2.5. During Implementation stage, any delay beyond 4-6 weeks from the date of issue of Work Order, Penalty at the rate of 0.5% per week on the total work order value will be levied subject to maximum of 5% which shall be deducted in the first quarterly bill. If breach or delay is beyond acceptable time, then STPI at its discretion shall terminate the contract and avail the service from other Empaneled Service providers. The nonperforming Service provider may not be considered for future requirements.

### **3 Operation & Maintenance Stage:**

- 3.1. The Operations & Maintenance of Lastmile connectivity shall be carried out by the respective Empaneled Service providers with prior consultation with STPI-B.
- 3.2. The Operations & Management of Lastmile connectivity shall include but not limited to the following:
  - a. 24/7 Help desk support to STPI.
  - b. Escalation Matrix chart
  - c. Submission of Performance Reports to STPI
  - d. Dedicated Account Manager for respective STPI centers.
- 3.3. Ad-hoc reports required by Regulatory Authorities (i.e. TRAI/WPC etc) as per requirement shall also be generated. The Empanelled Service provider is expected to furnish necessary information about the service being offered which may be necessary for STPI to meet the regulatory requirements.
- 3.4. Service support shall meet the applicable SLA parameters as per clause 4 & 5 of Section IV of this document.
- 3.5. 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 Service provider empanelled shall be the single point of contact for STPI.

## **SECTION - IV**

### **TECHNICAL SPECIFICATIONS**

#### **1. Requirement for Lastmile connectivity:**

Empanelled Service provider shall carryout the site survey to determine exact measurements of work required. Empanelled Service provider shall provide cables, jacks, patch panels, and all other materials needed to complete this Lastmile (Local Loop / Long Distance) requirement. Empanelled Service provider will open, close, and return opened or used pathways and spaces to original form.

Empanelled Service provider shall provide certified test results of new cable installed to include cable loss results. Empanelled Service provider shall provide a copy of network diagram showing interconnects points, backup links, and details of peering with Lastmile Exchanges in respective location.

#### **2. Technical Requirements**

All Service providers responding to this RFP must provide a full description of the Lastmile service on Optic Fiber / Copper /wireless being offered and must include the following:

##### **2.1 Compliance with standards**

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

##### **2.2 Physical interface requirements**

Bidder has to provide the full duplex Interfaces like E1/ Fast Ethernet /Gigabit Ethernet / OFC etc, as per the requirement at the respective STPIB and its subcenters / customer locations.

### **2.3 Emergency Power Backup:**

Empanelled Service providers shall ensure high availability of the local loops by providing the MUX with adequate UPS capacity & Diesel Generator as required.

### **2.4 Equipment Association:**

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

### **2.5 System & Link redundancy:**

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

## **3 Operations Support Requirements**

### **3.1 Remote monitoring capability**

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

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

### **3.2 Continuing availability of spares:**

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



### **3.3 Installation and setup requirements:**

Empanelled Service provider should request for the entire pre support requirement at all the locations of STPI-B, where Lastmile services must be established.

### **3.4 Required in-service dates:**

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

### **3.5 Standard/Emergency maintenance practices:**

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

### **3.6 Testing and turn-over practices for new fibre assignments:**

Empanelled Service provider should plan for the initial testing, performance analysis and successful implementation of entire fibre connectivity for STPI before commencement of new fibre assignment in existing fibre network.

## **4. QoS Requirements:**

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

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

### **4.1 Service Availability: -**

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

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

**Table-A: Service Availability & Outage**

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

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

#### 4.2 Service Degradation / Delay in Implementation

During Implementation stage, any delay beyond 4-6 weeks from the date of issue of Work Order, Penalty at the rate of 0.5% per week on the total work order value will be levied subject to maximum of 5% which shall be deducted in the first quarterly bill. If breach or delay is beyond acceptable time, then STPI at its discretion shall terminate the contract and may avail the service from other Empanelled Service providers. The nonperforming Service provider may not be considered for future requirements of STPI.

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

**Table-B: Service Levels**

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

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

**SLA Management Process includes the following parameters:**

1. During Feasibility stage, any delay beyond 1 week from the date of feasibility request by the STPI Centre(s) is considered to be non-adherence to their SLA commitment. This information shall be noted and recorded.
2. During Implementation stage, any delay beyond 4-6 weeks from the date of issue of Work Order, Penalty at the rate of 0.5% per week will be levied subject to maximum of 5% which shall be deducted in the first quarterly bill. If breach or delay is beyond acceptable time, then STPI at its discretion shall terminate the contract and avail the service from other Empanelled Service providers. The nonperforming Service provider may not be considered for future requirements.
3. During Operations & Maintenance Stage, for the reasons stated above in clause 4 of O&M stage, the % of link down time is calculated on quarterly basis and the penalties are levied on the empanelled Service provider on Quarterly basis. The penalties levied will be as per Table B above.

**5.1 Uptime**

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

**5.2 Latency:**

Latency refers to the average time required for round-trip packet transfers between STPI & its client, the Empanelled Service provider is expected to give end-to-end latency within

acceptable limits. However, the maximum latency for Lastmile shall not exceed 20ms, while the maximum latency for Long Distance shall not exceed 50ms.

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

### 5.3 Report format

The monthly report shall clearly indicate the following:

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

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

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

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**SECTION - V**  
**FORMATS / ANNEXURES**

**I. PROPOSAL FORMAT (FORM – I)**

RFP No. STPI/BLR/TECH/DAC/TECP/2022-23/15

**Date: 24.12.2025**

To

The Director,  
Software Technology Parks of India  
3rd floor, No. 76, 77 & Part 78, Electronics City,  
Hosur Road, Bengaluru – 560 100

Dear Sir,

**Sub: Proposal for Empanelment of bidders**

Having examined the RFP, we, the undersigned, offer to Propose for the Technical Empanelment of Service providers for providing Last mile to STPI-B, in full conformity with the said RFP.

We have read the provisions of RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.

We agree to abide by this Proposal, consisting of this letter, the Technical Proposal and all attachments, for a period of 180 Days from the date fixed for submission of Proposals as stipulated in the RFP and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

We hereby declare that all the information and statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

Dated this ..... day of ..... 2025.

**Name and Signature -----**

**Duly authorized to sign the bid for and on behalf of .....**

## II. LETTER OF AUTHORISATION – FORMAT (FORM – II)

### LETTER OF AUTHORISATION FOR ATTENDING BID OPENING/ PRE BID CONFERENCE (to reach The Director, STPI Bengaluru on or before the date of bid opening/pre-bid meeting)

To,

The Director,  
Software Technology Parks of India  
3rd floor, No. 76, 77 & Part 78, Electronics City,  
Hosur Road, Bengaluru – 560 100

**Sub: Authorization for attending the opening of Proposals/Pre bid conference on \_\_\_\_\_ in the RFP No. STPI/BLR/TECH/DAC/TECP/2022-23/15 Date: 24.12.2025.**

Following persons are hereby authorized to attend the bid opening for the RFP mentioned above on behalf of \_\_\_\_\_ (bidder) given below:

| Sl NO | Name | Specimen Signatures |
|-------|------|---------------------|
| I     |      |                     |
| II    |      |                     |

Signature of bidder  
or  
Officer authorized to sign the bid documents.  
on behalf of the bidder

### **III. TECHNO-COMMERCIAL QUOTE – FORMAT (FORM – III)**

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

|   |  |  |
|---|--|--|
| <b>A.</b>   | <b>Name of the STPI center</b>                                     |  |
| <b>B.</b>   | <b>Lastmile Requested by (STPI Officer Name &amp; Designation)</b> |  |
| <b>C.</b>   | <b>Feasibility Request “A” End (STPI Centre Name)</b>              |  |
|   | <b>Name of Contact Person</b>                                      |  |
|   | <b>Address with Phone No.</b>                                      |  |
| <b>D.</b>   | <b>Feasibility Request “B” End (Company Name)</b>                  |  |
|   | <b>Name of Contact Person</b>                                      |  |
|   | <b>Address with Phone No</b>                                       |  |
| <b>E.</b>   | <b>Bandwidth Requirement (in Mbps)</b>                             |  |
| <b>F.</b>   | <b>Type of Interface required (Ethernet)</b>                       |  |
| <b><u>(to be filled by Empanelled Service provider)</u></b> |  |  |
| <b>G.</b>   | <b>Feasibility Report Date</b>                                     |  |
| <b>H.</b>   | <b>Feasible Media (Copper / Fiber/ Wireless)</b>                   |  |
| <b>I.</b>   | <b>Distance Between STPI &amp; Client Site (in Kms.)</b>           |  |
| <b>J.</b>   | <b>Time frame to Implement the Last mile (in days)</b>             |  |
| <b>I.</b>   | <b>General Remarks:</b>  |  |
|   |  |  |

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



#### **IV. LASTMILE COMMISSIONING REPORT- FORMAT (FORM IV)**

**(Post Empanelment: To be submitted by Empanelled Service provider to respective STPI Center)**

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

|              |   |   |                    |                |
|--------------|---|---|--------------------|----------------|
| <b>A</b>     | <b>Name of the center</b>               | : .....                                 |                    |                |
| <b>B</b>     | <b>Purchase order No. &amp; Date</b>    | : .....                                 |                    |                |
| <b>C</b>     | <b>Name of the Customer</b>             | : .....                                 |                    |                |
| <b>D</b>     | <b>Address of the Customer Location</b> | : .....                                 |                    |                |
| <b>E</b>     | <b>Last Mile Commissioned Date</b>      | : .....                                 |                    |                |
| <b>SI No</b> | <b>Name of the activity</b>             | <b>Requirement/Specifications</b>       | <b>Observation</b> | <b>Remarks</b> |
| <b>I</b>     | <b>Physical layer implementation</b>    |   |                    |                |
| 1.           | Engineering Diagram                     | Please Attach the Engineering Diagram   | Yes/No             |                |
| 2.           | Terminated interface as per the PO      | Ethernet/ Fast/ Gigabit Ethernet/....   | Yes/No             |                |
| <b>II</b>    | <b>Circuit details handover</b>         | <b>Please provide necessary details</b> |                    |                |
| 1.           | Circuit Designation                     |   | Yes/No             |                |
| 2.           | Circuit ID                              |   | Yes/No             |                |
| 3.           | Stream and Crone details                |   | Yes/No             |                |

|                            |       |                           |       |
|----------------------------|-------|---------------------------|-------|
| <b><u>Tested By</u></b>    |       | <b><u>Approved By</u></b> |       |
| <b>1. Service Provider</b> |       |                           |       |
| <b>Name:-</b>              | ..... | <b>Name:-</b>             | ..... |
|                            |       |                           |       |
| <b>2. STPI Engineer</b>    |       |                           |       |
| <b>Name:-</b>              | ..... | <b>Name:-</b>             | ..... |
| <b>Date:-</b>              | ..... | <b>Date:-</b>             | ..... |

#### **V. DECLARATION- FORMAT (FORM V)**

This is to certify that << COMPANY NAME >> has not been blacklisted by any Central /State Government (incl. its department/agency) or was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices as on 30<sup>th</sup> November 2025.

I hereby certify that the information furnished in the RFP Ref No. STPI/BLR/TECH/DAC/TECP/2022-23/15 dated 24.12.2025 is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the statement at any stage, the bid will summarily be rejected and the bidder will be liable to be blacklisted.

**Seal and Sign of Bidder**  
**Name & Address:**

## VI. ANNEXURE I - STPI LOCATIONS

| Sl. No. | STPI-Centers  | Contact Person   |
|---------|---|--|
| 1.      | <b>Bengaluru</b> <ul style="list-style-type: none"> <li>Software Technology Parks of India<br/>No. 76 &amp; 77, 6<sup>th</sup> floor, Cyber Park<br/>Electronics City Phase 1, Hosur Road,<br/>Bengaluru-100</li> <li>Software Technology Parks of India<br/>No. 76 &amp; 77 &amp; Part 78, 3<sup>rd</sup> floor,<br/>Electronics City Phase 1, Hosur Road,<br/>Bengaluru-100 , Tel : 91-80-24411700-703</li> </ul> | <b>Mr. Sanjay Tyagi</b><br><b>Director</b><br><br><b>Mr. Manoj Kumar Singh</b><br><b>Additional. Director</b><br><b>Cell: 9449078440</b><br><b>Email Id: manojkumar.singh@stpi.in</b>          |
| 2       | <b>Mysuru</b><br>Software Technology Parks of India<br>356-A, Hebbal Industrial Area, Mysuru –<br>570018, Karnataka   | <b>Mr. Sanjay Tyagi</b><br><b>Director</b><br><br><b>Shri Jayaprakash, Scientist 'F'</b><br><b>Officer-In-Charge</b><br><b>Cell:9945957840</b><br><b>Email Id: jayaprakash@stpi.in</b>         |
| 3       | <b>Mangaluru</b><br>Software Technology Parks of India<br>Blue Berry Hill, Derebail,<br>Mangaluru-575008, Karnataka<br>Tel: 91-824-2212189/2139   | <b>Mr. Sanjay Tyagi</b><br><b>Director</b><br><br><b>Shri Ravindra Aroor, Scientist 'F',</b><br><b>Officer-In-Charge</b><br><b>Cell:9448428516</b><br><b>Email ID: ravindra.aroor@stpi.in</b>  |
| 4       | <b>Hubballi</b><br>Software Technology Parks of India<br>4th Floor, IT Park<br>Opposite Indira Glass House<br>Hubballi - 580 029 Karnataka<br>Tel: 91-0836-2257090/92/93<br>Fax: 91-0836-2257091  | <b>Mr. Sanjay Tyagi</b><br><b>Director</b><br><br><b>Shri V.Sasikumar, Additional. Director</b><br><b>Officer-In-Charge</b><br><b>Cell: 8762103035</b><br><b>Email ID: v.sasikumar@stpi.in</b> |
| 5       | <b>Manipal</b><br>Software Technology Parks of India<br>2nd Floor , KarMic Building,Rajeev Nagar,<br>80 Badagubettu, Alevoor Road, Manipal<br>Parkala Post, Udupi District, 567107<br>Karnataka   | <b>Mr. Sanjay Tyagi</b><br><b>Director</b><br><br><b>Shri Ravindra Aroor, Scientist 'F',</b><br><b>Officer-In-Charge</b><br><b>Cell:9448428516</b><br><b>Email ID: ravindra.aroor@stpi.in</b>  |
| 6       | <b>Davanagere</b><br>STPI, KSOU Regional Centre, Davanagere<br>J.H Patel Layout, Behind Shamanur,<br>Naganur Road, Davanagere - 577 002   | <b>Mr. Sanjay Tyagi</b><br><b>Director</b><br><br><b>Shri V.Sasikumar, Additional. Director</b><br><b>Officer-In-Charge</b><br><b>Cell: 8762103035</b><br><b>Email ID: v.sasikumar@stpi.in</b> |

## VII ANNEXURE II - NETWORK FEASIBILITY

| SI No | City / District<br>(STPI Locations)  | Feasibility<br>of Bidders<br>Network<br>(YES/NO) | If yes,<br>Feasible<br>on wire<br>line /<br>wireless /<br>both | Contact<br>Address with<br>phone and E-<br>mail(along<br>with<br>escalation<br>matrix) | Remarks |
|-------|--|--|--|--|---------|
| 1.    | <b>Bengaluru</b> <ul style="list-style-type: none"> <li>Software Technology Parks of India,<br/>No. 76 &amp; 77, 6<sup>th</sup> floor, Cyber Park,<br/>Electronics City Phase 1, Hosur Road,<br/>Bengaluru-100<br/>Tel : 91-80-24411700-703</li> </ul> |  |  |  |         |
|       | <ul style="list-style-type: none"> <li>Software Technology Parks of India,<br/>No. 76 &amp; 77 &amp; Part 78, 3<sup>rd</sup> floor,<br/>Electronics City Phase 1, Hosur Road,<br/>Bengaluru-100<br/>Tel : 91-80-24411700-703</li> </ul>                |  |  |  |         |
|       | <ul style="list-style-type: none"> <li>STPI CoE-EA, No. 4, 1st floor, 31st<br/>Cross, 11th Main Road, 4th T Block,<br/>Behind Vijaya College, Jayanagar,<br/>Bengaluru – 560 011<br/>Tel : 91-80-24411700-703</li> </ul>                               |  |  |  |         |
| 2.    | <b>Mysuru</b><br>Software Technology Parks of India<br>356-A, Hebbal Industrial Area, Mysuru –<br>570018, Karnataka  |  |  |  |         |
| 3.    | <b>Mangaluru</b><br>Software Technology Parks of India<br>Blue Berry Hill, Derebail,<br>Mangaluru-575008, Karnataka  |  |  |  |         |
| 4.    | <b>Hubballi</b><br>Software Technology Parks of India<br>4th Floor, IT Park<br>Opposite Indira Glass House<br>Hubballi - 580 029 Karnataka   |  |  |  |         |
| 5.    | <b>Manipal</b><br>Software Technology Parks of India<br>2nd Floor , KarMic Building,Rajeev<br>Nagar, 80 Badagubettu, Alevoor Road,<br>Manipal Parkala Post, Udupi District,<br>567107 Karnataka  |  |  |  |         |

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| 6. | <b>Davanagere</b><br>STPI, KSOU Regional Centre, Davanagere<br>J.H Patel Layout, Behind Shamanur,<br>Naganur Road, Davanagere - 577 002 |  |  |  |  |
|----|---|--|--|--|--|

### VIII - ANNEXURE III – DOCUMENTS CHECK LIST

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

| General Documents Check List   |  |                      |         |
|--------------------------------|--|----------------------|---------|
| Sl no                          | Description  | Compliance (Yes /No) | Remarks |
| 1                              | Copy of Certificate of Incorporation / Partnership deed / Sole Proprietorship firm, etc should be provided                     |                      |         |
| 2                              | Copies of the IT returns & Audited balance sheet for FY 2023-24 and 2024-25  |                      |         |
| 3                              | Copy of the Valid licenses to provide last mile services (OSP/NLD/ local ISP, IP-1 Service provider etc /other valid licenses) |                      |         |
| 4                              | Copy of the PAN Card   |                      |         |
| 5                              | Copy of GST registration certificate   |                      |         |
| 6                              | Copies of the experience certificates for successful completion of similar works.  |                      |         |
| 7                              | EMD of Rs. 20,000/-<br>Copy of EMD Transaction (NEFT/RTGS) details/NSIC Registration Certificate                               |                      |         |
| 8                              | Proposal Format as in Form I Section V   |                      |         |
| 9                              | Letter of authorization as in Form II Section V  |                      |         |
| 10                             | DECLARATION as in Form V Section V   |                      |         |
| 11                             | Bid validity for 180 days  |                      |         |
| 12                             | Valid Registration Certificate with MSME to avail the EMD exemptions (If Applicable)   |                      |         |
| Technical Documents Check List |  |                      |         |
| 13                             | Copy of Documentary evidence for bidder network presence in various location.  |                      |         |
| 14                             | Duly Filled & Signed ANNEXURE II (Network Feasibility)   |                      |         |
| 15                             | Compliance on Technical specifications as per Section-IV   |                      |         |
| 16                             | Compliance on Scope of work as per section III   |                      |         |