

राष्ट्रीय प्रौद्योगिकी संस्थान अगरतला
NATIONAL INSTITUTE OF TECHNOLOGY AGARTALA
Fax : 0381 254-6360, Website : [http:// www.nita.ac.in](http://www.nita.ac.in)

No.F.NITA.-76(67-NW)/Computing & ICT/2024/ISP/6587-90.

Date: 22 / 10 / 2025

E-Tender Notice

On behalf of National Institute of Technology Agartala, bids are invited from the reputed Govt. PSUs for supply of item(s) as per specification mentioned in the tender document available at our website www.nita.ac.in & <https://eprocure.gov.in/cppp>.

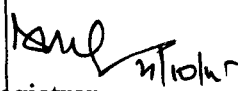
Sl. No	Department / Section	Ref. No.	Items	Estimated cost (Rs.)	Last date of receipt of tender	Time and date of opening of Technical bid
1	ICT Unit	No.F.NITA.-76(67-NW)/Computing & ICT/2024/ISP	1 Gbps Internet Connectivity at National Institute of Technology Agartala (NITA)	17,00,000.00 Per year	14 / 11 / 2025 Up to 3:00 PM	15 / 11 / 2025 At 3:00 PM

The interested Govt. PSUs may arrange online submission of the tender through <https://eprocure.gov.in/cppp> along with scan copy of essential documents mentioned in the tender document.

Tender(s) is/are to be submitted only online through central public procurement portal i.e. "<http://eprocure.gov.in>". All the documents are to be scanned and uploaded along with the tender documents.

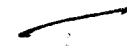
Tender sent by any other mode will not be accepted.

Registrar


Registrar
NIT Agartala

Copy to:

1. The P.S. to the Director for kind information.
2. The Nodal Officer, e-Procurement, NITA with a request to kindly arrange uploading the Tender Documents in the CPP portal <https://eprocure.gov.in/cppp>.
3. Mr. Kamal Kanti Paul, System Administrator, Computing & ICT Unit with a request to uploading the Tender documents in the Institute website site.
4. The Deputy Registrar (F & A).


Registrar
NIT Agartala

Handwritten signature/initials



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National Institute of Technology, Agartala

Agartala, Tripura, India, Pin -799046

No.F.NITA.-76(67-NW)/Computing & ICT/2024/ISP/6587-90

Date: 22/10/2025

E- Tender Enquiry

1.0 IMPORTANT INFORMATION

1.1

Name of the Institute	: NATIONAL INSTITUTE OF TECHNOLOGY AGARTALA
GST Number of the Institute	: 16AAAGN0550K1ZG
PAN of the Institute	: AAAGN0550K
TAN of the Institute	: SHLN00719F
DSIR No.	: TU/V/RG-CDE (1053)/2022 dated 18/12/2022
Institute Bank A/C No.	: 030936141729 (IFSC: SBIN0011491) under SBI, NIT Agartala Branch.
Name of Department / Branch	: Computing & ICT Unit
Enquiry / Reference Number	: No.F.NITA.-76(67-NW)/Computing & ICT/2024/ISP

Some important/Critical dates:

Uploading on CPP Portal and Department's web-site	Date: 24 / 10 /2025	Time: 5:00 PM
Bid submission start date	Date: 24 / 10 /2025	Time: 5:00 PM
Bid submission end date	Date: 14 / 11 /2025	Time: 3:00 PM
Opening of technical bid	Date: 15 / 11 /2025	Time: 3:00 PM

1.2 Schedule of requirements

Sl. No.	Description of Goods/Service
01	1 Gbps Internet Connectivity at National Institute of Technology Agartala (NITA)

1.3 Specifications and allied Technical Details

1 Gbps Internet Connectivity at National Institute of Technology Agartala (NITA)

Estimated Cost

₹ 17,00,000.00 per year

1.4 Quotations should be valid for a period of 180 days from the opening date of the technical bid.



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- 1.5 Bid Security or EMD: 2% of the estimated cost of the tender or Bidders should submit "Bid Security Declaration Form" on company letter head as per annexure-A of this tender document.
- 1.6 Performance Security: The amount of the Performance Security shall be 5% (five percent) (not applicable for consumable item(s)) of the Purchase Order / Contract value, valid up to 60 days after the date of completion of contract obligations including warranty obligations (if any).
- 1.7 Please go through the enclosed "bid document" carefully for other bidding instructions.
- 1.8 For any technical details, you may contact Scientific Officer, Computing & ICT Unit through email: computing.ict@mail.nita.ac.in

2.0 Details of e-tender document.

The National Institute of Technology Agartala (NITA), an Institute of National Importance (INI) was instituted by Government of India with the mission to herald excellence in technical education and research in the North-East region. The institute was established by the Ministry of Education (MoE) in the era of renaissance in technical education in north-east. NIT Agartala, in its strategic initiatives realizes the responsibilities of higher education to meet the future challenges of a sustained development in knowledge-based economy and roots its commitment in inculcating the values of quality education as per National Education Policy 2020 (NEP2020).

2.1 Scope of Work:

Bid is invited from Telecom Service Provider (TSP)/ Internet Service Provider (ISPs) of Govt. PSUs for Provisioning of **1 Gbps Internet Connectivity** at National Institute of Technology Agartala (NITA).

2.2 Qualifying/Eligibility Criteria of the ISP:

Sr. No.	Description	Documents Required
1	The Bidder shall be a registered company for 05 years (minimum) in India under Companies Act 1956 / 2013.	Yes
2	Bidder Should have a valid Class "A" ISP License from past 3 years and the same shall remain valid till the end of contract period.	Certificates
3	Bidders should have valid NLD License at least from past 3 Yrs. to provide MPLS services and remain valid till the contract period.	Certificates
4	Bidder Should have experience of executing minimum 3 Multiprotocol Label Switching (MPLS) orders from Central Govt./State Govt./PSU/cooperative segment.	order copies & Satisfactory Performance Certificate
5	Positive Net worth from past 3 consecutive Yrs.	Tax Audited Balance sheet
6	Bidders should have offices with support staff in the States.	GST / Rent Agreement/ Property Tax bill/Electricity bill
7	Bidder should have valid ISO 9001 and ISO 27001 certifications	Certificates



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8	Bidders should not have been blacklisted from any Central/State Govt. and PSU.	Undertaking on Rs. 100 non-judicial stamp paper
9	The bidder should be registered for GST.	Copy of GST Registration
Technical Qualification Criteria:		
10	Bidders must provide end to end managed services. Implying that providing, installation & configuration of all hardware like routers, patch cords, cables and software required for implementation of services shall be sole responsibility of the bidder, up to the Ethernet point provided to the Department. Likewise, the operation and maintenance of the service shall also be on an end-to-end basis.	
11	Bidders must have a fully functional NOC with 24x7x365 to provide support.	Undertaking on non-judicial stamp paper
12	The bidder shall not subcontract or permit anyone else the defined SOW.	Self-Attested Copy

2.3 Eligibility Criteria:

- The solution providers/ firms interested in the tender must be registered in India.
- Balance Sheets/Annual Reports along with tax audited balance sheet and other financial statements for last three years must be submitted.
- Bidders should submit the proof of having experience of executing minimum 3 Multiprotocol Label Switching (MPLS) orders from Central Govt. /State Govt./PSU/State or centrally funded autonomous bodies.
- Copy of Certificate of Incorporation.
- Detailed methodology for undertaking the solution.
- Compliance of the solution with the International/National Practices/ Standards.
- Past experience and Profile of the organisation.
- The bidder should have a dedicated network management system (NMS) for troubleshooting round the clock (24X7) to ensure uninterrupted services. The NMS should be manned 24 x 7 and have call logging and escalation procedures. Calls can be logged through a dedicated Mobile/landline No, web based or email.
- Liasioning (if required) with other firm(s) for obtaining point to point connectivity between ISP node and NIT Agartala shall be the responsibility of quoting firm.
- The ISP should be Govt. PSUs and have a valid Category an ISP license from Govt. of India (Attach a copy of license).
- ISP must have DOT license to set up and operate gateways. ISP must have distributed minimum 10 Gbps of Internet bandwidth to its clients (Attach certificate).
- The quotation should clearly indicate the different components of the total charges- recurring (annual) and non-recurring (one time) for bandwidth and equipment supplied along with mode of payment i.e. whether quarterly / half-yearly / annual or one time (if any).
- Compliance of terms with any deviation should be clearly indicated in remarks in separate deviation sheet.
- The ISP should have a fully functional Customer Service Centre in North East India which is operational 24 hours. (Attach Certificate)
- The bidder would ensure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. Bidder will be responsible for making all the payments towards the local loop charges/rentals charges etc.



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- **The solution providers/firms should submit the quotation in two bid system, i.e., technical bid and Commercial bid.** Commercial bid of those solution providers/firms will be considered who will qualify technically.
- The NIT Agartala reserves the right to carry out the capability assessment of the bidder and the NIT Agartala decision shall be final in this regard.
- The firm must mention clearly the requirement of Hardware and Software (server, operating system, switch etc.) from NIT Agartala to make this Internet connectivity operational.
- The solution providers/ firms not complying with above conditions or not providing complete information as described shall not be considered.

3.0 Performance Measurement:

- **Uptime:** Minimum network uptime has to be 99%. This time will be calculated daily before releasing the payment.
- **Latency:** The maximum allowable latency shall not exceed 20 mili second.
- **Throughput:** The minimum throughput has to be 90% of the speed prescribed for each link.

3.1 Performance Penalties:

- **Uptime Penalties:** In case the uptime falls below the guaranteed level, following penalties will be imposed.

Uptime	Penalty in % on the monthly payment.
99%	0%
95% but <99%	10%
90% but <95%	25%
Below 90%	100%

- **Latency Penalty:** In case latency falls below the guaranteed level, NIT Agartala will impose a penalty of 5% of the total amount for each link.
- **Throughput:** In case the throughput falls below the guaranteed level, NIT Agartala will impose a penalty of 5% of the total amount for each link.

4.0 Termination of contract:

The agreement contract period will remain valid for next five (05) years with effect from __/__/2025 with yearly renewal basis which is based on the performance of the ISP. However, in case of continuing failure to maintain the service levels, the client can terminate the contract after giving adequate opportunity to the consultant to explain the failure and rectify the failure within a maximum period of one month.

Estimated cost:

- Rs. Seventeen (17) Lakhs /yearly (approximate).
- The service charges shall be paid on quarterly basis.

Delivery period & installation:

- ISP shall immediately provision, install & commissioning the leased line.



4.1 Responsibilities under the contract:

The ISP would be responsible for the following:

- To provide 1 Gbps Internet connectivity (Leased Line) at NIT Agartala. Internet Router Port at ISP Gateway for required Bandwidth and minimum fourteen (14) IP addresses including Reverse Lookups configured at these IP's.
- Liasoning with BSNL/Railtel/PGCIL for obtaining point-to-point connectivity between ISP node and NIT Agartala.
- Installation, commissioning, configuring of the link and hardware (Mux, Modems and Router etc).
- Maintenance support service (24 hours and 7 days a week) for bandwidth and equipment.
- 14 nos. of public IPs should be provided free of cost.

5.0 ISP will be required to sign Service Level Agreement having the following:

- 1 Gbps Internet bandwidth at all the time.
- Packet Losses: Less than 1% (Average over 1000 ping) at any given point of time to any part of globe.
- Latency: Less than 20 ms from NIT Agartala to ISP's tier1 peering point.
- Network Availability: More than 99.0% per month.
- Reports for performance, monitoring /usage to be submitted by the ISP on weekly or monthly basis or as per requirement of NIT Agartala.

Also, if services are not found satisfactory, NIT Agartala reserves the right to cancel the contract with one-month notice.

6.0 Price schedule for (Commercial Bid)

A) One time installation & Configuration charges:

Annual rentals (Recurring charges)

Any other charges (To be specified)

B) Hardware charges :

NIT Agartala will not purchase any hardware and ISP will have to provide all the required hardware.

1. MUX
2. ROUTER
3. NTU
4. MODEM and software required to establish the purchased bandwidth.

C) Schedule of payment:

Mode of payment will be subject to the following conditions on various tasks as under:

D) Bandwidth Charges:



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Bandwidth charges are payable quarterly (After end of each quarter).

ISPs Commissioning Address:

National Institute of Technology Agartala
Jirania , West Tripura
Pin - 799046

ISPs Billing Address:

Registrar
National Institute of Technology Agartala
Jirania , West Tripura
Pin - 799046

Tender document Submission Details:

Interested ISPs/ TSPs of Govt. PSUs may submit their bids on or before last Date & Time of submission of bid through CPP Portal only".

7.0 Special Terms & Conditions:

- 7.1 The rates quoted by the Supplier/Bidders should preferably be on basic price and GST.
- 7.2 All taxes and duties will be paid extra and such amounts of mandatory/statutory taxes & duties shall be explicitly mentioned in BOQ while submitting of bid. If GST amount not quoted in the BOQ (price bid), the total cost will be treated as inclusive of GST.
- 7.3 Price has to be filled through CPP portal as per BOQ (<https://www.eprocure.gov.in>). The scanned copy of Price Bid, dully filled in, has to be uploaded on the above e-procurement site. The prices filled in the e-procurement site will be treated final and shall be binding to the vendor.
- 7.4 The bidders who are registered as a Micro or Small Enterprise as per latest definitions under MSME rules, Govt. of India for exemption of submitting EMD/Bid security must enclose relevant documentary proof of authentication of their firm's registered as a Micro or Small Enterprise as per latest definitions under MSME rules, Govt. of India.
- 7.5 If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM/OSP of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover /Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded with technical bid.
- 7.6 If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded with technical bid.
- 7.7 National Institute of Technology, Agartala is following and abide with the Public Procurement (Preference to Make in India), Order 2017, DIPP, MoCI Order No. P-45021/2/2017-B.E.II dated 15th June 2017 and subsequent amendments to the order. Accordingly preference will be given to the Make in India products while evaluating the bids, however, it is the sole responsibility of the bidder(s) to specify the product quoted by them is of Make in India product along with respective



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- documentary evidence as stipulated in the aforesaid order in the technical bid itself. A self-declaration as per Annexure- D should be enclosed in the technical bid.
- 7.8 Bidders are required to upload a declaration on letter head and on Rs. 100 non judicial stamp paper stating that the bidder has not been black-listed & holiday listed by any Ministry/Department/Organization (Annexure-E)
- 7.9 Bidder(s) is/are required to upload a self-certificate as per applicability (Annexure- B or C) regarding offered item(s) as per Office Memorandum No. 6/18/2019-PPD dated 23-07-2022 & 24-07-2020 and Office Memorandum No. F.18/37/2020-PPD dated 8th February, 2021 issued by Department of Expenditure, Procurement Policy Division, Ministry of Finance, Govt. of India.
- 7.10 Bidders are requested to provide valid e-mail ID and phone number for further communication.
- 7.11 Bidder has to submit annual turnover not less than 65 lakhs per year with technical bid for last 3 (three) years.

Registrar,
NIT Agartala



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Date: / /2025

Annexure-A

Bid Securing Declaration Form

Date:..... Tender Ref. No: Tender ID:

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)



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Annexure-B

(Compliance to be submitted in the bidder's letterhead)
(as applicable)

Sub: Compliance to Government of India order OM No.6/18/2019-PPD dated 23.07.2020 & 24.7.2020 and OM No. F.18/37/2020-PPD dated 8th February, 2021 regarding restrictions under Rule 144 (XI) of the General Financial Rules (GFRs), 2017.

Item Name:	
Enquiry No.:	

We M/s.(name of the bidder company) have read the clauses pertaining to the Department of Expenditure's (DoE) Public Procurement Division Order (Public procurement no 1,2 & 3 vide ref. F.No.6/18/2019-PPD dated 23.07.2020 & 24.7.2020) regarding restrictions on procurement from a bidder of a country that shares a land border with India.

We hereby certify that **we are not from such a country** and eligible to be considered for this tender.

(Note: Non-compliance of above said GoI Order and its subsequent amendment, (if any), by any bidder(s) shall lead to commercial rejection of their bids by NIT-Agartala)

For and behalf of(Name of the bidder)

(Signature, date & seal of an authorized representative of the bidder)



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Date: / /2025

Annexure-C

(Compliance to be submitted in the bidder's letterhead)
(as applicable)

Sub: Compliance to Government of India order OM No.6/18/2019-PPD dated 23.07.2020 & 24.7.2020 and OM No. F.18/37/2020-PPD dated 8th February, 2021 regarding restrictions under Rule 144 (XI) of the General Financial Rules (GFRs), 2017.

Item Name:	
Enquiry No.:	

We M/s. (name of the bidder company) have read the clauses pertaining to the Department of Expenditure's (DoE) Public Procurement Division Order (Public procurement no 1,2 & 3 vide ref. F.No.6/18/2019-PPD dated 23.07.2020 & 24.7.2020) regarding restrictions on procurement from a bidder of a country that shares a land border with India.

We are from such a country which shares a land border with India & have been registered with the Competent Authority as specified in the above-said order. We hereby certify that we fulfill all requirements in this regard and are eligible to be considered.

Evidence of valid registration by the Competent Authority is attached.

(Note: Non-compliance of above said GoI Order and its subsequent amendment, (if any), by any bidder(s) shall lead to commercial rejection of their bids by NIT-Agartala)

For and behalf of(Name of the bidder)

(Signature, date & seal of an authorized representative of the bidder)



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Annexure -D

Self-Certification on the letterhead of the company

In line with Government Public Procurement Order No. P-45021/2/2017-BE-II dt. 15.06.2017, P-45021/2/2017-PP (BE-II) dated 28.05.2018, P-45021/2/2017-PP (BE-II) dated 29.05.2019 and P-45021/2/2017-PP (BE-II) dated 16.09.2020,

We hereby certify that (Supplier name) are local supplier meeting requirement of minimum local content..... % defined in as above orders for the material against Enquiry / Tender No dated.....

Details of the location at which local value addition will be made are as follows:

.....
.....
.....

We also understand false declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permitted under law.

Date:
Place:

Signature:
Name and Designation:
Mobile no:

Office Telephone No:
Email ID: Office Seal



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Annexure -E

NON-BLACKLISTING CERTIFICATE.

[To be submitted on letterhead]

I/We hereby certify that the ----- [Name of the company / firm] has not been ever blacklisted/debarred by any Central / State Government / Public Undertaking / University / Institute on any account.

I/We also certify that firm will provide material as per the specification given by NIT Agartala and also abide all the terms and conditions stipulated in the bid document.

I/We also certify that the information given in bid is true and correct in all aspects and in any case at a later date it is found that any details provided are false and incorrect, contract given to the concerned firm or participation may be summarily terminated at any stage, the firm will be blacklisted and NIT Agartala may impose any action as per the rules.

Date :
Place :

Name :

Business Address:

Signature of Service Provider:

Seal of the Service Provider: