COLLEGE OF ENGINEERING TRIVANDRUM
Thiruvananthapuram -16

NOTICE INVITING TENDER(RE-TENDER)

No.CET/717/2026- P2 #Approved Date#

Tender ID	:2026-DTE-869560-2
Tender NO	:81/P2/ILL/26/CET
Superscription	:Dedicated 1 Gbps NKN Edge Connection or Demonstrably Equivalent Enterprise Internet Leased LIne Connectivity with 16 Static Public IPv4 Addresses.
Tender Inviting Authority	College of Engineering Trivandrum (Submit through E-Tender Portal)
Last date and time of receipt of tender on the website (www.etenders.kerala.gov.in)	:18.11.2026 03.00 PM
Date and time of opening of tender	:21.11.2026 03.00 PM
Date up to which the rates are to be firm	:21.05.2027
Tender Cost	:₹2124/- (₹1800/-+18% GST) ₹1800/- Should be paid to E-Tender website and 18% GST amount ₹324 should be paid to GST Department Directly)
EMD required	:₹12000/-
Contract Period	The Contract period shall be valid for one year from the Commissioning Date and may be extended for up to an additional two years at the same cost ,subject to a satisfactory review of the service by the Institution and the service by the Insttution and the Network Committee of DTE.
Mode of Submission	Cover 1:- Technical BId Cover 2:- Financial BId
Contact for clarification	Sri.Ashik M, Computer Programmer, Phone No: 9847240050, Mail Id:ashikm@cet.ac.in

Address of the Officer to whom hard copy is to be send.

THE PRINCIPAL, COLLEGE OF ENGINEERING TRIVANDRUM,
THIRUVANANTHAPURAM-695016, KERALA

Specifications are attached as Annexure

General conditions

1. Unit Price,all other charges such as delivery ,transporting ,shipping, loading, and unloading charges etc.and GST must be shown separatively and should be furnishes ambiguously.
2. Payment : 100% after the sucessfull supply ,Installations and satisfactory performance.
3. Delivery Period: Within 15 Days from the date of receipt of supply order
4. For: Use in Internet Connectivity of this College.
5. Date of Opening Tender : In Case the proposed date is declared holiday the Tender will be opened on the next day of working.
6. Only GST registered firms can participate in the Tender ,GST number must be mentioned .The firm under composition scheme must mentioned "Composition taxable Persons" in their documents and should submit proof for that.
7. The Tender procedure will be made as per rules mentioned in the revised store Purchase Manual.
8. The Bidders should participate this Tender through E-Tendering System .Tender cost and EMD should be Submitted only through online.
9. The BIdder should submit the Technical and Financial details.
10. The BIdder should submit the Technical Compliances along with BID adequate documents be attached .
11. Payments shall be done to the successfull bidder ,after the following documents /conditions are submitted /fullfilled by them at end user locations.
12. Certificate of successfull installation of new interent connectivity duly signed by the end user.

1. NOTICE INVITING TENDER

1.1 College of Engineering college Trivandrum (the "Institution") invites competitive bids from reputed and eligible Internet Service Providers (ISPs), NKN service providers and other authorised telecom/Internet service providers for providing either (a) a dedicated 1 Gbps NKN Edge Connection, or (b) a demonstrably equivalent dedicated enterprise-grade Internet connectivity service, together with 16 Static Public IPv4 addresses, for one year. The bidder shall establish the applicable route through the documentary evidence required under Sections 5 and 19.

1.2 . The connectivity will serve as the primary Internet connection of the Institution and shall support academic, administrative, research, e-Governance, online examination, web hosting and other institutional requirements. The service shall be provided with assured uptime, an appropriate Service Level Agreement (SLA), technical support,

scalability and prompt maintenance.

1.3 The procurement shall be conducted through open competitive tendering in accordance with the directions issued by the Directorate of Technical Education, Government of Kerala, and the applicable Government procurement rules .

2. DEFINITIONS

In this document, unless the context requires otherwise:

Term	Meaning
Institution	College of Engineering Trivandrum.
Bidder	Any ISP/service provider submitting a bid in response to this tender.
Service Provider	The successful bidder to whom the work order isissued.
Termination Point	The location within the campus designated by the Institution where the Service Provider's CPE hands off the service to the Institution's network.
CPE / NTU	Customer Premises Equipment / Network Termination Unit, including router, media converter and associated equipment installed at the Institution.
NOC	Network Operations Centre of the Service Provider.
CIR	Committed Information Rate – the bandwidth guaranteed to the Institution at all times.
Commissioning Date	The date on which the Institution issues written acceptance of the service after successful commissioning tests (Section 9).
SLA	Service Level Agreement executed between the Institution and the Service Provider (Section 11).
NKN	National Knowledge Network.

3. SCOPE OF WORK

3.1 The Service Provider shall provide commission, operate and maintain either a dedicated 1 Gbps NKN Edge Connection or a demonstrably equivalent dedicated enterprise-grade Internet connectivity service at the Institution for the contracted period.

3.2 The scope includes:

- provisioning of the required bandwidth;
- last-mile connectivity up to the Termination Point, including cabling, civil works and permissions;

- the block of Static Public IP addresses;
- Ensure reliable direct access, without a user-installed VPN, to Government of Kerala portals such as eOffice, eSign, RTI Back Office and other portals notified by the Institution.
- supply, installation and maintenance of the necessary CPE;
- installation, configuration, testing and commissioning;
- 24×7 monitoring, technical support and fault resolution;
- preventive and emergency maintenance;
- reports as required.

3.3. The Service Provider shall be responsible for end-to-end connectivity up to the Termination Point at the Institution.

3.4. The Service Provider shall coordinate with the Institution's technical team for configuration of routing and public IP addresses and for integration with the existing UTM infrastructure.

3.5. All statutory approvals, permits and right-of-way required for the last-mile connectivity shall be obtained by the Service Provider at its own cost. The Institution will, on request, provide the letters necessary for entry to the campus.

3.6 The Institution shall: (a) designate the Termination Point and provide rack/floor space; (b) provide reliable mains power at the Termination Point; (c) allow access to the premises for installation and maintenance, including emergency access; and (d) nominate a nodal officer for coordination.

4. MINIMUM TECHNICAL SPECIFICATIONS

The service offered shall meet or exceed the following minimum specifications. Any deviation shall be declared in the Technical Compliance Statement (Annexure III) .

	NKN Edge or documented equivalence	**Either (a) documentary proof of the proposed 1 Gbps NKN Edge Connection, NKN PoP/edge route and architecture; or (b) complete documentary evidence proving**

		equivalence under Section 5.6. A bare 1 Gbps claim is insufficient.
Sl. No.	Requirement	Minimum Specification
1	Internet bandwidth	Minimum 1 Gbps dedicated, symmetric Internet bandwidth (upload = download), with committed information rate (CIR) equal to 1 Gbps.
2	Type of service	Enterprise-grade dedicated internet leased-line connectivity. Shared, residential, FTTH-broadband or best-effort services are not acceptable
3	Contention ratio	1:1 (no contention). Bidder shall confirm
4	Static public IPv4	Minimum 16 Static Public IPv4 addresses, as a single routed subnet (/28 or larger), exclusive to the Institution
5	IPv4 block details	Bidder shall specify network address, prefix, gateway, broadcast address and number of usable addresses
6	IPv6	Bidder shall state whether IPv6 (dual-stack) is supported and on what terms
7	Handoff interface	Ethernet handoff (1000Base-T or SFP-based optical) at the Termination Point, compatible with the Institution's firewall/UTM.
8	Last mile	Dedicated optical fibre, or other appropriate enterprise-grade medium clearly specified by the bidder
9	Redundancy	Bidder shall ensure and specify availability of an alternate/backup
10	Uptime	Minimum 99.5% monthly uptime, excluding scheduled maintenance approved by the Institution.
11	SLA	Comprehensive SLA with uptime commitments and service-credit/penalty provisions (see Section 11).
12	Monitoring	24×7 network and fault monitoring by the bidder
13	Fault reporting	24×7 NOC/helpdesk with a ticket/reference number issued for every fault
14	Fault resolution	Critical faults acknowledged within 30 minutes and restored within 4 hours
15	Quality of service	Packet loss not exceeding 1% on the bidder's network; latency/jitter figures to be declared by the bidder
16	Scalability	Provision for future bandwidth upgrade without major infrastructure replacement
17	CPE	Router/NTU/media converter and other CPE to be supplied, installed and maintained by the bidder without additional recurring cost
18	Installation	Installation, configuration, testing and commissioning included in the quoted price.
19	Maintenance	Complete maintenance of all bidder-provided Equipment and connectivity throughout the contract period.
		The static IP block shall be routed to the Institution's

20	Public IP routing	Termination Point
21	DNS	Reverse DNS (PTR) delegation/records for the IP block to be provided on request
22	Traffic monitoring	Traffic monitoring
23	Security	Bidder shall state network-level protection provided (e.g. DDoS mitigation) and shall notify the Institution of major security incidents
24	Service location	College Of Engineering Trivandrum
25	Contract period	One year from the Commissioning Date, extendable as per Section 20
26	Upgrade	Bandwidth upgrade facility shall be available during the contract period at pre-quoted rates

5. CONNECTIVITY AND BANDWIDTH

5.1 The offered bandwidth shall be a minimum of **1 Gbps dedicated, symmetric Internet bandwidth** with CIR equal to 1 Gbps and a contention ratio of 1:1.

5.2 The quoted service shall not be a shared residential broadband service or a best-effort broadband connection.

5.3 The Service Provider shall ensure that the committed bandwidth is available to the Institution throughout the contract period .

5.4 The bidder shall ensure reliable direct access, without a user-installed VPN, to Government of Kerala portals such as eOffice, eSign, RTI Back Office and other portals notified by the Institution .

5.5 The bidder shall clearly state, in Annexure II:

5.6. NKN Edge route: A bidder offering NKN Edge connectivity shall furnish documentary proof of the proposed NKN Edge connection, including the competent authority/authorised agency confirmation, NKN PoP/edge details, NKN connection reference where available, and an end-to-end architecture diagram from the Institution to the NKN network.

5.7 Equivalent route: A bidder not offering NKN Edge connectivity shall furnish detailed evidence that the proposed service is demonstrably equivalent under all stated technical requirements. This shall include dedicated 1 Gbps capacity, last-mile and aggregation design, upstream/backbone and peering/gateway arrangement, QoS, latency, IPv4/IPv6, VPN capability, scalability, SLA, and support for the academic and research applications stated in this tender.

5.8 A bare statement that 1 Gbps Internet/Broadband service is offered shall not establish equivalence. In the absence of satisfactory documentary proof under Section 5.5 or 5.6, the bid shall be treated as technically non-responsive.

- access technology;
- last-mile medium and route;
- backbone connectivity and upstream providers;

- international bandwidth availability;
- domestic bandwidth and peering availability;
- confirmation of 1:1 contention ratio;
- confirmation that the bandwidth is symmetric; and
- committed and peak information rate.

6. STATIC PUBLIC IP REQUIREMENT

6.1 Static Public IP addresses are a **mandatory** requirement of this tender

6.2 The Institution operates multiple services using public IP addresses, including website, externally accessible applications, consultancy/project services and other institutional services. The bidder shall provide and continue an exclusive routed subnet of not fewer than 16 Static Public IPv4 addresses for the Institution. Where the Institution already uses a 16-address public IP pool, the bidder shall provide/continue the same service level; a smaller pool shall not be substituted.

6.3 The Service Provider shall ensure continuity of the allocated public IP block throughout the contract period .

6.4 . The addresses shall not be listed on public spam/abuse blacklists at the time of allotment .

6.5 . Any change of public IP addresses during the contract period requires the prior written approval of the Institution and shall be carried out without disrupting existing services. If a change becomes unavoidable for technical or regulatory reasons, the Service Provider

shall give not less than 60 days advance notice, plan the migration in consultation with the Institution, and extend all necessary technical support at no additional cost .

6.6. The bidder shall clearly indicate, in Annexure II: network address; gateway address; broadcast address; number of usable addresses; subnet mask/prefix; whether the block is exclusive to the Institution; and whether the block will remain available throughout the contract period .

7. REDUNDANCY AND HIGH AVAILABILITY

7.1 The bidder shall indicate whether the proposed last-mile connectivity has an alternate route/path, and shall provide details of the proposed redundancy along with the technical bid

7.2. The Institution values the following features, which shall be declared by the bidder:

- dual fibre routes or an alternate last-mile path;
- redundant network equipment;
- a 24×7 Network Operations Centre; and
- automatic or rapid restoration mechanisms.

7.3 Where dual-path connectivity is available, the bidder shall quote it separately as an optional item in Annexure V, Part B. The Institution may, at its discretion, opt for it at the quoted rate. Optional items shall not form part of the evaluated price .

8. CUSTOMER PREMISES EQUIPMENT (CPE)

8.1 All equipment required for terminating the service, including NTU, media converter, router or equivalent CPE, shall be supplied, installed and maintained by the Service Provider

8.2 The bidder shall clearly specify the make, model and specifications of the proposed equipment. The CPE shall support 1 Gbps line-rate throughput and, as far as practicable, the upgrade options offered under Section 13 without replacement .

8.3 All equipment supplied by the Service Provider shall remain the Service Provider’s property and under its maintenance responsibility

throughout the contract period, and shall be removed by the Service Provider on expiry or termination of the contract. .

8.4 No additional recurring charges shall be payable for standard termination equipment required for providing the quoted service .

9. INSTALLATION AND COMMISSIONING

9.1 The Service Provider shall complete installation and commissioning within14 days of the work order, or such other period as specified in the work order. Delay attributable to the Service Provider shall attract liquidated damages at 0.5% of the annual recurring charges for each week of delay, subject to a maximum of 10%.

9.2 The Service Provider shall:

- provide the required last-mile connectivity;
- install and configure the necessary CPE;
- provide the Static Public IP details;
- test the committed bandwidth (1 Gbps throughput test);
- test packet loss and latency, and connectivity to domestic and international destinations;
- verify reachability of the static IP block and reverse DNS, where requested;
- provide configuration details to the Institution;
- demonstrate the service to the authorised technical team; and
- submit an installation and commissioning report.

9.3 The service shall be deemed commissioned only on the Institution's written acceptance after successful tests. The contract period and billing of recurring charges shall commence from the Commissioning Date .

9.4 Payment linked to commissioning shall be made only after successful installation and acceptance of the service

9.5 The Service Provider shall supply and deploy network devices that are strictly **vendor-neutral** and fully compliant with current international standards including **IEEE 802.3** (for Ethernet/Uplinks)

10. NETWORK INTEGRATION

10.1 The Institution operates its own network infrastructure and firewall/UTM. The Service Provider shall coordinate with the Institution's technical team for integration of the Internet connection with the existing infrastructure

10.2 The Service Provider shall provide all necessary technical information, including: IP address allocation; gateway; subnet; DNS servers; routing information; MTU details, where applicable; VLAN/termination information, where applicable; and CPE configuration details

10.3 The Service Provider shall not make changes to the Institution's internal network configuration without prior approval

11. SERVICE LEVEL AGREEMENT (SLA)

11.1 Agreement. The Service Provider shall enter into an SLA with the Institution. The final SLA and penalty provisions shall form part of the work order/contract.

11.2 Availability. Minimum monthly uptime shall be **99.5%**, excluding scheduled maintenance approved by the Institution.

1**1.3 Fault reporting.** Faults shall be reportable through telephone, e-mail, the NOC/helpdesk and a web-based ticketing system, if available

11.4 Fault response. Critical connectivity failures shall be acknowledged within 30 minutes of receipt of the complaint or of detection by the Service Provider's monitoring, whichever is earlier. A ticket/reference number shall be provided for every reported fault

11.5 Restoration. Complete connectivity failure (critical fault) shall be restored within **3 hours**. Non-critical faults (such as degradation) shall be restored within **4 hours**. Bidders may commit to shorter times in their technical bid

11.6 Downtime. Downtime is the period during which the committed service is unavailable, counted from the earlier of fault reporting or detection until restoration is confirmed. Downtime shall exclude approved scheduled maintenance and outages proven to be caused solely

by the Institution's own equipment or power failure

11.7 Service credits. If monthly uptime falls below the committed level, service credits shall be deducted from the next payment as follows, calculated on the Monthly Recurring Charge (one-twelfth of the recurring charges quoted in Annexure V, excluding one-time charges and GST):

Monthly Uptime	**Service credit**
99.5% or above	Nil
99.0% or above but below 99.5%	5% of Monthly Recurring Charge
98.0% or above but below 99.0%	10% of Monthly Recurring Charge
97.0% or above but below 98.0%	20% of Monthly Recurring Charge
Below 97.0%	30% of Monthly Recurring Charge; treated as unsatisfactory performance

11.8 Service credits are without prejudice to the Institution's other rights, including termination under Section 25.

11.9 Scheduled maintenance. Scheduled maintenance shall be carried out during non-working hours, after at least 72 hours prior written intimation, and shall not exceed 4 hours in a month. Emergency maintenance may be carried out without prior notice only where necessary to prevent a major network failure, and shall be reported to the Institution afterwards

1**1.10 Records and verification.** The Service Provider shall maintain complete records of downtime, fault tickets and restoration times. The Institution may independently verify these records

1**1.11 Repeated violations.** Uptime below 99.5% in any three months within a period of six consecutive months, or any single outage exceeding 24 hours, shall be treated as unsatisfactory performance and may result in termination under Section 25.

12. TECHNICAL SUPPORT AND MAINTENANCE

12.1 The Service Provider shall provide 24×7 technical support

throughout the contract period and nominate a responsible technical contact for coordination with the Institution.

12.2 The Service Provider shall provide: 24×7 NOC support; fault ticketing; an escalation matrix; periodic service review; preventive maintenance; emergency maintenance; and performance monitoring.

12.3 The Service Provider shall submit the contact details of the NOC, escalation officers and local technical support personnel, and shall notify the Institution promptly of any change.

13. SCALABILITY

13.1 The solution shall have provision for future bandwidth enhancement, preferably without replacement of the complete last-mile infrastructure.

13.2 The bidder shall indicate the available upgrade options (1.5 Gbps / 2 Gbps / 5 Gbps / higher), the time required to implement an upgrade, and the additional cost for each option in Annexure V, Part B

13.3 Quoted upgrade rates shall remain valid for the contract period and any extension

14. ELIGIBILITY CRITERIA

The bidder shall satisfy all of the following minimum eligibility requirements, supported by documentary evidence .

14.1 The bidder shall be a legally registered telecom/Internet service provider holding a valid licence/authorisation issued by the Department of Telecommunications, Government of India, for the proposed service. A bidder offering NKN Edge connectivity shall additionally furnish documentary proof of its authority and the proposed NKN Edge/PoP route .

14.2 The bidder shall have valid statutory registrations, including GST registration and PAN

14.3 The bidder shall have adequate technical infrastructure to provide dedicated enterprise Internet connectivity and an operational 24×7 Network Operations Centre

14.4 The bidder shall have experience in providing 1 Gbps (or higher)

dedicated Internet/leased-line services to Government departments, educational institutions, PSUs, universities or equivalent organisations, with at least 2 such installations in the last three years, supported by work orders or client certificates .

14.5 The bidder shall have a service/support mechanism in Kerala

14.6 The bidder shall in the same area of the business for the last three financial years

14.7 The bidder shall produce minimum 3 yrs service certificate of ILL 1GB connectivity in more than 2 reputed govt institutions.

14.8 The bidder shall not have been blacklisted or debarred by any Central/State Government Department, PSU or Government institution as on the date of submission.

14.9 Where the bidder is an authorised partner and not the licensee, a valid authorisation letter from the licensee, with back-to-back support commitment for the contract period, shall be furnished

15.BID SUBMISSION

15.1 Bids shall be submitted in a **two-cover format**, in the mode indicated in the Tender at a Glance table

15.2 Cover 1 – Technical Bid shall contain the documents listed in Annexure IV, namely: the completed Annexures I, II and III; company profile; licence/authorisation documents; GST registration certificate; PAN; statutory registrations; proof of similar work experience; technical architecture and last-mile route details; redundancy details; NOC and local support details; CPE details; scalability details; implementation schedule; the declaration in Annexure VI; proof of EMD or exemption, where applicable; and a signed copy of this tender document accepting all terms and conditions

15.3 Cover 2 – Financial Bid shall contain only the Financial Bid in Annexure V. No price information shall appear in Cover 1; a technical bid containing price information may be rejected

15.4 Bids shall be signed by an authorised signatory, with proof of authority. Every page of the tender document submitted shall be signed/initialled and sealed. Corrections shall be initialled.

15.5 Bids received after the last date and time of submission shall not be considered .

16. EARNEST MONEY DEPOSIT AND TENDER FEE

16.1 Tender fee and EMD, if applicable, shall be furnished in the amount and manner stated in the Tender at a Glance table and in accordance with the prevailing Government rules. Bidders claiming exemption shall submit the prescribed documentary proof .

16.2 A bid not accompanied by the required EMD or a valid exemption document is liable to be rejected. The EMD of unsuccessful bidders and the adjustment/refund of EMD of the successful bidder shall be governed by applicable rules .

17. FINANCIAL BID AND PRICING

17.1 The financial bid shall be submitted only in the format of Annexure V and shall indicate the complete annual cost of the service .

17.2 All prices shall be quoted in Indian Rupees. The bidder shall clearly mention all applicable taxes, statutory charges and other costs; GST shall be shown separately at the applicable rate.

17.3 No additional charges other than those clearly mentioned in the financial bid shall be payable during the contract period unless specifically approved by the Institution.

17.4 Quoted rates shall remain fixed for the contract period. Only a statutory change in the rate of GST shall be reflected.

17.5 Optional items (redundant path, bandwidth upgrades, additional IP blocks) shall be quoted in Part B of Annexure V and shall not be included in the evaluated price

17.6 In case of a discrepancy between the amount in figures and in words, the amount in words shall prevail

18. BID VALIDITY

The quoted rates shall remain valid for a minimum period of **180 days** from the last date of submission of the tender. The Institution may request bidders to extend the validity, if required

19. BID EVALUATION

Bids shall be evaluated in two stages

Stage I – Technical Evaluation

19.1 Technical bids shall be opened first. Only bidders who satisfy all the mandatory eligibility criteria (Section 14) and technical specifications (Section 4) shall qualify for financial evaluation .

19.2 The evaluation committee shall consider compliance with the NKN Edge or equivalence requirement; 1 Gbps dedicated symmetric bandwidth; 16 Static Public IPv4 addresses; SLA and uptime; last-mile technology; network redundancy; NOC support; local technical support; scalability; similar experience; installation and maintenance arrangements .

19.3 The committee may seek clarifications, verify references, request a demonstration or conduct a feasibility inspection at the campus.

Stage II – Financial Evaluation

19.4 The financial bids of technically qualified bidders shall be opened on the notified date. The financial covers of other bidders shall not be opened

19.5 The Institution shall prepare a comparative statement of the qualified offers based on the **Total Annual Cost including GST** (Annexure V, Part A).

19.6 The final selection shall be made by the competent authority, based on the applicable procurement rules and the recommendations of the evaluation committee.

20. CONTRACT PERIOD

20.1 The initial contract shall be for a period of **one year** from the Commissioning Date .

20.2 The contract may be extended on the same terms, conditions and rates, subject to satisfactory performance, availability of funds, applicable Government rules, mutual consent and approval of the competent authority.

21. PAYMENT TERMS

21.1 Payment shall be made as specified in the work order and subject to successful commissioning and satisfactory service. Recurring charges shall be paid quarterly in arrears within 30 days of receipt of a valid invoice .

21.2 The bidder shall submit GST-compliant invoices along with the applicable service reports .

21.3 Service credits, liquidated damages and statutory deductions (including TDS) shall be deducted from payments as applicable .

21.4 Where advance payment is requested, it shall be considered only if permissible under applicable Government rules and specifically approved by the competent authority .

21.5 . Any payment linked to installation/commissioning shall be released only after successful commissioning and acceptance

22. SECURITY AND CONFIDENTIALITY

22.1 The Service Provider shall treat as confidential all information relating to the Institution's network configuration, IP allocation, routing details and other technical information obtained during installation or maintenance .

22.2 The Service Provider shall not disclose such information to any third party without prior written permission of the Institution

22.3 Any suspected security incident affecting the Institution's connectivity shall be reported immediately to the Institution's authorised officer .

23. PERFORMANCE MONITORING AND REPORTING

23.1 The Institution shall monitor the performance of the Internet connection periodically and may review the service at any time during the contract period.

23.2 . The Service Provider shall provide, monthly and whenever required: bandwidth utilisation report; uptime report; downtime report; fault report; SLA compliance report; and traffic/performance statistics

24. RIGHTS OF THE INSTITUTION

The Institution reserves the right to

- accept or reject any or all bids;
- cancel the tender process without assigning reasons, subject to applicable rules;
- seek clarification from bidders;
- reject bids that do not meet mandatory technical requirements;
- reject incomplete or conditional bids;
- verify the information submitted by bidders;
- modify the scope or specifications where required, subject to applicable rules; and
- take appropriate action in case of false declarations or misrepresentation

25. TERMINATION

25.1 The Institution may terminate the contract in accordance with the terms of the work order/SLA, after giving written notice and not less than 30 days to remedy the default where remedy is possible, in cases including .

-
  - persistent failure to meet the SLA;
  - repeated service interruptions;
  - failure to maintain committed bandwidth;
  - non-provision of the required Static IP services;
  - material breach of contract;
  - false declaration or misrepresentation;
  - insolvency or cessation of service; and
  - other grounds specified in the contract

25.2 The Institution may also terminate the contract for convenience by giving not less than 30 days written notice, with payment for services rendered up to the date of termination .

25.3 Detailed termination provisions shall be incorporated in the final work order/SLA

26. FORCE MAJEURE

26.1. Neither party shall be liable for failure to perform its obligations caused by circumstances beyond its reasonable control, including natural disasters, war, Government restrictions or other recognised force majeure events, subject to applicable contractual provisions. Fibre cuts and equipment failures within the Service Provider's control or that of its upstream providers shall not by themselves constitute force majeure.

26.2 The Service Provider shall nevertheless take all reasonable steps to restore service at the earliest.

27. HANDOVER AND EXIT

27.1 At the end of the contract period, the Service Provider shall provide the technical information and cooperation required for migration to another service provider .

27.2 No technical or administrative restriction shall be imposed on migration after completion or termination of the contract .

28. GENERAL CONDITIONS AND DISPUTE RESOLUTION

28.1 The Service Provider shall comply with all applicable laws, licence conditions and regulations, including those of the Department of Telecommunications and TRAI.

28.2 The Service Provider shall not sub-contract or assign the contract, in whole or in part, without the prior written consent of the Institution, and shall remain fully responsible for the performance of any sub-contractor .

28.3 The tender and resulting contract shall be governed by the Kerala Stores Purchase Manual, Kerala Stores Purchase Rules, relevant Government Orders/circulars, directions of the Directorate of Technical Education and other applicable laws. Any dispute shall be dealt with in accordance with the dispute-resolution provisions of the work order and applicable Government rules.

28.4 The Service Provider shall execute the agreement on **₹220/-**

stamp paper, duly stamped and executed in accordance with the applicable laws and rules of the **Government of Kerala**, and in the manner prescribed by the **Government of Kerala**, wherever applicable.

28.5 Any legal disputes arising out of or in connection with the tender, agreement or performance thereof shall be subject to the exclusive jurisdiction of the competent courts having jurisdiction over the District Centre/Headquarters of the Institution.

29 .TENDER SCHEDULE

Particular	**Date / Time**
Date of technical bid opening	
Date of financial bid opening	To be intimated to technically qualified bidders
Bid validity	180 days
Intended service commencement	Immediately after work order/commissioning

The tender schedule may be modified in accordance with the actual procurement process and applicable Government rules. Changes shall be notified through a corrigendum.

ANNEXURE I – BIDDER PROFILE AND ELIGIBILITY DETAILS

Parameter	**Details furnished by bidder**	**Document / page no.**
Name of company		
Type (Government / PSU / Private / other)		
Year of incorporation		
Registered address		

Kerala office / local support address		
Contact person, designation, e-mail and phone		
Licence / authorisation (number, validity)		
Whether NKN empanelled (details)		
GST registration number		
PAN		
Other statutory registrations		
Location of 24×7 NOC		
Whether blacklisted/debarred earlier (Yes/No)		

Similar work experience (1 Gbps or higher dedicated Internet services)

Sl. No.	Client name and contact	Bandwidth / service	Order date and period	Document / page no.
1				
2				
3				
4				

ANNEXURE II – TECHNICAL BID FORMAT

Bidders shall furnish complete details of the service offered.

NKN Edge connection proof / NKN PoP details, if offered	
If non-NKN, complete equivalence evidence under Section 5.6	
Particular	Bidder's response

Proposed bandwidth and CIR	
Dedicated / shared; contention ratio	
Symmetric (Yes/No)	
Access technology	
Last-mile medium and route	
Backbone connectivity / upstream providers	
International bandwidth availability	
Domestic bandwidth / peering availability	
Static IPv4 block: network address, prefix, gateway, broadcast, usable IPs	
Whether IP block is exclusive to the Institution	
IPv6 availability and terms	
Handoff interface	
CPE details (make, model, specifications)	
Uptime commitment	
SLA and service-credit mechanism	
Fault response time	
Maximum fault restoration time (critical / non-critical)	
NOC availability, location and contact	
Local support in Kerala	
Redundancy / alternate path (details; included in price?)	
Network-level security / DDoS protection	
Traffic monitoring facility	
Upgrade options available and lead time	
Similar Government / institutional clients	
Implementation period (days from work order)	

ANNEXURE III – TECHNICAL COMPLIANCE STATEMENT

The bidder shall state compliance against each requirement of Section 4. Any deviation from the mandatory requirements shall be

clearly stated. Concealment of deviations may result in rejection of the bid.

1A	**NKN Edge proof or documented equivalence**		
Sl. No.	Requirement (Section 4)	Complied (Yes/No)	Deviations / remarks
1	Internet bandwidth		
2	Type of service		
3	Contention ratio		
4	Static public IPv4		
5	IPv4 block details		
6	IPv6		
7	Handoff interface		
8	Last mile		
9	Redundancy		
10	Uptime		
11	SLA		
12	Monitoring		
13	Fault reporting		
14	Fault resolution		
15	Quality of service		
16	Scalability		
17	CPE		
18	Installation		
19	Maintenance		
20	Public IP routing		
21	DNS		
22	Traffic monitoring		
23	Security		

24	Service location		
25	Contract period		
26	Upgrade		

ANNEXURE V – FINANCIAL BID

Name of Bidder: _____

Part A – Evaluated Cost (for the contract period of one year)

Sl. No.	Component	Amount (₹)
1	Annual recurring charge – 1 Gbps dedicated Internet connectivity (including last mile)	
2	16 Static Public IPv4 addresses	
3	Installation and commissioning (one-time)	
4	CPE / NTU / Router	
5	Maintenance and support	
6	Other charges, if any (specify)	
	Subtotal (before GST)	
	GST @ _____%	
	Total Annual Cost including GST	

Total amount in words:

_____

Part B – Optional Items (not included in evaluated price

Sl. No.	Item	Additional annual charge (₹, excluding GST)
1	Upgrade to 1.5 Gbps	
2	Upgrade to 2 Gbps	
3	Upgrade to 5 Gbps	
4	Higher bandwidth (specify):	
5	Additional block of 16 Static Public IPv4 addresses	

Notes: (1) All prices are in Indian Rupees. (2) All applicable taxes and charges are included or shown separately. (3) No charges other than those quoted shall be payable.

ANNEXURE VI – DECLARATION BY BIDDER

We hereby certify that we have carefully read and understood all the specifications, terms and conditions of the tender and agree to comply with the same.

We certify that the information furnished by us is true and correct and that our organisation is eligible to provide the proposed Internet connectivity service.

We further certify that our organisation has not been blacklisted/debarred by any Central Government/State Government Department, Government institution or PSU as on the date of submission of the tender.

We agree that our bid shall remain valid for 180 days from the last date of submission and that, if selected, we shall execute the SLA as per the terms of this tender.

Name of Bidder:

_____

Authorised Signatory:

_____

Designation:

_____

Company Seal:

_____

Date: _____

Place: _____

Digitally signed by
JOSEPH ZACHARIAS
Date: 09-11-2026
10:48:20

Digitally Approved by
DR.JOSEPH ZACHARIAS
PRL CET

The document is digitally approved. Hence signature is not needed.