

INVITATION FOR EXPRESSION OF INTEREST (EOI)

(For Providing Internet Lease Line Connectivity for F.Y. 2026-27)

EOI Date: 18/08/2026

DUE DATE: 24/08/2026

To submit on or before: 17:30 Hours (5:30pm) on

- EOI - Covering Note
- Format of Capability Statement - Annexure 1 (Technical Bid) (Envelope 1)
- Financial Bid (Envelope 2)

EOI shall be filled in two parts under three Envelope System. Technical Bid shall be enclosed and sealed in envelop No. 1. Financial Bid shall be enclosed in Envelope No. 2 Both the sealed Envelopes shall be kept in envelope No. 3 which is big enough to contain both the envelops. On each envelope the name and address of the firm shall be written in block letter. On the top of it, the envelope Number should be mentioned.

Dear Sir/Madam,

01. The Vice Chancellor, Gondwana University, Gadchiroli & Chairman, Governing Body of UIT is inviting Expression of Interest (EOI) in English in the enclosed format from experienced Internet Service Providers (ISPs) / Telecom Service Providers for providing Internet Lease Line Connectivity to University Institute of Technology, Adpalli. Your Expression of Interest may form the basis for entering into a contract between your organization and University Institute of Technology, Adpalli for the provision, installation, commissioning, operation, and maintenance of Internet Lease Line Connectivity services.
02. The objective of inviting the Expression of Interest (EOI) is to identify and select a competent and experienced Internet Service Provider (ISP) through a transparent and competitive process, ensuring wider participation and equal opportunity to all eligible service providers. Interested agencies/service providers are requested to complete the enclosed Capability Statement – Annexure-I and submit the same to the following address.:

Director
University Institute of Technology
Adpalli, Gadchiroli, 442605

03. The Vice Chancellor, Gondwana University, Gadchiroli & Chairman, Governing Body of UIT reserves the right to accept or reject any or all Expressions of Interest (EOIs) received in response to this invitation, wholly or partially, without assigning any reason whatsoever, if such action is deemed to be in the best interest of the University Institute of Technology, Adpalli. While it is the preference of the Vice Chancellor, Gondwana University, Gadchiroli & Chairman, Governing Body of UIT to award a contract for providing Internet Lease Line Connectivity services as described in this invitation, the University shall not be bound to do so and reserves the right to modify, cancel, or reissue the EOI process at any stage.
04. This invitation does not constitute a contractual offer of any kind. Any proposal submitted in response to this Expression of Interest (EOI) shall be treated solely as an expression of interest by the service provider and shall not be construed as acceptance of any offer by the Vice Chancellor, Gondwana University, Gadchiroli & Chairman, Governing Body of UIT. No contractual relationship shall arise between the parties unless and until a formal Letter of Award (LoA) or Agreement is issued and executed by the Director, University Institute of Technology, Adpalli and the selected service provider.
05. The Vice Chancellor, Gondwana University, Gadchiroli & Chairman, Governing Body of UIT reserves the right to modify, amend, add, or delete any terms, conditions, specifications, information, or requirements contained in this Expression of Interest (EOI) at any stage of the procurement process. The University may also introduce new requirements or considerations, including during discussions or negotiations with the participating service providers, at any time prior to the issuance of the Letter of Award for the Internet Lease Line Connectivity services outlined in this invitation.
06. University Institute of Technology, Adpalli reserves the right, at its sole discretion, to extend the deadline for submission of Expressions of Interest (EOIs). Any such extension may be accompanied by amendments or modifications to the EOI document, either on the University's own initiative or in response to requests for clarification received from prospective service providers. Interested service providers shall furnish all required information as specified in the EOI document and must respond clearly, accurately, and comprehensively to all requirements and evaluation criteria.

07. Eligibility, Requirements and Assessment Criteria

The Expression of Interest (EOI) and the capabilities of the participating service providers shall be assessed based on their qualifications, technical expertise, financial strength, service infrastructure, and experience in providing Internet Lease Line Connectivity services.

The minimum eligibility requirements are as follows:

1. Bidder must be a licensed ISP by DoT or an authorized partner of a licensed ISP.
2. Minimum **5 years' experience** in providing Internet Leased Line services.
3. Average annual turnover of at least **₹1 Crore** during the last 3 financial years.

4. Must have PAN, GST Registration, and other applicable statutory registrations.
 5. Must have a 24x7 Network Operation Centre (NOC) and customer support facility.
 6. Must have local service support capability in Vidarbha Region.
 7. Must have successfully provided ILL services to Government Departments, Universities, Educational Institutions, PSUs, or Corporate Organizations.
 8. Bidder should not have been blacklisted by any Government/PSU/University during the last 5 years.
 9. Must provide a minimum **99.5% uptime guarantee** with SLA.
 10. Bidder should have adequate network infrastructure to provide uninterrupted connectivity at the college campus.
 11. Self-declaration regarding compliance with all tender conditions must be submitted.
08. The EOI shall be submitted along with the Capability Statement (Annexure-II) containing the organization's profile, technical capabilities, geographical coverage, financial turnover for the last three financial years, and relevant supporting documents. EOIs that are incomplete, do not meet the prescribed eligibility criteria, or are received after the due date shall not be considered. The EOI should be concise and provide adequate information demonstrating the bidder's capability and experience in providing Internet Lease Line Connectivity services.
09. In the interest of fairness and transparency, all EOIs shall be submitted strictly in the prescribed format enclosed with this invitation. EOIs not conforming to the prescribed format or requirements may be rejected without further consideration, and no correspondence regarding such non-compliant submissions shall be entertained.
10. The EOI, along with the required documents, shall reach the University Institute of Technology, Adpalli on or before the prescribed due date and time in a sealed cover duly superscribed "EOI for Providing Internet Lease Line Connectivity Services" and "Due Date: _____". The Technical Bid (Envelope-I) shall be opened first, and only those bidders who qualify in the technical evaluation shall be informed about the date and time for opening of the Financial Bid (Envelope-II). EOIs received after the due date and time shall not be accepted or considered. The University Institute of Technology, Adpalli shall not be responsible for any postal delay or loss in transit.
- LATE EOI SHALL NOT BE OPENED AND SHALL NOT BE CONSIDERED.**
11. The Internet Lease Line Connectivity service shall be provided in accordance with the technical specifications, service levels, and applicable guidelines prescribed by the Department of Telecommunications (DoT), Telecom Regulatory Authority of India (TRAI), and other relevant statutory authorities.
12. The Financial Bid shall be submitted in a separate sealed envelope (Envelope-II) as per Annexure-II, clearly indicating the charges for installation, recurring monthly/annual bandwidth charges, applicable taxes, and any other incidental expenses, if applicable.

13. Authorized representatives of the bidders may attend the opening of the EOI/Technical Bid upon producing a valid authorization letter and identity proof.
14. The EOI submitted should be free from corrections, overwriting, or erasures. All pages of the EOI and supporting documents should be properly numbered and duly authenticated.
15. The EOI shall be signed by the authorized signatory of the bidder, clearly indicating the name, designation, and official seal of the organization. Unsigned EOIs are liable to be rejected by the University Institute of Technology, Adpalli.
16. Any attempt to influence the evaluation process, including canvassing in any form, submission of unsolicited communications, or post-submission modifications/corrections to the EOI, shall render the bid liable for summary rejection.

17. STATEMENT OF WORK

01. The selected service provider shall supply, install, test, commission, operate, and maintain the Internet Lease Line Connectivity at University Institute of Technology, Adpalli as per the technical specifications and service requirements prescribed by the Institute.
02. The service provider shall provide dedicated, uncontended Internet bandwidth with the committed speed specified in the work order and ensure seamless connectivity throughout the contract period.
03. The provider shall install all necessary equipment, accessories, and termination devices required for commissioning the Internet Lease Line connection.
04. The service provider shall ensure minimum uptime as specified in the Service Level Agreement (SLA) and provide proactive monitoring of the link.
05. Technical support shall be available on a 24×7 basis for fault reporting, troubleshooting, and restoration of services within the stipulated response and resolution time.
06. The service provider shall provide a public IP address block, bandwidth utilization reports, and other network-related services as required by the Institute.
07. Preventive maintenance, periodic health checks, and prompt rectification of faults shall be carried out to ensure uninterrupted Internet services.
08. The service provider shall comply with all applicable rules, regulations, and guidelines issued by the Department of Telecommunications (DoT), Telecom Regulatory Authority of India (TRAI), and other competent authorities during the contract period.
09. Any upgrades, configuration changes, or additional support required for efficient operation of the Internet Lease Line Connectivity shall be provided in consultation with University Institute of Technology, Adpalli.

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18. Additional Technical & Service Requirements

01. The selected Service Provider/Bidder shall conduct a detailed site survey and submit preliminary network design, connectivity plan, and necessary technical drawings/illustrations before commencement of work.
02. All installation work, equipment, materials, and services shall comply with applicable Central Electrical Authority (CEA) standards, Department of Telecommunications (DoT) guidelines, TRAI regulations, and relevant national/international standards.
03. The Service Provider shall ensure compliance with IS:3043 (Code of Practice for Earthing), Indian Electricity Act, & other applicable statutory rules and regulations wherever required.
04. During the contract period, the Service Provider shall guarantee a minimum uptime of **99.9%** for the entire Internet Lease Line solution.
05. The bidder shall possess adequate qualified technical manpower, tools, testing equipment, and statutory licenses required for installation, testing, commissioning, operation, and maintenance of the service.
06. The bidder shall be a valid Class-A/Class-B Internet Service Provider licensed by the Department of Telecommunications (DoT), Government of India. In case the bidder is a Managed Service Provider and not a licensed ISP, a valid Manufacturer's Authorization Form (MAF) or authorization from the licensed ISP shall be submitted.
07. The Service Provider shall maintain a fully functional **24×7×365 Network Operations Center (NOC)/Helpdesk** and customer support facility for fault reporting and service restoration.
08. The Service Provider shall sign a Service Level Agreement (SLA) with the Institute containing, at a minimum, the following performance commitments:
09. Network Uptime: Minimum 99.9%
10. Packet Loss: Less than 1%
11. Throughput Guarantee: 100% of committed bandwidth
12. Pro-rata deduction in billing for downtime beyond permissible limits
13. Preventive maintenance and health checks of the installed infrastructure shall be carried out at least once every month.
14. The bidder shall possess valid ISO certifications relevant to quality management, information security, and service management (such as ISO 9001, ISO 27001, etc.), and copies of the certificates shall be enclosed with the bid.
19. The EOI and Financial Bid submitted by the bidder shall remain valid for a period of 60 days from the last date of submission. University Institute of Technology, Adpalli shall make its best efforts to complete the evaluation and selection process within this period.

20. All costs associated with the preparation and submission of the EOI, participation in discussions, presentations, negotiations, and execution of the contract shall be borne by the bidder. University Institute of Technology, Adpalli shall not reimburse any such expenses.
21. The rates quoted for Internet Lease Line Connectivity Services shall remain firm and fixed during the contract period and no escalation in charges shall be permitted unless specifically approved by the competent authority.
22. The initial contract period shall be for one year (FY 2026-27) from the date of commissioning of the Internet Lease Line Connectivity. Based on satisfactory performance and mutual agreement, the Management Council of the Institute may extend the contract for further period and conditions or as mutually agreed.
23. University Institute of Technology, Adpalli shall not return the EOIs received. All EOIs and related documents shall be treated as confidential and used solely for the purpose of evaluation and selection of a service provider for Internet Lease Line Connectivity Services. Information relating to the examination, evaluation, comparison of proposals, and contract award recommendations shall not be disclosed to any bidder or third party not officially concerned with the process, even after the award of the contract. Any attempt by a bidder to influence the evaluation, comparison, or contract award process may result in rejection of the proposal. University Institute of Technology, Adpalli shall not disclose or discuss the contents of any competing proposal or its evaluation in comparison with other submissions.
24. University Institute of Technology, Adpalli shall make every effort to provide timely responses to requests for clarifications regarding the EOI. However, any delay in providing such clarifications shall not obligate the Institute to extend the deadline for submission of proposals unless it determines that such an extension is necessary and justified in the interest of the procurement process.
25. Failure to comply with any of the instructions, terms, and conditions specified in this EOI document may result in rejection of the EOI.
26. Bidders shall submit their financial quotations in the prescribed format. The rates quoted shall be inclusive of all applicable taxes, duties, installation, configuration, maintenance, and any other incidental charges for the entire contract period. The Institute reserves the right to accept or reject any or all bids without assigning any reason thereof.
27. The estimated value of the contract shall be as specified in the Financial Bid document. Bidders shall submit their financial quotations in the prescribed format, inclusive of all applicable charges and taxes.

28. The final authority to accept or reject the quotation shall rest with the Institute Administration. The tender form fee of ₹ 4,000/- shall be deposited through cheque or online mode into the Institute's bank account mentioned below, and the payment receipt must be enclosed with the tender application.
29. After receipt of the tenders, the lowest bidder shall be required to submit an Earnest Money Deposit (EMD)/Security Deposit of ₹ 20,000/- by cheque or online transfer in favour of University Institute of Technology, and proof of payment shall be submitted along with the required documents.

Account No.	Bank Name	Account Name	IFSC Code
9440002100002530	Punjab National Bank (PNB) Gadchiroli Branch	University Institute of Technology	PUNB0944000

For your interest.


17/8/26
(Prof. (Dr.) Ratikanta Sahoo)
Director
University Institute of Technology,
Adpalli
Director
University Institute of Technology
Po Adpalli, Tah. & Dist. Gadchiroli

ANNEXURE – I

TECHNICAL COMPLIANCE SHEET

Tender No.: _____

Tender Name: Providing Internet Lease Line Connectivity

Name of Bidder: _____

Address: _____

Contact Person: _____

Mobile No.: _____

Email ID: _____

Technical Compliance Statement

Sr. No.	Technical Requirement	Required Specification	Offered Specification	Complied (Yes/No)
1	Type of Connectivity	Internet Lease Line		
2	Bandwidth	_____ Mbps		
3	Dedicated Bandwidth	Required		
4	Last Mile Connectivity	Optical Fiber (OFC)/Wireless		
5	Static Public IP Addresses	Minimum _____ Nos.		
6	Uptime	Minimum 99.5%		
7	Network Availability	24x7x365		
8	Technical Support	24x7 Helpdesk Support		
9	Fault Rectification Time	Within _____ Hours		
10	Network Monitoring Facility	Required		
11	Service Level Agreement (SLA)	Required		
12	Installation, Configuration, Testing & Commissioning	Included		
13	Bandwidth Upgrade Facility	Available		
14	Redundancy / Backup Link	Specify if Available		

Bidder Eligibility Compliance & List of Documents Submitted

Sr. No.	Particulars	Status (Yes/No)
1	Valid ISP License issued by Government of India	
2	GST Registration Certificate	
3	PAN Card Available	
4	Experience in Internet Lease Line Services	



Sr. No.	Particulars	Status (Yes/No)
5	Experience with Government / Educational Institutions	
6	Not Blacklisted by any Government Organization	
7	Technical Support Infrastructure Available	
8	Company Registration Certificate	
9	Tender Fees	
10	EMD Proof (if applicable)	

Declaration

I/We hereby certify that the information furnished above is true and correct. We further certify that our offer complies with all technical specifications and tender conditions prescribed in the tender document.

Place: _____

Date: _____

Signature of Authorized Signatory

Name: _____

Designation: _____

Seal of Firm/Company

ANNEXURE – II
FINANCIAL BID (BOQ)

Tender No.: _____

Tender Name: Providing Internet Lease Line Connectivity

Name of Bidder: _____

Price Bid

Sr. No.	Description of Service	Unit	Quantity	Rate (₹)	Amount (₹)
1	Internet Lease Line Connectivity 300Mbps Annual Recurring Charges (ARC)	Year	1		
2	One-Time Installation & Commissioning Charges	Lot	1		
3	Static Public IP Charges (if applicable)	Lot	1		
4	Additional Equipment Charges (if any)	Lot	1		
	Sub Total				
	GST @ ____ %				
	Grand Total (Including GST)				

Financial Declaration

1. The above rates are inclusive of all charges, taxes, duties, transportation, installation, commissioning, testing, and maintenance unless specifically mentioned otherwise.
2. No additional charges shall be claimed during the contract period except statutory revisions approved by the Competent Authority.

Amount in Words

Grand Total Amount (Including GST):

Rupees _____ Only.

Place: _____

Date: _____

Signature of Authorized Signatory

Name: _____

Designation: _____

Seal of Firm/Company

ANNEXURE – III
NON-BLACKLISTING UNDERTAKING
(To be submitted on the Bidder's Letterhead)

Tender No.: _____

Tender Name: Providing Internet Lease Line Connectivity

UNDERTAKING

To,

The _____

(Name of Institution/Organization)

I/We, the undersigned, hereby solemnly declare and undertake that:

1. M/s _____, having its registered office at _____, is not blacklisted, debarred, suspended, banned, or otherwise declared ineligible by any Central Government Department, State Government Department, Public Sector Undertaking (PSU), Autonomous Body, University, Educational Institution, Statutory Authority, or any other Government Organization as on the date of submission of this bid.
2. No criminal case, vigilance case, or investigation by any Government Agency is pending against the firm/company which may affect its eligibility to participate in the tender process.
3. We further undertake that if any information furnished by us is found to be false, incorrect, misleading, or suppressed at any stage, our bid shall be liable for rejection and, if awarded, the contract shall be liable for termination without prejudice to any other action as deemed fit by the Competent Authority.
4. We understand and accept that submission of this undertaking is mandatory for participation in the tender process.
5. We hereby certify that the above declaration is true and correct to the best of our knowledge and belief.

For and on behalf of the Bidder

Signature: _____

Name: _____

Designation: _____

Name of Firm/Company: _____

Seal of Firm/Company

Place: _____

Date: _____



ANNEXURE – IV
BIDDER INFORMATION FORM

Tender No.: _____

Tender Name: Providing Internet Lease Line Connectivity

Bidder Details

Sr. No.	Particulars	Details
1	Name of the Firm / Company	
2	Registered Office Address	
3	Correspondence Address	
4	Name of Authorized Signatory	
5	Designation	
6	Mobile Number	
7	Telephone Number	
8	Email Address	
9	Website (if any)	
10	Type of Organization (Proprietorship / Partnership / Pvt. Ltd. / Ltd. / LLP / Others)	
11	Year of Establishment	
12	Registration Number	
13	GST Registration Number	
14	PAN Number	
15	ISP License Number & Validity	
16	MSME Registration Number (if applicable)	
17	Name of Bank	
18	Bank Account Number	
19	IFSC Code	
20	Annual Turnover (Last 3 Financial Years)	

Experience Details

Financial Year	Turnover (₹)
Year 1	
Year 2	
Year 3	

Major Clients (Government / Educational Institutions)

Sr. No.	Name of Organization	Type of Service	Contract Period
1			
2			
3			
4			
5			

Contact Person for Tender

Particulars	Details
Name	
Designation	
Mobile Number	
Email ID	

Declaration

I/We hereby certify that the information furnished above is true, complete, and correct to the best of my/our knowledge and belief. I/We understand that in case any information furnished is found to be false or misleading at any stage, the bid shall be liable for rejection and appropriate action may be taken by the Competent Authority.

Place: _____

Date: _____

Signature of Authorized Signatory

Name: _____

Designation: _____

Seal of Firm/Company

ANNEXURE – V
SERVICE LEVEL AGREEMENT (SLA)
For Internet Lease Line Connectivity

Tender No.: _____

Tender Name: Providing Internet Lease Line Connectivity

This Service Level Agreement (SLA) shall form an integral part of the contract between
_____ (hereinafter referred to as "the Institution") and
_____ (hereinafter referred to as "the Service Provider") for providing
Internet Lease Line Connectivity.

1. OBJECTIVE

The objective of this SLA is to define the minimum service standards, performance requirements, responsibilities, and penalties applicable for providing Internet Lease Line Connectivity.

2. SCOPE OF SERVICES

The Service Provider shall:

1. Supply, install, test, commission, operate, and maintain Internet Lease Line Connectivity.
2. Provide dedicated and unshared bandwidth as specified in the work order.
3. Ensure continuous network availability and uptime.
4. Provide 24x7 technical support and fault management.
5. Monitor and maintain the network during the contract period.

3. SERVICE AVAILABILITY

Parameter	Requirement
Network Availability	24x7x365
Minimum Uptime	99.5% per month
Connectivity Type	Dedicated Internet Lease Line
Bandwidth	As per Work Order
Public IP Addresses	As per Requirement

4. RESPONSE AND RESOLUTION TIME

Service Parameter	Time Limit
Complaint Acknowledgement	
Initial Response	
Fault Rectification	
Critical Link Failure	
Major Service Outage	

5. PREVENTIVE MAINTENANCE

1. Scheduled maintenance shall preferably be carried out during non-working hours.
2. Prior written/email intimation of at least 48 hours shall be provided to the Institution.
3. Scheduled maintenance downtime shall not exceed the agreed limits.

6. UPTIME CALCULATION

Monthly Uptime (%)

Monthly Uptime =

Service Availability (%) = $\frac{\text{Total Service Time} - \text{Total Downtime}}{\text{Total Service Time}} \times 100$ Where:

1. Total **Service Time** is the total number of hours/minutes in the billing month.
2. Downtime is the cumulative period during which the Internet Lease Line service remains unavailable, excluding scheduled maintenance (if permitted under the SLA).

7. PENALTY CLAUSE

In case uptime falls below the prescribed level, penalty shall be imposed as follows:

Monthly Uptime Penalty

≥ 99.5%	No Penalty
98% to 99.49%	5% of Monthly Charges
95% to 97.99%	10% of Monthly Charges
Below 95%	15% of Monthly Charges

The Institution reserves the right to recover penalties from pending payments.

8. REPORTING REQUIREMENTS

The Service Provider shall submit:

1. Monthly Uptime Report.
2. Incident Report (if applicable).
3. Preventive Maintenance Report.
4. Performance Monitoring Report.

9. RESPONSIBILITIES OF THE SERVICE PROVIDER

The Service Provider shall:

1. Maintain adequate manpower and technical resources.
2. Ensure uninterrupted bandwidth availability.
3. Provide escalation matrix with contact details.
4. Ensure compliance with applicable laws and regulations.
5. Maintain confidentiality of institutional data and network information.

10. RESPONSIBILITIES OF THE INSTITUTION

The Institution shall:

1. Provide access to installation locations.
2. Facilitate site access for authorized personnel.
3. Nominate a nodal officer for coordination.

11. ESCALATION MATRIX

Level	Designation	Contact Number	Email ID
Level 1	Helpdesk		
Level 2	Service Manager		
Level 3	Regional Head		
Level 4	Authorized Representative		

12. FORCE MAJEURE

Neither party shall be held liable for failure to perform obligations arising from circumstances beyond reasonable control, including natural calamities, war, riots, strikes, government restrictions, or similar events.

13. TERMINATION

The Institution may terminate the contract by giving written notice if:

1. The Service Provider fails to maintain SLA requirements.
2. Services remain unsatisfactory despite repeated notices.
3. The Service Provider violates any material contractual condition.

14. DISPUTE RESOLUTION

Any dispute arising out of this agreement shall be resolved amicably. Failing such resolution, the matter shall be subject to the jurisdiction of the competent courts at Gadchiroli

15. ACCEPTANCE OF SLA

The Service Provider agrees to comply with all service levels, performance standards, and obligations specified in this SLA.

For the Institution

Signature: _____

Name: _____

Designation: _____

Date: _____

Seal

For the Service Provider

Signature: _____

Name: _____

Designation: _____

Date: _____

Seal