

Dean Office
Sunderlal Patwa Government Medical
College Mandsaur M.P.



2026 – 27

Request for Proposal for
Selection of Service Provider for Internet Service at
Sunderlal Patwa Government Medical College Mandsaur M.P.

Bid Number: 17/SPGMC/DME/2026

Date: 06/02/2026

DEAN
Sunder Lal Patwa
Govt. Medical College
MANDSAUR (M.P.)

1. Important Dates

S. No.	Particulars	Date and Time
1	Publication of BID	07/02/2026 at 04:00 PM
2	Pre bid Meeting	09/02/2026 at 04:00 PM
3	Last date for submission of Bids	28/02/2026 at 04:00 PM
4	Date of opening of Technical bids	02/02/2026 at 04:00 PM
5	Date of opening of Financial bids	03/02/2026 at 04:00 PM

2. Fact Sheet

S. No.	Item	Description
1.	Name of the Assignment	Request for Proposal for Selection of Service Provider for Internet Service at SPGMC Mandsaur
2.	Method of Selection	Technical qualification followed by Least value of financial proposal (L1)
3.	Availability of RFP Documents	https://mptender.gov.in
4.	RFP date	06/02/2026
5.	RFP Number	17/SPGMC/DME/2026
6.	Last date and time for submission of Proposal (Proposal Due Date)	On-line on e-procurement Portal: https://mptender.gov.in
7.	Pre bid meeting date	09/02/2026 at 04:00 PM
8.	Mode of Bid Submission along with EMD & Bid fee	Online through eProcurement system https://mptender.gov.in EMD & and Tender cost should be submitted online
9.	Date, time and venue of opening of technical proposals on e-procurement platform	Dean Office SPGMC , as mentioned above

10.	Date, time and Venue of opening of financial proposal	Dean Office SPGMC , as mentioned above
11.	Bid Processing Fee /Cost of tender document (Non-refundable)	Rs. 1000 /- (Rs. One Thousand Rupees Only)
12.	Bid Security / EMD (Refundable)	Rs 20,000/- (Rs. Twenty Thousand Rupees Only) The EMD is payable Online
13.	Validity of the Proposal	Bidder proposals shall remain valid for a period of 90 days from last date of submission of Bid.

Important Note: Proposals/Bids submitted without Bid processing fee and Bid Security/EMD shall summarily be rejected.

3. Project Background

On Behalf of Dean Sunderlal Patwa Govt. Medical College Mandasaur, online tender is invited for the Internet leased Line of fully dedicated, unshared and high quality 100 Mbps symmetric bandwidth without any compression factor (1:1) on RF Link with static IP address

4. Duration of Engagement

The Service provider shall be engaged for two (02) years, extendible to one (01) more year subjected to quality of services provided (total duration of this tender shall not be more than 05 years).

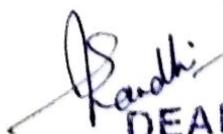
5. Scope of Work

The scope of work in the proposed tender includes providing Internet Leased Line of fully dedicated, unshared & High Quality 100 Mbps symmetric bandwidth without any compression factor (1:1) on RF link with static IP address /29

6. Penalty Clause

Uptime on Monthly Basis	Penalty
≥99%	00% of Monthly/quarterly Rental
≥99% to 98%	3% of Monthly /quarterly Rental
≥98% to 96%	5% of Monthly /quarterly Rental
≥ below 90%	10% of Monthly /quarterly Rental

In case the service is found to be very poor (>89%) for more than 30 days in a row due to whatsoever reason, the service contract agreement will stand cancelled automatically and SPGMC will have no liability.


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7. Instruction to Bidders and Other Conditions

Instructions for Online Bid submission

1. Instructions to the Bidders to submit the bids online through the Online Public Procurement Portal for e Procurement at <https://mptenders.gov.in>.
2. Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal are prerequisite for e- tendering.
3. Bidder should register for the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide only valid and true information including valid email id. All the correspondence shall be made directly with the contractors/bidders through email id as registered.
4. Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
5. Contractor/Bidder may go through the tenders published on the site and download the tender documents/schedules for the tenders.
6. After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as required, otherwise bid will be rejected.
7. Any clarifications may be sought online through the tender site, through the contact details or during pre-bid meeting if any. Bidder should take into account the corrigendum if any published before submitting the bids online.
8. Bidder may select the tender in which he/she is interested in by using the search option and then move it to the my tenders" folder.
 - a. Bidder should submit the Tender Fee/ EMD as specified in the tender.
 - b. An undertaking for the confirmation of submission of EMD and Bid processing Fees through online mode shall be submitted by the Bidder as part of Pre- Qualification Bid.
 - c. While submitting the bids online, the bidder shall read the terms and conditions and may accept the same to proceed further to submit the bid packets.
 - d. The bidder has to select the payment option as online to pay the Tender FEE/ EMD as applicable and enter details of the instruments.
 - e. The bidder has to digitally sign and upload the required bid documents one by one as indicated. Very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read, understood and agreed with all clauses of the bid document including General conditions of contract without any exception.
 - f. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid may be rejected.
 - g. The Priced bid/BOQ template shall not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for the tender.
 - h. The bidders are advised to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission due date and time (as per Server System Clock). The TIA shall not be held responsible for any delay or the difficulties faced during the submission of bids online by the bidders.

- i. After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number indicated by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and also be used as entry pass to participate in the bid opening.
- j. All the data being entered by the bidders would be encrypted using Public Key Infrastructure (PKI) encryption techniques to ensure the secrecy of the data. The data entered is not retrievable by unauthorized persons during the bid submission and until the time of bid opening by any person.
- k. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- l. The bidder should logout of the tendering system using the normal logout option available at the top right-hand corner and not by selecting the (X) exit option in the browser.

Bids shall be received by the Authority on the e-Procurement portal <https://mptenders.gov.in> before the time and date specified in the schedule of the tender notice. In the event of the specified date for the submission of tender being declared a public holiday by the Government of Madhya Pradesh, the offers will be received up to the appointed time on the next working day. The Authority may, at its discretion, extend this deadline for submission of offers by issuing corrigendum and uploading the same on e-Procurement portal.

1. Telex, cable or facsimile offers will be rejected.

Bidder to Inform

The Bidder shall be deemed to have carefully examined the Terms & Conditions, Scope, Service Levels, Requirements, and Schedules of this RFP. If bidder has any doubts/clarifications as to the meaning of any portion of the Conditions or the specifications, he shall, before the last date and time for Submission of Pre-Bid Queries and submit them to Authority in writing via email in order that such doubt may be removed, or clarifications are provided.

Bid Preparation costs

The Bidder shall bear all costs associated with the preparation and submission of its bid.

Language of the Bid

The bids prepared by the Bidder and all subsequent correspondence and documents relating to the bids exchanged by the Bidder and client shall be written in English language. Any printed literature furnished by the Bidder, written in another language, shall be accompanied by an accurate English translation, in which case, for purposes of interpretation of the Bid, the English translation shall govern.

Earnest Money Deposit (EMD) / Bid Security

Bidders should submit EMD of Rs. 20,000/- (Twenty Thousand Rupees Only) at mpetenders Portal it should be valid for 90 days from the last date of submission of bids. Format of the Bank Guarantee is given in Format of Earnest Money Deposit of this RFP.

Earnest Money Deposits (EMD) submitted by the bidders along with their bids, shall be refunded to

all bidders, except the Successful Bidder and the second ranked Bidder, within 30 days of issuance of the LOI.

The Bid security amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

The Bid submitted without Bid Security, mentioned above, will be summarily rejected. The Bid Security may be forfeited:

1. If a Bidder withdraws its Bid during the period of bid validity
2. If the Successful Bidder fails to sign the contract and submit Performance Bank Guarantee within the stipulated period.
3. In case the documents submitted, or the information furnished by the bidder are found to be not genuine/false.

Selection and Evaluation Criteria

The Technical bids shall be opened for Bidders meeting Pre-Qualification Criteria as specified in the data sheet at SPGMC office by the Evaluation Committee. The qualification of the bidder shall be checked as per the eligibility criteria.

The Financial Bid shall only be opened for technically qualified Bidders.

The Selection of the Technically Qualified Bidders shall be done based on Least Cost Basis on their Financial Bid. I.e. Qualified Bidder having lowest (L1) financial quote shall be selected.

Pre-Qualification Criteria

Bidder must be a company registered under Indian Company Act, 1957 or Government PSU.

- a. The Bidder must have Minimum Class B ISP License and minimum 3 years of experience in the field of ISP.
- b. Valid GST certificate and PAN number should be available

Technical Eligibility Criteria

Technical bids of only those bidders who are found responsive and eligible as per the Pre-Qualification Criteria will be evaluated. Eligible bidders will be evaluated on the following criteria:

- a. The Bidder must have Minimum Class B ISP License and minimum 3 years of experience in the field of ISP.
- b. Proof of the DOT / TRAI certificate must be submitted with the technical bid.
- c. Bidder should have a state of the art Network Management Center and Network Operation Center. Bidder should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose. Bidder should have well defined capabilities and procedures to track call resolution progress status and provide the timely updates.
- d. Stamped and signed copy of all the document pertaining to technical eligibility should be enclosed with the technical bid. The Technical and Financial Bid submission shall be online, no hardcopy/physical submission accepted. Signed and stamped checklist attached at **Annexure-A**.
- e. No Consortium/JV/Sub-Contracting Allowed.
- f. Link must have DDos protective.

Financial Eligibility Criteria

- a. The bidder must have a minimum average turnover of Rs. 50 Lakhs annually during the last three financial years consecutively (FY 2022-2023, 2023-2024, 2024-2025) for the telecom sector only. (Attach Audited Balance Sheet, as a part of Technical Proposal)
- b. Positive Network in last three financial years consecutively (FY 2022-2023, 2023-2024, 2024-2025). (Attach Audited Balance Sheet, as a part of Technical Proposal)

Right to accept any Bid and reject any or all Bids

Authority reserves the right to accept or reject any Bid, and to annul the RFP process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such action.

Bid should be free of over writing. All erasures, correction or addition must be clearly written both in words and figures (if applicable) and attested.

In the event of any assumptions, presumptions, key points of discussion, recommendation or any points of similar nature are submitted along with the Bid, Authority reserves the right to reject the Bid and forfeit the EMD.

If there is any discrepancy in the price bid, it will be dealt as per the following:

1. If, in the price structure quoted for the required Product and services, there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), only the total price/cost as quoted.
2. If there is a discrepancy between words and figures, the in words shall prevail.
3. If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date up to which the bidder has to send his acceptance and if the bidder does not agree to the decision of Authority, the bid is liable to be disqualified.

Rejection criteria

Besides other conditions and terms highlighted in the RFP Document, bids may be rejected under following circumstances:

General rejection criteria

1. Conditional Bids;
2. If the information provided by the Bidder is found to be incorrect / misleading / fraudulent at any stage / time during the RFP Evaluation Process;
3. Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions;
4. Bids received after the prescribed time & date for receipt of bids;
5. Bids without signature of person (s) duly authorized on required pages of the bid;
6. Bids received without submission of the prescribed Bid processing fee and EMD.
7. Bidder tries to influence the bid evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process

8. In case any bidder submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bids/bidders are withdrawn upon notice immediately

Pre-Qualification rejection criteria

1. Bidders not complying with the Eligibility Criteria given in this RFP;
2. Revelation of prices in any form or by any reason before opening the Price Bid;
3. Failure to furnish all information required by the RFP Document or submission of a Bid not substantially responsive to the RFP Document in any aspect;

Price Bid Rejection Criteria

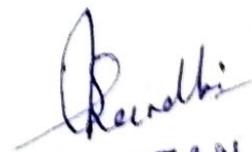
1. Incomplete Price Bid;
2. Price Bids that do not conform to the RFP 's Price Bid Format;
3. If there is an arithmetic discrepancy in the Price Bid calculations the RFP Evaluation Committee shall rectify the same. If the Bidder does not accept the correction of the errors, its Bid may be rejected.

Taxes

The Bidders shall fully familiarize themselves about the applicable domestic taxes (such as GST, value added or sales tax, service tax, income taxes, duties, fees, levies etc.) on amounts payable to the client under the Agreement. All such taxes must be excluded by Bidders in the Commercial Proposal.

8. Terms of Payment

1. Payments will be made after submission of Quarterly Invoices
2. The currency or currencies in which payments shall be made to the Implementation Agency under this Contract shall be Indian Rupees (INR) only.
3. All remittance charges shall be borne by the Implementation Agency.
4. Taxes, as applicable, shall be deducted / paid, as per the prevalent rules and regulations.


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Annexure A- Technical Bid Checklist

Particulars of the Bidder and Other Details

#	Description	Details (to be filled by the bidder along with attached Proof)
1.	Name of the company	
2.	Title of the Project	
3.	Official address	
4.	Phone No. and Fax No.	
5.	Corporate Headquarters Address	
6.	Phone No. and Fax No.	
7.	Web Site Address	
8.	Details of Company's Registration (Please enclose copy of the company registration document)	
9.	Name of Registration Authority	
10.	Registration Number and Year of Registration	
11.	GST/CST/LST/VAT registration No. (as applicable)	
12.	Permanent Account Number (PAN)	
13.	Copy of DOT/TRAI Certificate	
14.	Class B or Class A Certificate ISP License, minimum 05 years experience in the field of ISP	

Financial Turnover:

Name of the Bidder			
Financial Capability	Overall turnover (in INR crores)	FY 2022-23	
		FY 2023-24	
		FY 2024-25	

- Copy of audited financial statements or declaration from the appointed statutory auditor/CA to be provided as proof of the financial turnover.


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