



15/21, 12:05 PM

RE: CO220-AHMDP-928325 LNT BSNL WIFI HELP DESK - aji.prajapati2010@gmail.com - Gmail



RE: CO220-AHMDP-928325 LNT BSNL WIFI HELP DESK

Index

Shaikh Rafiuoddin - shaikh.rafiuoddin@compuageindia.com

To: Mr. Raju Kadam, Matilda Nagar, Akshara, Mahanagar, Dhule (rajukadam.akshara@gmail.com), Customer Care, Support LNT

DEAR SIR

CUSTOMER REPLAY MAIL ATTACHMENT

Namo-

THANKS REGARDS;
 RAFIUDDIN SHAIKH Compuage Infocom Ltd
 MY NEW NO. ☎️: **7400436719**

1st Floor, Plot No 35 to 40
 Tirupati Hotel, Gayatri Ganga Nagar,
 Jay Ambe Road, Adajan Patiya,
 Surat - 395009

☎️: 0261-2763799 / 6596267
 Email: shaikh.rafiuoddin@compuageindia.com
www.compuageindia.com

"LIFE IS 10% WHAT YOU MAKE IT, & 90% HOW YOU TAKE IT."

From: Shaikh Rafiuoddin [<mailto:shaikh.rafiuoddin@compuageindia.com>]



Trivia Info IT
 Total eSolution

330, 3rd Floor, Shiven Square,,
 Near Sanjiv Kumar Auditorium
 Opp. Pal RTO, Galleria Street, Pal
 SURAT - 395 009

Phone : +91 97235 60260
 eMail : info@trivia.co.in
 Web : www.trivia.co.in

Invoice

Name of Company : Government Arts & Commerce College, Netrang
 Bill No. : 20/3/160 - A (Part Bill)
 Bill Date : 25th March, '21

Description	Amount
<ul style="list-style-type: none"> College Web designing & development on http://www.gaccnetrang.ac.in/ and maintaining the same for 1 year. 	15000.00
Total...	15000.00

Rupees fifteen thousand only.



*Office
 Website ni with sthara
 ni 4th 2021 for on 29 tag
 with NAAC 25/02/21 that
 25-03-2021*

For Trivia Info IT

Vikram

Authorised Signatory

Cheque in favour of TRIVIA INFO

Subject to SURAT JURISDICTION only



Trivia Info IT
Total eSolution

330, 3rd Floor, Shiven Square.,
 Near Sanjiv Kumar Auditorium
 Opp. Pal RTO, Galleria Street, Pal
 SURAT - 395 009

Phone : +91 97235 60760
 eMail : info@trivia.co.in
 Web : www.trivia.co.in

Invoice

Name of Company : Government Arts & Commerce College, Netrang
 Bill No. : 20/3/178
 Bill Date : 7th October, '21

Description	Amount
<ul style="list-style-type: none"> 30gbs Web hosting on linux server with 10 email ids for - http://www.gaccnetrang.ac.in/ for 3 years from 10th October, 2021 to 9th October, 2024 	7500.00
Total...	7500.00

Rupees seven thousand five hundred only



For Trivia Info IT

Vikram

Authorised Signatory

Account : Trivia Info
 Bank : HDFC Bank

Branch : Anand Mahal Road, SURAT
 Account No : 03882000002051
 IFSC Code : HDFC0000388
 MICR Code : 395240004
 Branch Code : 000388

*Office
 Name Grant nikhil
 Bill Payment
 \$g*

Cheque in favour of TRIVIA INFO

Subject to SURAT JURISDICTION



GOVERNMENT ARTS AND COMMERCE COLLEGE, NETRANG
NETRANG, DI-BHARUCH TELE.NO. (O) (02643) 2
mail: gaccnetrang@gmail.com Website: www.gaccnetrang.ac.in



330, 3rd Floor, Shiven Square,,
 Near Sanghvi Kumar Auditorium
 Opp. Pal RTD, Galleria Street, Pal
 SURAT - 395 009

Phone : +91 97235 60260
 eMail : info@trivia.co.in
 Web : www.trivia.co.in

Invoice

Name of Company : Government Arts & Commerce College, Netrang
 Bill No. : 20/3/160 - B (Part Bill - 2)
 Bill Date : 20th December, '21

Description	Amount
• College Web designing & development on http://www.gaccnetrang.ac.in/ and maintaining the same for 1 year.	7000.00
Total...	7000.00

Rupees seven thousand only.

Account : Trivia Info
 Bank : HDFC Bank
 Branch : Anand Mahal Road, SURAT
 Account No : 0388200002051
 IFSC Code : HDFC0000388
 MICR Code : 395240004
 Branch Code : 000388



For Trivia Info IT
Vikram
 Authorised Signatory

Cheque in favour of TRIVIA INFO

Subject to SURAT JURISDICTION only



NETRANG NEWS CHANNAL			
At/Post Netrang Jawahar Bazar s t Depot Road - Netrang Taluka Netrang District Bharuch.393130 IKRAM Y SHAIKH :- +91 9998052254 +91 98245-55777 To Government Arts and Commerce College Ankleswar Road Netrang Tal Netrang Dis Bharuch.393130 Gujarat			
INVOICE			
			Date:10/10/2022 Village : NETRANG
No	Detail	Item	Price
1	Catvisign Out With Wifi	1	5500.00
	Installation charge	ONE TIME	1000.00
	One year warranty		
Total			6500.00
NETRANG NEWS CHANNAL IKRAM Y SHAIKH Bank Detail STATE BANK OF INDIA Ac/number 36694193017 IFC CODE SBIN 0002673 PAN NUMBER AXVPS2866E NETRANG BRANCH 393130		Netrang News Channel Jawahar Bazar, Bus Depot Road Netrang, Dist. Bharuch.(Guj.) 04-99980 52254	

*Office
 statement attached
 def. date not payment
 with it on payment
 11-10-2022*

Passed for Payment
Rs. 6500/-
 2022 10/10/2022 31/10/2022 03/11/2022
Principal
 Govt. Arts & Commerce College
 Netrang, Dist. Bharuch



Annexure A

LIST OF INSTITUTES WHERE WIFI HOTSPOT TO BE IMPLEMENTED

Sr. No.	Institute	District	Name of Nodal Officer	Designation	Contact Number	No. of tentative access points	No. of Hotspot Locations
1	Gujarat Commerce College(Morning), Ahmedabad	Ahmedabad	Dr. Pravinbhai. R. Patel	(I/c) Principal	9978441481, 07926430548	14	2
2	Gujarat Arts and Science College (Afternoon), Ahmedabad	Ahmedabad	Dr. A. S. Rathore	Principal	9824514744, 07926446939	14	2
3	Gujarat Arts and Commerce College (Evening), Ahmedabad	Ahmedabad	Dr. Yogesh Yadav	Principal	9925047799, 07920447295	14	2
4	R.C. Commerce College, Ahmedabad	Ahmedabad	Shri D. M. Bhaderiya	Principal	9427232214, 07925624353	14	2
5	Ke. Ka. Shastri Government Commerce College	Ahmedabad	Dr. Mahendra G. Bhatt	Principal	9426737221, 07922933660	7	1
6	Government Arts College, Khokhra, Maninagar	Ahmedabad	Dr. Gita Pandya	Principal	9426709133, 07922932516	7	1
7	Government Law College, Khokhra, Maninagar	Ahmedabad	Dr. Krupa D. Pandya	Principal	9429108768, 07922932525	7	1
8	Government Commerce College, Nikol Road,	Ahmedabad	Dr. Jyotsna I. Patel	Principal	9824602626, 07922980772	14	2
9	Government Engg. College, ChandKheda	Ahmedabad	Dr. R. K. Gajjar	Principal	9825081133, (079) 23293666	14	2
10	L.D. College of Engg., Ahmedabad	Ahmedabad	Dr. G. P. Vadodariya	Principal	9425863274, (079) 26306752, 26302887	14	2
11	Govt. Girls Polytechnic, Ahmedabad	Ahmedabad	Smt. Ushma Anerao	Principal	9824667877, (079) 26301581	14	2
12	Govt. Polytechnic, Ahmedabad	Ahmedabad	Shri P. M. Patel	Principal	9825022025, (079) 26301285	14	2
13	R.C. Technical Institute, Ahmedabad	Ahmedabad	Shri B. B. Soneji	Principal	9426316754, (079) 27664785	14	2
14	Government Arts and Commerce College, Lofchar	Amreli	Prof. Kirtigiri Sundergiri Meghnathi	(I/c) Principal	9429347434, 02794245005	7	1



Sr. No.	Institute	District	Name of Nodal Officer	Designation	Contact Number	No. of tentative access points	No. Hotspot Locations
15	Dr. J.N. Mehta Govt. Polytechnic, Amreli	Amreli	Shri M. J. Pathak	Principal	9429352766, (02792) 223347	14	2
16	Government Arts College, Bayad	Amreli	Shailesh Bhavsar	Principal	9428355343	14	2
17	Government Arts and Commerce College,	Aravali	Gangude Sir	Principal	9427952544	14	1
18	Government B.ED College, Meghraj	Aravali	Gayatriben Patel	Principal		7	2
19	Government Engg. College, Modasa	Aravali	Dr. A. M. Prabhakar	Principal	7567750007, (02774) 242634	14	1
20	Government Engg. College, Palanpur	Banaskantha	Dr. K.B. Jodal	Principal	9375844848, (02742) 220006	7	2
21	Govt. Polytechnic, Palanpur	Banaskantha	Shri M. M. Shah	(I/c) Principal	9426380730, (02742) 245219	14	1
22	Government Arts College, Amingadh	Banaskantha	Shri.N.R.Chaudhri	Principal	9426981267, 02742232015	7	2
23	Government Arts and commerce college, Thorad	Banaskantha	Dr. Y. S. Sharma	Principal	9824308522, 02737222220	14	1
24	Government Arts College, Vav	Banaskantha	Shree Bipinchandra Ambajal Upadhyay	(I/c) Principal	9712114298, 02740227101	7	1
25	Government Arts and Commerce College,	Bharuch	Shri Jayantilal Chhatrasang Thakor	(I/c) Principal	9427117016, 02643283417	7	1
26	Government Engg. College, Bharuch	Bharuch	Prof. R. K. Shukla	(I/c) Principal	9429022403, (02642) 227054	14	2
27	K.J. Polytechnic, Bharuch	Bharuch	Shri R. R. Shukla	(I/c) Principal	9427952078, (02642) 246402	14	2
28	Government Arts College, Talaja	Bhavnagar	Dr. Devjibhai N. Maru		9427067951, 02842222628	14	2
29	Government Engg. College, Bhavnagar	Bhavnagar	Prof. J. M. Patel	(I/c) Principal	9426837119, (0278) 2513251	14	2
30	Shantilal Shah Engg. College, Bhavnagar	Bhavnagar	Dr. Mangal Bhatt	Principal	9898238687, (0278) 2445509	14	2



(Sl. No.)	Activity	Frequency
1.	Internet Bandwidths Available at each Institute	Daily
2.	Bandwidth utilization: Per AP and Per Hotspot wise, Total City & State wise	
3.	Total No. of users connected: Per AP and Per Hotspot wise, Total City & State wise	
4.	Availability of Access Points	
5.	Ageing Report of issues/Complaints/Incidents	
6.	Bandwidth Utilization over last 7 days: Per AP and Per Institute wise, Total City & State wise	Weekly
7.	SLA compliance reports	
8.	Preventive maintenance reports	Quarterly
9.	Configuration change reports	
10.	Inventory reports	
11.	Group and location/site wise service utilization and Uptime Report	
12.	Link Availability, Downtime, Usage/Utilization, Fault & rectification, Performance statistics-AP & Network both, Log of Network parameters along with Service down time and % uptime achieved	
13.	Any other reports- As and when required by KCG	

40. Copy Right and Intellectual Property

- a) KCG will have exclusive right to use the application software, its upgraded versions (as customized and upgraded from time to time).
- b) No software or services covered by the contract shall be developed or done by the company in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing of any patent right, trademark or similar right, or of any charge, mortgage or lien. BSNL will indemnify KCG for all such correspondence.

41. You are requested to furnish the unconditional acceptance of P.O. within 3 days from the receipt of purchase order to purchasing department.

42. The Terms and Conditions mentioned in tender document of GIL RFP No. GIL/DST/Urban wif/2017-18 dated 14/06/2017, will also be applicable.

Authorized Signature

[Handwritten Signature]
 Advisor 7/9/17
 Knowledge Consortium of Gujarat
 Ahmedabad

*Recd. on 07/9/2017
 N.Y. Ch. K.H. Rode
 O.S. B. B. B. B. B.
 07/9/2017*

Encl

- 1. Annexure-A: List of Institutions and Universities with Access points

N.O. It is decided that in the first phase 50 units will be completed including SVART area, where Hon. C.M. is going to inaugurate the programme as per one institutions of - 7/9/17



- b) As part of implementation, The BSNL shall will have to submit a detailed Implementation plan. The BSNL will implement the project strictly as per the plan approved by KCG
- c) The BSNL shall arrange to obtain all statutory and regulatory permission (if any) at no cost to the Government of Gujarat.
- d) The BSNL may have to work during Holidays and Sundays, according to the urgency of work. The BSNL will obtain such permission on his own in consultation with the User Department/KCG. It will be the responsibility of The BSNL to co-ordinate with all other agencies of Government of Gujarat in order to obtain No Objection Certificate required to execute the job, However the KCG may assist The BSNL in obtaining such clearance.
- e) The BSNL shall not disturb or damage the existing network of communication. If in case any damage to the network is done, the same shall be corrected with no extra cost. The BSNL will also be responsible for paying penalty, as imposed by the service owner to which the damage is incurred.
- f) Successful BSNL shall treat all matters connected with the contract strictly confidential and shall undertake not to disclose, in any way, information, documents, technical data, experience and know how, without prior written permission from KCG.
- g) Any damage caused to the property of Government of Gujarat while executing the job shall be solely Successful BSNL 's responsibility. In case any damage to the property is caused, the same will be recovered from The BSNL.

37. Third Party Agency

GIL or any other Third Party agency appointed by KCG for IT Infrastructure projects, would monitor the project during implementation, commissioning and operation. The Third Party will also conduct required Final Acceptance Test as per the technical requirement of the Agreement and will issue the Certificate of Completion of the proposed Site(s). Third Party Agency will verify the services provided by The BSNL under the agreement. The BSNL will have to co-operate with such Third-Party agency or its representatives during the entire contract duration.

38. Fraudulent and Corrupt Practice

- a) Fraudulent practice means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among BSNLs (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the KCG of the benefits of free and open competition.
- b) "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of Contract execution.
- c) KCG will reject a proposal for award and may forfeit the Performance Bank Guarantee if it determines that the BSNL recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, contract(s).

39. MIS Report

BSNL is required to submit/enable the access to various MIS reports in electronic form and over the email to KCG in support of SLA compliance along with its quarterly invoice and as and when asked by the KCG. Following is the minimum indicative list of types of MIS reports to be submitted by BSNL:


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2	Successful Generation of OTP and user authentication	Per 1000 Instance of Failure	a) Less than 1000 = NIL b) 1001-2000 = 0.25% of GP c) 2001-3000 = 0.50% of GP d) Greater than 3001 = 0.75% of GP
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If the KCG fails to provide space and related clearances to carry out the job as per the agreement terms, as a result of which the installation of the equipment is delayed and The Bidder is not able to adhere to the schedule for completing the Acceptance Tests. Delay solely on account on above will not be included while ascertaining actual delay.

PENALTY FOR DELAY IN REPAIR/REPLACEMENT OF FAULTY MATERIAL: The Bidder shall be responsible for repair/ replace all faulty material within the shortest possible time thus ensuring minimum downtime.

- i. The Bidder shall be responsible for maintaining the desired performance and availability of the system/services. Successful Bidder should ensure the prompt service support for the entire project duration. If any complain is made or auto alarm/instances is generated by the system for non-availability of the items, then it has to resolved within 48 hours from the time of complaint raised/auto alarm or instance generated by the system/NMS.
- ii. The Downtime/service failure shall mean *AP not having a connection during the cycle of 2 Hours any time during the day time i.e. from 8 AM to 10 PM)
- iii. **Natural Calamity:** If there are more than 5 locations are effected at the same time in a City or more than 10 locations are effected at the same time in a district, such an incident will be treated as Natural Calamity and then in that case 48 Hour time limit will be increased to 168 hours/ 7 days. Complaints/issues needs to be resolved within 168hrs/7 days from the time of complaint raised/auto alarm or instance generated by the system.
- iv. If Successful Bidder fails to resolve the issue as specified above, the following penalty will be imposed on each delayed day, which will be recovered against the quarterly payment invoice submitted by The bidder:

Site/Location	Penalty for each delay is resolution of issues within stipulated time
All Sites	Rs. 500/- per site for every 8 hours of delay or part thereof

35. Approvals/Clearances

- a) Approvals/ clearances concerned authorities, for establishing the proposed project are to be obtained by The BSNL.
- b) Necessary approvals/ clearances from concerned authorities, as required, for fire protection, government duties / taxes/ Octroi are to be obtained by The BSNL.
- c) Necessary approvals / clearances, from concerned authorities for *Right of way, as required, are to be obtained by The BSNL for laying their own cables to meet system requirements.
- d) Necessary approvals/ clearances from DoT/ TEC/ TRAI/ Concerned authorities/ any service provider, for establishing the network and connecting different Network elements/ any service provider's circuits, shall be obtained by The BSNL.

36. Project Implementation

- a) Third party auditor will be for the Project and all acceptance and monitoring of work will be undertaken by them. All Invoices, Vouchers, Bills for supplied services by The BSNL under the scope of the work will be verified measured and accepted by the TPA, for release of payment.

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33. Service Terms:

- a) The entire scope of the work depends on the technical skill and experience in management of the same level or kind of infrastructure.
- b) It is mandatory for BSNL to deploy qualified professional to install, commission & maintain the proposed Network, as defined under scope of work.
- c) The BSNL has to submit regular schedule of man power availability & get it approved by KCG before deployment.
- d) The BSNL will have to carry out reinstallation of any of the equipment 'Free of Cost, if required.
- e) The BSNL need to manage & maintain various records related to the services extended to the Government.
- f) If required, the BSNL may need to coordinate and approach various agencies working for KCG.
- g) The BSNL needs to maintain the required security of the network as per the DoT/KCG Security guidelines.
- h) The BSNL is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis. Successful BSNL will have to submit the progress reports regularly, as per the guide line issued by KCG/or its designated agency.
- i) In case of failure of any system or equipment, the BSNL needs to replace or repair the faulty part/component/device to restore the services at the earliest. The cost of the repairing or replacement of faulty Cable/component/device has to be entirely born by the BSNL.
- j) All expenses related to cable/component/device, including hiring of specialized technical expertise, in case required, has to be borne by the BSNL as part of Contract Agreement.
- k) BSNL shall submit test procedures covering various test cases and expected results of these tests relating to various systems being commissioned for the network.

34. Penalty Clause:

PENALTY FOR DELAY

Activity	Timeline	Penalty
Delay in Installation, Commissioning and Go-Live of Institutes	As per clause no. 24(VI) of this work order	2.5% of Contract value of delayed item per week or part thereof for delay in delivery (Delay beyond 4 weeks, KCG may terminate the contract and Forfeit the PBG).

Note: Maximum Penalty cap of 20% of contract value for Penalty for Delay.

BSNL shall be paid Quarterly Payment (QP) as per the services provided to KCG. The overall penalty would be generally capped at 20% of QP amount and will be recovered against the quarterly payment invoice submitted by the selected agency. Availability will be calculated on a quarterly basis.

S/n	Activity	Target	Penalty
1	Availability of WI-FI Services	99%	a) 99% or Better= NIL b) 98.99% to 98.50%=3.0% of QP c) 98.49% to 97.00% = 7.5% of QP d) less than 97% = 20.0% of QP

Handwritten signature and date: 10/3/19



28. **Contract Period:** The contract will be valid for a period of 5 Years. KCG may consider extending the contract on completion of 5 years for further duration of 2 years based on the performance of the BSNL with no upward revision in the prices.
29. The contract Performance guarantee has to be submitted within 15 calendar days of receipt of Work Order. The Performance Bank guarantee shall be equal to 10% of the contract value valid for duration of 180 days beyond the expiry of contract. The Performance Guarantee shall be discharged by KCG and returned to the BSNL within 30 calendar days from the date of expiry of the Performance Bank Guarantee.
30. The KCG right to vary requirements at time of award; KCG reserves the right at the time of award to decrease (max 10%) or increase quantity for the requirements originally specified in the document without any change in rate or other terms and conditions.
31. **Termination Clause;**

KCG reserves the right to suspend any of the services and/or terminate this agreement in the following circumstances by giving 30 days' notice in writing if: -

- The BSNL becomes the subject of bankruptcy, insolvency, and winding up, receivership proceedings;
- In case BSNL finds illegal use of hardware, software tools, manpower etc. that are dedicated to the project;
- In case the BSNL fails to deliver the required services as per the scope of work within the prescribed time lines defined in this RFP and extension granted, if any. In such scenario, KCG reserves the right to procure the same from other channels at the risk, cost and responsibility of the selected agency.

BSNL reserves the right to suspend any of the Services and/or terminate the Agreement at any time with 30 days' notice if the payment due to the BSNL for the services rendered is due for more than 2 (two) consecutive quarters.

- Upon occurrence of an event of default as set out in Clause above, either party will deliver a default notice in writing to the other party which shall specify the event of default, and give the other party an opportunity to correct the default.
- Upon expiry of notice period unless the party receiving the default notice remedied the default, the party giving the default notice may terminate the Agreement.
- During the notice period, both parties shall, save as otherwise provided therein, continue to perform their respective obligations under this Agreement and shall not, whether by act of omission or commission impede or otherwise interfere with party's endeavour to remedy the default which gave rise to the commencement of such notice period.
- The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

32. **Payment Terms**

Payment as per Service/Rental model will be release to the BSNL on acceptance of the invoice by the KCG or its designated agency.

- The Fixed Capex charge shall be paid as onetime payment on The FAT of the hotspot as per the Price Bid.
- The Base Annual Charges shall be paid on quarterly basis at the end of each quarter post FAT of the hotspot location.
- The invoice would be processed for release of payment within 30 days after due verification of the invoice and other supporting documents by the KCG or its designated agency.
- In case the processing of the invoice gets delayed beyond 30 days from the date of acceptance of invoice, the BSNL would be paid an adhoc amount of 80% of invoice value and the remaining amount would be released after getting clarifications, due verification and imposition of penalty, if any.
- Payment shall be made in Indian Rupees. While making payment, necessary TDS/Income tax will be made.

G. M. 9
7/19



Preventive Maintenance: The BSNL shall also be responsible for the preventive maintenance and perform the below mentioned activities as a part of the regular preventive maintenance schedule:

- a) The BSNL shall carry out Preventive Maintenance (PM), including cleaning, dusting and upkeep of interior and exterior, of all hardware and devices within every 6 months and should record such preventive maintenance activity carried out every time and appropriate report of the same should be submitted to KCG on regular basis.
- b) Check all connectors and fiber points for any damage/cuts etc., in case found faulty the same has to be repaired and replaced.
- c) The Wi-Fi Hotspot Signage's/Banners are to be check for visibility and availability, in case not found suitable, the same has to be mandatorily replaced by the BSNL.
- d) AP realignment on need basis for better coverage and service, the same has to be done as per the below mentioned conditions:
 - i. Within 50 meters – has to be done free of cost by the BSNL.
 - ii. Beyond 50 meters- payment shall be done as per actuals for the shifting work excluding the LAN cabling which shall be paid as per the prices discovered under the LAN RC Tender by the KCG.

24.6 Implementation Timeline:

3) The timelines for the implementation of the entire project with respective deliverables, are as mentioned below:

Deliverables	Timeline
Installation, Commissioning and Go-Live of Institutes	1. 19 Institutes and One University : T + 15 days
(Installation, commissioning and FAT of Edge/site location Infrastructure like Mounting structure, Access Points, Rack, Routers, Switches etc.)	2. 45 Institutes and One University : T + 45 days
	3. 43 Institutes and One University : T + 75 days

Note: T = Date of Work Order

Days = Calendar days

* The following 3 Institutes and 1 university are covered in this.

1. Government Engineering College, Surat
2. Dr. S & S Gandhi College of Engineering & Technology, Surat
3. Government Girls Polytechnic, Surat
4. Veer Narmad South Gujarat University, Surat

- b) Delay in the project timelines shall attract appropriate Penalties as per the Penalty clause.
 - c) In case the delay exceeds more than 4 weeks beyond the stipulated date or BSNL fails to abide by the conditions of the contract for any particular quantity, the remaining/undelivered (unexecuted) quantity may be procured by KCG at the cost of BSNL.
 - d) BSNL requires to submit Device-wise Configuration report stating IP Schema, Routing details etc. along with the installation reports.
 - e) Time line for additional work order, if any: BSNL is responsible for commissioning of additional orders within 60 calendar days from the date of additional work order.
25. Price shall be inclusive of all freight, forwarding, transit insurance and installation charges. Prices shall be inclusive of Excise Duties. The prices shall strictly be submitted in the given format. Quoted prices shall be without VAT. The BSNL will have to supply/provide goods with an invoice from a place located within State of Gujarat
26. The BSNL should provide Bill of Material with installation and setup charges, (exclusive of taxes). Any arithmetical errors in these calculations will be on BSNL's account.
27. Offered price is exclusive of GST as applicable.

4-1-19



- o New Location Connectivity Report
- o Location wise Asset Report
- o Network and Bandwidth Utilization Report (s)
- o Successful BSNL would generate and provide Reports as stated above periodically. BSNL shall also be under obligation to provide any other reports as asked by the KCG or its user departments.

Manpower Requirement:

BSNL will make available the following manpower. The minimum requirement of manpower, their qualification and responsibility of each resource is given below:

S/N	Designation	No.	Locations	Educational Qualification	Professional Qualification
1	Project Manager	1	KCG Ahmedabad	BE/ B. Tech (EC/CS/IT) / MCA/MBA	Minimum 8-10 years of experience with handling and managing Large scale WAN/MAN/Wi-Fi Project having Min 50 multiple locations as a Project Manager
2	Network Cum Operation Manager	1	KCG Ahmedabad	BE/ B. Tech (EC/CS/IT) / MCA	Minimum 5 years of experience with handling operations and managing Large scale WAN/MAN/Wi-Fi Project
3	Call Center Coordinator	1	KCG, Ahmedabad	Graduate (10+2+3)	Minimum 2 years of experience of helpdesk/call centre in client interaction and Liaisoning and coordination's role

- The BSNL has to ensure that appropriate qualified manpower with requisite skill sets is deputed at the locations defined in the above table. The BSNL shall depute the resources as per the requirements for carrying out the O&M Activity and maintaining the SLA.
- This is minimum indicative list of resources and based on actual requirements, the BSNL may deploy any number of resources to meet the SLA. The KCG shall not pay any cost for additional resources required to operate, maintain, monitor & manage the SLA. In case support staff is not available or is on leave, the BSNL is required to provide the alternative personnel with same or higher technical capabilities of the non-available personnel.
- The BSNL shall be responsible for the deployment, transportation, accommodation and other requirements of all its employees required for the execution of the work and for all costs / charges in connection thereof.
- The BSNL shall provide and deploy "dedicated on site manpower" for carrying out the work, only those manpower resources who are skilled and experienced in their respective trades and who are competent to execute or manage / supervise the work in a proper and timely manner as per the RFP.
- The BSNL shall maintain backup personnel and shall promptly provide replacement of every person removed pursuant to this section with an equally competent substitute from the pool of backup personnel.
- In case of change in its team composition owing to attrition The BSNL shall ensure a reasonable amount of time-overlap in activities to ensure proper knowledge transfer and handover/takeover of documents and other relevant materials between the outgoing and the new member.
- During Expansion or addition of Institutes for Setting up of Wi-Fi Hotspot services, The BSNL will also have to scale/ increase the manpower required for the O& M of such additional sites
- Also, if any institute hotspot is created during the tenure of the project will remain in service till the expiry of the contract. For example any institute hotspot(s) implemented in the fourth year of the project tenure will continue to be in service till the completion of the fifth year.

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