



INSTITUTE OF MANAGEMENT IN GOVERNMENT

(An Autonomous Body Constituted by the Government of Kerala)

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Vikas Bhavan P.O.
Thiruvananthapuram

No. IMG-TVM/189/2026-A2

15/07/2026

SHORT TENDER NOTICE

Institute of Management in Government, Thiruvananthapuram invites Sealed single cover lowest tenders from competitive firms for the " **Providing 50 Mbps Internet Leased Line Connectivity at IMG Regional Centers Kochi and Kozhikode that supports NIC applications (like e office, e procurement , Spark , IFMS etc) "** strictly as per tender documents mentioned below. Techno-commercial and priced quotations may be submitted either in sealed cover or emailed (zip, rar ,winzip) to imgadmn2025@gmail.com so as to deliver before the due date. More details are as follows: -

Name of work	"Providing 50 Mbps Internet Leased Line Connectivity at IMG Regional Centers Kochi and Kozhikode that supports NIC applications (like e office, e procurement, Spark, IFMS etc.) ".
Location	• IMG Regional Centre, Kochi Kakkanadu, Kerala 682030 • IMG Regional Centre, Kozhikode Government Medical College Campus, IMG Rd, Palakottuvayal, Kozhikode, Kerala 673008
Tender Type	Limited Tender
Last Date of Receipt of Tender	29-07-2026 at 5 PM
Date of Tender opening	30-07-2026 at 11 AM
Time for completion of work	14 days
Bid validity	90 days from the bid opening date
For more details contact	0471-2304229 OR imgadmn2025@gmail.com
Contract Period	1 year initially from date of Award of Contract and can be extended for one more year at the same rate and terms & conditions subject to satisfactory performance.

- Interested bidders can download the tender documents from the IMG's website www.img.kerala.gov.in from **16/07/2026**.
- Prospective Bidders are hereby advised to regularly monitor IMG Website for any Corrigenda or Amendments, as these shall be notified exclusively on website and no separate advertisement shall be made.
- The techno-commercial and priced quotations shall be submitted either in sealed cover or emailed to imgadmn2025@gmail.com so as to deliver before the due date. Tender reference number & date shall be mentioned in the email subject while submitting through e-mail mode. Quotations emailed to any other email addresses of IMG are liable to be rejected. A message confirming participation in the tender may be emailed to sreekrv@gmail.com
- The sealed envelope containing the tender documents, shall be superscribed with the tender number & date, should be sent to the **"Secretary, IMG, Vikas Bhavan P.O, Thiruvananthapuram 695033"** so as to reach before the due date.
- The bids received will be subjected to techno-commercial evaluation by IMG and price bids of only qualified bidders will be considered. Bidder shall visit IMG Kochi and IMG Kozhikode prior to tender submission.
- Pre-bid queries (technical) shall be discussed and clarified with **Senior Programmer, IMG (Mob. 9497025589)** before participation in the tender.
- The rates quoted should be inclusive of all taxes applicable and the delivery charges and installation charges. The criteria for financial evaluation of the bid and deciding the lowest bidder, will be the net cash out flow of IMG.
- The Director General, IMG will have all the rights to accept or reject any /all tenders without assigning any reason.

Sd/-
Secretary

To,

Rail Tel / Power tel / K Fon / BSNL/ Other PSUs

Copy to:

Notice Board

Smt. Shyma S.B , Assistant (For Publishing in website)

Approved for issue

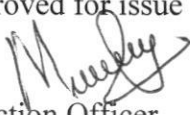

Section Officer.

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Scope of work: -

- IMG intends to install 50 Mbps symmetric Internet Leased Line (ILL) connectivity over Optical Fibre Cable (OFC), with dedicated 1:1 (uncompressed and unshared) bandwidth, at two of its Regional Centres, namely IMG Kakkanad (Kochi) and IMG Kozhikode, on a rental basis.

Sl. No.	Location	Type of Connectivity	Bandwidth	Connectivity Medium	Quantity
1	IMG Regional Centre, Kakkanad, Kochi	Dedicated Internet Leased Line (1:1)	50 Mbps Symmetric	Optical Fibre Cable (OFC)	1 No.
2	IMG Regional Centre, Kozhikode	Dedicated Internet Leased Line (1:1)	50 Mbps Symmetric	Optical Fibre Cable (OFC)	1 No.

- The successful bidder shall be responsible for the supply, installation, testing, commissioning, operation, maintenance, and comprehensive upkeep of the complete leased line infrastructure for a period of one year, extendable for a further period of one year on the same terms and conditions, subject to satisfactory performance and mutual agreement.
- All hardware, software, and other accessories required for establishing and maintaining a fully functional Internet Leased Line shall be provided, installed, and maintained by the bidder on a rental basis. The minimum guaranteed bandwidth at each location shall be 50 Mbps throughout the contract period.

Pre-Qualification Criteria: -

Bidders should qualify the following pre-qualification criteria. Supporting documents shall be furnished as per **Annexure-A**. Tenderers not meeting these criteria shall not be considered.

- The bidder should have a valid Category "A"/Unified ISP Licence issued by the Government of India.
- The Bidder should not be currently blacklisted by any Government/ Semi Government organizations/ Institutions/PSU in India or abroad.

- The bidder should have a Direct/Toll-Free telephone number for round-the-clock (24×7) complaint registration and provide maintenance support services on a 24 hours × 7 days basis.
- The bidder should provide documentary evidence of experience in provisioning similar Internet Leased Line (ILL) services during the last three years. During this period, the bidder should have provided or be providing 50 Mbps or higher dedicated Internet Leased Line connectivity to at least three clients.
- The bidder shall be a registered firm under GST and shall issue B2B invoices for the supply/contract.

Price Schedule: -

- Price bid shall be submitted as per the *Annexure B*. IMG will not purchase any hardware /software and selected bidder will have to provide all the required hardware/software on rent to make the leased line network fully functional.
- If the bidders quote different rates for the Regional Centres at Kochi and Kozhikode, the L1 bidder for each Regional Centre will be determined separately based on the quoted rates. Accordingly, the contract may be awarded to two different bidders, one for each Regional Centre.

Schedule of Payment: -

Bandwidth charges are payable post quarterly after raising the bill by the successful ISP. For this ISP will raise the bills at least fifteen days in advance before the end of each quarter. Due payment will be released within 30 days of submitting the bills after certification by the Senior Programmer, IMG. No advance payment shall ordinarily be made.

Responsibilities of ISP: -

The ISP would be responsible for the following: -

- To provide 50 Mbps Internet connectivity (Leased Line) at IMG Kochi & Kozhikode on rental basis.
- Internet Router Port at ISP Gateway for required Bandwidth and required number of Public IP addresses.

- Supply, installation, commissioning, configuring & maintenance of the link and all associated hardware/software needed to make the line fully functional.
- Maintenance support service (24 hours and 7 days a week, 24 x7) for Bandwidth and equipment.
- Packet loss shall be **less than 1%**, measured as an average over **500 pings** at any given time to any destination worldwide.
- **Latency:** Less than 280 ms from IMG to ISP's tier 1 peering point.
- **Network Availability:** More than 99.5% per quarter.
- The quarterly average Mean Time to Repair (MTTR) for any total disruption of service shall not exceed four (4) hours. The internet service is considered to be disrupted if it is not available for more than **30 Minutes**.
- The Service Provider shall provide prior notice to IMG before carrying out any planned maintenance or any activity requiring service downtime. Such maintenance shall, to the maximum extent practicable, be scheduled during weekends, public holidays, or outside IMG's normal working hours (i.e., after 6:00 PM on working days) to minimize disruption to services.
- ISP may terminate the contract after giving two months' notice.
- If the service does not meet the specifications agreed in the Award of Contract, including the agreed bandwidth and maintenance service levels, IMG shall be adequately compensated for the resulting additional time and loss of service hours, in accordance with the terms and penalty provisions.

Installation & Commissioning: -

- The successful bidder should take all care to complete the awarded work within two weeks from the date of issuance of work order.
- **Acceptance of Link:-** The services shall be deemed to commence on the actual date of link activation for internet traffic. Acceptance of link shall be communicated upon monitoring for at least five days post link activation,
- **Sub-Contracting:-** The bidder is prohibited from sub-contracting or sub-letting of the work to any other agency.
- **Warranty: -** The Bidder will be responsible for the comprehensive maintenance for the entire period during which services are provisioned at IMG. Warranty period will start after the acceptance of installation & testing of complete connectivity.

Service Level Agreement: -

The successful bidder shall execute a Contract Agreement on a non-judicial stamp paper of value Rs,200/- at its own cost within **ten (10) days** from the date of the Award of Contract. The Contractor shall bear all expenses associated with the execution of the Agreement with IMG. A single Agreement shall be sufficient to cover the leased connectivity services for IMG Regional Centres at Kochi and Kozhikode.

Performance Security: -

After the award of work, the bidder shall be required to submit the performance security within **ten (10) days** in the form of DD/ Bank guarantee issued by any Nationalised Bank for an amount equal to the 5% of order value, should remain valid for a period of **ninety days** beyond the date of completion of all contractual obligations of the bidder.

Penalty Clause: -**a) Installation and Commissioning: -**

- If the successful bidder fails to complete the installation within the period specified in the Purchase Order/Work Order, IMG shall, without prejudice to any other remedies available under the Contract, impose Liquidated Damages (LD) at the rate of 2.5% of the Order Value for each week delay, subject to a maximum of 10% of the Order Value. The amount towards Liquidated Damages shall be recovered from the first payment due to the bidder.
- Any undue delay by the successful bidder in the performance of its contractual obligations shall lead to the Contract liable for termination on account of default. In such an event, the Performance Security furnished by the defaulting bidder shall be liable to forfeiture, and IMG may place the order on the next eligible bidder who has quoted the next lowest rate. Any additional expenditure incurred by IMG in procuring the services from such bidder, including the difference in cost, shall be recoverable from the defaulting bidder.

b) Service: -

- Service shall be available with 99.5% uptime. Internet Service is considered to be disrupted if it is not available for more than 30 minutes. Down time allowed in a quarter is 4 hours maximum. IMG will impose a penalty at the rate of 2% of the value of the quarterly billing amount for every additional downtime hour (beyond 4 hours), subject to a maximum of 10% of the value of the quarterly billing amount.

c) Exclusions: -

Delay in execution / Downtime due to the following situations will not be considered for the purpose of calculation of penalty

- i. Delay in installation due to valid operational or technical reasons, provided prior intimation has been given to IMG.
- ii. Scheduled maintenance activities by the ISP, with prior intimation to IMG.
- iii. Force majeure events beyond the reasonable control of the service provider.

Termination of Contract: -

- IMG reserves the right to terminate the agreement/contract at any time providing written notice within 30 days. At the end of the contract period or in the event of termination/cancellation of the contract, the ISP shall assist in smooth migration of the service.
- IMG reserves the right to terminate the contract in the event of repeated failures from the ISP to provide services as per tender document.
- IMG reserves the rights to terminates the contract in whole or in part due to the ISP's default, IMG may procure similar substitute services from an alternative provider in any manner it deems appropriate.
- The ISP shall be held liable for, and must reimburse IMG for, any excess costs or additional expenses incurred by IMG in procuring such substitute services.
- In the event of termination due to the ISP's default, any Performance Bank Guarantee submitted by the ISP shall be immediately forfeited to IMG.

GST and Statutory Deductions:-

- The rate quoted shall be inclusive of GST
- Statutory deductions like TDS as per relevant sections of IT & GST acts, will be deducted at applicable rates. Any other deductions wherever applicable will also be deducted from the bill of the ISP as per applicable rules.

Resolution of Disputes :-

- The bidders shall submit themselves to the exclusive jurisdiction of the Courts at Ernakulam (For the service disputes at IMG Regional Centre, Kochi) & Kozhikode (For the service disputes at IMG Regional Centre, Kozhikode) in respect of a dispute arising out of this contract.
- IMG reserves the right to verify, modify, revise, amend or change any of the terms and conditions mentioned above or to reject any or all the tenders without assigning any reason.

Date. 15.07.2026

**Sd/-
Secretary**

ANNEXURE – A

Pre-Qualifying Requirements for Internet Leased Line Connectivity

Sl.No.	Requirements	Reply by Bidders
1	The bidder should be having a valid Category "A" ISP license from Govt. of India (Attach a copy of license).	Enclose the copy of valid license
2	The Bidder should not be currently blacklisted by any Government/Government agency/ Bank/ institution in India or abroad.	Bidder submit clean track declaration separately as per Annexure C
3	The bidders should have Direct / toll free number to register complaints round the clock (24x7), Maintenance support service (24 hours and 7 days a week	Provide the Direct / toll free number details and maintenance support center details in Company's Letterhead
4	The bidder must provide documentary evidence of experience in provisioning of similar services during the last three years (50 Mbps or higher ILL) for at least three clients.	Attach necessary supporting documents like PO/Performance Certificate during the last three years as on 30.06.2026.
5	The bidder shall be a registered firm under GST and shall issue B2B invoices for the supply/contract.	Copy of the valid GST certificate of the Firm
6	Acceptance of Terms and conditions of the bid	All tender documents except Annexures with signature and stamp of the bidder shall be submitted along with technical bid as a token of its acceptance.

ANNEXURE – B

(In Company's Letterhead)
Financial Bid Form

(Bid No. . IMG-TVM/189/2026-A2 dated 15.07.2026)

SL NO	Item details	Unit	Unit Rate (in Rs.) Inclusive of all installation. Software, Hardware, Testing & Commissioning charges and applicable GST & Other taxes
1	Band Width charges or Annual Port Charges for IMG Regional Center, Kochi., 50 Mbps of Internet Bandwidth (OFC) (1:1 uncompressed and unshared) from IMG to ISP	For First Year (1 No.)	
2	Band Width charges or Annual Port Charges for IMG Regional Center, Kozhikode, 50 Mbps of Internet Bandwidth (OFC) (1:1 uncompressed and unshared) from IMG to ISP	For First Year (1 No.)	

We have complied with all the terms and conditions of the bid. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of 2026

(Signature)

(Name)

(In the capacity of, duly authorized to sign the
bid for and on behalf of the company)

ANNEXURE – C

Declaration Regarding Clean Track of the Bidder:-

(In Company's Letterhead)

Date :

To,

Secretary
Institute of Management in Government,
Vikas Bhavan P.O.,
Trivandrum,
Kerala – 695033.

Sir,

Ref : Tender for 50 Mbps Internet Leased Line Connectivity at IMG Regional Centers Kochi and Kozhikode that supports NIC applications (like e office, e Procurement, Spark, IFMS etc) (**Ref No: IMG-TVM/189/2026-A2**) – reg

I have carefully gone through the all the Terms and Conditions stipulated in the Tender for 50 Mbps Internet Leased Line Connectivity at IMG Regional Centers Kochi and Kozhikode that supports NIC applications (like e office, e Procurement, Spark, IFMS etc). I hereby declare that my company is not currently debarred/black listed by any Government/ Semi Government organizations/ Institutions/PSU in India or abroad. I further certify that I am competent officer in my company to make this declaration

OR

I declare the following

No.	Country in which the Company is debarred/blacklisted/case isPending	Black listed/debarred By Government/ SemiGovernment organizations/ Institutions	Reason	Since when and for how long

(**NOTE:** In case the company was blacklisted previously, please provide the details regarding Period for which the company was blacklisted and the reasons for the same)

Yours faithfully,
(Signature of Bidder)
(Printed Name, Designation, Seal)
(Date:, Business Address)