

**SECTION - 1**  
**NOTICE INVITING TENDER**

On behalf of Bharat Sanchar Nigam Limited, the Chief General Manager Telecom, Orissa Circle invites sealed tenders with supporting documents from registered, experienced and competent Individual/firms/companies. dealing with call center operation activities for "**Operation of BSNL Call Center at BJB Nagar, Bhubaneswar**".

1. Description of the Work	Supply of Call Center Agents for operation of BSNL Landline Call Center of Orissa Telecom Circle at BJB Nagar, Bhubaneswar for one year extendable up to two years.
2. Tender No.	<b>Tender No. CGMT/IT-151/2011-12 Dated 03 /05/2011</b>
3. Sale of Tender Documents	Tender documents can be available from SDE (Computer), IT Cell, Exch-Cum-Admin. Building, BJB Nagar, Bhubaneswar, O/o the CGMT, BSNL, Orissa, Bhubaneswar-751014 on all working days between <b>10.00 hrs</b> to <b>16.00 hrs</b> from 03/05/2011 till 23/05/2011 on production of one plain paper application along with DD of Rs.520/- from any Nationalized/ Scheduled Bank <u>in favour of Accounts Officer ( A &amp; P ) , O/o CGMT, BSNL, Orissa Telecom Circle, Bhubaneswar.</u> Tender documents can also be downloaded from the website <a href="http://www.orissa.bsnl.co.in">www.orissa.bsnl.co.in</a> and used for bid participation. Such bidders, while submitting the bids, must enclose a demand draft for an amount of Rs. 520/- from any nationalized/ Scheduled bank in favour of <b>Accounts Officer ( A &amp; P ) , O/o CGMT, BSNL, Orissa Telecom Circle, Bhubaneswar</b> as the cost of the bid document separately. Website:- <a href="http://www.orissa.bsnl.co.in">http://www.orissa.bsnl.co.in</a>
4. Estimated cost of the Tender	<b>Rs. 16,64,000/- (Rupees sixteen lakhs sixty four thousand only)</b>
5. Cost of Tender Documents	Rs.520/-(Rupees five hundred twenty only) payable in demand draft favouring the Accounts Officer ( A & P ) , BSNL ,O/o CGMT , Orissa Telecom Circle , Bhubaneswar which is not refundable.
6. Earnest Money Deposit (EMD)	Rs <b>33,280/-</b> (Rupees thirty three thousand two hundred eighty only) payable in the form of Demand Draft from any Nationalised / Scheduled bank drawn in favour of Accounts Officer ( A & P ) , O/o CGMT, BSNL, Orissa Telecom Circle, Bhubaneswar.

7. Eligibility Criteria	<p>1. Prior experience in satisfactory operation of similar Call Center in India for a continuous period of at least one year having at least 20 agents each in one or more cities in India.</p> <p>2. Must be a registered Individual/Firm/Company.</p> <p>3. Must have valid registration under labour act.</p> <p>4. None of their relatives is working in BSNL as per clause 21.1 of Section III</p>
8. Selection Process	<p>a) It will be a "<b>Two Bid Tendering Process</b>", viz.</p> <ul style="list-style-type: none"> <li>• <b>TECHNICAL BID</b></li> <li>• <b>FINANCIAL BID</b></li> </ul> <p>b) <b>The Technical bid</b> shall be opened on the prescribed date and time. The technical bid must contain the followings along with duly signed tender document.</p> <ol style="list-style-type: none"> <li>1. Proof of eligibility as per the clause 7 of Sec. I</li> <li>2. EMD as per the clause 6 of Sec. I</li> <li>3. Cost of Bid document as per clause 5 of Sec. I</li> </ol> <p>The tender evaluation committee may visit the site of the bidder in order to ascertain the viability of the bidder and based on its assessments the committee may short list the bidders.</p> <p>d) <b>Financial bid</b> of those short-listed bidders only shall be opened on due date and time.</p>
10. Last Date for Receipt of Tenders (Both Technical & Financial Bids)	24/05/2011 up to 14.00 hrs
11. Place of Submission	<p>Asst. General Manager (BP, IT &amp; Reg.),  Exch-Cum-Admin. Building, BJB Nagar,  Bhubaneswar, O/o CGMT, BSNL, Orissa,  Bhubaneswar-751014  Phone:-0674-2436211, FAX: 0674-2436556</p>
12. Date of Opening of Tenders	24/05/201 at 15.00 hrs.

Additional General Manager (BP, IT & Reg.)  
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