



**भारत संचार निगम लिमिटेड**  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

**EOI No. : - CFA-OR/PMSM-048/2011/36 dated 02.11.2011**

**EXPRESSION OF INTEREST (EOI) FOR  
ESTABLISHMENT, AND OPERATION OF BROADBAND KIOSKS IN  
RURAL AREAS OF ODISHA TELECOM CIRCLE**

Subject	EOI for Establishment and operation of Broadband Kiosks in Rural Areas of Odisha Circle
Notice No.	CFA-OR/PMSM-048/2011/36 Dated 02.11.2011
Date of Issue	11.11.2011
Send EOI Bid Proposal to	DGM(PMSM-CFA), O/o CGMT, ODISHA TELECOM CIRCLE, BBSR
Telephone No	0674-2544500
Fax No:	0674-2544400
Last Date & Time of Submission of Bid Proposal	15:00 HRS OF 02.12.2011
Date and Time of opening of Commercial Bids	15:30 HRS OF 02.12.2011
Bid Security	5 Lakhs

**NOVEMBER 2011**

**Cost of Bid document: - Rs.1000 + VAT**

**1.0 General**

1.1 Bharat Sanchar Nigam Limited (BSNL), a Public Sector Undertaking of Government of India, is the largest Broadband Internet Service Provider in India. BSNL is presently offering Broadband Service on ADSL2+ to its customers. The Broadband network of BSNL is currently operating across the nation except in Delhi and Mumbai and the subscriber base is currently 3.9 million. BSNL also plans to introduce Broadband service on wireless access in current year.

1.2 BSNL has the widest wire-line coverage in rural areas. BSNL is currently in the process of setting up Broadband access equipment in all rural exchanges from where the wire-line connectivity is being extended.

1.3 [BSNL invites proposal from interested eligible firms/ companies to work as BSNL franchisee in setting up the Broadband Kiosks in Rural areas of Orissa Circle.](#)

1.4 The Broadband Kiosks are proposed to be set up as tool for shared access in the rural and remote areas for delivery of content, services, information, knowledge, entertainment and communication to the rural folks. The Kiosks are envisaged to extend Broadband connectivity to those who have no alternative access to Broadband and to those who have little to spend on such services. The rural people shall pay a small fee to access the services offered through these kiosks.

**2. SCOPE OF THE WORK:**

2.1 The vision of the project is to bridge the digital divide by providing the last mile access to rural or remote communities through shared access significantly enhancing the quality of life of every rural Indian.

2.1.1 The aim of the project is to build a network of **around 528 No. of Kiosk** in the Circle as applicable [within a period of 18 months](#). However BSNL reserves the right to increase or decrease the number of Kiosk in the Circle as per its requirement.

2.2 USOF (Universal Services Obligation Fund) of the Department of Telecom is extending financial support for the project in form of subsidy disbursement to BSNL for setting up Broadband Kiosks in Rural areas. The subsidy support shall be extended by USOF to BSNL on quarterly basis for a period of 3 years (12 installments) [Accordingly, BSNL intends to engage interested parties in this activity who would share the responsibility of setting up the kiosk infrastructure and operate the services to be offered to the end customers through the Kiosks. In turn, financial support will be extended to the kiosk partners as per the terms and conditions of this EOI.](#)

- 2.3 BSNL intends to set up a 3 tier business model to make the broadband enabled services available to the rural folks and to ensure that the delivery points are close to these users. The 3 tier model envisages BSNL at the top with the responsibility of overall management of the Kiosk infrastructure. BSNL shall engage franchisees hereinafter referred to as “Kiosk Partners” who will be on the Tier-2 level. The “Kiosk Partners” shall be responsible for setting up the Broadband Kiosks at locations as furnished in **Annexure XI**. In addition to setting up the Kiosks at different locations, these Kiosk partners shall also be responsible for identifying the services and applications to be offered, aggregation of the content to be delivered through partnerships with various content and application partners and delivery of the services. Towards this, the Kiosk partners shall set up the centralized IT infrastructure at their own cost in datacenters owned or leased by them. On the bottom tier of this business model shall be the local entrepreneurs hereinafter referred to as “Kiosk franchisee” at each of the Kiosk location. These Kiosk franchisee will run the Kiosk operation and shall be the face of the BSNL Broadband Kiosks to the rural populace.
- 2.4 The purpose of this EOI is to select the Broadband Kiosk partner from the eligible applicants based on the selection process as defined in this document.
- 2.5 BSNL proposes to identify and enter into agreement with one firm through this EOI.
- 2.6 The agreement with any firm will be on non-exclusive basis. BSNL reserves the right to enter into such agreement with other firms/ parties without any restriction on number of firms. At one location, it is likely that no other Kiosk will be set up. However BSNL reserves the right to set up such Kiosks as per changing requirements.
- 2.7 Each Kiosk is expected to turn into a self sustaining model over a period of three years. The Kiosk partners (firms selected through the EOI for execution of the project) therefore may ask for financial support as a part of Bid process in which case it shall be eligible for receiving financial support every quarter for a period of 3 years from the date of commercialization of a Kiosk as per the terms and conditions of the EOI. All the Kiosks shall be managed at least for 8 years from the date of operationalization.
3. ELIGIBILITY CRITERIA: The eligibility criterion will be as following:
- 3.1 General**
- 3.1.1 The Company / Firm bidding for this EOI shall be a registered company in India under the companies Act 1956 and should have been in existence for atleast 3 years at the time of submission of EOI.
- 3.1.2 The Bidder shall have a direct teaming agreement with all the OEMs (including the supplier of IT Hardware at the Kiosks; All the content partners and application providers). A copy of the teaming agreements shall be furnished by the bidder to BSNL at the time of submission of Bid Proposals.

- 3.1.3 The Bidder has to provide a letter of support from OEMs confirming that they will support the solution being proposed from this project for the entire duration of the contract (as per Annexure – V)
- 3.1.4 The Bidder may either bid alone in the EOI or may form a consortium, with suitable partner(s); in such cases there should be an unambiguously designated member of the Consortium who will submit the Bid on behalf of the Consortium and henceforth called as Bidder. The Bidder only will interact with BSNL for all obligations/ payments; however all the Consortium partners will be jointly and severally responsible for the execution of the project.
- 3.1.5 A complete list of all the partners in the Consortium, formed for Bidding in the project shall be submitted by the Bidder along with the proposal clearly indicating the Bidder. A document of the formation of the Consortium shall be submitted on the bidder's letter-head signed by authorized signatories of each of the Consortium partners in presence of 2 (two) witnesses of each of the companies and submitted along with the tender document. The format is attached at Annexure –IV
- 3.1.6 The legal agreement/ MOU between consortium partners must indicate roles and responsibilities of each consortium partners. The Consortium partners will submit a letter from their company indicating the details of the authorized signatory for the company.
- 3.1.7 The Bidder is allowed to submit only one bid.
- 3.1.8 The Bidder is not allowed to be a consortium partner under another Bidder for the Project. A Consortium partner may however participate in more than one consortium.
- 3.1.9 There could be a maximum of 3 members in Consortium. The kiosk franchisee shall however not be considered as consortium partner.
- 3.2 Financial Requirement**
- 3.2.1 Minimum Annual Turnover of the Bidder (both in case of individual bid and bid by a consortium), should atleast be 5 Crores (Rupees Five Crores) in each of the last 2 financial years. The Turnover mentioned shall not include business other than IT/Networking/Telecom.
- 3.3 Experience**
- 3.3.1.1 The Bidder/consortium member shall have at least TWO years experience of execution of IT/ Networking related Projects.
- 3.3.1.2. In Support of the above clause, the bidder should also submit user certificate as a proof of having successfully deployed the systems and their satisfactory working.

**3.4 Special Eligibility Criteria**

- 3.4.1 The Firm **should not be a Licensed Telecom Service Provider** to provide Basic Services/ Cellular Telephony Services/ Internet Services/ UASL/ NLD/ ILD Services any where in India.
- 3.4.2 The firm **shall not be a licensed ISP** or wire line/wireless service/Unified access service/NLD/ILD Services Operating company (ies).
- 3.4.3 The Firm **should have valid registration for Service Tax & EPF.**
- 3.4.4 The Bidders / Consortium members **should not have been black-listed by central/ state governments/ PSUs at the time of submission of the Bid.** The bidder is required to submit self certification in this regard in the technical bid. In case, a bidder is black listed as above during the evaluation phase, before the award of contract to the bidder, its bid shall be declared as rejected.

**4. INSTRUCTIONS TO APPLICANTS OF EOI**

- 4.1 BSNL reserves the right to reject any or all the applications (Expression of interest received) or stop the process of EOI/ testing/validation at any stage, at its sole discretion, without assigning any reason.
- 4.2 In case any disputes arises with regard to interpretation/ omission/ error in the EOI, the decision of CMD, BSNL shall be binding on all the parties.
- 4.3 A franchisee agreement bordering around the terms and conditions of the EOI shall be signed with selected Bidder. The agreement with the Bidder will be on non-exclusive basis. Further, BSNL reserves the right to establish on its own, the Broadband Kiosks in the Circle or to enter into agreement with other franchisees/ parties for similar services in its licenses service area from time to time in future without any restriction on number of franchisees/ parties.

**5. ROLES AND RESPONSIBILITIES**

S.No.	Activities to be undertaken by Kiosk Partner	
1	Setting up of the Broadband Kiosks infrastructure	All capital investment to provide/install, operate, and maintain the equipment / infrastructure for all the Kiosks in Orissa Circle as per the terms and conditions of the EOI. This shall include the Capex for installation of the hardware equipment like PC, printer etc. as well as Opex for electricity, water, consumables, rent for the Kiosk location etc. Broadband connectivity charges, Leased connectivity charges for the datacenter etc. The Kiosks shall have the capability to support broadband applications such as video chat, video conferencing, telemedicine, and tele-education.
2	Selection of the Kiosk Franchisee	<b>The Kiosk partner shall be responsible for selecting and engaging the Kiosk Franchisee. The Selection shall be done in consultation with BSNL.</b> The kiosk franchisee in turn will be responsible for smooth running of the Kiosk operation. <b>The minimum eligibility criterion for a Kiosk franchisee is furnished in the clause 6.5 below.</b> The Kiosk partner shall sign a legal agreement with the franchisee, a copy of which shall be furnished by it to BSNL designated authority.

3	Training of the Kiosk Franchisee	The Kiosk partner will be responsible for training of the Kiosk franchisee in respect of the Business of CSC, entrepreneurship, IT skills, dealing with the customers etc.
4	Set up of Backend platform.	The Kiosk partner shall establish at its own cost the entire backend platform at a datacentre (at least Tier 3) owned or leased by the partner. In order to ensure smooth running of the services and meet the SLA prescribed, the Kiosk partner shall necessarily establish a DR site at a geographically separate location.
5	Tie-up with content / application providers	The Kiosk partner shall be responsible for identifying the services, content and applications to be delivered to the end customers. For this, the Kiosk partner shall tieup with content/ service providers.
6	Setting up of call centre	The Kiosk partner shall be responsible for setting up of the call centre for entertaining and redressal of the queries/ complaints of the Kiosk franchisees and customers in general. A suitable mechanism for escalation to BSNL system shall be setup by the franchisee in case the fault is in BSNL system
7	Commercial tie-up with content providers and franchisee	The Kiosk partner shall be responsible for setting up a framework where it has necessary commercial tie-ups with the content providers / service providers/ Kiosk franchisee etc. so that all play an active role in the value chain to create and manage specific services.
8	Operation of the Broadband Kiosks	The Broadband Kiosk partner shall be responsible for the operation of the Kiosk through the franchisee engaged by the Kiosk partner. The Kiosk partner shall devise mechanism to supervise the performance of the franchisee and to extend all support as appropriate. The Kiosk partner shall be responsible for complete management of day to day working of all the Kiosk franchisees in its area of operation. The Kiosk Partner shall maintain a record of performance monitoring of the kiosks for monitoring.
9	Security of all equipment established for this project	The physical security of the equipment at the Kiosk location shall be the responsibility of the Kiosk partner. BSNL shall not be liable on this account even in those cases where the Kiosk is established in BSNL premises. The Kiosk partner shall have necessary arrangement to ensure that the all necessary initiatives are taken to meet the SLA requirement for uptime of the Kiosk.

S.No.	Activities to be undertaken by BSNL	
1	Outline the overall framework of the Kiosk scheme.	BSNL shall layout the operative and financial guidelines within the overall framework of Broadband Kiosk Scheme as envisaged by BSNL
2	Supervision of the Kiosk project	BSNL shall be responsible for overall supervision of the Broadband Kiosk project to be executed by the Kiosk partner. Towards this, BSNL shall nominate a Project officer, Nodal officer(s) and necessary staff for day-today monitoring as well as quality audits of the Kiosks at periodic intervals.
3	Reports / MIS	BSNL shall define the reporting/ MIS formats and the associated time schedules to enable supervision of the performance of Kiosks.
4	Connectivity to the Kiosks	BSNL shall be responsible for extending the Broadband connectivity of required bandwidth (minimum 512 Kbps) to the Broadband Kiosks. This connectivity shall be offered on chargeable basis as per the prevailing tariffs of BSNL
5	Connectivity to the Data Centre established by Kiosk partner	BSNL shall be responsible for extending the leased connectivity of required bandwidth from its MPLS core network to the datacenter established by the Kiosk partner for this project. This connectivity shall be offered on chargeable basis as per the prevailing tariffs of BSNL.
6	Release of payment towards financial support	BSNL shall ensure timely release of payment towards financial support to the Kiosk Partner as per the terms and conditions of the EOI. Since the project is being supported by USOF in form of subsidy disbursements on quarterly basis, BSNL shall make payments to the kiosk partners on quarterly basis upon receipt of the subsidy support from USOF.
7	Toll Free access number	BSNL will provide toll free access number for access to the call centre on no charge basis to the Kiosk partner.

S.No.	Joint Responsibility	
1	Identifying the Kiosk Location	The exchanges/ DSLAMs from which the Broadband Kiosk are to be connected is furnished in the Annexure-XI. The Kiosk partner in consultation with BSNL shall select the location. The relevant details on the same are furnished in the Technical Specifications in the Annexure I.



## 6. SELECTION AND RESPONSIBILITIES OF BROADBAND KIOSK FRANCHISEE

6.1 The Kiosk Franchisee will be a person identified/selected by the Kiosk partner for management, operation and maintenance of the Broadband Kiosk on behalf of the Kiosk partner to serve the customers.

6.2 The Kiosk Partner will enter into a legal agreement with the Kiosk franchisee at its own cost and risk in accordance with the provisions of the EOI. The agreement should clearly spell out the respective roles, responsibilities and service liabilities of each party viz. the Kiosk Partner and Kiosk Franchisee.

6.3 The Kiosk Partner shall be liable for ensuring the compliance of the Kiosk Franchisee, with the terms and conditions of the EOI, and the performance of their respective obligation and functions in accordance with the specifications and requirements and shall indemnify BSNL in this regard.

6.4 The Kiosk partner shall ensure that the franchisee does not use the Kiosk location and services for unlawful, unauthorized and illegal activities and for transmission of any material which is defamatory, offensive or abusive or of any obscene or menacing character or any act which constitutes a violation or infringement of rights of any person, firm or company.

### 6.5 *Guidelines for Selection for Kiosk Franchisee*

6.5.1 The candidate for Kiosk Franchisee should have been residing in the same district for more than 2 years and should have no criminal/fraud/default/ other offences registered against him.

6.5.2 The candidate should be able to effectively communicate in the local language.

6.5.3 The candidate for Kiosk franchisee must at least be 10<sup>th</sup> STD pass and should be conversant with the operation of the Computers.

6.5.4 The candidate should exhibit a business sense and willingness to learn the basics of the Kiosk business.

### 6.6 *Responsibilities of the Kiosk Franchisee*

6.6.1 The Kiosk franchisee will be the face of BSNL in offering the services to the local customers in Rural areas.

6.6.2 The Kiosk franchisee shall manage, operate and maintain the Kiosk for delivery of various IT and Non-IT services for the benefit of the Rural customers.

6.6.3 The Kiosk franchisee shall actively promote the various services available through the Kiosks. This includes educating the rural customers how different services/ utilities could be best availed for their benefit.

6.6.4 The Kiosk franchisee shall keep a log of all the transactions happening at the Kiosk.



6.6.5 The Kiosk franchisee, being a direct interface to the customers, shall get the feedback from the customers on various services and should make suggestions on improvement of the services, delivery mechanism.

6.6.6. In order to receive and address complaints of the customers the Kiosk franchisee shall maintain the complaint and suggestion book. The queries and complaints shall be escalated on a regular basis (atleast twice per week) to the respective personnel deployed by Kiosk partner in this regard.

#### 6.7 Relationship between Kiosk Partner and Franchisee

6.7.1 There shall be a contractual and commercial relationship between the Kiosk Partner and the Kiosk Franchisee.

6.7.2 The details of the commercial arrangement between Kiosk partner and the franchisee shall be clearly spelt out in the legal agreement between the two entities to avoid unnecessary litigation during concurrency of the agreement.

6.7.2 The Kiosk partner shall Endeavour to promote involvement of the Kiosk franchisee for successful implementation of the project. Towards this, the Kiosk partner shall ensure that the Kiosk franchisee gets atleast the minimum revenue under the minimum wages act for skilled labour as prescribed for the respective states from time to time. The Mode of revenue to the Kiosk Franchisee may either be a fixed salary to the Franchisee or commission on the services being offered to the customers.

### 7. Duration of the Agreement

The term of the agreement shall remain 8 years from the date of signing of the agreement unless revoked earlier for whatever reasons. BSNL may extend, if deemed expedient, the period of agreement in blocks of two years at a time, so-motto or upon request of franchisee. The decision of BSNL shall be final in regard to the grant of extension. The extension shall be at mutually agreed terms and conditions.

### 8. Provision of Services

8.1 A multitude of services are proposed to be provisioned through the kiosks:

#### (i) E-Commerce/Online Utility Services

- a. Railway tickets
- b. Airline / Roadways Tickets
- c. Mobile Topup
- d. Utility Bill Payments
- e. Shopping /E-trading

#### (ii) Agriculture Services

- a. Agri-inputs
- b. Agri-Loans
- c. Agri-Consulting
- d. Training

- (iii) Telemedicine**
  - a. Primary Healthcare
- (iv) Entertainment**
  - a. Ring tone download
  - b. Audio/Video download
  - c. Online Gaming
- (v) Education Services**
  - a. E-Learning
  - b. Tuitions
- (vi) Insurance**
  - a. Life, General and Micro-insurance services such as crop, cattle, health, home insurance
- (vii) Government Disbursements**
  - a. NREGA
  - b. Pensions
- (viii) Financial Inclusion**
  - a. Cash Withdrawals and Remittances
- (ix) Commercial Services (IT and Non-IT): (Mandatory to be made available at the time of commissioning of the Kiosk)**
  - a. Web Surfing;
  - b. Web/Video Conferencing (Kiosk partner is not expected to develop/ own video conferencing application)
  - c. Email/ Chat (web based; Kiosk partner is not expected to develop/own messaging solution of its own)
  - d. CD Burning
  - e. Typing
  - f. Scanning
  - g. Printing
  - h. Casual Games

8.2 The list is not exhaustive and the Kiosk partner may add any other services as deemed fit. The kiosk franchisee is also allowed to set up other facilities like photo copy machine, BSNL PCO etc., except products of competitors of BSNL. All such new services being setup must be informed to BSNL's nodal officer in writing within 30 days of commencing such services.

8.3 The charges payable by the end consumers for all the above services, will be decided by the Kiosk partner in consultation with BSNL. However the charges payable by the end consumer for internet surfing shall not be more than Rs. 5/- per hour in any case.

## 9. CLARIFICATION OF THE BID DOCUMENT

- 9.1. The prospective bidder requiring any clarification on this document shall notify BSNL in writing or by fax at the BSNL's mailing address indicated in this

- document, latest by **15.11.2011 Clarifications**, if any, on queries from the Prospective Bidders will be displayed on BSNL website latest by **21.11.2011**
- 9.2 BSNL may also hold Vendor's conference if required for deliberation on the EOI.
- 9.3 Any clarifications issued by BSNL, in response to queries rose by prospective bidders, shall form an integral part of this document and shall amount to an amendment of relevant clauses of this document.
- 9.4 **Offer shall remain valid for 150 days from the date of opening. Offer valid for a shorter period shall be rejected by BSNL.**

#### **10. PROPOSAL FORM:**

- 10.1 The Firm shall **comply** with all the provisions mentioned in this document & **sign each page under stamp** of firm as a mark of acceptance of all conditions contained here in.
- 10.2 All **pages of the Proposal shall be serially numbered, indicated in an index.**
- 10.3 Additional/ ambiguous conditions are not permissible and will render the proposal liable for rejection.
- 10.4 The **Proposal shall be submitted in two sealed covers.** The first cover marked as "TECHNICAL PROPOSAL FOR BROADBAND KIOSKS in Orissa Circle" on the top, shall contain the complete proposal papers including documents required **as per clause 12**, except Price Schedule as per Annexure-II, which shall be required to be kept in 2nd cover marked as "**COMMERCIAL PROPOSAL FOR BROADBAND KIOSKS in Orissa Circle**" on the top.
- 10.5 **Both the proposals are then to be placed in a third single sealed envelope.** All covers shall be sealed separately along with the name of the firm on it.
- 10.6 The cover envelope shall bear "**EOI for BSNL Broadband Kiosk in Rural areas of Orissa Circle**" and the words '**DO NOT OPEN BEFORE 1530 hours on 02.12.2011**
- 10.7 The proposal from interested eligible firms/ companies will be accepted at the following address up to **1500 hours 02.12.2011** O/o The Dy. General manager (PMSM-CFA)  
Room # 321, 3<sup>rd</sup> Floor, Doorsanchar Bhawan  
Unit IX, Bhubaneswar-751 022
- 10.8 **All envelopes** shall bear the name and address of the Firm to enable the Proposal to be returned unopened in case it is declared 'late' or rejected.
- 10.9 The Proposal may be sent by post or delivered in person on above-mentioned address. The responsibility for ensuring that the Proposals are delivered in time would vest with the Firm. BSNL shall not be responsible if the Proposals are delivered late or elsewhere.
- 10.10 Proposals received either by post or courier service or in person after the specified date and time will not be opened or considered.
- 10.11 BSNL, at its discretion, may extend the deadline for submission of proposals.

**11. COMMERCIAL PROPOSAL**

11.1 The Firm shall quote the following as per **ANNEXURE - II**.

11.1.1 The financial support sought / revenue share to be given by the firm (in INR) in execution of the project **for the first 3 years of kiosk rollout and the revenue share to be given to BSNL per quarter for remaining years.**

11.1.2 The time (in full months) by which the firm proposes to install and commission all the Broadband kiosks allotted to it.

11.2 The **price quoted by the Firm shall remain fixed during the entire period of contract and shall be inclusive of all types of taxes** if applicable. The commercial offer should be strictly in the format at Annexure-II and any variation may render the offer invalid.

**12. DOCUMENTS ESTABLISHING FIRM'S ELIGIBILITY AND QUALIFICATION:**

The Bidder is required to furnish the following documents in the technical proposal:

- (i) Certificate of Incorporation/ Registration.
- (ii) Copy of Articles and Memorandum of Association or Partnership deed or proprietorship deed as the case may be.
- (iii) Details of the firm along with List of Directors on the Board of the Company with their address(es), contact telephone numbers, DIN etc. (Annexure-VIII)**
- (iv) Board's resolution in favor of authorized signatory.
- (v) Attestation of the signature of the authorized signatory by the company bankers.
- (vi) Documents establishing satisfactory experience defined in eligibility criteria.
- (vii) Audited/ Certified financial statement/report in support of turn over condition as defined in eligibility criteria.
- (viii) Bid security, worth Rs. 05 Lakhs (Rupees Five Lakhs), in the form Demand draft drawn in favor of AO (A&P), O/o CGMT, Orissa Circle, Bhubaneswar 751 001.**
- (ix) Valid Certificate for Service Tax Registration and EPF.
- (x) Self Certificate confirming non-blacklisting.
- (xi) Copy of EOI duly signed and stamped on each page by the authorized signatory as a mark of acceptance of all conditions contained here in.

**13. OPENING OF PROPOSALS:**

13.1 BSNL shall open TECHNICAL PRPOSALS at 1530 hours on 02.12.2011 in the chamber of DGM (PMSM-CFA), Room No. 321, 3<sup>rd</sup> Floor, Doorsanchar Bhawan, Unit IX, Bhubaneswar-751022 in the presence of authorized representatives from participating firms, who choose to attend. The date fixed for opening of Proposals, if subsequently declared as holiday by the BSNL, the proposals will be opened on the next working day, time and venue remaining unaltered.

13.2 The financial Proposals of eligible Firms shall be opened later and eligible Firms will be informed in due course about the date & time of the same.

13.3 BSNL reserves right to accept or reject any or all proposal (s) prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder (s) on the ground of BSNL's action.

13.4 Any effort by a company to influence the proposal comparison/evaluation/work award decision by way of overt/covert canvassing shall result in non consideration / rejection of its proposal.

**14.0 CERTIFICATE ABOUT RELATIVES IN BSNL:**

14.1 The Firm should give a certificate that none of his/her near relative is working in the BSNL where he is going to apply for the Proposal. In case of proprietorship firm, certificate will be given by the proprietor, for partnership firm, certificate will be given by all the partners and in case of limited company, it will be given by all the full time Directors of the company. Due to any breach of these conditions by the company or the firm or any other person, the Proposal will be cancelled and security will be forfeited at any stage whenever it is noticed. BSNL will not pay any damage to the company or firm or the concerned person. The company or firm or the person will also be debarred for participation in the BSNL business.

14.2 A personal shall be deemed to be a relative of another if, and only, if,

- (a) They are members of a Hindu Undivided Family; or
- (b) They are husband and wife; or
- (c) The one is related to the other in the manner indicated below:-
  - (1) Father
  - (2) Mother (including step-mother)
  - (3) Son (including step-son)
  - (4) Son's wife
  - (5) Daughter (including step-daughter)
  - (6) Father's father
  - (7) Father's mother
  - (8) Mother's mother
  - (9) Mother's father
  - (10) Son's son
  - (11) Son's son's wife
  - (12) Son's daughter
  - (13) Son's daughter's husband
  - (14) Daughter's husband
  - (15) Daughter's son

- (16) Daughter's son's wife
- (17) Daughter's daughter
- (18) Daughter's daughter's husband
- (19) Brother (including step-brother)
- (20) Brother's wife
- (21) Sister (including step-sister)
- (22) Sister's husband

## 15. EVALUATION:

15.1 The proposals will initially be screened based on the eligibility criteria and submission of all the requisite documents as asked for in this bid.

15.2 Index of the documents submitted in this bid should be mentioned clearly in the index so that evaluation committee is able to easily locate them.

15.3 The Companies may also be asked to give presentations in respect of the technical details/proposal.

15.4 The Commercial proposal of eligible bidders shall be evaluated & rated subsequent to the establishment of eligibility and compliance.

15.5 Company shall then be short-listed on the basis of selection criteria as detailed in the evaluation criteria.

15.6 The BSNL reserves the right to counter offer any price. The evaluation criteria at Annexure III may please be referred to for information.

## 16. ISSUE OF ADVANCE ORDER:

16.1 The issue of an Advance Order shall constitute the intention of BSNL to enter into the contract with the Firm.

16.2 The Firm shall within 14 days of issue of an advance order give its acceptance along with performance security and sign agreement including Non Disclosure Agreement (NDA) (Annexure- IX).

16.3 BSNL reserves the right to forfeit bid security and also black list the firm for suitable period, in case the firm fails to honor the proposal without sufficient grounds.

## 17. PERFORMANCE BANK GUARANTEES:

17.1 The successful Firm shall provide within 14 days from the APO date, a performance Bank Guarantee for amount of Rs. 10 Lakhs (Rupees Ten Lakhs only) valid for a period of the agreement to the order placement authority in BSNL.

17.2 If the Firms desires, Demand Draft (DD) for the full amount can also be paid in place of PBG, as Security Deposit (SD) in favour of Accounts officer (A&P) O/o CGM, BSNL, Odisha Circle, Bhubaneswar. However, it is clarified that SD carries no interest.

17.3 Bid Security, without any interest thereon, will be returned on submission of PBG (s)/ SD.

17.4 The firm work order will be issued by the Odisha Circle which will serve as Circle in Odisha after the short-listed Firm deposits the PBG/ SD with the circle and signs agreement.

## 18. TIME PERIOD TO ESTABLISH THE KIOSK

18.1 The successful Firm, hereafter called as 'Kiosk Partner', shall establish the Broadband Kiosks as per the rollout obligations defined below:

S.No.	No. of Kiosks	Time period of establishment
1	Validation with 2 Kiosks	2 months of agreement signing
2	10% of the Kiosks	4 months of signing of the agreement
3	25% of the Kiosks	8 months of signing of the agreement
4	50% of the Kiosks	14 months of signing of the agreement
5	100% of the Kiosks	18 months of signing of the agreement

18.2 The total time shall include time for validation and acceptance testing by BSNL of at least two Kiosks setup by a Kiosk Partner and BSNL declaring the Kiosks "FIT FOR USE" as stated herein.

18.3 The Kiosk Partner will propose the test schedule within 3 weeks of issue of P.O. for testing of functional requirements including validation of various reports generated by the system. This test schedule shall be examined by BSNL and finalized within 2 weeks of receipt of the same to make it as a reference document for testing of the backend infrastructure and Kiosk Setup.

18.4 BSNL will perform the validation testing as per this test schedule finalized. The validation testing shall be carried out by a designated team of BSNL officers. Validation testing will be started after its offer by Kiosk Partner. The Kiosk Partner will arrange to provide the necessary tools and support for carrying out above tests. The validation of the Kiosk shall be treated as complete only after certificate from the validation committee to this effect.

18.5 Based on Validation test report, BSNL will declare Broadband Kiosks "FIT FOR USE", after which, Broadband Kiosk shall start rendering services to the customers.

18.6 Each Kiosk installed / established by the partner shall be acceptance tested by BSNL.

18.7 The Kiosk partner shall furnish to BSNL the schedule of installation of each of the Kiosks proposed to be installed by the Kiosk partner during a particular period. BSNL at its discretion may change the schedule of installation of around 5% of the kiosks depending upon specific requirement.

18.8 The Kiosk partner shall set up at least one internet Kiosk per TEN DSLAMs, ensuring geographical distribution of at least one kiosk in each SDCA, by the end of Four months of signing of the agreement, progressively to reach up to all



kiosks in Orissa Circle within the time frame of 18 months and as per the terms and conditions of the EOI.

- 18.9 The acceptance testing shall also include the test of the Kiosk franchisee engaged by the Kiosk partner to gauge his understanding of the business as well his keenness for running the Kiosk operation to serve the customers.
- 18.10 If the rollout of the Kiosk is not affected as per the phased rollout envisaged, Liquidated damages shall be applicable on the Kiosk partner as indicated in the clause pertaining to the Service level metrics and Liquidated Damages.
- 18.11 If the Kiosk partner needs an extension of time in completion of its deliverables, he shall apply in writing to BSNL. Extension in period may be granted by BSNL without any LD charges if the reason for the delay is justified as decided by BSNL.
- 18.12 The Kiosk Partner is authorized to relocate the Kiosk at its own cost in case there is a demand from the public on account of their accessibility or non-usage for a prolonged period. Prior permission shall be taken from BSNL in this regard.
- 18.13 BSNL may carry out performance test of the Kiosks either directly or through designated monitoring agency at any time during the validity of the agreement.

#### **19.0 SERVICE LEVEL METRICS AND LIQUIDATED DAMAGES –**

The Kiosk partner shall be responsible for timely rollout of the Kiosks and efficient running of the services at the Kiosks. The Kiosk Partner shall also make arrangements for testing of Kiosks on a fortnightly basis. Liquidated damages shall be applicable in the following cases:

**19.1 Delay in Validation of the Kiosks:** Failure to establish kiosk within stipulated time period of two months from the date of agreement signing will result in imposition of penalty of as indicated in the LD charges table. Delay in validation beyond 4 months of signing the agreement may attract forfeiture of the SD/ PBG and further actions like blacklisting etc. at the discretion of BSNL.

**19.2 Penalty for not setting up the Kiosks as per the rollout obligation–** It is expected that the Kiosk Partner will establish the Kiosks within the time frame specified under the rollout obligations. However, in case the Kiosk partner fails to do so, BSNL shall allow setting up of the kiosks with penalty as indicated in the LD table. In case the Kiosk partner fails to setup and rollout the specified percentage of Kiosks in the phased period as envisaged in the phased rollout schedule due to its own fault/inaction then BSNL can at the expiry of more than 3 months beyond the rollout schedule for a particular period and after giving a notice period of 7 days, take action as deemed appropriate for implementation of remainder Kiosks at the risk and cost of the Kiosk partner. This may include engaging an alternate Kiosk partner for the remaining Kiosks to be rolled out. The Kiosk partner shall be responsible for making good the loss that is incurred on the activity of selection of alternate kiosk partner and payment of any higher financial support amount, if any, to the alternate Kiosk partner.

19.3 **Performance of the Kiosk** – The Performance in delivery of the services and also penalty for failing to meet prescribed benchmarks, will be assessed & decided every month based on SLA parameters defined below.

**SERVICE LEVEL METRICS AND LIQUIDATED DAMAGES**

S.No	Parameter	Liquidated damages	Case for Material Breach
1	<b>Validation</b> of 2 Kiosks within 2 months of agreement signing	LD of Rs. 1000/- per day for every day of delay beyond 2 months subject to maximum of Rs. 25000/- per kiosk.	Successful Validation delayed by more than 4 months from the date of signing of agreement
2	Each Kiosk partner shall be allocated a predefined number of Kiosks in the Circle. Rollout of the Kiosks as per the rollout schedule	LD of 5% of either the financial support amount payable to Kiosk partner in year 1 / revenue share payable to BSNL in Year 1 whichever the case may be per kiosk for every week of delay in rolling out of a kiosk, rollout of which is behind schedule.	Rollout corresponding to any phased period delayed by more than 3 months.
3	<b><i>Kiosk not operational.</i></b> The Kiosks will be deemed to be “not operational” when more than 50% of the online services (those accessible on Broadband) envisaged to be delivered from the Kiosk is not available to the customers. The Kiosk may be non operational due to following reasons (1) Malfunction in the hardware/ software at the Kiosk location. (2) Malfunction of the backend platform.	In case, the Kiosk remains <b>non-operational for more than 7 days in a calendar month, the financial support shall be given on pro-rata basis for the number of days a kiosk is operational.</b> However, <b>No financial support (for the quarter) in case a kiosk remains “not operational” for more than 30 days in a quarter.</b> Additionally, 2.5 % of the (financial support / revenue share as the case may be )for a quarter shall be deducted for every 5 working days in the calendar month for which the Kiosk remains “not operational”. The financial support/ revenue share considered shall be for the year of such incidence. No penalty shall however be levied in case the Kiosk are not	A Kiosk remains “not operational” continuously for more than 3 months.  The material breach pertaining to this clause shall be applicable only if the more than 2% of the Kiosks operated by a Kiosk partner remain non operational.

		operational due to BSNL reasons.	
4	<b>Fault in the hardware at the Kiosk Location.</b> The fault in the hardware at Kiosk Location may affect the services directly (computer fault etc.) or have an indirect effect (UPS fault etc.)	In case the fault affects the service directly, penalty as applicable in case of "Kiosk not operational" shall be applicable. In case of other hardware faults, the faults are to be rectified within 15 working days of the incidence of fault. In case of non-rectification of the fault, penalty as applicable in case of "Kiosk not operational" shall be applicable.	Same as "Kiosk not operational"
5	<b>Office hours for operation of Kiosk:</b> The Kiosk shall have to adhere to the prescribed office hours for operations.	In case of non-adherence to the office hours, a penalty of Rs. 100/- shall be levied every day of non-adherence. In case of consecutive non-adherence for more than 7 working days in the month, the penalty as applicable in case of "Kiosk not operational" shall be applicable.	Same as "Kiosk not operational"

A case of Material Breach may attract forfeiture of the SD/ PBG

**19.4** The Kiosk partner shall be responsive to the complaints lodged by the user of the Kiosk. The Kiosk partner shall rectify the deficiencies / anomalies within the mean time to repair specified and maintain the history sheets for each installation, statistics and analysis on the overall maintenance status.

**19.5** The Kiosk partner shall keep a record of the faults, rectification reports and other related details in respect of services rendered to the users of the kiosks, hardware or other faults which will be produced before BSNL, Administrator USOF or TRAI as and when and in whatever form as desired.

**19.6** The **SLA** parameters specified above shall be reviewed by BSNL annually in coordination with the Kiosk Partner according to the governance model.

**19.7** BSNL/Regulator/Licensor or their designated agency shall have the right to conduct random Quality of Service (QoS) Audits with respect to SLA or any other parameters at any time without prior notice. Nodal Officer in the Circle for Kiosk Project Execution may decide and impose other justified penalty on Kiosk Partner in case of non-performance of any clause of the agreement.

**19.8** BSNL shall gain customer feedback with respect to their satisfaction level for various services offered through medium like e-mail, SMS as well as various Websites of BSNL.

19.9 The Kiosk Partner shall submit reports on all the SLA parameters to BSNL in accordance with the specified formats and reporting periods. BSNL may ask the Kiosk Partner to provide clarifications on these reports as well as the processes utilized by the Kiosk Partner for Reporting. BSNL shall verify the veracity of these reports by conducting Audits on its own or by using the services of an external Auditor. BSNL should have full excess to check the status /report at any time. Kiosk Partner shall extend full cooperation for conducting such audits.

19.10 PBG will be forfeited/ en-cashed for unsatisfactory service to BSNL after allowing reasonable chance to set right the service deficiencies to the full satisfaction of BSNL. PBG can also be forfeited/ en-cashed to set off claim of BSNL for penalty.

19.11 If the Kiosk goes down because of reasons other than those envisaged in FORCE MAJEURE clause, penalty as per clause 19.3 shall be deducted from the Kiosk partner's claim.

19.12 If services of any of the Kiosks are not found satisfactory at any stage during the project period, the Kiosk partner will be bound to remove the deficiencies at his own cost within the time period fixed by BSNL. In case the Kiosk partner is not able to remove and rectify the deficiencies within the given time period, BSNL will be competent to make alternative arrangements at the risk and cost of the Kiosk Partner and the costs so incurred shall be deducted from the Irrevocable performance security as prescribed in this EOI, or the financial support amount payable to the partner. In case of repetitive nature of disruption in services and if the Kiosk partner is unable to rectify the deficiencies, BSNL will have the right to terminate the agreement and allot the Kiosks to other agencies on terms and conditions as decided by BSNL. The Kiosk partner would have to bear all the risks and costs of procuring alternate Kiosk partner.

19.13 The kiosks that are closed permanently either on account of surrenders, shifts out of the local exchange area or other reasons shall be eligible to receive the financial support from the date of installation till the date on which they are closed.

## **20.0 OPERATING HOURS OF THE KIOSK**

20.1 The Kiosk shall be open at least for 10 Hrs. in a day preferably from 08:00 Hrs to 18:00 Hrs without fail, except on bank holidays.

20.2 A mechanism shall be developed for the franchisee to electronically log-in to indicate the opening and log-out for closing the kiosk.

20.3 In case the Kiosk is found to be closed during the working hours, liquidated damages will be imposed for non-adherence to the operating time.

20.4 The Kiosk franchisee shall log all transactions and there shall be a provision for him to electronically close the revenue collection register (RCR) on a daily basis and generate a daily MIS report.

## 21.0 PAYMENT

21.1 The Kiosk partner shall be eligible for financial support for a particular kiosk only when the Kiosk has been rolled out and operational as certified by the designated BSNL authority.

21.2 Release of payment towards the financial support to the Kiosk partner for a Kiosk shall be done on a quarterly basis over a period of 3 years. For this, the Kiosk partner shall submit a certificate (duly certified by BSNL's nodal officer designated for overseeing the operation of the Kiosk) of satisfactory working of the Kiosk during the quarter.

21.3 The payment of financial support shall be done on submission of the bills by Kiosk partner. The same shall be examined by the nodal officer of the Circle in BSNL as per the provision of the EOI and subsequent agreement signed with the Kiosk partner. All remittance charges shall be borne by the Kiosk partner. The payment to the Kiosk partner by BSNL shall be made on quarterly basis upon receipt of subsidy from USOF.

21.4 For Kiosks which have come into operation during a quarter, the financial support payment shall be on pro-rata basis.

21.5 In case the Kiosk does not remain operational for certain period, the liquidated damages clause as prescribed shall be applicable.

## 22 TRAINING

22.1 All Kiosk franchisees must be regularly trained and updated about kiosk services and operation etc. so that they are able to provide satisfactory service.

22.2 It shall be responsibility of Kiosk Partner to immediately update its franchisees about the new services launched.

22.3 The Firm shall provide training on familiarization of various services and its infrastructure to BSNL staff free of cost.

22.4 The training schedule, training content etc. will be finalized by Franchisee in consultation with the Nodal officer of BSNL.

22.5 BSNL will have the right to check the quality of franchisees as and when required by BSNL. In case any franchisee is found lacking in product knowledge/ skills for operation of the Kiosk etc. Kiosk Partner will be required to take necessary remedial action within the time as stipulated by BSNL. Failure to act on Kiosk Partner's part will attract penal provisions.

## 23 FORCE MAJEURE

23.1 If at any time , during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war or hostility ,Acts of public enemy, civil commotion, and sabotage fires ,explosion, Effects of flood, epidemics, quarantine restrictions, freight embargoes, General Strikes, bands, Acts of God (hereinafter referred to as EVENT), provided notice of happening of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof ,neither party shall, by reason of such EVENT be entitled to terminate this contract, nor shall any party have any claim to the damages against the other in respect of such non performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the BSNL as to whether the deliveries has been so resumed or not shall be final and conclusive .Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may at its option ,terminate the contract.

23.2 If a Force Majeure EVENT occurs, the Kiosk Partner shall immediately notify BSNL in writing of such conditions and the case thereof. Unless otherwise directed by the BSNL, the supplier shall continue to perform its obligations under the contract as far as reasonably practicable and shall seek all reasonable alternative means for performance not prevented by the force Majeure EVENT.

23.3 Expected Work and services under this Contract shall resume as soon as practicable after such EVENT comes to an end or ceases to exist. The decision of the Project Incharge as to whether the situation has become normal or not, shall be final and conclusive.

23.4 If the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such EVENT for a period exceeding 60 (sixty) days, either party may, at its option, terminate the contract.

## 24. TERMINATION

24.1 BSNL reserves the right to suspend the operation of the Agreement in whole or in part, at any time, if, in the opinion of BSNL, it is necessary or expedient to do so in the public interest or in the interest of the security of the State. However, the BSNL shall not be responsible for any damage, claim or loss, caused or

- arising out of such action. The suspension of the Agreement will not be a cause or ground for extension of the period of the Agreement and suspension period will be counted towards period spent under the validity of Agreement.
- 24.2 BSNL reserves the right, without prejudice to any other remedy for breach of contract, by written notice of 30 days for default, sent to the Company; terminate this contract in whole or in part without any liability.
- 24.2.1 If the Company fails to manage the Kiosks as per contract or fails to perform any obligation(s) under the Contract or is penalized repeatedly;
- 24.2.2 If the Company, in either of the above circumstances, does not remedy his failure within a period of 7 days (or such longer period as the BSNL may authorize in writing) after receipt of the default notice from the BSNL.
- 24.2.3 If the Company becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the BSNL.
- 24.2.4 If the company fails to maintain a reasonable performance on **SLAs and KPIs** over a reasonable period of time (3 months).
- 24.3 BSNL reserves the right to discontinue the contract any time in future depending upon its network conditions or market scenario or directive from the USOF/regulator/ licensor or due to change in its own licensing conditions or upon directions from the competent Government authorities.
- 24.4 In case of termination of contract the Kiosk Partner shall be required to continue providing services for a suitable period of time (defined below) and shall extend all support for smooth transitioning of services through a different operator. In case of contract terminating at the end of contract period, this time limit shall be 3 months. In case of early termination this limit shall be 6 months.
- 24.5 Wherever considered appropriate, BSNL may conduct an inquiry to determine whether there has been any breach in compliance of the terms and conditions of the Agreement by the Kiosk Partner and upon such inquiry the Kiosk Partner shall extend all reasonable facilities and shall endeavor to remove the hindrance of every type.
- 24.6 It shall be the sole responsibility of the Kiosk Partner to maintain the Quality of Service (QoS) as per conditions of the Agreement, during the period of notice of termination of Agreement. If the QoS had not been maintained as per standard prescribed hereto during the notice period, then no financial support for the notice period shall be payable.
- 24.7 In case of termination of the Agreement before the expiry period, if it is found that Kiosk Partner has received any payment in excess of the amounts under



the Agreement prior to termination, then such amount shall be paid back immediately on demand by the Franchisee to BSNL.

## 25. DISPUTE SETTLEMENT

25.1 In the event of any question, dispute or difference arising under this agreement or in connection there-with (except as to the matters, the decision to which is specifically provided under this agreement), the same shall be referred to the sole arbitration of the CGMT, Orissa Circle, BSNL or in case his designation is changed or his office is abolished, then in such cases to the sole arbitration of the officer for the time being entrusted (whether in addition to his own duties or otherwise) with the functions of the CGMT, Orissa Circle, BSNL or by whatever designation such an officer may be called (hereinafter referred to as the said officer), and if the CGMT, Orissa Circle, BSNL or the said officer is unable or unwilling to act as such, then to the sole arbitration of some other person appointed by the CGTM, Orissa Circle, BSNL or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act 1996.

25.2 There will be no objection to any such appointment on the ground that the arbitrator is a BSNL Executive or that he has to deal with the matter to which the agreement relates or that in the course of his duties as a BSNL Executive he has expressed his views on all or any of the matters in dispute. The award of the arbitrator shall be final and binding on both the parties to the agreement. In the event of such an arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reason whatsoever, the CMD, BSNL or the said officer shall appoint another person to act as an arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

25.3 The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to the aforesaid, Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

25.4 The venue of the arbitration proceeding shall be the office of the CGMT, Orissa Circle, BSNL or such other places as the arbitrator may decide.

## 26. INDEMNIFICATION

26.1 Kiosk Partner shall agree to protect, defend, indemnify and hold harmless BSNL and its employees, officers, directors, agents or representatives from and against any and all liabilities, damages, fines, penalties and costs (including legal costs and disbursements) arising from or relating to:

26.1.1 Any breach of any statute, regulation, direction, orders or standards from any governmental body, agency, telecommunications operator or regulator applicable to such party;

- 26.1.2 Any breach of the terms and conditions in this agreement by the Kiosk Partner;
- 26.1.3 Any claim of any infringement of any intellectual property right or any other right of any third party or of law by the Kiosk Partner;
- 26.1.4 Any claim made by any third party arising out of the use of the services and arising in connection with interruptions or degradations of service to BSNL's customers caused solely by the Kiosk Partner.
- 26.2 The Kiosk Partner will comply with all the laws, directives, guidelines etc. of the land where Service provider is located and shall be fully responsible for the same. The service provider will indemnify BSNL for any liability arising out of non compliance of the same.
- 26.3 This clause shall survive the termination or expiry of the contract.

## 27. SET OFF

Any sum of money due and payable to Kiosk Partner under the agreement finalised against this EOI may be appropriated by BSNL or any other person(s) contracting through the BSNL and set off the same against any claim of BSNL or such other person or person(s) for payment of a sum of money arising out of the said agreement or under any other contract made by the Kiosk Partner with BSNL or such other person(s) contracting through the BSNL.

## 28. Governance Model

28.1 A governance model has been defined to assist and review Kiosk performance on a regular basis. The objective of this structure would be to rigorously monitor quality of service provided by Kiosk, define and update SLAs and issue resolution. Two types of formal joint reviews have been defined, between BSNL and Kiosk Partner, with varying frequencies as explained below.

28.2 The different types of reviews defined are as follows:

28.1.1. **Monthly Operational review:** This shall be a monthly Kiosk performance review meeting. The objective and of these meeting is listed below:

- Review against **SLAs**
- Changes in SLA if required.
- Out of scope change requests
- Escalated issued
- Outlook for the next month

28.1.2. **Strategic business review meeting:** This review will happen quarterly with the top management participation, both from BSNL and Kiosk Partner, to review overall relationship with the vendor and to

- Review of customer satisfaction with the kiosk
- New services to be catered
- New SLAs

28.2 The review process could be altered on need basis through consultations

- BSNL will put in place a dedicated team to regularly liaison with Kiosk Partner and participate in the above defined reviews.

28.3 The Kiosk Partner will also be required to provide dedicated team of relationship managers at different levels to liaison with BSNL officials and be regularly part of the joint reviews.

- At the highest level there should be a Chief Delivery Officer (account manager) who should be fully responsible to maintain the BSNL account at the Kiosk Partner's end and take decisions in this respect.
- For each circle being served by the Kiosk Partner, there should be dedicated project leaders who will work as relationship managers and liaison with nodal officer, audit and resolution teams at the circle level.
- For the day to day management of Kiosk operations there should be adequate number of supervisors (team leaders) who would interact with the BSNL audit team. They will also assist the monitoring teams in collecting and collating different MIS related to Kiosk performance.

Apart from above, BSNL reserves the right to convene meetings with the Kiosk Partner at any level and with any periodicity at any place within India as per BSNL requirements.

## 29. Quality Audits

BSNL shall conduct scheduled quality audits at regular intervals to evaluate performance of Broadband Kiosks on wide range of parameters, including parameters that may not be part of SLAs. BSNL/Licensor/TRAI reserves the right to conduct un-scheduled quality audits as and when required over and above the scheduled quality audits.

Quality audits shall focus on two broad areas (but not limited to):

### 1. Quality of infrastructure:

- Quality of equipments at the kiosk location
- IT infrastructure in the datacenter.
- Security of equipment and level of comfort available to the visitors/ customers

### 2. Kiosk Franchisee Quality/Product Knowledge:

- Content and frequency of trainings conducted
- Awareness about Kiosk and its products (tests could be conducted at predefined intervals to franchisee knowledge)

**ANNEXURE-I****TECHNICAL SPECIFICATIONS****1. GENERAL**

1.1 The conditions of contract in this Annexure shall supplement the conditions contained above and wherever there is a conflict, the provisions herein shall prevail over those conditions mentioned elsewhere.

**1.2 Kiosk Location:**

The location of the Kiosk shall be finalized at a place within the identified exchange area by the Kiosk partner in consultation with BSNL. The space for kiosk location shall be decided as follows:

1.2.1 **1<sup>st</sup> Choice:** The Kiosk may be set up in BSNL premises subject to feasibility and availability. The space shall be allocated by BSNL on chargeable basis towards rental of space, power, air-conditioning and other infrastructure. In case separate partitioning etc. or other works need to be carried out by BSNL for Kiosk location, the same shall be carried out on chargeable basis. BSNL exchanges at different places are currently running in either rented accommodations or BSNL owned buildings. In case the BSNL exchange is running in a rented building, the rental and other charges to be paid by the Kiosk partner shall be proportional to space allocated for kiosk operation out of the total space. In case of BSNL owned building, the charges shall be based on Circle rates or as decided by the respective SSA Head

1.2.2 **2<sup>nd</sup> Choice:** The Kiosk may be set up at Panchayat/ Schools/ Cooperative Society/ Post offices. The Kiosk partner shall liaise with the concerned entity and setup the Kiosk at suitable location. All charges for this purpose shall be borne by the Kiosk Partner.

1.2.3 **3<sup>rd</sup> Choice:** The Kiosk may be set up at a general hired location.

In all cases, the Kiosk partner shall have to take concurrence from BSNL in decision on the location.

**1.3 Multiple Kiosks in a single DSLAM Area:**

1.3.1 The Kiosk partner is free to establish more than one Kiosk in a DSLAM area. However, in such a case, the other Kiosk shall not be entitled for the financial support.

**1.4 Kiosk Space:**

Each Kiosk shall have a branding typical of BSNL Broadband Kiosk. The BSNL **Broadband Kiosk shall be branded as "BSNL gramseva"**. The Kiosk Partner shall provide a display board at each Kiosk wherein the name of the Kiosk franchisee, availability of the services, their rates and other associated information will be indicated. The design of the display board shall be approved by BSNL. It is suggested that the Kiosk should have adequate space (atleast 100 Sq. ft) to accommodate the equipment, franchisee seat, 2-3 visitor seats, other furniture and storage space. The Kiosk space shall have cement flooring, concrete roof and walls. The room should be comfortable for users/visitors and should have adequate space outside for display boards etc.

Adequate arrangement for fire prevention/fire safety shall be made by the Kiosk Partner at each of the Kiosks.

- 1.5 Space for Datacenter:** Kiosk Partner shall be required to comply with any conditions specified by Licensor/ Regulator or Government, from time to time. The Backend infrastructure will be hosted in datacenter which could be owned/ leased by the Kiosk partner.

## 2.0 KIOSK INFRASTRUCTURE & EQUIPMENT

The following equipment/infrastructure is required to set up at the Kiosk to be arranged by the Kiosk Partner:-

2.1 Hardware and peripheral devices as follows:-

2.1.1 **Desktop PC (atleast one)** (Laptop PC may also be provided in lieu of the desktop PC offering various functionalities as per the specifications given below)

**Specifications for PC are given below:-**

i	Form factor	<i>Micro/ Mini Tower</i>
ii	CPU	<i>Intel Core 2 Duo 4300 1.8 GHz, 2 MB L2 Cache and 800 MHz FSB or higher</i>
iii	Motherboard	<i>Intel Q 695/ nVidia Chipset 7025 or better on OEM mother board</i>
iv	Bus Architecture	<i>Integrated Graphics, 2 PCI, 1 PCI Express X1 and 1 PCI Express X16</i>
v	Memory	<i>2 GB 533 MHz , DDR2 RAM with minimum 2 DIMM Slots</i>
vi	Hard Disk Drive	<i>160 GB 7200 RPM Serial ATA HDD</i>
vii	DVD Writer	<i>8x or better DVD R/W Drive</i>
viii	Monitor	<i>17" TFT LCD monitor with minimum 1280 x 1024 pixels</i>
ix	Keyboard	<i>PS/2 104 keys keyboard</i>
x	Mouse	<i>PS/2, 2 Button Optical Scroll Mouse</i>
xi	Graphics	<i>Integrated (on board) Media Accelerator 900</i>
xii	Audio	<i>Integrated (on board) Audio controller with Internal speaker</i>
xiii	Ethernet/networking	<i>Integrated (on-board) 10/100 network port</i>
xiv	Ports	<i>1 Parallel, 1 Serial, at least 4 USB (Version 2.0) ports with at least 2 ports in front, VGA, Speaker, ports for Microphone and Headphone, 2 PS/2 ports, 1 PS2 mouse port</i>
xv	DMI	<i>DMI 2.0 Compliance and Support</i>
xvi	Power Management	<i>Screen blanking, Hard disk and system idle mode in power on, set up passwords, power supply SMPS Surge protected</i>
Xvii	Preloaded software	<i>(i) Pre installed Microsoft Windows Vista Business with Restore / Recovery CD ,OS CD, documentation CD with each PC (in absence of OS CD, OEM pack of OS to be supplied) and MS office Professional 2007 or higher (ii) Norton, McAfee, Etrust or equivalent Antivirus (Latest version) with 24 months subscription</i>
Xvii i	Recovery Tool	<i>Pre loaded software tool that has provision for scheduled backup for restoring OS &amp; data</i>
xix	Diagnostic Tool	<i>Pre installed OEM's Diagnostic tool for hardware diagnostics</i>
xx	Manageability Tool	<i>OEM Tool that allows to centrally track, monitor &amp; manage the h/w.</i>

Xxi	Security	<ol style="list-style-type: none"> <li>1. Security loop</li> <li>2. Removable media boot control</li> <li>3. Serial, Parallel &amp; USB Interface Control</li> <li>4. Power-On Password</li> <li>5. Setup Password</li> </ol>
xxii	Additional Software	<ol style="list-style-type: none"> <li>1. An application for centralized monitoring of franchisee activities</li> <li>2. Application with all Support Software for delivery of the services to the users</li> </ol>

### 2.1.2 Web camera (atleast one)

i	Optics	<i>Carl Zeiss @optics</i>
ii	Focus	<i>Auto focus system</i>
iii	Resolution	<i>Ultra-high resolution 2 –Megapixel sensor with right light technology</i>
iv	Color depth	<i>24-bit true colour</i>
v	Video Capture	<i>Upto 1600 by 1200 pixels (HD quality)</i>
vi	Frame rate	<i>Upto 30 frames per second</i>
vii	Still image capture	<i>8 mega-pixels</i>
viii	Microhpone	<i>Built in microphone with right sound technology</i>
ix	Frequency response	<i>Headset: 20-20000 Hz; microhopne 100-10000 Hz</i>
x	Sensitivity	<i>-62 dBV/μBAR, -42dBV/pascal +/- 3 dB</i>
xi	Interface	<i>USB (version 2.0)</i>
xii	Compatibility	<i>Windows and Linux</i>

### 2.1.3 Laser Printer (atleast one)

i	Print Technology	<i>Laser Printing</i>
ii	Applications	<i>Printing, Scanning, Fax</i>
iii	Print Speed	<i>Minimum 8 ppm (Black and colour)</i>
iv	Print resolution	<i>600 dpi X 600 dpi or more</i>
v	Paper Handling/ Media	<i>Standard paper Trays, Paper (Plain, Laserjet and Dotmatrix, photo), envelopes, labels, cardstocks, postcards</i>
vi	Standard input capacity	<i>&gt;100 sheets</i>
vii	Standard Media Sizes	<i>A4, A5, A6, B5, C5, DL, Letter, Legal, Executive, postcards, envelopes (No. 10, Monarch)</i>
viii	Standard Connectivity	<i>Hi-Speed USB 2.0 port built in automatic duplex for double side printing</i>
ix	Scanning resolution	<i>600 X 600 dpi or more</i>
x	Warm up time	<i>Less than a minute</i>
xi	Language support	<i>PCL5c, PCL 6c, Postscript3, PCL emulations etc</i>
xii	Compatible operating Systems	<i>Windows ® 2000, Windows®XP home, Windows ® XP Professional, Vista home Premium</i>
xiii	Scaling- Reducing/ Enlarge	<i>25-400% and can print upto paper weight 200 gsm or more minimum</i>

#### 2.1.4 Computer furniture

2.1.5.1 Computer Table.

2.1.5.2 Chairs (Atleast 4 in nos.)

#### 2.1.6 Power backup

2.1.6.1 UPS (>500VA) with 20 minute backup

2.1.6.2 Generator (>1.5 KVA)

2.1.7 The Kiosk Partner shall make arrangements for efficient running of the services at the Kiosks by ensuring availability of spares and service/maintenance contracts.

### 3. SERVICE DELIEVERY PLATFORM (DATA CENTER)

The entire Back end infrastructure (Service delivery platform) shall be set up by Kiosk Partner in a Data Center.

3.1 KIOSK PARTNER shall setup a service delivery platform for enabling access to services and make them available to the Broadband Kiosks.

3.2 IT Infrastructure (Hardware cum Software) . The essential items include:

- Web Server
- Application Server
- Database/Storage/Back Up Server

3.3 The objectives of the Service Delivery platform are as follows:

#### 3.3.1 Integrated platform

3.3.1.1 Integrated platform for offering various content, financial and non financial services.

3.3.1.2 Content distribution based on secure single wallet for kiosk operator to ensure better return on investment and lesser capital tied up with multiple service provider.

3.3.1.3 Single sign-on interface for management of franchisees.

3.3.1.4 The SDP shall provide configurability for setting up multiple distributor or kiosk operator and configurations for each individual distributor or kiosk operator.



3.3.1.5 Configuration for each kiosk operator shall be logically separated from other kiosk operator.

3.3.1.6 Multiple roles shall be configurable in the system such as – administrators, operation users, distributors, business users etc.

### 3.3.2 **Revenue management**

3.3.2.1 Electronic cash management and integrated real time billing for all services.

3.3.2.2 Instant payment and settlement functionalities.

3.3.2.3 Single interface for reconciliation and settlement of accounts.

3.3.2.4 Settlement with partners across the value chain – Kiosk operator, content / service providers, platform provider etc.

### 3.3.3 **Transaction details**

3.3.3.1 Comprehensive audit trails need to maintained for all activities. Simple search/ investigation tools should be available.

3.3.3.2 Transaction files should be exported to higher levels of consolidation at regular interval for appropriate accounting, reimbursement, reconciliation and reporting.

3.3.3.3 Variety of online MIS reports should be supported to meet the requirements of different stakeholders (including Kiosk franchisee).

3.3.3.4 Real time transaction processing and Transaction history availability.

3.3.3.5 Kiosk operator's self service- transaction details and summary reports.

3.3.3.6 Kiosk operator's management and reporting.

3.3.3.7 Financial and transaction level checks and balances shall be strong enough to ensure a complete and accurate information repository as part of system architecture.

### 3.3.4 **Scalability**

3.3.4.1 Scalable platform to support growth in the number of transaction without any optimal reduction/ degradation of system response time and performance in terms of transaction processing or information dissemination.

### 3.3.5 **Statutory standards and industry compliances**

3.3.5.1 System components and other pertinent integration touch points should comply with applicable statutory and industry standards.

#### 4. CONNECTIVITY

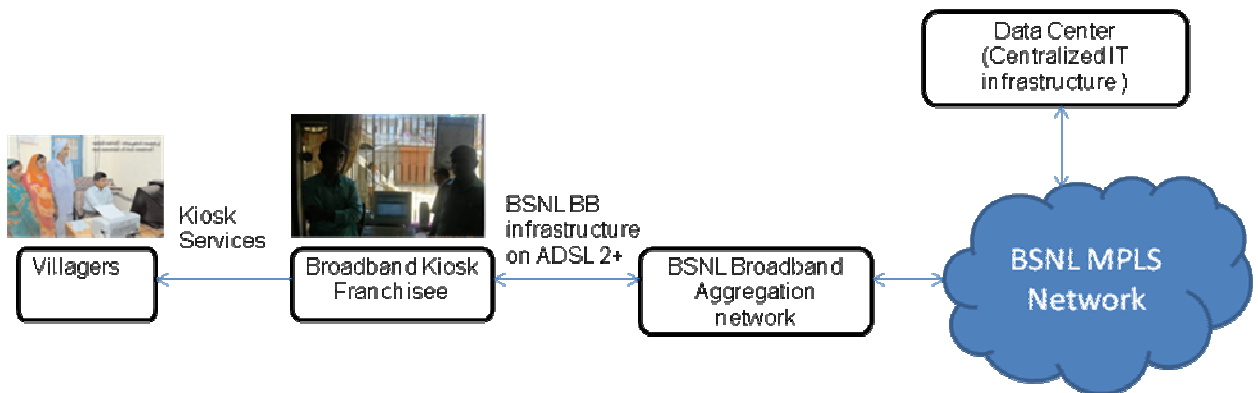
Connectivity requirement shall be in 2 parts:-

##### 4.1 Connectivity between Datacenter (Centralized IT Infrastructure) & BSNL NIB- Network.

4.1.1 The bandwidth for connectivity to the backend infrastructure will be provided on chargeable basis to the bidder as per the requirement.

##### 4.2 Connectivity between Broadband Kiosk and BSNL Broadband Aggregation Network.

4.2.1 BSNL Broadband infrastructure on ADSL2+ Technology has the capability to extend 2 Mbps Broadband connectivity to the Kiosk. Throughput of each of the Broadband connection provided under this project shall be atleast 512 Kbps always on. The connectivity will be offered to the Kiosk under Rural USOF plans on chargeable basis.



#### 5.REPORTS

5.1 The Data center of Kiosk Partner should be capable of generating customized reports/ MIS as per BSNL requirement. Reports should also be available in web-enabled format & should be configurable to be e-mailed to a defined mailing list.

5.2 The report format shall be flexible and shall be available either in xls, txt or any other user-friendly structure including graphics depending on the request of the BSNL from time to time.

5.3 The reports may include detail report of kiosk installations, uptime of the kiosks, revenue report from the kiosks, transaction log of the kiosk, type of complaints/ queries, Circle/ SSA/ Kiosk wise, Repeat request or complaints analysis, Monthly MIS and any other report as per BSNL's requirement.

## 6. COMPLAINT HANDLING

- 6.1 The Kiosk Partner shall make arrangement for reporting / booking faulty Kiosks.
- 6.2 The Kiosk Partner shall establish a call center/ Help Desk that will accept support calls from the Kiosk Franchisee/customers. The Primary function of this call center will be to provide support to the Kiosk Franchisee and to receive feedback and respond to complaints lodged by telephone/email/chat.
- 6.3 The call center / Help Desk shall be manned by trained technical/ support personnel during the normal working hours of the Broadband Kiosk.
- 6.4 Unique docket number will be generated by the Call Center system for each complaint/ query, which will be tagged/ classified based on type of service/ complaint.
- 6.5 Kiosk Franchisee/Subscriber Complaints and Reports shall be escalated to respective executives of the Kiosk Partner for addressing/resolving the complaints. In case the complaint pertains to BSNL Broadband connectivity, the same shall be escalated to BSNL system for complaint redresal.
- 6.6 The docket generation system should also be capable of tracking the status of tickets at all stages. It should capture timestamps for each status change so that MIS reports can be generated on time taken at each stage for resolution of any complaint.
- 6.7 The monthly review report on action taken and proposed action to improve efficiency of Call Center and overall customer satisfaction shall be generated.

**ANNEXURE- II****COMMERCIAL PROPOSAL**

I/ We/ M/s.....offer following Commercial Proposal for rollout , operation and management of the Broadband Kiosks.

**Financial Proposal**

Name of Circle for which Bid Form is submitted	ODISHA
Financial support per Kiosk per quarter in Year 1 in INR	<A1>
Revenue share to be given to BSNL every quarter in Year 1 in INR	<A1>
Financial support per Kiosk per quarter in Year 2 in INR	<A2>
Revenue share to be given to BSNL every quarter in Year 2 in INR	<A2>
Financial support per Kiosk per quarter in Year 3 in INR	<A3>
Revenue share to be given to BSNL every quarter in Year 3 in INR	<A3>
Revenue share to be given to BSNL every quarter per kiosk in 4 <sup>th</sup> year in INR	<A4>
Revenue share to be given to BSNL every quarter per kiosk in 5 <sup>th</sup> year in INR	<A5>
Revenue share to be given to BSNL every quarter per kiosk in 6 <sup>th</sup> Year in INR	<A6>
Revenue share to be given to BSNL every quarter per Kiosk in 7 <sup>th</sup> year in INR	<A7>
Revenue share to be given to BSNL every quarter per Kiosk in 8 <sup>th</sup> year in INR	<A8>

Pl. Note: All the quotes are being considered for each kiosk and the same shall come into effect after the Kiosk is rolled out.

Note:

1. The rate is inclusive of all statutory levies, duties and taxes, as may be applicable during period of contract.
  
2. The above rates cover the complete scope of work mentioned in the document.

(Signature of Authorized Signatory)

Name.....

Official Seal

**Annexure - III****Financial Evaluation Criteria**

Sno	Evaluation Component	Metric	Maximum allowed
1	Financial Support offered / Revenue Share payable (A1, A2, A3, A4, A5, A6, A7, A8)	INR	INR 15,000 (for financial support) <b>NO LIMIT</b> for revenue share)

**Treatment of the Quotes by the Bidder for first 3 years (A1, A2, A3)**

For the first three years the bidder can either quote for the financial support required (in case the bidder is of the opinion that the project needs financial grant) or else the revenue share to be given to BSNL (in case the bidder is of the opinion that the project has business case during the first three years) . In case the Bidder quotes for financial support in any of the first 3 years, he should not quote for revenue share for that year and vice versa. If the bidder quotes for both, the financial support shall not be considered.

The evaluation shall be done by working out the NPV for the revenue share/ support quoted by the bidder in different years. The bidder is allowed to quote for financial support in first 3 years; however the value so quoted shall be taken as negative in arriving at NPV.

The Bidder is not allowed to seek support from 4<sup>th</sup> year onwards for the rollout of any kiosk.

**Formula used for Evaluation:**

(1)  $E = NPV (15\%, A1, A2, A3, A4, A5, A6, A7, A8)$

**Note:**

1. NPV- net present value shall be calculated though the *excel sheet formula* for NPV calculation with a rate as 15%)
2. The bidder with the highest Total score (E) shall be considered the H1 Bidder.
3. After evaluation of financial bids, BSNL shall prepare a list of such bidders arranged in descending order of their final evaluated value "E" starting from the highest (i.e. H1, H2, H3 and so on) for the purpose of awarding the work. H1 shall be considered for awarding of work in the Circle.
4. H1 bidder may be called for negotiations, if need be.
5. BSNL reserves the right to counter offer any price. Merely becoming H1 - bidder does not entitle the firm for award of the contract.

## Format of Consortium Agreement

<On Bidder's Letter Head>

### Consortium Agreement

In compliance to Clause No 3.1.5 of the EOI No. \_\_\_\_\_ dated ....., a consortium has been formed on <Date> between <Bidder's Name> and various technology providers to meet various eligibility criteria specified in the EOI under reference.

It has been agreed amongst all the consortium members that <Bidder's Name> is designated to submit the Bid on behalf of this consortium and henceforth is called as Bidder. It is also confirmed that all the members of the said consortium meet the eligibility conditions as specified in the above referred EOI.

It has also been agreed that the in its capacity as Bidder, <Bidder's Name> will interact with BSNL for all obligations, however all the consortium partners shall be jointly and severally responsible for the execution of the project.

The details of Bidder and various consortium partners are as under:-

<Bidder Name>:- <Details containing Registered office & correspondence address>

<Consortium Partner 1>:- <Details containing Registered office & correspondence address>

:  
:  
:

IN WITNESS WHEREOF the parties have caused this AGREEMENT to be executed by their duly authorized officers as of the day first above written

For <Bidder's Name>  Signature of Authorized Signatory Name:- Designation:- Contact Phone:- Email-ID:- Date:-  Witness-1 Signature:- Name:- Designation:- Contact Phone:- Email-ID:- Date:-  Witness-2	For <Consortium Partner-1>  Signature of Authorized Signatory Name:- Designation:- Contact Phone:- Email-ID:- Date:-  Witness-1 Signature:- Name:- Designation:- Contact Phone:- Email-ID:- Date:-  Witness-2
---	--



Signature:- Name:- Designation:- Contact Phone:- Email-ID:- Date:-	Signature:- Name:- Designation:- Contact Phone:- Email-ID:- Date:-
For < <b><i>Consortium Partner-2</i></b> >  Signature of Authorized Signatory Name:- Designation:- Contact Phone:- Email-ID:- Date:-  Witness-1 Signature:- Name:- Designation:- Contact Phone:- Email-ID:- Date:-  Witness-2 Signature:- Name:- Designation:- Contact Phone:- Email-ID:- Date:-  .....	For < <b><i>Consortium Partner-3</i></b> >  Signature of Authorized Signatory Name:- Designation:- Contact Phone:- Email-ID:- Date:-  Witness-1 Signature:- Name:- Designation:- Contact Phone:- Email-ID:- Date:-  Witness-2 Signature:- Name:- Designation:- Contact Phone:- Email-ID:- Date:-  .....

**Annexure - V**

(To be given by /OEMs)  
**(On the Bidder's Letter Head)**

**To**  
<

>

**Subject:** EOI for Establishment of broadband Kiosks in ODISHA TELECOM CIRCLE–Support for Implementation and project execution

We undertake to provide the following:

1. Full Professional Service Support for implementation of the project covering supply of hardware/ application, customization, commissioning, integration with other components of the project, training, Operation and maintenance of network and operationalization of the services as specified in the EOI document.
2. Preparation of all the documentation pertaining to planning, design, engineering, customization, integration, installation, operations and maintenance.
3. Support for operation, maintenance and upgrades is available as per terms and conditions of Operation during the entire period of contract with BSNL as envisaged in the EOI
4. Applications shall be supported for the entire duration of the contract from the date of commissioning of the Services, and that patches, release, updates and upgrades shall be made available on this platform (including OS and quoted Database) for this period

We also certify that the agreement in the above respect has already been signed with the OEM.

\_\_\_\_\_  
Signature of Authorized signatory of Bidder

\_\_\_\_\_  
Signature of Authorized signatory of OEM/ Country Manager of OEM  
Name  
Designation

**ANNEXURE VI**

**PERFORMANCE SECURITY GURANTEE BOND**

1. In consideration of the BSNL having agreed to exempt \_\_\_\_\_ (hereinafter called 'the said contractor(s)') from the demand under the terms and conditions of an agreement/(Purchase Order) No..... dated. Made between... ..and..... For.....for the supply .....(hereinafter called "the said agreement"), of security deposit for the due fulfillment by the said Agreement, on production of the bank guarantee for.....we, (name of the bank) \_\_\_\_\_ (here in after refer to as the "the bank") at the request of \_\_\_\_\_(contractor(s)) do hereby undertake to pay to the BSNL amount not exceeding \_\_\_\_\_ against any loss or damage caused to or suffered or would be caused to or suffered by the government by reason of any breach by the said Contractor(s) of any of there terms or conditions contained in the said Agreement..

2 We (name of the bank) \_\_\_\_\_ do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demanded from the BSNL stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the BSNL by reason of breach by the said contractor(s)' of any of the terms or conditions contained in the said Agreement or by reason of the contractor(s)' failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of the BSNL in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding \_\_\_\_\_

3. We undertake to pay to the BSNL any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/supplier(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor (S)/suppliers (S) shall have no claim against us for making such payment.

4. We (Name of the bank) \_\_\_\_\_ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the BSNL under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till \_\_\_\_\_

(office/Department)  
Ministry of \_\_\_\_\_ certifies that the terms and conditions of the said Agreement have been fully or properly carried out by the said contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of < (actual

period as specified in the agreement between the franchisee and BSNL)> from the date hereof, we shall be discharged from all liabilities under this guarantee thereafter.

5. We (Name of the bank) \_\_\_\_\_ further Agree with the BSNL that the BSNL shall have the fullest liberty without our consent and without affecting in any manner our obligations there under to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said contractor (S) from time to time or to postpone for any time or from time to time any of the powers exercisable by the BSNL against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the BSNL or any indulgence by the BSNL to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/supplier(s).

7. We (name of the bank) \_\_\_\_\_ lastly undertake not to revoke this guarantee during its currency except with the previous consent of the BSNL in writing.

Dated the \_\_\_\_\_ day of  
For \_\_\_\_\_ (Indicate the name of bank)

**ANNEXURE -VII**

**PROFORMA FOR DECLARATION BY FIRM**

I/we ..... S/o.....  
r/o.....hereby certify that none of my relative(s)  
as defined in the Proposal document is/ are employed in BSNL unit as per details  
given in Proposal document. In case at any stage, it is found that the information  
given by me is false/ incorrect, BSNL shall have the absolute right to take any action  
as deemed fit/ without prior intimation to me

Signature & seal of Firm  
Name & full Address of the Firm.  
.....  
.....  
.....

**Witnesses**

Signature  
Name & Address

2. Signature  
Name & Address

**ANNEXURE-VIII**

**Details about the Firm**

- 1. Full name of the firm : -----  
(In capital letters) -----
- 2. Firm address : -----  
-----
- 3. (A) Telephone No. : Off ----- Res. -----  
(B) Fax No. : -----
- 4. Is the firm proprietary : -----  
/Partnership/Ltd. /Pvt. Ltd.
- 5. Names of Proprietor or : -----  
Partners/Directors  
(Address and contact  
telephone Numbers)
- 6. Brief description of : -----  
Work carried out by the -----  
Firm in last three years -----  
With name of clients,  
Nature and value of work  
Done for each.  
(Please attach extra sheet if necessary)
- 7. Is the firm registered: -----  
With any Government/ -----  
Semi government undertakings  
If so furnish details of  
Registration.
- 8. Has the firm been : -----  
Black listed -----  
By any organization, -----  
If so attach the details  
Of the same.
- 9. Income Tax Account NO. : -----  
/PAN number  
(Latest income tax clearance  
Certificate to be attached with Proposal)

10. Service Tax registration No. -----

11. Registration Details for EPF .....

12. I undertake to comply with all the terms & conditions of this EOI and to successfully & timely carry out the entire scope of work mentioned in the EOI to the satisfaction of BSNL.

13. It is hereby certified that M/s .....( The bidding Firm herein)

(i) Is not a licensed ISP or wireline/wireless service/Unified access service/NLD/ILD Services Operating company (ies)

(ii) has never been black-listed by central/ state governments/ PSUs.

I hereby certify that the above-mentioned particulars are true and correct.

Signature of Authorized Signatory.  
Name of Authorized Signatory  
Company Stamp

Details of Authorized Signatory

- (i) Designation
- (ii) Phone No. , Mobile No. , Fax No.
- (iii) Email :-
- (iv) Postal address

**ANNEXURE-IX****MUTUAL NON-DISCLOSURE AGREEMENT**

This Agreement is made as of the .....20 between BHARAT SANCHAR NIGAM LIMITED (BSNL) a Government of India Enterprise, having its registered office and Corporate office at **Bharat Sanchar Bhavan, Harish Chandra Mathur Lane Janpath, New Delhi-** hereinafter called BSNL which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns and M/s .....

..... a company incorporated under the Indian Companies Act, 1956, and having its registered office at .....

Here in after called “.....” which expression shall unless repugnant to the subject or the context mean and include its successors, nominees or assigns.

Whereas in order to pursue the mutual business purpose of this project of this particular project as specified in **Exhibit A**(the “Business Purpose”), BSNL and M/S..... recognize that there is a need to disclose to one another certain information, as defined in para I below, of each party to be used only for the Business Purpose and to protect such confidential information from unauthorized use and disclosure.

In consideration of the other party’s disclosure of such information, each party agrees as follows :

1. This Agreement will apply to all confidential and proprietary information disclosed by one party to the other party, including information listed in Exhibit A attached hereto and other information which the disclosing party identifies in writing or otherwise as confidential before or within thirty days after disclosure to the receiving party (“Confidential Information”). Information consists of all type of data related to BSNL customers/services obtained by Kiosk Partner either through Back End system or directly received from BSNL , certain specifications and/or technical information, and all copies and derivatives containing such Information, that may be disclosed to one another for an during the purpose, which a party considers proprietary or confidential (“Information”). Information may be in any form or medium, tangible or intangible, and may be communicated/disclosed in writing, orally, or through visual observation or by any other means to one party (hereinafter referred to as the receiving party) by the other party (hereinafter referred to as one disclosing party). Information shall subject to this Agreement, if it is in tangible form, only if clearly marked as proprietary or confidential as the case may be, when disclosed to the receiving party or, if not in tangible form, its proprietary nature must first be announced and it must be reduced to writing



and furnished to the receiving party within thirty (30) days of the initial disclosure.

2. M/s ..... and BSNL hereby agreed at during the Confidentiality period:

a) The receiving party shall use Information only for the Purpose, shall hold information in confidence using the same degree of care as it normally exercises to protect its own proprietary information, but not less than reasonable care, taking into account the nature of the Information, and shall grant access to Information only to its employees who have a need to know, but only to the extent necessary to carry out the business purpose of this project as defined in exhibit A, shall cause its employees to comply with the provisions of this Agreement applicable to the receiving party, shall reproduce information only to the extent essential to fulfilling the purpose, and shall prevent disclosure of information to third parties. The receiving party may, however, disclose the information to its consultants and contractors with a need to know; provided that by doing so, the receiving party agrees to bind those consultants and contractors to terms at least as restrictive as those stated herein, advise them of their obligations and indemnify the disclosing party for any breach of those obligations.

b) Upon the disclosing party’s request, the receiving party shall either return to the disclosing party all information or shall certify to the disclosing party that all media containing information have been destroyed. Provided, however, that an archival copy of the information may be retained in the files of the receiving party’s counsel, solely for the purpose of proving the contents of the information.

3. The foregoing restrictions on each party’s use or disclosure of information shall not apply to information that the receiving party can demonstrate :

- a) was independently developed by or for the receiving party without reference to the information, or was received without restrictions; or
- b) has become generally available to the public without breach of confidentiality obligations of the receiving party; or
- c) was in the receiving party’s possession without restriction or was known by the receiving party without restriction at the time of disclosure; or
- d) is the subject of a subpoena or other legal or administrative demand for disclosure; provided, however, that the receiving party has given the disclosing party prompt notice of such demand for disclosure and the receiving party reasonable cooperates with the disclosing party’s efforts to secure an appropriate protective order; or
- e) is disclosed with the prior consent of the disclosing party; or
- f) was in its possession or known to it by being in its use or being recorded in its files or computers or other recording media prior to receipt from the disclosing party and was not previously acquired by the receiving party from the disclosing party under an obligation of confidence; or

- g) the receiving party obtains or has available from a source other than the disclosing party without breach by the receiving party or such source of any obligation of confidentiality or non-use towards the disclosing party.
4. Each party agrees not to remove any of the other party's Confidential Information from the premises of the disclosing party without the disclosing party's prior written approval. Each party agrees to exercise extreme care in protecting the confidentiality of any Confidential Information which is removed, only with the disclosing party's prior written approval, from the disclosing party's premises. Each party agrees to comply with any and all terms & conditions the disclosing party may impose upon any such approved removal, such as conditions that the removed Confidential Information and all copies must be returned by a certain date, and that no copies are to be made off of the premises.
5. Upon the disclosing party's request, the receiving party will promptly return to the disclosing party all tangible items containing or consisting of the disclosing party's Confidential Information all copies thereof.
6. Each party recognizes and agrees that all of the disclosing party's Confidential Information is owned solely by the disclosing party (or its licensors) and that the unauthorized disclosure or use of such Confidential Information would cause irreparable harm and significant injury, the degree of which may be difficult to ascertain. Accordingly, each party agrees that the disclosing party will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.
7. Access to Information hereunder shall not preclude an individual who has seen such information for the purposes of this Agreement from working on future projects for the receiving party which relate to similar subject matters, provided that such individual does not make reference to the information and does not copy the substance of the information during the Confidentiality Period. Furthermore, nothing contained herein shall be construed as imposing any restriction on the receiving party's disclosure or use of any general learning, skills or know-how developed by the receiving party's personnel under this Agreement, if such disclosure and use would be regarded by a person of ordinary skill in the relevant area as not constituting a disclosure or use of the information.
8. As between the parties, all information shall remain the property of the disclosing party. By disclosing information or executing this Agreement, the disclosing party does not grant any license, explicitly or implicitly, under any trademark, patent, copy right, mask work protection right, trade secret or any other intellectual property right. **THE DISCLOSING PARTY DISCLAIMS ALL WARRANTIES REGARDING THE INFORMATION, INCLUDING ALL WARRANTIES WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS**

AND ALL WARRANTIES AS TO THE ACCURACY OR UTILITY OF SUCH INFORMATION. Execution of this Agreement and the disclosure of Information pursuant to this Agreement does not constitute or imply any commitment, promise, or inducement by either party to make any purchase or sale, or to enter into any additional agreement of any kind.

9. Either party's failure to enforce any provision, right or remedy under this agreement shall not constitute a waiver of such provision, right or remedy.
10. This Agreement will be construed in, interpreted and applied in accordance with the laws of India.
11. All the disputes, differences, controversies / differences of opinions, breaches and violation arising from or related to the agreement arises out of this Agreement between parties then same shall be resolved by mutual discussions / reconciliations in good faith.

If the dispute, difference, controversies / differences of opinions, breaches and violation arising from or related to the agreement cannot be resolved within 60 (sixty) days of commencement of reconciliations/discussions, then the same will be referred to two arbitrators, one to be appointed by each party, with an umpire to be appointed by the two said arbitrators and the arbitration will be governed by the Arbitration and Conciliation Act, 1996 of India or any statutory modification or reenactment thereof or any rules made thereof. The arbitration proceedings shall be in English language. The venue of arbitration shall be Bhubaneswar

This Agreement will be construed in interpreted and applied and governed in accordance with the laws of India. That in case of any dispute under this agreement the court at Bhubaneswar alone will have the exclusive jurisdiction.

11. This Agreement and Exhibit A attached hereto constitutes the entire agreement of the parties with respect to the parties respective obligations in connection with Information disclosed hereunder and supersedes all prior oral and written agreements and discussions with respect thereto. The parties can amend or modify this Agreement only by a writing duly executed by their respective authorized representatives. Neither party shall assign this Agreement without first securing the other party's written consent.
12. This Agreement will remain in effect for three years from the date of the last disclosure of Confidential Information, at which time it will terminate, unless extended by the disclosing party in writing.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by their duly authorized officers or Representatives.

M/s ..... BHARAT SANCHAR NIGAM LIMITED  
 Signature ..... Signature .....  
 Printed Name ..... Printed Name .....  
 Title ..... Title .....

**Exhibit-A**

1. Business Purpose Installation and Operation of kiosks
2. Confidential Information of M/s .....  
 .....  
 Nil.

3. **Confidential Information of Bharat Sanchar Nigam Limited (BSNL) :**
  - All information/data shared in oral or in written form by BSNL with M/s .....

BSNL : ..... M/s.....

Signed ..... Signed .....

Annexure X**BID SECURITY FORM**

Whereas ..... (hereinafter called "the Bidder") has submitted its bid dated.....for the supply of ..... vide Tender No..... dated..... KNOW ALL MEN by these presents that WE ..... OF ..... having our registered office at .....(hereinafter called "the Bank") are bound unto Bharat Sanchar Nigam Limited (hereinafter called "the Purchaser") in the sum of Rs..... for which payment will and truly to be made of the said Purchaser, the Bank binds itself, its successors and assigns by these present.

**THE CONDITIONS of the obligation are :**

1. If the Bidder withdraws his bid during the period of bid validity specified by the Bidder on the Bid form or
2. If the Bidder, having been notified of the acceptance of his bid by the BSNL during the period of bid validity
  - (a) fails or refuses to execute the Contract, if required; or
  - (b) fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidders.

We undertake to pay to the BSNL up to the above amount upon receipt of its first written demand, without the BSNL having to substantiate its demand, provided that in its demand, the BSNL will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force as specified in the Bid Document upto and including THIRTY (30) days after the Period of bid validity and any demand in respect thereof should reach the Bank not later than the specified date/dates.

**Signature of the Bank Authority.**

**Name**

**Signed in Capacity of**

**Name & Signature of witness**

**Full address of Branch**

**Address of witness**

**Tel No. of Branch**

**Fax No. of Branch**

ANNEXURE - XI

SN	SSA	SDCA	EXCHANGE/LOCATION OF KIOSK
1	BALASORE	BALASORE	AYODHYA
2	BALASORE	BALASORE	BALGOPALPUR
3	BALASORE	BALASORE	CHANDIPUR
4	BALASORE	BALASORE	DURGADEVI
5	BALASORE	BALASORE	FATEPUR
6	BALASORE	BALASORE	NAGRAM
7	BALASORE	BALASORE	NIJAMPUR
8	BALASORE	BALASORE	OUPADA
9	BALASORE	BALASORE	RAJBERHAMPUR
10	BALASORE	BALASORE	RASALPUR
11	BALASORE	BALASORE	SANTARAGADIA
12	BALASORE	BASTA	BAHABALPUR
13	BALASORE	BASTA	BALIAPAL
14	BALASORE	BASTA	CHANDANESWAR
15	BALASORE	BASTA	DEHURDA
16	BALASORE	BASTA	KALIPADA
17	BALASORE	BASTA	KHAPARPADA
18	BALASORE	BASTA	KHUAD
19	BALASORE	BASTA	LANGALESWAR
20	BALASORE	BASTA	MUKULISHI
21	BALASORE	BASTA	NAMPO
22	BALASORE	BASTA	RAJGHAT
23	BALASORE	BASTA	SRIRAMPUR
24	BALASORE	BHADRAK	BAHUDARADA
25	BALASORE	BHADRAK	BARAPADA
26	BALASORE	BHADRAK	BEDEIPUR
27	BALASORE	BHADRAK	BETEDA
28	BALASORE	BHADRAK	BILAONA
29	BALASORE	BHADRAK	CHUNIDA
30	BALASORE	BHADRAK	ERAM
31	BALASORE	BHADRAK	KADABARANGA
32	BALASORE	BHADRAK	KAMARGAON
33	BALASORE	BHADRAK	MOUDA
34	BALASORE	BHADRAK	PADAMPUR
35	BALASORE	BHADRAK	PIRIHAT
36	BALASORE	BHADRAK	RANITAL
37	BALASORE	BHADRAK	SENDHATIRA
38	BALASORE	BHADRAK	TIHIDI
39	BALASORE	CHANDBALI	AKHUAPADA
40	BALASORE	CHANDBALI	ARADI
41	BALASORE	CHANDBALI	BHANDARIPOKHARI
42	BALASORE	CHANDBALI	DHAMRA
43	BALASORE	CHANDBALI	DHUSURI
44	BALASORE	CHANDBALI	GHANTESWAR
45	BALASORE	CHANDBALI	MANJURI ROAD

SN	SSA	SDCA	EXCHANGE/LOCATION OF KIOSK
46	BALASORE	SORO	ADA
47	BALASORE	SORO	ANTARA
48	BALASORE	SORO	BAHANAGA
49	BALASORE	SORO	BALIKHANDA
50	BALASORE	SORO	BARTANA
51	BALASORE	SORO	BISHNUPUR
52	BALASORE	SORO	DUNGURA
53	BALASORE	SORO	GANDIBEDA
54	BALASORE	SORO	KHAIRA
55	BALASORE	SORO	KUPARI
56	BALASORE	SORO	MANGALPUR
57	BALASORE	SORO	PANPANA
58	BALASORE	SORO	SABIRA
59	BALASORE	SORO	SAUD
60	BALASORE	SORO	TUDIGADIA
61	MAYURBHANJ	BANGRIPOSHI	SARASKANA
62	MAYURBHANJ	BARIPADA	CHANDUA
63	MAYURBHANJ	BARIPADA	SANKERKO
64	MAYURBHANJ	BETNATI	CHITRADA
65	MAYURBHANJ	BETNATI	K.C.PUR
66	MAYURBHANJ	BETNATI	MANATRI
67	MAYURBHANJ	BETNATI	MANIDA
68	MAYURBHANJ	BETNATI	MERDA
69	MAYURBHANJ	BETNATI	NADPUR
70	MAYURBHANJ	JOSHIPUR	BHANJAKIA
71	MAYURBHANJ	JOSHIPUR	MANADA
72	MAYURBHANJ	JOSHIPUR	TANGABILLA
73	MAYURBHANJ	KARANJIA	SINGDA
74	MAYURBHANJ	KARANJIA	TATO
75	MAYURBHANJ	RAIRANGPUR	BADAMPAHAR
76	MAYURBHANJ	RAIRANGPUR	GORUMAHISANI
77	MAYURBHANJ	RAIRANGPUR	HATBADRA
78	MAYURBHANJ	RAIRANGPUR	JAMADA
79	MAYURBHANJ	RAIRANGPUR	JHARADIHI
80	MAYURBHANJ	UDALA	NUDUDIHA
81	MAYURBHANJ	UDALA	SARATA
82	MAYURBHANJ	UDALA	SIMILA BANDHA
83	GANJAM	ASKA	BHETANAI
84	GANJAM	ASKA	DHARAKOTE
85	GANJAM	ASKA	K.B.PUR
86	GANJAM	ASKA	KULAGARH
87	GANJAM	ASKA	PITALA
88	GANJAM	ASKA	SHERGARH
89	GANJAM	BERHAMPUR	BADHIAOSTA
90	GANJAM	BERHAMPUR	BALIPADA
91	GANJAM	BERHAMPUR	DAKHINAPUR
92	GANJAM	BERHAMPUR	DURA
93	GANJAM	BERHAMPUR	GUNDURA

SN	SSA	SDCA	EXCHANGE/LOCATION OF KIOSK
94	GANJAM	BERHAMPUR	GURUNTHI
95	GANJAM	BERHAMPUR	JARADAGADA
96	GANJAM	BERHAMPUR	JAYANTIPUR
97	GANJAM	BERHAMPUR	KHARIAGUDA
98	GANJAM	BERHAMPUR	KONISI
99	GANJAM	BERHAMPUR	NUAPENTHO
100	GANJAM	BERHAMPUR	PITATALI
101	GANJAM	BERHAMPUR	R.SUVANI(BF)
102	GANJAM	BERHAMPUR	SIHALA
103	GANJAM	BERHAMPUR	SURALA
104	GANJAM	BERHAMPUR	TUMBA
105	GANJAM	BERHAMPUR	TURUBUDI
106	GANJAM	BHANJANAGAR	BADANGI
107	GANJAM	BHANJANAGAR	GAYAGANDA
108	GANJAM	BHANJANAGAR	KUDUTAI
109	GANJAM	BHANJANAGAR	MUJAGADA
110	GANJAM	BHANJANAGAR	SARANGIPALLI
111	GANJAM	BHANJANAGAR	TINICHHAKIA
112	GANJAM	BUGUDA	B.D.PUR
113	GANJAM	BUGUDA	BANKA
114	GANJAM	BUGUDA	KADUA
115	GANJAM	BUGUDA	KARACHULI
116	GANJAM	BUGUDA	MANITORA
117	GANJAM	BUGUDA	PANCHABHUTI
118	GANJAM	CHHATRAPUR	BADANALANAKHYAPUR
119	GANJAM	CHHATRAPUR	BIPULINGI
120	GANJAM	CHHATRAPUR	GONDALA
121	GANJAM	CHHATRAPUR	I.R.E
122	GANJAM	CHHATRAPUR	JAMUNI
123	GANJAM	CHHATRAPUR	KHANDADEULI
124	GANJAM	CHHATRAPUR	MAHANANDAPUR
125	GANJAM	CHHATRAPUR	MUNSHIPENTHA
126	GANJAM	CHHATRAPUR	PALUR
127	GANJAM	CHHATRAPUR	SINDURPUR
128	GANJAM	CHHATRAPUR	SOLAGHAR
129	GANJAM	DIGAPAHANDI	BAMOKEI
130	GANJAM	DIGAPAHANDI	BHISMAGIRI
131	GANJAM	DIGAPAHANDI	CH.TIKARAPADA
132	GANJAM	DIGAPAHANDI	KONKARADA
133	GANJAM	DIGAPAHANDI	PATTAPUR
134	GANJAM	DIGAPAHANDI	SIDHESWAR
135	GANJAM	KHALLIKOTE	ANGARGAON
136	GANJAM	KHALLIKOTE	BHIKAPADA
137	GANJAM	KHALLIKOTE	BUDHAMBAA
138	GANJAM	KHALLIKOTE	CHIKILI
139	GANJAM	KHALLIKOTE	CHIRIKPADA
140	GANJAM	KHALLIKOTE	DHUNKAPADA
141	GANJAM	KHALLIKOTE	HATIOTA



SN	SSA	SDCA	EXCHANGE/LOCATION OF KIOSK
142	GANJAM	KHALLIKOTE	JORADA
143	GANJAM	KHALLIKOTE	SUMANDAL
144	GANJAM	MOHANA	ADAVA
145	GANJAM	MOHANA	CHANDIPUT
146	GANJAM	MOHANA	LUHAGUDI
147	GANJAM	PARLAKHEMUNDI	GUMMA
148	GANJAM	PARLAKHEMUNDI	HADABHANGI
149	GANJAM	PARLAKHEMUNDI	KHANDAVA
150	GANJAM	PARLAKHEMUNDI	MANDALASAHI
151	GANJAM	PARLAKHEMUNDI	NARAYANPUR
152	GANJAM	PARLAKHEMUNDI	RAYAGADA (Gajapati)
153	GANJAM	PARLAKHEMUNDI	SATAMAILI JUNCTION
154	GANJAM	PARLAKHEMUNDI	SIALI
155	GANJAM	R.UDAYGIRI	CHELIGADA
156	GANJAM	R.UDAYGIRI	KHAJURIPADA
157	GANJAM	R.UDAYGIRI	RAMAGIRI
158	GANJAM	SORADA	ASURUBANDHA
159	GANJAM	SORADA	GAJALA BADI
160	GANJAM	SORADA	GOUDAGOTHA
161	GANJAM	SORADA	MANIKAPUR
162	GANJAM	SORADA	MARIKOTE
163	GANJAM	SORADA	SURAMANI
164	KALAHANDI	BHAWANIPATNA	BORDA
165	KALAHANDI	BHAWANIPATNA	KARLAPADA
166	KALAHANDI	DHARAMGARH	BEHERA
167	KALAHANDI	DHARAMGARH	CHILGUDA
168	KALAHANDI	DHARAMGARH	DASHPUR
169	KALAHANDI	DHARAMGARH	KEGAON
170	KALAHANDI	DHARAMGARH	KIRKAKANI(SOSIA)
171	KALAHANDI	DHARAMGARH	MAHICALA
172	KALAHANDI	JAIPATNA	AMPANI
173	KALAHANDI	JAIPATNA	AREIBEDA
174	KALAHANDI	JAIPATNA	BANDHAKANA
175	KALAHANDI	JAIPATNA	BANDIGAON
176	KALAHANDI	JAIPATNA	BIJMARA
177	KALAHANDI	JAIPATNA	DHANSARA
178	KALAHANDI	JAIPATNA	HABASPUR
179	KALAHANDI	JAIPATNA	MOTER
180	KALAHANDI	KOMNA	BUDHIKOMNA
181	KALAHANDI	KOMNA	TARBOD
182	KALAHANDI	M.RAMPUR	MADANPUR
183	KALAHANDI	M.RAMPUR	MOHANGIRI
184	KALAHANDI	M.RAMPUR	TULAPADA
185	KALAHANDI	M.RAMPUR	TUNDALA
186	KALAHANDI	NARLA ROAD	CHHATIKUDA
187	KALAHANDI	NARLA ROAD	LANJIGARH ROAD
188	KALAHANDI	NARLA ROAD	RAJLANJIGARH
189	KALAHANDI	NARLA ROAD	RAJLANJIGARH(P/S)

SN	SSA	SDCA	EXCHANGE/LOCATION OF KIOSK
190	KALAHANDI	NARLA ROAD	RAJLANJIGARH(P/S)
191	KALAHANDI	NUAPADA	BELTUKURI
192	KALAHANDI	NUAPADA	DHARAMBANDHA
193	KALAHANDI	NUAPADA	KULIABANDHA
194	KALAHANDI	NUAPADA	KURUMPURI
195	KALAHANDI	NUAPADA	LAKHANA
196	KALAHANDI	NUAPADA	SAIPALA
197	KALAHANDI	NUAPADA	SARABAHANG
198	KALAHANDI	RAJKHARIAR	BARGAON
199	KALAHANDI	RAJKHARIAR	BHULIASIKUAN
200	KALAHANDI	RAJKHARIAR	KARANGMAL
201	KALAHANDI	RAJKHARIAR	TUKULA
202	BOLANGIR	BIRMAHARAJPUR	SINDHOL
203	BOLANGIR	BIRMAHARAJPUR	SUBALAYA
204	BOLANGIR	BOLANGIR	CHANDANABHATI
205	BOLANGIR	BOLANGIR	CHHATAMAKHANA
206	BOLANGIR	BOLANGIR	CHUDAPALI
207	BOLANGIR	BOLANGIR	DEOGAON
208	BOLANGIR	BOLANGIR	KUDASINGHA
209	BOLANGIR	BOLANGIR	MAHIMUNDA
210	BOLANGIR	DUNGRIPALI	BEHERAMAL
211	BOLANGIR	DUNGRIPALI	BHARSUJA
212	BOLANGIR	DUNGRIPALI	DUNGRIPALI
213	BOLANGIR	DUNGRIPALI	GAJBANDH
214	BOLANGIR	DUNGRIPALI	NAGAON
215	BOLANGIR	KANTABANJI	CHANABAHAL
216	BOLANGIR	KANTABANJI	SINDHEIKELA
217	BOLANGIR	PATNAGARH	BHAINSA
218	BOLANGIR	PATNAGARH	DHANDAMUNDA
219	BOLANGIR	PATNAGARH	GHASIAN
220	BOLANGIR	PATNAGARH	JOGIMUNDA
221	BOLANGIR	PATNAGARH	JURIA
222	BOLANGIR	PATNAGARH	MANDAL
223	BOLANGIR	SONEPUR	MAHADEVPAI
224	BOLANGIR	SONEPUR	SINDURPUR
225	BOLANGIR	TITLAGARH	GHUNSAR
226	BOLANGIR	TITLAGARH	KARAMTALA
227	BOLANGIR	TITLAGARH	KHOLAN
228	DHENKANAL	ANGUL	BANTALA
229	DHENKANAL	ANGUL	DANDASINGHA
230	DHENKANAL	ANGUL	JARAPADA
231	DHENKANAL	ANGUL	KUKUDANGA
232	DHENKANAL	ANGUL	SAKASINGA
233	DHENKANAL	ANGUL	TALMULA
234	DHENKANAL	ANGUL	TULSIPAL
235	DHENKANAL	ATHMALLIK	MADHAPUR
236	DHENKANAL	ATHMALLIK	NAKCHI
237	DHENKANAL	ATHMALLIK	PAIKSAHI

SN	SSA	SDCA	EXCHANGE/LOCATION OF KIOSK
238	DHENKANAL	ATHMALLIK	R.K.NAGAR
239	DHENKANAL	ATHMALLIK	THAKURGARH
240	DHENKANAL	CHHENDIPADA	BAGEDIA
241	DHENKANAL	CHHENDIPADA	BALIPATTA
242	DHENKANAL	CHHENDIPADA	JSPL(Nisa)
243	DHENKANAL	CHHENDIPADA	KOSALA
244	DHENKANAL	DHENKANAL	BANASINGH
245	DHENKANAL	DHENKANAL	BAULAPUR
246	DHENKANAL	DHENKANAL	DEOGAON
247	DHENKANAL	DHENKANAL	GOVINDAPUR
248	DHENKANAL	DHENKANAL	INDIPUR
249	DHENKANAL	DHENKANAL	KAIMATI
250	DHENKANAL	DHENKANAL	KALANG
251	DHENKANAL	DHENKANAL	KARAMUL
252	DHENKANAL	DHENKANAL	MAHIMAGADI
253	DHENKANAL	DHENKANAL	MANDAR
254	DHENKANAL	DHENKANAL	PINGUA
255	DHENKANAL	DHENKANAL	R.LETHEKA
256	DHENKANAL	DHENKANAL	SANKARPUR
257	DHENKANAL	DHENKANAL	SIMINAI
258	DHENKANAL	HINDOL	DHALPUR
259	DHENKANAL	HINDOL	GANDANALI
260	DHENKANAL	HINDOL	HINDOL
261	DHENKANAL	HINDOL	KHAJURIAKATA
262	DHENKANAL	HINDOL	MERAMUNDALI
263	DHENKANAL	HINDOL	PAIKAPURUNAKOT
264	DHENKANAL	HINDOL	RASOL
265	DHENKANAL	KAMAKHYANAGAR	GUNEIBIL
266	DHENKANAL	KAMAKHYANAGAR	JIRAL
267	DHENKANAL	KAMAKHYANAGAR	MAHULAPAL
268	DHENKANAL	KAMAKHYANAGAR	PALASPITHA
269	DHENKANAL	KAMAKHYANAGAR	PANDUA
270	DHENKANAL	PALLAHARA	KHAMAR
271	DHENKANAL	PARJANG	BIRASAL
272	DHENKANAL	PARJANG	KANKADAHADA
273	DHENKANAL	PARJANG	MAHABIR ROAD
274	DHENKANAL	PARJANG	MUKTAPOSI
275	DHENKANAL	PARJANG	RODO
276	DHENKANAL	PARJANG	SANDA
277	DHENKANAL	PARJANG	SARANG
278	DHENKANAL	TALCHER	BADATRIBIDA
279	DHENKANAL	TALCHER	KALAMCHUIN
280	DHENKANAL	TALCHER	KALAMCHUIN
281	DHENKANAL	TALCHER	PABITRANAGAR
282	DHENKANAL	TALCHER	SAMAL
283	DHENKANAL(KEONJHAR)	ANANDAPUR	BATTO
284	DHENKANAL(KEONJHAR)	ANANDAPUR	BOULA
285	DHENKANAL(KEONJHAR)	ANANDAPUR	DHAKATA

SN	SSA	SDCA	EXCHANGE/LOCATION OF KIOSK
286	DHENKANAL(KEONJHAR)	ANANDAPUR	DHENKA
287	DHENKANAL(KEONJHAR)	ANANDAPUR	KESADURPAL
288	DHENKANAL(KEONJHAR)	ANANDAPUR	NUAPADA
289	DHENKANAL(KEONJHAR)	ANANDAPUR	SALINIA
290	DHENKANAL(KEONJHAR)	ANANDAPUR	TARATARA
291	DHENKANAL(KEONJHAR)	BARBIL	B.KARANJIA
292	DHENKANAL(KEONJHAR)	BARBIL	JAJANGA
293	DHENKANAL(KEONJHAR)	BARBIL	JYOTIPUR
294	DHENKANAL(KEONJHAR)	BARBIL	REMULI
295	DHENKANAL(KEONJHAR)	BARBIL	SAYABALI
296	DHENKANAL(KEONJHAR)	GHATAGAON	H.CH.PUR
297	DHENKANAL(KEONJHAR)	GHATAGAON	JANGHIRA
298	DHENKANAL(KEONJHAR)	GHATAGAON	PIPILIA
299	DHENKANAL(KEONJHAR)	KEONJHAR	BANSPAL
300	DHENKANAL(KEONJHAR)	KEONJHAR	BELDA
301	DHENKANAL(KEONJHAR)	KEONJHAR	PADMAPUR
302	DHENKANAL(KEONJHAR)	KEONJHAR	PALASPANGA
303	DHENKANAL(KEONJHAR)	KEONJHAR	RAISUAN
304	DHENKANAL(KEONJHAR)	KEONJHAR	SUAKATI
305	DHENKANAL(KEONJHAR)	KEONJHAR	UDAYAPUR
306	DHENKANAL(KEONJHAR)	KEONJHAR	UKHUNDA
307	DHENKANAL(KEONJHAR)	TELKOI	BENAMUNDA
308	DHENKANAL(KEONJHAR)	TELKOI	JAGMOHANPUR
309	KORAPUT	BISSAM CUTTACK	AMBADOLA
310	KORAPUT	BISSAM CUTTACK	CHATIKANA
311	KORAPUT	BISSAM CUTTACK	DANGASARADA
312	KORAPUT	BISSAM CUTTACK	DURGI
313	KORAPUT	BISSAM CUTTACK	JAGDALPUR
314	KORAPUT	BISSAM CUTTACK	SIBAPADAR
315	KORAPUT	BORIGUMA	B.SINGHPUR
316	KORAPUT	BORIGUMA	KUMULI
317	KORAPUT	BORIGUMA	KUSUMI
318	KORAPUT	BORIGUMA	SASAHANDI
319	KORAPUT	GUDARI	CHANDRAPUR
320	KORAPUT	GUNUPUR	CHALKAMBHA
321	KORAPUT	GUNUPUR	JAGANNATHPUR
322	KORAPUT	GUNUPUR	KENDUGUDA
323	KORAPUT	GUNUPUR	KUJENDRI
324	KORAPUT	GUNUPUR	NAIRA
325	KORAPUT	GUNUPUR	PADAMPUR
326	KORAPUT	GUNUPUR	RAMANGUDA
327	KORAPUT	JEYPORE	AMBAGUDA
328	KORAPUT	JEYPORE	DIGAPUR
329	KORAPUT	JEYPORE	KUNDRA
330	KORAPUT	JEYPORE	PHAMPUNI
331	KORAPUT	JEYPORE	RAMAGIRI
332	KORAPUT	JHARIGAON	CHANDAHANDI
333	KORAPUT	KALIMELA	M.V.72

SN	SSA	SDCA	EXCHANGE/LOCATION OF KIOSK
334	KORAPUT	KALIMELA	M.V.73
335	KORAPUT	KASHIPUR	TIKIRI
336	KORAPUT	KORAPUT	KOLAB
337	KORAPUT	KORAPUT	PODAGADA
338	KORAPUT	LAXMIPUR	ALMONDA
339	KORAPUT	LAXMIPUR	BALIPETA
340	KORAPUT	LAXMIPUR	BANDHUGAON
341	KORAPUT	LAXMIPUR	CHAMPEI
342	KORAPUT	LAXMIPUR	KAKIRGUMMA
343	KORAPUT	LAXMIPUR	KUMBHARIPUT
344	KORAPUT	LAXMIPUR	NARAYANPATNA
345	KORAPUT	MALKANGIRI	CHITRAKONDA
346	KORAPUT	MALKANGIRI	KUDUMULUGUMMA
347	KORAPUT	MALKANGIRI	PADMAGIRI
348	KORAPUT	MALKANGIRI	POTTERU
349	KORAPUT	MATHILI	GOVINDPALI
350	KORAPUT	MATHILI	KHAIRAPUT
351	KORAPUT	MATHILI	KOTAMETA
352	KORAPUT	MOTU	PODIA
353	KORAPUT	NANDAPUR	LAMPTAPUT
354	KORAPUT	NANDAPUR	MACHHAKUND
355	KORAPUT	NANDAPUR	NANDAPUR
356	KORAPUT	NANDAPUR	ONKADELHI
357	KORAPUT	NANDAPUR	PADWA
358	KORAPUT	NANDAPUR	THUBA
359	KORAPUT	NOWRANGAPUR	DANGARBHEJA
360	KORAPUT	NOWRANGAPUR	PATRAPUT
361	KORAPUT	PAPADAHANDI	KOSAGUMUDA
362	KORAPUT	PAPADAHANDI	MAIDALPUR
363	KORAPUT	PAPADAHANDI	PAPADAHANDI
364	KORAPUT	PAPADAHANDI	THUMBRALLA
365	KORAPUT	RAYAGADA	ANTAMADA
366	KORAPUT	RAYAGADA	JAGARNATHPUR
367	KORAPUT	RAYAGADA	JIMIDIPETA
368	KORAPUT	RAYAGADA	KUMBHIKOTA
369	KORAPUT	RAYAGADA	MUKUNDPUR
370	KORAPUT	RAYAGADA	SIKARPAI
371	KORAPUT	SUNABEDA	KUNDULI
372	KORAPUT	SUNABEDA	PUKALI
373	KORAPUT	SUNABEDA	SUBAI
374	KORAPUT	SUNABEDA	SUNKI
375	PHULBANI	BALIGUDA	BARKHAMA
376	PHULBANI	BALIGUDA	SARANGAGARH
377	PHULBANI	BOUDH	BAGHIAPADA
378	PHULBANI	BOUDH	JANAPANK
379	PHULBANI	BOUDH	SAGADA
380	PHULBANI	BOUDH	SAHAJPAL
381	PHULBANI	DARINGIBADI	BRAHMANIGAON

SN	SSA	SDCA	EXCHANGE/LOCATION OF KIOSK
382	PHULBANI	DARINGIBADI	BUDAGUDA
383	PHULBANI	DARINGIBADI	SIMANBADI
384	PHULBANI	G.UDAYAGIRI	CHANCHEDI
385	PHULBANI	G.UDAYAGIRI	GUMAMAHA
386	PHULBANI	G.UDAYAGIRI	GUTINGIA
387	PHULBANI	G.UDAYAGIRI	KALINGA
388	PHULBANI	G.UDAYAGIRI	LINEPADA
389	PHULBANI	G.UDAYAGIRI	LINGAGADA
390	PHULBANI	G.UDAYAGIRI	PABURIA
391	PHULBANI	G.UDAYAGIRI	SANKARAKHOL
392	PHULBANI	PHIRINGIA	BANDHAGADA
393	PHULBANI	PHIRINGIA	GOCHHAPADA
394	PHULBANI	PHIRINGIA	NUAPADARA
395	PHULBANI	PHULBANI	BALASAKUMPA
396	PHULBANI	PHULBANI	BISIPADA
397	PHULBANI	PHULBANI	KATRINGIA
398	PHULBANI	PHULBANI	SUDRUKUMPA
399	PHULBANI	PURUNA CUTTACK	ADNIGARH
400	PHULBANI	PURUNA CUTTACK	B.N.PUR
401	PHULBANI	PURUNA CUTTACK	BAMANDA
402	PHULBANI	PURUNA CUTTACK	DHALPUR
403	PHULBANI	PURUNA CUTTACK	HARBHANGA
404	PHULBANI	TUMUDIBANDHA	KURTAMGARH
405	SUNDARGARH	BONAIGARH	BDAGOGUA
406	SUNDARGARH	BONAIGARH	GURUNDIA
407	SUNDARGARH	BONAIGARH	JHIRDAPALI
408	SUNDARGARH	BONAIGARH	JIBIKA
409	SUNDARGARH	BONAIGARH	SIHIDA
410	SUNDARGARH	HEMGIRI	BALICHUAN
411	SUNDARGARH	HEMGIRI	BILEIMUNDA
412	SUNDARGARH	HEMGIRI	DUMABAHAL
413	SUNDARGARH	HEMGIRI	GOPALPUR
414	SUNDARGARH	HEMGIRI	HEMGIRI
415	SUNDARGARH	HEMGIRI	KANIKA
416	SUNDARGARH	HEMGIRI	LEFRIPADA
417	SUNDARGARH	HEMGIRI	SARGIPALLI
418	SUNDARGARH	HEMGIRI	UJALPUR
419	SUNDARGARH	LAHUNIPARA	BARSUAN
420	SUNDARGARH	LAHUNIPARA	K.BALANGA
421	SUNDARGARH	LAHUNIPARA	KALEIPOSH
422	SUNDARGARH	LAHUNIPARA	KALTA
423	SUNDARGARH	LAHUNIPARA	KOIRA
424	SUNDARGARH	LAHUNIPARA	KURDA
425	SUNDARGARH	LAHUNIPARA	LAMSI
426	SUNDARGARH	RAJGANGPUR	BARANGAKACHHAR
427	SUNDARGARH	RAJGANGPUR	BARGAON
428	SUNDARGARH	RAJGANGPUR	GARPOSH
429	SUNDARGARH	RAJGANGPUR	GOMARDIHI

SN	SSA	SDCA	EXCHANGE/LOCATION OF KIOSK
430	SUNDARGARH	RAJGANGPUR	JARANGLOI
431	SUNDARGARH	RAJGANGPUR	KANSBAHAL
432	SUNDARGARH	RAJGANGPUR	SAHAJBAHAL
433	SUNDARGARH	ROURKELA	BISHRA
434	SUNDARGARH	ROURKELA	CHADRI HARIHARPUR
435	SUNDARGARH	ROURKELA	JAREIKELA
436	SUNDARGARH	ROURKELA	KHANTAGAON
437	SUNDARGARH	ROURKELA	KUARMUNDA
438	SUNDARGARH	ROURKELA	PURUNAPANI
439	SUNDARGARH	ROURKELA	RAIBOGA
440	SUNDARGARH	ROURKELA	SORDA
441	SUNDARGARH	SUNDARGARH	DARLIPALLI
442	SUNDARGARH	SUNDARGARH	KANTABAHAL
443	SUNDARGARH	SUNDARGARH	KINJIRMA
444	SUNDARGARH	SUNDARGARH	MAJAPADA
445	SUNDARGARH	SUNDARGARH	MANGESHPUR
446	SUNDARGARH	SUNDARGARH	MASNIKANI
447	SUNDARGARH	SUNDARGARH	ROULDEGA
448	SUNDARGARH	SUNDARGARH	RUPIDIHI
449	SUNDARGARH	SUNDARGARH	SANPATRAPALLI
450	SUNDARGARH	SUNDARGARH	SUBDEGA
451	SUNDARGARH	SUNDARGARH	KARAMDIHI
452	SAMBALPUR	ATTABIRA	BHEDEN
453	SAMBALPUR	ATTABIRA	BOIPUR
454	SAMBALPUR	ATTABIRA	CHICHINDA
455	SAMBALPUR	ATTABIRA	JANHAPADA
456	SAMBALPUR	ATTABIRA	KADOBABHAL
457	SAMBALPUR	ATTABIRA	LASTOLA
458	SAMBALPUR	ATTABIRA	PAHARSINGHDA
459	SAMBALPUR	ATTABIRA	REMENDA
460	SAMBALPUR	ATTABIRA	SAHARA TIKIRA
461	SAMBALPUR	ATTABIRA	SAILKHANDATHA
462	SAMBALPUR	BAGDEHI	KIRIMIRA
463	SAMBALPUR	BAGDEHI	KULABIRA
464	SAMBALPUR	BAGDEHI	POKHARASALE
465	SAMBALPUR	BAGDEHI	SALETIKIRA
466	SAMBALPUR	BARGARH	BHATLI
467	SAMBALPUR	BARGARH	CHAKARKAND
468	SAMBALPUR	BARGARH	DUNGRI
469	SAMBALPUR	BARGARH	KADALIMUNDA
470	SAMBALPUR	BARGARH	KATAPALI
471	SAMBALPUR	BARGARH	KHANDATHA
472	SAMBALPUR	BARGARH	SARALA
473	SAMBALPUR	BARGARH	SARKANDA
474	SAMBALPUR	BARGARH	URDUNA
475	SAMBALPUR	BARKOTE	DANTARBAHAL
476	SAMBALPUR	BARKOTE	KALA
477	SAMBALPUR	BARKOTE	KANDHAL

SN	SSA	SDCA	EXCHANGE/LOCATION OF KIOSK
478	SAMBALPUR	DEOGARH	BUDHAPAL
479	SAMBALPUR	DEOGARH	RENGALBEDA
480	SAMBALPUR	DEOGARH	TILEIBANI
481	SAMBALPUR	DEOGARH	TINKBIR
482	SAMBALPUR	JAMANKIRA	BHOJPUR
483	SAMBALPUR	JAMANKIRA	FASIMAL
484	SAMBALPUR	JAMANKIRA	GUNDURUCHUAN
485	SAMBALPUR	JAMANKIRA	KANSAR
486	SAMBALPUR	JAMANKIRA	KENADHIPA
487	SAMBALPUR	JHARSUGUDA	BANDHABAHAL
488	SAMBALPUR	JHARSUGUDA	BANHARPALI
489	SAMBALPUR	JHARSUGUDA	DHUTRA
490	SAMBALPUR	JHARSUGUDA	DULUNDA
491	SAMBALPUR	JHARSUGUDA	KADAMDAHI
492	SAMBALPUR	JHARSUGUDA	PANCHAGAON
493	SAMBALPUR	JHARSUGUDA	RAJPURA
494	SAMBALPUR	JHARSUGUDA	SARBAHAL
495	SAMBALPUR	JHARSUGUDA	TALPATIA
496	SAMBALPUR	JUJUMARA	DHAMA
497	SAMBALPUR	JUJUMARA	GOLABANDHA
498	SAMBALPUR	JUJUMARA	HATIBARI
499	SAMBALPUR	JUJUMARA	MANESWAR
500	SAMBALPUR	JUJUMARA	PADIABAHAL
501	SAMBALPUR	JUJUMARA	PARMANPUR
502	SAMBALPUR	JUJUMARA	SAHASPUR
503	SAMBALPUR	JUJUMARA	SINDURPANK
504	SAMBALPUR	JUJUMARA	JUJUMARA
505	SAMBALPUR	KUCHINDA	GOCHHARA
506	SAMBALPUR	KUCHINDA	JARABAGA
507	SAMBALPUR	KUCHINDA	JHARIABAHAL
508	SAMBALPUR	KUCHINDA	KASAIBAHAL
509	SAMBALPUR	KUCHINDA	KHADAKATA
510	SAMBALPUR	KUCHINDA	KUNTRA
511	SAMBALPUR	KUCHINDA	TUREI
512	SAMBALPUR	NAKTIDUEL	BATAGAON
513	SAMBALPUR	PADAMPUR	KANSINGHA
514	SAMBALPUR	PADAMPUR	MELCHHAMUNDA
515	SAMBALPUR	PAIKMAL	DAVA
516	SAMBALPUR	PAIKMAL	JHARBANDHA
517	SAMBALPUR	PAIKMAL	MANDOSIL
518	SAMBALPUR	SAMBALPUR	BHUSAN
519	SAMBALPUR	SAMBALPUR	CHIPILIMA
520	SAMBALPUR	SAMBALPUR	GOSHALA
521	SAMBALPUR	SAMBALPUR	LAIDA
522	SAMBALPUR	SAMBALPUR	LAPANGA



523	SAMBALPUR	SAMBALPUR	SASAN
524	SAMBALPUR	SOHELA	BIJEPUR
525	SAMBALPUR	SOHELA	GHESS
526	SAMBALPUR	SOHELA	LAUMUNDA
527	SAMBALPUR	SOHELA	LUHURACHTI
528	SAMBALPUR	SOHELA	SAIPALI