



**Notice Inviting Expression of Interest (EOI)  
(THROUGH E-TENDERING MODE)**

**For**

**ESTABLISHMENT OF PROFESSIONALLY MANAGED WIRELESS  
SERVICE CALL CENTERS**

Online Digitally sealed proposals are invited by **CGMT, Odisha Telecom Circle, Bharat Sanchar Nigam Limited, Bhubaneswar** from interested eligible firms/ companies for establishment of professionally managed **four independent Call Centers in East Zone**. The location of these call centers has to be at **Kolkata** for call center catering to **West Bengal, Kolkata Telephones, Andaman & Nicobar** Circles; at **Bhubaneswar** for the call center catering to **Odisha** Circle; at **Patna** for the call centre catering to **Bihar & Jharkhand** Circles and at **Guwahati** for the call centre catering to **Assam, NE-I & NE-II** Circle. The call centers would be required to handle incoming calls (for provisioning of queries/services and handling of complaints; for televerification of new CAF; for Centralized VAS de-activation service etc.) as well as outbound calls relating to customers of Wireless networks. There will be a Single Call Center Firm (herein after called as CCF) managing these four Call Centers in the zone.

1. **Purchase of EOI Document:** The EOI document can be obtained by downloading it from the website through CMTS link of [www.orissa.bsnl.co.in](http://www.orissa.bsnl.co.in) & free tender view link of [www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL).

The bidders downloading the EOI document are required to submit the document fee worth **Rs. 4200/-** including taxes (**Rupees Four thousand and two hundred only**) through DD/ Banker's cheque along with their proposal failing which the proposal shall be left archived unopened/ rejected. The DD/ banker's cheque shall be drawn from any Nationalized/ Scheduled Bank in favour of **AO (Cash), O/o GM(CMTS) BSNL, Bhubaneswar** and payable at Bhubaneswar.

**Availability of EOI Document :** The EOI document can be obtained by downloading it from the website through CMTS link of [www.orissa.bsnl.co.in](http://www.orissa.bsnl.co.in) & free tender view link of [www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL) from 10:00 Hrs on 13/08/2013 onwards up to 12:00 Hrs (noon) on 11/09/2013. As tenders are invited through e-tendering process, physical copy of the EOI document would not be available for sale.

2. **Eligibility Criteria: -**

The eligibility criterion will be as follows:

- 2.1 The Company/ Firm bidding for this EOI shall be a registered company in India under the Companies Act 1956 & shall have valid license for domestic Call Center operations.
- 2.2 The Firm shall have experience for satisfactory operation of Call Center (s) in India, for domestic clients, for the last one year on the date of bid submission.
- 2.3 The firm shall have a minimum of 3000 agent's login per day averaged over the last six months period supported by certificate(s) from the client (s) or 6000 employees globally for BPO operations as per annual report for year 2010-11 or 2011-12. Agent login should be for minimum 8 hours in a day.
- 2.4 The firm shall have at least 300 operational physical seats at a single location in India as on the date of bid submission. This should be supported by a certificate from the client (s).
- 2.5 The Firm shall have annual turnover of at least Rs. 50 Crore (Rupees Fifty Crore only) from Call Center operations during the financial year 2010-11 or 2011-12. This should be supported by the audited annual report along with a certificate from the auditors.



- 2.6 The firm shall have prior experience of managing in-bound calls meant for at least one Licensed Telecom Operator for more than 3 months during last two years as on the date of bid submission. The firm or its system integrator shall also have experience in integrating call center systems with telecom network elements like Billing, IN, SMSC, etc, with requisite network security. Experience certificate, not older than two years on the date of bid submission, from the said clients is required to be enclosed in the technical bid in this regard. In case of System Integrator, copy of MOU with System Integrator will have to be submitted with the technical bid.
- 2.7 The Firm should not be a Licensed Telecom Service Provider to provide Basic Services/ Cellular Telephony Services/ Internet Services/ UASL/ NLD Services anywhere in India
- 2.8 The company should not have substantial equity stake (10 % or more) or vice versa in and of any Basic services/ Cellular Services/ Internet Services/ Unified Access Services/ National Long Distance Services operating company(ies) in India or their promoters. Even at a later date, if there is a substantial change in the ownership structure of the company leading to the above mentioned types of companies/promoters getting more than 10 % stake, then BSNL reserves the right to terminate the contract.
- 2.9 The Firm should have valid registration for Service Tax & EPF.
- 2.10 The Bidders should not have been black-listed by central/ state governments/ PSUs.
- 2.11 Consortium approach will be limited only for the purpose of clause 2.6 above. Experience & turnover of 100% owned subsidiaries can be considered for the purpose of eligibility conditions. However, subsidiary is not allowed to claim experience & turnover of its holding/ parent company. Bidding company has to be necessarily registered in India as per clause 2.1 and 100% owned subsidiary may be registered anywhere in the world.
- 2.12 The firm should have valid labour registration certificate under contract labour act, 1970(R&A).
- 2.13 The firm should have valid labour license issued by Central/State Labour commissioner.

### **3. DOCUMENTS ESTABLISHING FIRM'S ELIGIBILITY AND QUALIFICATION:**

The Company/ Firm is required to furnish the following documents in the technical proposal:

- 3.1 Certificate of Incorporation/ Registration.
- 3.2 Copy of Articles and Memorandum of Association or Partnership deed or proprietorship deed as the case may be.
- 3.3 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-V**)
- 3.4 Board's resolution in favour of authorized signatory.
- 3.5 Attestation of the signature of the authorized signatory by the company bankers.
- 3.6 Documents establishing satisfactory experience from Principal Client(s) as defined in eligibility criteria. List name, address & contact details of clients to whom the firm has/ had been rendering Call Center services.
- 3.7 Audited/ Certified financial statement & annual report in support of eligibility criteria. In case, employee strength for BPO operations exclusively is not mentioned in the Annual report, a certificate from the statutory auditors of the company defining break up of employee strength, given in the annual report, will be acceptable.
- 3.8 A certificate as per para 14 in the format as at **Annexure -IV**.
- 3.9 **Bid security, worth Rs. 71,30,000/- (Rupees Seventy one lakhs thirty thousands only) in the form of Bank Guarantee (Format at Annexure IX) or Demand draft drawn in favour of AO (Cash), O/o GM(CMTS) BSNL, Bhubaneswar and payable at Bhubaneswar.**



- 3.10 Copy of valid license for Domestic Call Center operations in India.
- 3.11 Valid Certificate for Service Tax Registration and EPF.
- 3.12 Copy of EOI & clarifications issued by BSNL to this EOI, if any, duly signed and stamped on each page by the authorized signatory as a mark of acceptance of all conditions contained herein.
- 3.13 Copy of MOU with system integrator, if applicable.
- 3.14 Copy of valid labour registration certificate under contract labour act, 1970(R&A).
- 3.15 Copy of valid labour license issued by Central/State Labour commissioner.
- 3.16 Integrity Pact as per Annexure-XI
- 3.17 Solution document as per clause no 7.14 of Annexure-I (Technical Specification)

All documents submitted will also be self attested by the bidder.

**4. Bid Security/EMD:**

- 4.1 The bidder shall furnish the bid EMD in one of the following ways :
  - (a) Demand Draft/ Banker's cheque drawn in favour of "**AO (Cash), O/o GM(CMTS) BSNL, Bhubaneswar**" and payable at Bhubaneswar".
  - (b) Bank Guarantee from a scheduled bank drawn in favour of Purchaser which should be valid for 180 days.

- 5. Date & Time of Submission of proposals:** on or before **12.00 Hrs (noon) on 11/09/2013**. Envelope containing **offline document** should be submitted on or before **12.00 hrs (noon) on 11/09/2013**.

**Note :** In case the date of opening of proposals is declared to be a holiday, the date of opening will get shifted automatically to next working day at the same scheduled time. Any change in bid opening date due to any other unavoidable reason will be intimated to all the bidders separately.

- 6. Bidder's conference :** At **11.00 Hrs on dated 27/08/2013** at Conference Hall O/o GM(CMTS), Odisha Telecom Circle, BJB Nagar Telephone Exchange, BJB Nagar, Bhubaneswar – 751014.

- 7. Opening of proposals:** At **13:00 Hours on 11/09/2013**

**8. Place of opening of proposals:**

The proposals shall be opened online through M/s. ITI portal ([www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL)). BSNL's Bid Opening Officers as well as authorized representatives of bidders can attend the on line opening from the comfort of their offices.

9. Authorized representatives of bidders (i.e. vendor organization) can attend the EOI Opening Event at the Conference Hall O/o GM(CMTS), Odisha Telecom Circle, BJB Nagar Telephone Exchange, BJB Nagar, Bhubaneswar – 751014", where BSNL's EOI Opening Officers would be conducting Online EOI Opening Event.
10. Proposals received after due time & date will not be accepted.
11. Incomplete, ambiguous, Conditional, unsealed proposals are liable to be rejected.
12. CGMT, Odisha Circle, BSNL, Bhubaneswar reserves the right to accept or reject any or all proposals without assigning any reason. He is not bound to accept the lowest bid.



13. The bidder shall furnish a declaration in his EOI proposal that no addition /deletion / corrections have been made in the downloaded EOI document being submitted and it is identical to the EOI document appearing on the website.
14. In case of any correction/ addition/ alteration/ omission in the EOI document, the EOI bid shall be treated as non responsive and shall be rejected summarily.
15. All documents submitted in the EOI proposal should be preferably in English. In case the certificate viz. Experience, registration etc. is issued in any other language other than English, the bidder shall attach an English translation of the same duly attested by the bidder & the translator to be a true copy in addition to the relevant certificate.
16. All computer generated documents should be duly signed/ attested by the bidder.

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