

**SECTION – A
DETAILED NOTICE INVITING E-TENDER (DNIT)**

BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)
O/o The General Manager Telecom District, BSNL, Koraput
Telephone No.: 06852 250000 & Fax No.: 06852 250500

On behalf of Bharat Sanchar Nigam Limited (BSNL), e-EOI is invited on single stage two envelope(Techno commercial and financial) bidding system from Individuals/Companies/Firms registered in India fulfilling the eligibility conditions, as per EOI document.

Sl.No.	Item	Particulars
1	EOI/Tender Notice No & date	S 179/EOI/CSC-KPT/2020-21 Dated: 19/03/2021
2	Item	Outsourcing of Operation and Maintenance of CSCs of Koraput SSA
3	EOI/TENDER Document can be downloaded from	odisha.bsnl.co.in & https://etenders.gov.in/e-procure/app
4	Pre-bid query	By 17:00 Hrs of 26.03/2021
4	Pre-bid query and meeting	At 11:00 Hrs of 26.03/2021 at Doorsanchar Bhawan , O/o GMTD Koraput, Odisha 764020
5	BSNL Reply by	03.04.2021
4	Last Date of Submission of EOI/tender	Up to 17:00 Hrs of 10.04.2021
5	Date & Time of Opening of EOI	11:00 Hrs of 12.04.2021

The List of CSCs for which Outsourcing of Operation and Maintenance is required is as detailed below.

CSC no	CSC NAME	CSC Category	EMD (In Rs.)	PBG (In Rs)	EOI/TENDER form cost Rs. (Non-refundable) including 18 % GST
1	Telephone Bhawan, Koraput	Type-1	1,00,000/-	3,50,000 /-	1180/-
2	SDOT Gunupur	Type-3	20,000/-	1,00,000 /-	1180/-
3	SDOT Rayagada	Type-2	75,000/-	2,50,000 /-	1180/-
4	Telephone Bhawan Jeypore	Type-3	20,000/-	1,00,000 /-	1180/-
5	SDOT Nabarangpur	Type-3	20,000/-	1,00,000 /-	1180/-
6	SDOT Malkanagiri	Type-3	20,000/-	1,00,000 /-	1180/-

Note1: The Bidder participation for CSCs will be considered as per the information given in Annexure-I Financial Bid/BOQ for the all evaluation purpose.

Note2: A bidder can participate for any number of CSCs, but each CSC is a separate EOI and the evaluation will be done individual CSC wise separately. So bidder have to submit separately the Bids and bid document cost and EMDs individually against all the CSCs they participated.

Note3: The bidder should quote a fixed amount to be paid to BSNL, for each Category-1/Category-II/Category-III CSCs at the beginning of the year. The Highest Bid among the eligible bidders for each CSC shall be awarded the work for that CSC. Bidder may choose to bid for any number of CSC offered in the EOI/TENDER. However, evaluation shall be done for each CSC separately and individually.

Note:4 If no successful bidders are not available for any CSC(s) then GMTD Koraput at his discretion besides float fresh EOI/TENDER, may decide to distribute such un assigned CSCs among the successful bidders of the other CSCs proportionately and the successful bidders are to abide such decision which shall be final.

1. Availability of EOI/TENDER Document on the e-tender portal for bid submission: The EOI/TENDER document shall be available for downloading from BSNL website www.odisha.bsnl.co.in from **19/03/2021** onwards. The same tender document is uploaded on

Outsourcing of Operation and Maintenance of BSNL CSC
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BSNL website shall be made available on e-tender portal (<https://etenders.gov.in/eprocure/app>) from **19/03/2021** from 18.00Hrs onwards for start on online bid submission

- 1.1 Physical copy of the EOI/TENDER document would not be available for sale.
- 1.2 The EOI/TENDER document shall not be available for download from e-tender portal on its submission / closing date
- 1.3 List of CSCs in Koraput SSA is at section B

2. Eligibility Criteria:

Taking into consideration the importance of CSCs for BSNL as well as for customers, it is very essential that the bidder firms have sufficient experience in setting up of and running such CSCs in India/worldwide. The following criterion shall be met by the bidder company and/or legally bound consortium who intend to participate in this EOI/TENDER and only those bidders who qualify the following conditions, need put in the proposal:

- 2.1 Bidder Company shall be registered & incorporated in India under the Company Act, 1956 or 2013 as the case maybe or Partnership Firm / Proprietorship Firm
- 2.2 The bidder company shall have a minimum Cumulative turnover of INR 1 Crore for category – I CSC / INR 75 Lakhs for category – II CSC / INR 50 Lakhs for category – III CSC during last 3 years (i.e. financial year FY 2017-18, FY 2018-19, FY 2019-20). Audited Balance Sheets for the last three years shall be submitted as a supporting document.

OR

Bidder Company shall have a Net worth of INR 2 Crores on 31st March'20. In case of consortium, turnover/ Net worth of only lead bidder shall be counted. Lead bidder is being referred as bidder in the EOI/TENDER document.

- 2.3. Bidder shall have relevant experience of setting up and running successfully at least 1000 (cumulative) square feet of raised floor commercial Customer Care Centre (excluding utilities) from a maximum of 2 commercial customer care centers locations in India, for at least 12 months on the date of EOI/TENDER bid submission.

OR

If the bidder's company is not meeting the experience as in this Para 2.3 above, then Bid can be submitted through a legally bound consortium (format as at Annexure-IX) with a company who is having experience as in this Para 2.3 above. However in such case, the lead bidder company must have Customer Care Centre experience in last two financial years (i.e. 2017-18, 2018-19).

OR

Call Centre Operators of BSNL (existing & Old), who have worked for BSNL for at least 1 year & with at least 50 operator positions per month are eligible to apply for this EOI/TENDER directly without fulfilling other eligibility conditions.

- 2.4 All existing BSNL franchisees / RD (CM, CFA, Integrated) having 50 Lakhs Cumulative turnover from BSNL business during last Three years (i.e. financial year FY 2017-18, FY 2018-19, FY 2019-20) are eligible and do not need any more eligibility Criteria as mentioned in 2.2 or 2.3 above
- 2.5 Bidders are required to submit certificates/documentary proof for item (2.1) to (2.3). The verifiable reference along with the contact details shall also be cited in the bid document for item at 2.3.
- 2.6 The Company should not be a Licensed Telecom Service Provider (TSP) to provide Basic Services/ Cellular Telephony Services/ Internet Services/ UASL/ NLD/ ILD Services anywhere in India or owned or controlled by a TSP in India
- 2.7 The Company should not have controlling equity stake (26% or more), or vice versa, in and of any Basic Services/ Cellular Telephony Services/ UASL/ NLD/ ILD Services operating companies in India or their promoters.

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2.8 Mutual Non-Disclosure Agreement (on Rs. 100/- Non-Judicial Stamp paper) attached as Annexure-V is mandatory.

Intending bidder may download the EOI/TENDER document from <https://etenders.gov.in/eprocure/app> and www.odisha.bsnl.co.in on payment of Rs. **1180/-** only (Non-Refundable) on all working days.

The payment shall be accepted in the form of A/c Payee Demand Draft, drawn in any Scheduled Bank in India in favour of "Accounts Officer(Cash), O/o GMTD, Koraput".

3. Bid Security may be submitted in the form of Bank Guarantee for each CSC as mentioned above. The proforma of EMBG is available as Annexure-V or in the form of A/c Payee Demand Draft, drawn in any Scheduled Bank in India in favour of "Accounts Officer (Cash) BSNL, **Koraput.**" Payable at Koraput.
4. EOI/TENDER document may also be downloaded from BSNL site www.odisha.bsnl.co.in and cost of document in the form of DD be deposited along with the bid.
5. Bid Validity Period: 150 days from the tender opening date and can be extended
6. Submission of EOI/TENDER: – EOI/TENDER Price bid should be submitted online on E-tenders website.

7. Offline Documents:

The following documents are required to be submitted offline (i.e. offline submissions) i.e. to be dropped in tender box kept at **AGM (PLG) O/o GMTD, Koraput BSNL, - 764020** on or before **10.04.2021** 17:00 Hrs in a sealed envelope. The envelope shall bear the EOI/TENDER number, name of work and the phrase: "Do Not Open Before (due date & time of opening of EOI/TENDER). In the case where no off-line document is received on or before above mentioned time, the bid will be rejected.

- 1) EMD – Bid security (in original)
- 2) DD/ BG of EOI/TENDER document fee (in original)
- 3) Power of Attorney (If applicable)

Note:1. At the time of opening the bids, initially offline submission envelope of all bidders will be opened. The Electronic envelope consisting Technical bid of only those bidders will be opened who have submitted required documents mentioned above as offline submissions.

2. The cost of **Tender Document /EMD** for the amount as mentioned against each item in the table can be paid in the form of online payment/DD/ banker's cheque drawn from any Nationalized/ Scheduled Bank in favour of "**A.O.(Cash), BSNL, O/o GMTD, Koraput-764020 and payable at Koraput**". The cost of Tender paper/EMD if paid through online Banking/RTGS/NEFT the following details please be followed.

Name of the Bank and Branch	State Bank of India, Koraput
Accounts Name	A.O(Cash), BSNL, O/o .GMTD Koraput, Mob:+919437208766
Account Number	11190080407
IFC Code	SBIN0000121
Address of the Bank	State Bank of India, Koraput
MICR Code	764002004
Mail Id :	agmopk@gmail.com
Contact No	+91 9437208766

In case of online payment the scanned copies of the E-Payment receipt towards Cost of bid document/EMD have to be uploaded in the e-Tender Portal www.etenders.gov.in/eprocure/app .

8. Opening of EOI/TENDER: – EOI/TENDER shall be opened as per schedule attached, in the office of the **AGM (PLG) O/o GMTD, KORAPUT, 764020** in the presence of bidders/ authorized representatives of the bidders who wish to be present.
9. Fee for EOI/TENDER Document is neither transferable nor refundable.