



**BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)**

**Office of the Principal General Manager Telecom
District Bhubaneswar-751022**

**E-EOI (EXPRESSION OF INTEREST) DOCUMENT FOR OUTSOURCING OF
OPERATION AND MAINTENANCE OF BSNL CSC FOR BHUBANESWAR
TELECOM DISTRICT.**

EOI No: N-187/2021-22 Dated: 28/09/2021

Name of Firm:

Name of the CSCs for which EOI is being submitted:.....

Last date of Submission: 19-10-2021 15:00 hrs.

Date of Opening: 20-10-2021 15:00 hrs.

Cost of Tender Document: - Rs.1,180/-

(This includes Tender document Cost of Rs.1,000/- and GST @ 18% i.e. Rs.180/-)

NOTE: Each CSC is a separate EOI, One EOI form should be used for one CSC only.



BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)
O/o Pr. General Manger Telecom District
Bhubaneswar Telecom District
0674-2541244, 2547000

EOI Enquiry No. : N-187/2021-22**Dated 28/09/2021**

Sub: Expression of Interest (EOI) for Operation and Maintenance of BSNL CSC of BSNL Bhubaneswar Telecom District.

EOI Enquiry No.: N-187/2021-22 Dated: 28/09/2022.

Please find enclosed the EOI document in respect of above mentioned EOI which contains the following.

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Pr. General Manager
O/o PGMTD, Bhubaneswar
Tel. No.: 0674-2547000 & agmplqbn.bsnl@gmail.com

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SECTION – 1
DETAILED NOTICE INVITING E-TENDER (DNIT)

On behalf of Pr. General Manager Telecom District, Bhubaneswar BSNL Digitally Sealed Tenders are invited for **Expression of Interest (EOI) for Operation and Maintenance of BSNL CSC of BSNL works for a period of 2 year (extendable by 1 year) in Bhubaneswar Telecom District.**

Sl. No.	Item	Particulars
1	EOI Notice No & date	N-187/2021-22, Dated 28/09/2021
2	EOI item	e-EOI Document for Expression of Interest (EOI) for Operation and Maintenance of BSNL CSC of BSNL Bhubaneswar Telecom District.
3	EOI Document can be downloaded from date	28/09/2021
4	Date of receipt of queries from bidders	Up to 18.00 Hrs. of 04/10/2021
5	Reply of queries by BSNL	Before 18.00 Hrs. of 06/10/2021
6	Last Date of Submission of EOI	19/10/2021 up to 15.00 Hrs.
7	Date & Time of Opening of EOI (Technical Bid only)	20/10/2021 at 15:00 Hrs.
8	Amount of Bid Security as in Section-1.	The cost of EMD / Bid Security to be paid through online Banking/RTGS/NEFT or TDR/PBG pledged to A.O. (Cash), BSNL, O/o PGMTD Bhubaneswar as per the Section-1, Clause No. 4.4.
9	Cost of EOI Form	The cost of EOI Form to be paid through online Banking/ RTGS/ NEFT as per the Section-1, Clause No. 4.4.

Note: In case the last date of submission / opening of bid is declared to be a holiday, last date of submission / opening of bid will get shifted automatically to next working day at the same scheduled time. Any change in bid submission/ opening date due to any other unavoidable reasons will be notified through the BSNL web site and/ or e-Tender Portal.

The MSE bidders registered with the designated MSME bodies like National Small Scale Industries Corporation etc. are exempted from payment of EOI fee. However, they shall furnish a proof regarding registration with bodies under the Ministry of Micro, Small & Medium Enterprises for photocopies valid on the date of opening of the tender. *MSE bidders claiming exemptions from EOI fee & EMD as per MSME guidelines must also register Udyam Registration Certificate indicating URN (Udyam Registration Number) issued from MSME, in order to avail the benefits available to MSEs as contained in Public procurement policy for MSEs. URN certificate should broadly cover the Equipment/ Service offered in EOI and submit proof in this regard along with their bid.*

Note: The exemption of EOI Paper cost and EMD for MSME/NSIC category of bidders with the specific registration for example. The name of the beneficiary in case of the sole bidder or proprietary firm should either be in the name of person/Company, with which capacity she / he is participating in the EOI. And in case of the limited company, the MSME/NSIC registration must be in the name of all board of Directors of the same company. Any deviation will not be considered.

DETAILS OF CSC						
Zone No	CSC NAME	CSC Category	Base Price (in INR)	Cost of Tender (in INR)	EMD (in INR)	PBG (in INR)
1	Door Sanchar Bhawan, Bhubaneswar	1	Rs.37,000/-	Rs.1,180.00	Rs.100,000.00	Rs.350,000.00
2	CTO Compound	1	Rs.4,500/-	Rs.1,180.00	Rs.100,000.00	Rs.350,000.00
3	B J B Nagar	2	Rs.5,500/-	Rs.1,180.00	Rs.75,000.00	Rs.250,000.00
4	Chandrasekharapur	2	Rs.1,000/-	Rs.1,180.00	Rs.75,000.00	Rs.250,000.00
5	Puri	2	Rs.6,000/-	Rs.1,180.00	Rs.75,000.00	Rs.250,000.00
6	Khurda	3	Rs.2,000/-	Rs.1,180.00	Rs.10,000.00	Rs.100,000.00
7	Nayagarh	3	Rs.1,000/-	Rs.1,180.00	Rs.10,000.00	Rs.100,000.00
8	Palaspalli	3	Rs.500/-	Rs.1,180.00	Rs.10,000.00	Rs.100,000.00
9	Baramunda	3	Rs.1,000/-	Rs.1,180.00	Rs.10,000.00	Rs.100,000.00
10	Nimapada	3	Rs.2,000/-	Rs.1,180.00	Rs.10,000.00	Rs.100,000.00
11	Jatani	3	Rs.500/-	Rs.1,180.00	Rs.10,000.00	Rs.100,000.00
12	Balugaon	3	Rs.500/-	Rs.1,180.00	Rs.10,000.00	Rs.100,000.00
13	Pipili	3	Rs.500/-	Rs.1,180.00	Rs.10,000.00	Rs.100,000.00

Note1: The Bidder participation for CSCs will be considered as per the information given in Section-6 Financial Bid /BOQ for the all evaluation purpose.

Note2: Each bidder can participate for any number of CSCs (i.e. Zones) but the evaluation will be done individual CSCs wise separately.

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. However, evaluation shall be done for each CSC separately.

- 1.1 A separate bid form along with price bid (Section-6) for each Cluster is a separate tender. The evaluation of the tender as well as allotment of the work will be done Cluster wise.
2. **Purchase of Tender Document:** Tender document can be obtained by downloading it from the website www.odisha.bsnl.co.in / www.etenders.gov.in/eprocure/app
- 2.1 The bidders downloading the tender document are required to submit the tender fee of amount **Rs. 1000 + applicable GST** through online payment through NEFT/RTGS along with their tender bid failing which the tender bid shall be left archived unopened/ rejected. The online payment will be made to "AO (Cash), BSNL, O/o PGMTD, Bhubaneswar." and payable at Bhubaneswar.
- 2.2 **Availability of Tender Document on the e-tender portal for bid submission:** The tender document shall be available for downloading from BSNL website www.odisha.bsnl.co.in & www.etenders.gov.in/eprocure/app from 28/09/2021 onwards.
- 2.3 Physical copy of the tender document would not be available for sale.
- 2.4 The Tender document shall not be available for download from e-tender portal on its submission / closing date
3. **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 and only those bidders who qualify the following conditions, need put in the proposal.
 - 3.1. Bidder Company shall be registered & incorporated in India under the Company Act, 1956 or 2013 as the case maybe or Partnership Firm / Proprietorship.
 - a) The company shall have a minimum annual 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 FY 2017-18 and FY2018-19, FY 2019-20 (i.e. financial year 2017-18, FY 2018-19, FY 2019-20). Audited Balance Sheets for the FY 2017-18 and FY2018-19, FY 2019-20 years shall be submitted as a supporting document.

OR

Company shall have a Net worth of INR 2 Crores on 31st March'2020. In case of consortium, turnover/ Net worth of only lead bidder shall be counted. Lead bidder is being referred as bidder in the EOI document.

- b) 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 bid submission.

OR

If the bidder's company is not meeting the experience as in this Para 3.1(b) above, then Bid can be submitted through a legally bound consortium (format as at Annexure-VI) with a company who is having experience as in this Para 2.1.(b) above. However in such case, the lead bidder company must have Customer Care Centre experience in two financial years (i.e. FY 2018-19, FY 2019-20).

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 directly.

- 3.2. All existing BSNL franchisees/OCSC Franchisees / RD (CM, CFA, Integrated) having 50 Lakhs Cumulative turnovers from BSNL business during FY 2017-18 ,FY 2018-19 and FY 2019-20 (i.e. financial year FY 2017-18, FY 2018-19, FY 2019-20) are eligible.

Eligible bidders are required to submit certificates/documentary proof of any one from 3.1(a & b) and 3.2. The verifiable reference along with the contact details shall also be cited in the bid document for item at 3.1(b).

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.

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.

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

4.1. General Qualification

4.1.1 The Bidder must not be black-listed for Telecom business by any Central/ State Governments/ PSUs in India and GST Authority at the time of submission of bid. An undertaking must be submitted in this regard.

4.1.2 The Bidder must have a valid PAN card and IT return for the financial Year 2018-19 and 2019-20 & valid registration under GST Act. If the bidder is not registered with GST authority at the time of bid submission, then he shall have to submit GST registration at the time of award of work/ Lol/signing of contract, if declared successful.

4.2 Financial Qualification

The Bidder must have valid turn over certificate and audited balance sheet for the financial years 2018-19 and 2019-20.

Bidders will be required to support claims of their financial qualification through their audited financial statements duly certified by their CA. The turnover certificate issued after July-2019 must have valid UDIN from a reputed Chartered Accountant for financial year 2018-19 and 2019-20 from telecom business duly audited with balance sheet or else it will not be accepted.

Note 1:-The bidders shall submit necessary documentary proof showing that they meet the eligibility criteria along with their tender bid. All documents submitted will also be self-attested by the bidder.

Note 2:-Work Order(s) will be issued or Contract agreement(s) will be signed only upon successful verification of the eligibility documents submitted in the bid, with the originals of the eligibility documents, which shall have to be produced by successful bidder, if required.

Note 3: Work Order will not be taken as experience certificate.

4.4 Bid Security/EMD:

The bidder shall furnish the bid EMD in one of the following ways:-

- 4.4.1 EMD paid through online Banking/RTGS/NEFT/TDR in favour of "AO (Cash), BSNL, O/o PGMTD Bhubaneswar of "Bharat Sanchar Nigam Limited, Bhubaneswar" which should be valid for **180** days (i.e. one month above the offer/bid validity period) from the tender opening date.
- 4.4.2 The MSE bidders registered with the designated MSME bodies like National Small Scale Industries Corporation etc. are exempted from payment of tender fee. However, they shall furnish a proof regarding registration with bodies under the Ministry of Micro, Small & Medium Enterprises for the construction/Operations/Maintenance services in Telecom Industry / maintenance and installation of OF cables, valid on the date of opening of the tender. The scope of area of the above MSE registered bidders must be for construction/ maintenance of underground telecom cables/ maintenance and installation of OF cables /telecom outdoor network etc. **MSE bidders claiming exemptions from EOI Paper cost & EMD as per MSME guidelines must also register Udyam Registration Certificate indicating URN (Udyam Registration Number) issued from MSME, in order to avail the benefits available to MSEs as contained in Public procurement policy for MSEs. URN certificate should broadly cover the Equipment/ Service offered in tender and submit proof in this regard along with their bid.**

Alternatively the cost of EMD and cost of Tender paper can be paid through online Banking/ RTGS/ NEFT as per the following details.

Name of the Bank and Branch	UNION BANK OF INIDA, BHUBANESWAR
Accounts Name	A.O(Cash), BSNL, O/o PGMTD Bhubaneswar
Account Number	380801010035275
IFSC Code	UBIN0538086
Address of the Bank	Ashok Nagar Branch, Bhubaneswar:751009, Odisha
MICR Code	751026002
Mail Id :	email id : gmtdbn03@rediffmail.com
Contact No	Tel.No.0674-2541969
In case of EMD in the form of TDR/ PBG	Should be pledged in favour of A.O. (Cash), BSNL, O/o GMTD Bhubaneswar with validity for a period of Six Months from the date of opening Or N.B. - The existing vendor(s) of this SSA may avail for adjustment of respective EMD amount(s) against the pending Bill(s) / Invoice No(s). and passed amount of the bill(s), if so desire, by applying for the same with specific request on case to case basis (As Annexure-VIII).

- 4.4.3 The scanned copies of the E-Payment receipt towards EMD/BID security, Cost of bid document have to be uploaded in the e-Tender Portal.

4.5 Date & Time of Submission of EOI bids: on or before **15:00 Hrs.** of **19/10/2021**.

- 4.5.1 In case the date of submission (opening) of bid is declared to be a holiday, the date of submission (opening) of bid 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.

4.5.2 Opening of EOI Bids: At **15:00 Hrs.** of **20/10/2021**.

5 Place of opening of EOI Bids:

- 5.1 The EOI shall be opened through 'Online Tender Opening Event'. BSNL's Tender Opening Officers as well as authorized representatives of bidders can attend the online Tender Opening Event (TOE) from the comfort of their offices. Kindly refer Section-4 Part C of EOI document for further instructions.
- 6 EOI bids received after due time & date will not be accepted.
7. Incomplete, ambiguous, Conditional, unsealed EOI bids are liable to be rejected.
8. PGMTD, Bhubaneswar BSNL reserves the right to accept or reject any or all EOI bids without assigning any reason. He is not bound to accept the highest bid (H1).

9. The bidder shall furnish a declaration, as per Section 6 (A), in his EOI bid that no addition / deletion / corrections have been made in the terms & conditions of the downloaded EOI document for which their bid is being submitted and these are identical to the EOI document appearing on the website.
10. 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.
- 10.1 All documents submitted in the bid offer should be preferably in English/Hindi/ State's official language. In case the certificate viz. experience, registration etc. is issued in any other language other than English/Hindi/ State's official language, the bidder shall attach a translation of the same in English/Hindi/ State's official language, duly attested by the bidder & the translator to be true copy in addition to the relevant certificate.
- 10.2 All computer generated documents should be duly signed/ attested by the bidder/ bidder organization.
11. The queries in respect of this bid document, if any, can be submitted through Email latest upto **04/10/2021. The reply to the queries will be given on 06/10/2021.**

BSNL Contact-1	
BSNL's Contact Person	Shri P.K.Mohanty,AGM(Plg),O/o PGMTD,Bhubaneswar
Telephone& Mobile	0674-2547000, 9437160776
E-mail ID	agmplgbn.bsnl@gmail.com
BSNL Contact-2	
SNL's Contact Person	Shri R. Moharana, SDE(PLG), O/o PGMTD,Bhubaneswar
Telephone & Mobile	0674-2541244, 9437007300
E-mail ID	ranjitmoharana@gmail.com