

**DETAILED NOTICE INVITING E-EOI (DNIT)**  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Government of India Enterprise)

**O/o General Manager Telecom District, Door Sanchar Bhawan, Link Road, Cuttack-753012.**

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

Sl. No.	Item	Particulars
1	EOI Notice No & date	EOI No: PLG/CSC CK/2021-22/Part-I/47 Dated 16.09.2022
2	EOI item	Outsourcing of Operation and Maintenance of CSCs of Cuttack Telecom District
3	EOI Document can be downloaded from	<a href="http://odisha.bsnl.co.in">http://odisha.bsnl.co.in</a> or <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a>
4	Date of receipt of queries from bidders through email	From dtd 17.09.2022 till dtd 22.09.2022 Email id:- agmplgbsnlck@gmail.com
5	Reply of queries by BSNL	Before 18.00 Hrs of 24.09.2022
6	Last Date of Submission of EOI	Up to 11:00 Hrs of 30.09.2022
7	Date & Time of Opening of	11:00 Hrs of 01.10.2022

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

Cluster No	CSC NAME	CSC Category	EMD (In Rs.)	PBG ( In Rs )	EOI form cost Rs. (Non-refundable) including 18 % GST
1	GMTD, Link Road	Type-1	1,00,000/-	1,50,000 /-	1180/-
11	Pattamundai	Type-3	10,000/-	50,000 /-	1180/-
12	Jagatsinghpur	Type-3	10,000/-	50,000 /-	1180/-

Note-1: The tender documents shall be issued free of cost to MSE bidders on production of requisite proof in respect of valid certification from MSME for the tendered item.

Procurement under this tender would be in accordance with 'Public procurement (Preference to Make in India) Order 2017' notified by Government of India & its subsequent amendments, guidelines etc. for Preference to Make in India products.

In case of Micro and Small Enterprise (MSE) bidders should submit their valid Udyam Registration Certificate indicating URN (Udyam Registration Number) issued from MSE, in order to avail the benefits (exemption from tender fee and EMD) available to MSMEs as contained in Public procurement Policy for MSEs, URN certificate should broadly cover the Equipment/services offered in Tender.

Note 3: The Bidder participation for CSCs will be considered as per the information given in Annexure-I of Financial Bid/BOQ for the all evaluation purpose.

**Note 4: Each bidder can participate for any number of CSCs but the evaluation will be done individual CSCs wise separately.**

Note 5: The bidder should quote a fixed amount to be paid to BSNL, for each Category-I/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.

1.0 The bidding process will be accepted only through e- Platform

2.0 **Period of contract:** The EOI is valid for One year from the date of entering into agreement and period can be extended upto one more year with the approval of GMTD, CUTTACK, if required, with mutual consent based on performance.

3.0 **Purchase of EOI Document:** - EOI document can be obtained by downloading it from the website <https://etenders.gov.in/eprocure/app>.

The bidders downloading the EOI document are required to submit the EOI fee (**for each participating CSCs separately**) amount through DD/ Banker's cheque along with their EOI bid failing which the EOI bid shall be left archived unopened/ rejected. The DD/ banker's cheque shall be drawn from any Nationalized/ Scheduled Bank in favour of "AO (Cash), BSNL, O/o GMTD, CUTTACK" and payable at "CUTTACK".

The original Crossed Demand Draft/ Bankers Cheque should be submitted offline in the envelope as mentioned in NIT for each Participating CSCs separately.

The EOI fee is non-refundable and EOI is non-transferable.

If there is any doubt / mismatching in instructions in this EOI related to offline / online (e-EOI) procedure, instruction related to e- EOI will be valid and final.

This is an e-EOI hence bidders may participate through online process only through E- tender website <https://etenders.gov.in/eprocure/app>.

The bidder is required to follow all terms and conditions as applicable in the GST guideline. The hard copy of the EOI document would not be available for sale.

**4.0. Eligibility criteria & Turnover:-**

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:

4.1 Bidder shall be registered & incorporated in India under the Company Act, 1956 or 2013 as the case may be or partnership firm.

4.2 The bidder shall have a minimum per year turnover of INR 1 crore for Category-I/INR 75 Lakhs for Category-II/INR 50 Lakhs for category-III CSC during last 3 years (i.e. financial year 2018-19, 2019-20 & 2020-21 & current financial year). 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 31<sup>st</sup> March '21. 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.

4.3 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 bid submission.

**OR**

If the bidder's company is not meeting the experience as in this Para 4.3 above, then Bid can be submitted through a legally bound consortium with a company who is having experience as in this Para 4.3 above. However in such case, the lead bidder company must have Customer Care Centre experience in last two financial years (i.e. 2019-20 & 2020-21)

**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 without fulfilling other eligibility conditions.

4.4 For Category-II & III CSCs, all existing CSC Franchises/ BSNL franchises/RD (CM, CFA, Integrated) having Rs. 50 Lakhs & 20 Lakhs cumulative turnover from BSNL business respectively during last 3 years (2018-19, 2019-20 & 2020-21) are eligible and do not need any more eligibility criteria as mentioned in 4.2 or 4.3 above

4.5 Bidders are required to submit certificates/documentary proof for item (4.1) to (4.3). The verifiable reference along with the contact details shall also be cited in the bid document for item at 4.3.

4.6 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.

4.7 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.

5.0 DOCUMENTS ESTABLISHING FIRM'S ELIGIBILITY AND QUALIFICATION.

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

- I. Document as desired in Section-1, clause-4**
- II. Board's resolution in favour of authorized signatory.**
- III. Attestation of signature of the authorized signatory by the bidder's banker's .**
- IV. Certificate regarding eligibility conditions as per EOI.**
- V. Audited results of last three financial years(FY-2018-19, 2019-20 & 2020-21) as optional.**
- VI. A no relative certificate in the format as format given Section-6 (B).**
- VII. Bid security, as per the details given in the NoticeDetails.**
- VIII. A certificate from its bankers as evidence that he has financial capability to perform the contract.**
- IX. Any other certificate(s) as per the EOI requirements.**
- X. Detail of information of Participating CSC in Annexure-I of Section-9 Financial Bid/BOQ**

**In case of consortium bids, only lead bidder will interact with BSNL for all obligations/payment; however all consortium members will be responsible for the execution of the project.**

**A consortium member may participate in more than one consortium. However the bidder is not permitted to be a consortium member under another bidder for this project.**

**No change in consortium members i.e. addition or dropping of a member shall be permitted after the submission of the bid**

**EMD of requisite amount & cost of EOI form. MSE/NSIC bidders are exempted from submitting the bid security and cost of EOI document.**

**Copy of GST registration certificate of the bidder duly self-attested.**

**Bidder shall submit necessary documentary proof showing that they meet the eligible criteria along with their EOI bid. All document submitted will also be self-attested by the bidder.**

**Scanned copies of all documents mentioned above should be signed with Digital Signature Certificate (DSC) by the authorized signatory of the bid offer.**

Submission of documents listed above is mandatory and non-compliance may result in rejection of the Bid during evaluation.

If some document is not applicable for the bidder then he has to upload scanned copy of paper/document mentioning "The document < Name> called vide clause is not applicable on us".

**06. BID Security /EMD:**

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

Demand Draft/ Banker's cheque/FDR drawn in favour of "AO (Cash), BSNL, O/o GMTD CUTTACK" and payable at CUTTACK issued by a Nationalized/Scheduled Bank in India for an amount equal to given in DNIT.

OR

Bank Guarantee(s) from a Nationalized/Scheduled Bank in India, drawn in favour of "AO (Cash), BSNL, O/o GMTD CUTTACK," which should be valid for 150 days (i.e. one month above the offer/ bid validity period) from the EOI opening date for an amount equal to given in DNIT.

Mutual Non-Disclosure Agreement (on Rs. 100/- Non-Judicial Stamp paper or appropriate value) attached as Section-7 (D) is mandatory for obtaining EOI document.

Intending bidder may obtain copy of EOI document from the <https://etenders.gov.in/eprocure/app> on payment of Rs. 1180/- only (Rs 1000/-+18% GST) (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 AO (Cash), BSNL, O/o GMTD CUTTACK.

Name & address of the Bank and Branch	Union Bank of India, Madhupatna, Link Road Cuttack
Accounts Name	A.O. (Cash), BSNL,O/o GMTD Cuttack
Account Number	(SB/CA) 514201010032115
IFSC Code	UBIN0551422
MICR Code	756026004
Mail Id :	<a href="mailto:agmplgbsnlck@gmail.com">agmplgbsnlck@gmail.com</a>
Contact No	0671-2304440, 9437960466
In case of EMD in the form of TDRS/PBG	Should be pledged in favour of A.O. (Cash), BSNL, O/o GMTD Cuttack with validity for a period of Six Months from the date of opening

Note:

- a) The bidder at the time of purchase of EOI document shall give the Name and complete contact details (including Mobile no. E-mail address etc.) of the person(s) authorized by the bidder firm to visit various CSC locations as specified in the EOI document.
- b) Queries from only those perspective bidder's shall be entertained and considered for issuance of clarifications, who have purchased the EOI document. Proof of payment of requisite charges for the same, shall be submitted along with the queries.
- c) EOI document shall be provided after signing a mutual Non-Disclosure Agreement (NDA) with BSNL (on non-judicial stamp paper of requisite value). It is at the discretion of the successful bidder to get appointed as a Direct Selling Agent of BSNL or as a retailer of any the CM-Franchises of BSNL, Odisha.
- d) MSE/NSIC units shall be exempted from submission of bid security deposit on production of requisite proof in respect of valid & current certification from MSME for the EOId item.
  - 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.
  - 2) E-EOI bids received after due time & date will not be accepted by the online system.
  - 3) All documents should be digitally signed by the bidder.
  - 4) Incomplete, ambiguous, conditional, EOI bid are liable to be rejected.
  - 5) GMTD, Cuttack reserved the right to accept or reject any or all EOI bids without assigning any reason whatsoever and he is not bound to accept the highest bid.
  - 6) Bidder shall furnish a declaration under his digital signature that no addition/deletion/correction has been made in the downloaded EOI document being submitted and it is identical to the EOI document appearing on

- the e-procure EOI portal.
- 7) In case of any correction/addition/alteration /omission in the EOI document by the bidder, the EOI bid shall be treated as non- responsive and shall be rejected summarily.
  - 8) Bidder are advised to visit the work site before offering their bid if required.
  - 9) The bidder is required to submit the required Off-line documents in the EOI box before closing date & Time as given in NIT. In the case where no off-line document is received, the bid will be rejected.
  - 10) The bidder has option to submit above documents electronically (scanned copies) alongwith the bid. However at the time of technical evaluation he has to produce original documents before the TEC

The Vendor shall obtain / provide at his own cost for all documents, permits and license necessary to do work.

<b>BSNL Contact-1</b>	
BSNL's Contact Person	Sri D. Nayak, AGM (Planning), O/o GMTD, Cuttack
Telephone& Mobile	0671-2304440 Mobile No. 9437960466
E-mail ID	<a href="mailto:agmplgbsnlck@gmail.com">agmplgbsnlck@gmail.com</a>
<b>BSNL Contact-2</b>	
BSNL's Contact Person	Sri K.D Samal, SDE (Planning), O/o GMTD, Cuttack
Telephone & Mobile	Tel 0671-2304440 Mobile No. 9437177066
E-mail ID	<a href="mailto:agmplgbsnlck@gmail.com">agmplgbsnlck@gmail.com</a>

11. In case of Micro and Small Enterprise (MSE) bidders should submit their valid Udyam Registration Certificate indicating URN (Udyam Registration Number) issued from MSME, in order to avail the benefits (exemption from tender fee and EMD) available to MSEs as contained in Public procurement Policy for MSEs, URN certificate should broadly cover the Equipment/services offered in Tender.

Exemption in Cost of Tender Document and EMD under MSME & NSIC is permitted, if the registration of MSME certificate is done for telecom service activities, showing validity period, monetary limit with other eligibility condition as per MSME provision, only Udyoga Adhar registration will not be considered for availing any exemption

The MSE bidders registered with the designated MSME bodies like National Small Scale Industries Corporation etc. are exempted from payment of tender fee & EMD. However, they shall furnish a proof regarding registration with bodies under the Ministry of Micro, Small & Medium Enterprises for the tender items.

12. Bidder's must be Class-I Local supplier and Class-II Local supplier in pursuance to Department for Promotion of Industry and Internal Trade order no: P-45021/2/2017-PP (BE-II) dt 16/09/2020 (Proof document- Self Certification as format given as Annexure D of Appendix-2 of Section IV or Certificate as per clause 1.5(b) of Appendix-2 of Section-IV as the case may be.

13. Registered with competent authority (Registration committee constituted by Department for Promotion of Industry and Internal Trade, Govt of India) in pursuance to restrictions under Rule 144 (xi) of General Financial Rules (GFRs), 2017 on grounds of Defence of India and National Security, which are detailed in Appendix of Section-1.

14 : If an authorized supplier bids on behalf of manufacturer then following prescribed Certificates are to be submitted by both manufacturer and authorized supplier.

Self-Certification as format given as Annexure of Section X.

Certificate as per applicability stated in tender document, in pursuant to Rule 144(xi) GFR 2017.

**DGM (Rural, Plg & Trans)**  
**O/o G.M.T.D. Cuttack**