



BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)
Office of the General Manager Telecom District
Koraput -764020

Expression of Interest (EOI) for
Operation and Maintenance of BSNL CSCs of Koraput SSA

EOI No: OD-KPT-18/16(12)/2/2021-S AND M-KPT OD Dated - 19/10/2022

Cost of Tender Document: - Rs.1,180/- (including 18% GST)

for participation in more than one CSC

Separate document and tender cost must be used for bidding for each individual CSC separately.

Regd. & Corporate Office: Bharat Sanchar Bhavan, H.C.Mathur lane, Janpath, New Delhi-110001
Corporate Identity Number (CIN):U74899DL2000GOI107739
www.bsnl.co.in.

Total number of Pages: 46

Outsourcing of Operation and Maintenance of BSNL CSC EOI No:
OD-KPT-18/16(12)/2/2021-S AND M-KPT OD Dated - 19/10/2022



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

E-TENDER DOCUMENT

Tender No. / EOI No: OD-KPT-18/16(12)/2/2021-S AND M-KPT OD

Dated: 19/10/2022

Sub: - Expression of Interest (EOI) for Operation and Maintenance of BSNL CSC of BSNL Koraput SSA

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If interested, kindly submit your bid offers online on or before date & time specified in the NIT.

DGM (CFA)

Tel.: 06852 250400 & E-Mail: dgmkt2020@gmail.com

Regd. & Corporate Office: Bharat Sanchar Bhavan, H.C.Mathur lane, Janpath, New Delhi-110001

Corporate Identity Number (CIN):U74899DL2000GO1107739

www.bsnl.co.in.

Read, under stood & compiled
Signature of tenderer with seal

Outsourcing of Operation and Maintenance of BSNL CSC EOI No:
OD-KPT-18/16(12)/2/2021-S AND M-KPT OD Dated - 19/10/2022



BHARAT SANCHAR NIGAM LIMITED
O/o The General Manager Telecom District, BSNL, Koraput
Telephone No.: 06852 250000 & Fax No.: 06852 250500

Expression of Interest/tender for
Outsourcing of Operation and Maintenance of BSNL CSCs in Koraput SSA

Tender No. / EOI No: OD-KPT-18/16(12)/2/2021-S AND M-KPT OD Dated: 19/10/2022

Signature of Bidder.....

Name of Bidder.....

Name of the CSCs for which EOI is being submitted

BA of the CSCs for which EOI is being submitted

Last date of submission: Up to 11:30 Hrs of **10/11/2022**

Date of opening of Bid: at 12:00 Hrs of **11/11/2022**

Read, under stood & compiled
Signature of tenderer with seal

Outsourcing of Operation and Maintenance of BSNL CSC EOI No:
OD-KPT-18/16(12)/2/2021-S AND M-KPT OD Dated - 19/10/2022

CHECK LIST FOR THE BIDDERS

Please ensure that all documents are fully authenticated by the Authorized Signatory with his signature with official seal, as per the eligible bidder's criteria. Offer is liable to be rejected, if enclosed documents are not authenticated.

Documents forming part of the bid: -

Sl Nn.	Documents
1	Cost of the tender document 1180/- or A proof regarding valid registration with body specified by Ministry of Micro, Small & Medium Enterprise for the tendered items will have to be attached along with the bid. The address mentioned in the Registration Certificate & MSME certificate must be the same. The enlistment certificate issued by MSME should be valid on the date of opening of tender. The address mentioned in the Registration Certificate & MSME certificate must be the same. The enlistment certificate issued by MSME should be valid on the date of opening of tender.
2	Bid Security in the form of Bank Guarantee for _____/- valid up to 180 days from the date of tender opening. Or A proof regarding valid registration with body specified by Ministry of Micro, Small & Medium Enterprise for the tendered items will have to be attached along with the bid. The address mentioned in the Registration Certificate & MSME certificate must be the same. The enlistment certificate issued by MSME should be valid on the date of opening of tender.
3	Scanned Copy of Complete set of Tender documents dully filled with signed with seal and signature i. (in the price bid page simply put the signature but don't quote the rates. The financial bid / price bid is to be submitted through Price bid BOQ in XLS file electronically after filling the desired price.
4	Filled copy of Bid Form in Annexure -X duly signed to be uploaded in addition to complete tender document.
5	Scanned Copy of Certificate of Incorporation/ Registration of firms/ License etc. as applicable.
6	Scanned Copy of Memorandum of Association (or Partnership deed, if not a proprietor firm).
7	Details of the firm/Company along with list of Board of Directors. Along with their address & contact numbers, as per Annexure VII
8	Scanned Copy of board resolution, authorizing a person for executing power of attorney in the name of person, who is signing the bid document having Digital signature. (In case of Company/Institution/Body Corporate)
9	Scanned copy of Power of Attorney attested by Notary Public or Registered with Sub Registrar in favour of the signatory signing the offer and documents and POA holder digital signature is to be used only for on line submission
10	Scanned copy of 'No Deviation' statement or Clause-by-Clause compliance statement pursuant to Annexure -XI
11	Non blacklisting declaration of the Company/Firm/Individual both Annexure – XII and Annexure – XIII
12	Scanned copy of Near Relationship Certificate as per annexure-IV . In case of Companies/ partnership Firms all the directors/partners have to submit the certificate separately.
13	Letter of Authorization to attend Bid opening event if representative of bidders attending. Annexure-VIII
14	Turnover Certificates for FY 2019-20, 2020-21, 2021-22 duly certified by CA along with audited balance sheet.
15	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 2,3 Section A, then Bid can be submitted through a legally bound consortium (format as at Section-VI) with a company who is having experience as in this Para 2.3 Section A. However in such case, the lead bidder company must have Customer Care Centre experience in last two financial years (i.e. 2020-21, 2021-22) 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.
16	Experience Certificate from BSNL declaring their present status as Franchise/RD from officer not below the rank of DGM.
17	Declaration by the bidder that it is not a licensed 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.
18	Declaration by the bidder that it has no controlling equity stake (26% or more) or vice-versa in any in and of any Basic Services / Cellular Telephony Services/ UASL / NLD / ILD Services operating companies in India or their promoters.
19	Valid PAN Card in the name of the firm. For companies and partnership firms the authorized signatory has to submit copy of his his own PAN card and Aadhar Card in addition to PAN card of the company.
20	Valid Goods and Services Tax Registration Certificate(s)
21	Company/ Firm Details Bidder's Profile as per Annexure VII duly filled up and signed.
22	Financial Bid / Price Bid dully filled should be submitted online as per the .XLSX Templet given at annexure-I
23	Bid document scanned copy stamped and signed in each page
NOTE	If applied (1) in the name of Individual then experience, GST registration, PAN should be in the name of the individual applied. (2) applied in the name of a firm (2)(i) for Partnership firm and Pvt. Ltd. Company the PAN, GST registration and Experience should be in the name of the Firm. (2)(ii). For Proprietorship firm, PAN should in the name of the Proprietor but in experience and GST registration both the name of the firm should be clearly available. For an individual having experience in own name but applied in firms name without experience in the name of the firm then the bid will be rejected out rightly.

For and on behalf of M/s(Insert Name of Bidding Company)

Signature and Name of the Authorized signatory of the Company with date seal

Note: all documents should be self-attested by the bidder with seal and signature

Read, under stood & compiled
Signature of tenderer with seal

Outsourcing of Operation and Maintenance of BSNL CSC EOI No:
OD-KPT-18/16(12)/2/2021-S AND M-KPT OD Dated - 19/10/2022



BHARAT SANCHAR NIGAM LIMITED

O/o The General Manager Telecom District, BSNL, Koraput
Telephone No.: 06852 250000 & Fax No.: 06852 250500

Details of the CSC for which the EOI is applied

(To be filled by the applicant)

Name of the BA/SSA	Name of the CSC	Category of CSC

Name and address of the firm

.....
.....
.....
.....

Phone No. (s) :
Office :
Residence :
Mobile :

Details of the EOI Document Cost and Ernest Money Deposit:

Particulars	Particulars of DD/BG	Issuing Bank with branch name	Issuing date	Validity up to	Amount in Rs.
EOI Document cost	DD No-			N/A	Rs.1180/-
EMD (in the form of BG)	BG No-				

Seal & Signature of Bidder

Outsourcing of Operation and Maintenance of BSNL CSC EOI No:
OD-KPT-18/16(12)/2/2021-S AND M-KPT OD Dated - 19/10/2022

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	OD-KPT-18/16(12)/2/2021-S and M-KPT OD Dated: 19/10/2022
2	EOI 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	<u>Pre-bid query</u>	By 17:00 Hrs of 26/10/2022
5	BSNL Reply by	02/11/2022
6	Last Date of Submission of EOI/tender	Up to 11:30 Hrs of 10/11/2022
7	Date & Time of Opening of	12:00 Hrs of 11/11/2022

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/-	1,50,000 /-	1180/-
2	SDOT Gunupur	Type-3	10,000/-	30,000 /-	1180/-
3	SDOT Rayagada	Type-2	75,000/-	50,000 /-	1180/-
4	Telephone Bhawan Jeypore	Type-3	10,000/-	30,000 /-	1180/-
5	SDOT Nabarangpur	Type-3	10,000/-	30,000 /-	1180/-
6	SDOT Malkanagiri	Type-3	10,000/-	30,000 /-	1180/-

Note1: The Bidder participation for CSCs will be considered as per the information given in Annexure-I of Section-XIII 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.

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.

Outsourcing of Operation and Maintenance of BSNL CSC EOI No:
OD-KPT-18/16(12)/2/2021-S AND M-KPT OD Dated - 19/10/2022

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 19/10/2022 onwards. The same tender document is uploaded on BSNL website shall be made available on e-tender portal (<https://etenders.gov.in/e procure/app>) from 19/10/2022 from 18.00Hrs onwards for start on online bid submission

Physical copy of the EOI/TENDER document would not be available for sale.

The EOI/TENDER document shall not be available for download from e-tender portal on its submission / closing date

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:

Bidder Company shall be registered & incorporated in India under the Company Act, 1956 or 2013 as the case maybe or Partnership Firm / Proprietorship Firm

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 2019-20, FY 2020-21, FY 2021-22). 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'22. 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.

All existing BSNL franchisees / RD (CM, CFA, Integrated) having 50 Lakhs Cumulative turnover from BSNL business during last Three years (i.e. financial year 2019-20, FY 2020-21, FY 2021-22) are eligible and do not need any more eligibility Criteria as mentioned in 2.2 or 2.3 above

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.

Outsourcing of Operation and Maintenance of BSNL CSC EOI No:
OD-KPT-18/16(12)/2/2021-S AND M-KPT OD Dated - 19/10/2022

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-V is mandatory.

Intending bidder may download the EOI/TENDER document from <https://etenders.gov.in/e procure/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 **10/11/2022 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: 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.

8. Opening of EOI/TENDER: – EOI/TENDER shall be opened as per schedule attached, in the office of the AGM (PLG) O/o GMTD, K O R A P U T , 7 6 4 0 2 0 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.