

SECTION - 1
NOTICE INVITING TENDER

On behalf of the Bharat Sanchar Nigam Limited, the Chief General Manager Telecom, Orissa Telecom Circle invites superscribed sealed tenders with supporting documents from registered, experienced and competent manufacturers, suppliers, firms, companies etc for **"Operation of Computerized Call center"**.

1. Description of the Work	Tender for supply of agents for operation of computerized call center of Orissa Telecom Circle for one year extendable upto two years.
2. Tender No.	Tender No. : CGMT/IT- 99(CC OPERATION TENDER) /2008-09 Dated – 29.12.2008
3.Sale of Tender Documents	<p>The Tender document can be available from SDE(Computer), O/o CGMT, BSNL, 4th Floor, Door Sanchar Bhawan, Unit-IX, Bhubaneswar -22 on production of a simple application, in duplicate, along with DD of Rs 520/- in favour of Sr Accounts Officer (A & P), O/o CGMT, BSNL. Orissa Telecom Circle, Bhubaneswar up to 19.01.2009 during all working days between 10.00 hrs. and 16.00 hrs.</p> <p>The tender document can also be downloaded from our website http://www.orissa.bsnl.co.in and used for bid participation. Such bidder must enclose the cost of bid document in the form of Demand Draft of Rs 520/- in favour of Sr Accounts Officer (A & P) , O/o CGMT , BSNL . Orissa Telecom Circle , Bhubaneswar.</p>
4. Estimated cost of the Tender	Rs. 36,00,000/-(Rupees thirty six lakh only)
5.Cost of Tender Documents	Rs. 520/- (Rupees five hundred twenty only) payable in demand draft favouring the Sr Accounts Officer (A & P) , BSNL ,O/o CGMT , Orissa Telecom Circle , Bhubaneswar which is not refundable.
6.Earnest Money Deposit (EMD)	Rs 72,000/-(Rupees seventy two thousand only) payable in the form of Demand Draft in favour of Sr Accounts Officer (A & P) , O/o CGMT , BSNL , Orissa Telecom Circle , Bhubaneswar or in the form of a bank guarantee valid for one year from the date of NIT and from a Nationalised / Scheduled bank.

7. Eligibility Criteria	<ol style="list-style-type: none"> 1. Prior experience in satisfactory operation of similar Call Center in India for a continuous period of at least one year having at least 25 agents each in two or more cities in India. 2. Must be a registered Firm/Company/Agency. 3. Must have valid registration under labour act.
8. Selection Process	<p>a) It will be a "Two Bid Tender Process", namely</p> <ul style="list-style-type: none"> • TECHNICAL BID AND • FINANCIAL BID <p>b) The Technical bid shall be opened on the prescribed date and time. The technical bid must contain the followings along with duly signed tender document.</p> <ol style="list-style-type: none"> 1. Proof of eligibility as per the clause 7 of Sec. I 2. EMD as per the clause 5 of Sec. I 3. Cost of Bid document as per clause 3/4 of Sec. I <p>The tender evaluation committee may visit the site of the bidder in order to ascertain the viability of the bidder and based on its assessments the committee may short list the bidders.</p> <p>d) Financial bid of those short-listed bidders only shall be opened on due date and time.</p>
9. Last Date for Receipt of Tenders (Both Technical & Financial Bids)	20.01.2009 up to 13.00 hrs
10. Place of Submission	Deputy General Manager (IT), o/o CGMT , BSNL , 3 rd Floor , Door Sanchar Bhawan , Unit-IX , Bhubaneswar-751 022 Phone:-0674-2546211, FAX: 0674-2542960
11. Date of Opening of Tenders	<ol style="list-style-type: none"> 1. 20.01.2009 at 15.00 hrs opening of TECHNICAL BID. 2. 30.01.2009 at 11.30 hrs opening of FINANCIAL BID.

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