

Tender No. T-162/2020-21 for "Housekeeping and other allied works in Keonjhar SSA".



# **BHARAT SANCHAR NIGAM LIMITED**

(A Government of India Enterprise)

OFFICE OF THE GENERAL MANAGER TELECOM DISTRICT.

BSNL, KEONJHAR-758001.

**Tender No. T-162/2020-21**

**Dated.13/11/2020**

## **BID DOCUMENT**

E-Tender Document for "Housekeeping and other allied works in Keonjhar SSA", Odisha.

Price = Rs.590/-

(Cost of Tender paper Rs.500/- + GST 18% Rs. Rs.590/-)

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**SECTION-1**

**DETAILED NOTICE INVITING E-TENDER (DNIT)**

**BHARAT SANCHAR NIGAMLIMITED**

(A Government of India Enterprise)

O/o General Manager Telecom District. BSNL Keonjhar-758001.

On behalf of General Manager Telecom District, Keonjhar BSNL Digitally Sealed Tenders are invited for "Housekeeping and other allied work in Keonjhar SSA", Odisha.

Cost Estimate	EMD	Performance Security Deposit (PSD)	Tender Paper Cost
Rs. 16,08,000 /-	Rs. 32,160/-	Rs. 80,400 /-	Rs. 590/-

(GMTD, Keonjhar reserves the right to increase or decrease the work by + or - 25 %)

1.1. A separate bid form along with price bid (as per Section-9 Part A& B) should be filled.

1.2. Purchase of Tender Document:

Tender document can be obtained by downloading it from the website [www.odisha.bsnl.co.in](http://www.odisha.bsnl.co.in) and [www.etenders.gov.in/eprocure/app](http://www.etenders.gov.in/eprocure/app).

1.3. SCHEDULE OF THE INVITATION OF TENDER:-

Sl. No.	Items	Particulars
1	Tender document can be downloaded from date	<a href="http://www.etenders.gov.in/eprocure/app">www.etenders.gov.in/eprocure/app</a>
2	Date of receipt of queries from bidders	Up to 16.11.2020
3	Reply queries to bidder from BSNL	20.11.2020
4	Last date of submission of tender	15.00 hrs of 27.11.2020
5	Date of opening of tender(technical bid only)	15.30 hrs of 28.11.2020

1.4 The bidders downloading the tender document are required to submit the tender fee of amount as given above in each zone (INR) + applicable GST through online as per clause no 2.5 of this section.

2.1 (a) 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 per Annexure-3)

b) 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 carrying out housekeeping and other allied works. The scope of area of the above MSME registered bidders must be for housekeeping and other allied works. MSME bidders claiming exemptions from Tender fee & EMD as per MSME guidelines must also register their UAM on CPPP and submit proof in this regard along with their bid.

2.2 Availability of Tender Document on the e-tender portal for bid submission: The tender document shall be available for downloading from website [www.etenders.gov.in/eprocure/app](http://www.etenders.gov.in/eprocure/app) from 14/11/2020 onwards.

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- 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.  
2.5 Online payment towards cost of the tender paper and cost of Bid Security (EMD) is to be made through DD/ Netbanking / RTGS/NEFT as per details given below.

Name of the Bank and Branch	Union Bank of India, Keonjhar.
Accounts Name	A.O.(Cash), BSNL, O/o GMTD BSNL Keonjhar
Account Number & Type	538001010012030 & Current Account
IFSC Code	UBIN0553808
Address of the Bank	UNION BANK OF INDIA, C/o Mahendra & Sons, At- Magurgadia, NH-215, Keonjhar-758001.
MICR Code	758026002
Mail Id :	<a href="mailto:tdmkjr24@rediffmail.com">tdmkjr24@rediffmail.com</a>
Contact No	06766-250070
Name of the Bank and Branch	UNION BANK OF INDIA, KEONJHAR

In case of EMD in the form of TDR/ PBG	Should be pledged in favour of A.O. (Cash), BSNL, O/o GMTD Keonjhar with validity for a period of Six Months from the date of opening <b>Or</b> 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-3).
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- 3.0 The scanned copies of the E-Payment receipt towards EMD/BID security, Cost of bid document has to be uploaded in the e-Tender Portal.

**4. Eligibility Criteria :** The bidder should meet following eligibility requirements

**4.1. General Qualification**

- 4.1.1 The Bidder should have valid firm registration (Registration with Nagar Nigam/Local Authority in case of Proprietary firm & in case of Pvt. Ltd Company / Partnership firm registration with registrar of firms is required) certificate of incorporation of the firm/company.  
4.1.2 The Bidder must not be black-listed for doing business by any Central/ State Governments/ PSUs in India at the time of submission of bid. **An undertaking must be submitted in this regard.**  
4.1.3 The Bidder must have a valid PAN & valid GST registration under GST Act. **Declaration must be submitted that the firm is not black listed by GST Authorities.** 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 / LoI / signing of contract, if declared successful.

**4.2 Technical Qualification**

- 4.2.1 **Experience:** The Bidder must have an experience of carrying out the house keeping works like sweeping/cleaning of office premise including toilets / bathrooms, watch and ward duty for store locations, gate keeping , office attendant work, assisting in office works etc. in any Central Govt. / State Govt/Central PSUs in the last two financial years i.e. 2018-19, 2019-20 .

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Bidders will be required to support claims of their required experience, through certificates issued by any executive not below the rank of DGM rank officer equivalent in case of PSUs/ State/ Central govt. and Circle Head, in case of private TSPs (Compulsory for Private TSP).

### **4.3 Financial Qualification**

**4.3.1** The Bidder must have minimum annual turnover of **40%** of annual estimated cost of tender, during each of the consecutive financial years 2018-19 and 2019-20 as mentioned in 4.2.1 in Technical Qualification.

**4.3.2** The Bidder must have Valid Solvency Certificate of nationalized/ scheduled bank of India for 40% value of the estimated cost. The solvency certificate should not be older than six months from the date of issue of NIT.

Bidders will be required to support claims of their financial qualification through their audited financial statements duly certified by their CA.

**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, which shall have to be produced by successful bidder.

**5. Estimated Cost: Keonjhar SSA - Rs. 16,08,000 /-**

### **6. Bid Security/EMD:**

a. The bidder shall furnish the cost of bid security as per clause no 2.5 of this section.

b. The MSME bidders registered with the designated MSME bodies like National Small Scale Industries Corporation etc are exempted from payment of bid security. However, they shall furnish a proof regarding registration with bodies under the Ministry of Micro, Small & Medium Enterprises carrying out housekeeping and other allied works, valid on the date of opening of the tender. The scope of area of the above MSE registered bidders must be for housekeeping and other allied works.

c. **For Existing Contractor of the SSA:** In case of EMD/Bid Security for the existing vendor(s) of this SSA, they may avail for adjustment of respective EMD/Bid Security 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 as per Annexure-3.

**7. Date & Time of Submission of Tender bids: on or before 15:00 Hrs of 27/11/2020 (tender closing date).**

**8. Opening of Tender Bids: At 15:30 Hrs of 28/11/2020.**

a. In case the date of opening of bid is declared to be a holiday, the date of 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.

### **9. Place of opening of Tender bids:**

The tenders 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 Tender document for further instructions.

**10. Tender bids received after due time & date will not be accepted.**

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11. Incomplete, ambiguous, Conditional tender bids are liable to be rejected.
12. GMTD Keonjhar BSNL reserves the right to accept or reject any or all tender bids without assigning any reason. He is not bound to accept the lowest bid.
13. The bidder shall furnish a declaration, as per Section 6 (A), in his tender bid that no addition / deletion / corrections have been made in the terms & conditions of the downloaded tender document for which their bid is being submitted and these are identical to the tender document appearing on the website.
  - a. In case of any correction/ addition/ alteration/ omission in the tender document, the tender bid shall be treated as non-responsive and shall be rejected summarily.
  - b. 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.
  - c. All computer generated documents should be duly signed/ attested by the bidder/ bidder organization.
14. The queries in respect of this bid document, if any, can be submitted through Email latest up to **20/11/2020**
15. **(07 days from issue of NIT).**

<b>BSNL Contact-1</b>	
BSNL's Contact Person	AGM (CFA) O/o GMTD Keonjhar, between 10:30 Hrs. to 18:00 Hrs.
Telephone & Mobile	Tel.No.06766-256300, Mob. No. 9437030200
E-mail ID	<a href="mailto:agmnw.bsnlkjr@gmail.com">agmnw.bsnlkjr@gmail.com</a>
<b>BSNL Contact-2</b>	
BSNL's Contact Person	SDE (Planning) O/o GMTD BSNL Keonjhar, between 10:30 Hrs. to 18:00 Hrs.
Telephone & Mobile	06766-250250, Mob. No. 9437070007
E-mail ID	<a href="mailto:sdemm.bsnlkjr@gmail.com">sdemm.bsnlkjr@gmail.com</a>

**SECTION- 2**  
**TENDER INFORMATION**

1. **Type of Tender:**      **Single stage submission & Two stage opening.**

Digitally signed online bids are to be submitted in Single Stage Bidding and two stage opening e-tendering process using two electronic Envelopes from the eligible bidders by the time and date specified in the Bid Document.

**Note:** The bids will be evaluated techno-commercially first and thereafter financial bids of techno-commercially compliant bidders only, shall be opened.

2. **Bid Validity Period** - The bid will remain valid for **150 days** from the tender opening date

3. The electronic envelopes will contain documents satisfying the eligibility / Technical & commercial conditions in first envelope called **Techno-commercial** envelope and second envelope called as **Financial Envelope** containing financial bid/ quote.

**a. Techno-commercial envelope shall contain :-**

- 1) Scanned copy of payment of cost of tender document i.e. tender fee as per clause no-2.5
- 2) Scanned copy of payment of EMD as per clause no-2.5.
- 3) Self attested copy of valid PAN Card
- 4) Self attested copy of valid GST Registration certificate or 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 / LoI / signing of contract, if declared successful as per clause no-4.1.3 of section I
- 5) Copy of valid firm registration (Registration with Nagar Nigam/Local Authority in case of Proprietary firm & in case of Pvt. Ltd Company/Partnership firm registration with registrar of firms is required) certificate of incorporation of the firm/company as per clause no-4.1.1 of section I.
- 6) Self declaration by the bidder as per clause no-4.1.2 of section I stating that he/his firm is not black-listed for doing business by any Central/ State Governments/ PSUs in India at the time of submission of bid. An undertaking must be submitted in this regard.
- 7) Declaration must be submitted as per clause no-4.1.3 of section I that bidder's firm is not black listed by GST Authorities.
- 8) Experience Certificate as per clause no-4.2.1 of section I.
- 9) Power of Attorney (PoA) & authorization for executing the power of Attorney in accordance with Clause 14.3 of Section 4 Part A.(not required in case of Proprietary / partnership firm if the proprietor/partnership himself signs the documents) and board resolution in favour of authorized signatory.
- 10) Copy of Articles and Memorandum of Association or Partnership deed or proprietorship deed as the case may be.
- 11) Details of the firm along with List of Directors on the Board of the Company, list of partners, as applicable.
- 12) Bidder's Profile & Questionnaire duly filled & signed as per Section-8.
- 13) Indemnity bond declaration for indemnifying BSNL against any non-compliance by bidder towards all applicable statutory requirements, if work is awarded, as per Annexure-1.
- 14) Letter of authorization for attending bid opening event as per Section -7 Part C.
- 15) Certificate of No Near-Relationship working in BSNL duly filled & signed as per Section-6 Part B.
- 16) Undertaking & declaration duly filled & signed as per Section-6 Part A
- 17) Tender / Bid form-Section 9 Part A.
- 18) Checklist of the documents submitted as per Annexure-2.

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**b. Financial envelope shall contain:**

- 1) Price Schedule (as per Section 9 Part-B)

**4. Payment terms**

4.1 The bidder should submit the monthly invoice within 7<sup>th</sup> of next month (based on WO issued) to the officer in-charge of the SSA preferably the SDE (General) , O/o the GMTD BSNL , Keonjhar for Keonjhar SSA after duly getting it certified by the BSNL field officers. The monthly Invoices are to be submitted by bidder in triplicate.

4.2 Monthly Work Order will be issued by the AGM level officer of the zone to the contractor by last working day of the previous month.

4.3 Tax Invoices shall be paid through Electronic Clearance Scheme (ECS) only. The contractor should submit the mandate form for this purpose along with the Agreement while entering into the Contract.

**Note:** - All statutory taxes and levies as applicable shall be deducted at source before payment.

4.4 Online generated GST payment details of previous month shall be submitted with the invoice(s) for payments.

**5. Time line for start of services: Immediately after acceptance of PO/Agreement**

**6. Duration of Contract ( Validity of tender):**

Normally contract will be awarded for one year. However, extension for one year or part thereof will be considered, keeping in view the various factors such as exigency of service, satisfactory performance of the firm with the same terms and conditions of the tender.



**SECTION- 3 Part A**

**SCOPE OF WORK**

**SCOPE, SPECIFICATION & JOB DESCRIPTIONS**

This tender is meant for "Housekeeping and other allied work in Keonjhar SSA", Odisha. The quantum of work may vary as per the necessity of the works.

**1. SCOPE, SPECIFICATION & JOB DESCRIPTIONS**

This tender is meant for Housekeeping and other allied works in the SSA Keonjhar and other sub- divisional offices and exchanges under Keonjhar SSA. The quantum of work may vary from time to time as per the necessity of the works.

**2. SCOPE & JOB DESCRIPTION**

Details of Service to be provided by the contractor at the Site are as follows:

**2.1 Office Attendant**

- Filling water in bottles from water filters and delivering to each table of officers, cleaning of water-jugs, glasses, cups and coasters.
- Minor electrical work such as changing of tubes, bulbs etc.
- Photo copying, delivering of files /letters from one section/table to other section/table and arranging of files, and any other assistance work that may be assigned from time to time.
- Filling of water to overhead tanks by operating the pumps twice a day.
- Operating Switching ON / OFF of AC Units, lights, fans, exhaust fans etc.
- Unlocking of rooms/chambers of officers /officials before office opening time and locking of the doors after office closing time or till officers vacate their chambers.
- Opening and closing of windows during office hours.
- Watch & Ward of DGM office Keonjhar.

**2.2 OFFICE ASSISTANCE WORK:**

Under office assistance work, the works like Planning, MM, HR, General, Marketing, EB, Commercial, Mobile CCN, TRA unit, Cash section work will be there apart from the following works.

**2.2.1 For Planning, MM, HR & General**

- Assisting in updating different estimates in estimate register as well as in PC along with sanction memos of estimates. Apart from this any work assigned on urgent nature as & when required for both MM & Planning section. Helping in scanning, printing, editing & mailing of different letters & orders to field units etc.
- Assisting in store requisition, store issue to field units & printing of gate pass / issue voucher, Assisting the official / officer for preparation of tender documents, tender report, preparation of TOC report & TEC report. Assisting in scrapping related works along with typing of different letters, different reports to Circle office from time to time.
- Assisting in preparing daily technical vigilant report, monthly development report, SDO wise MIS report, wire-line & Alphabetical list of exchanges report, MOU report, TRAI Benchmark report, OFC fault report, Rural provisioning of Broadband report, assisting in resolving PG complaints.

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- Assisting in preparing MOC point report online, collection of data from different sections like HR, General, Commercial, TRA etc. for preparation of MIS- online report. Apart from this any work assigned e.g. preparation of data in excel sheet for meeting purpose as & when required.
- Assisting in listing of pension contribution & making of final balance pension contribution sheets of all eligible employees time to time as per requirement of CCA. Typing of different letters e.g. clearance letters for retired employees, regarding Qtr etc., Relieve order of retired employees as well as transferred employees etc.
- Assisting in preparing executive time bound promotion proposal sheets for sending to Circle Office. Typing of different letters e.g. Issuance of Service Certificate, Training Order, Sanction Memo for tuition fees, all compliance related to RTI act 2005 & Legal matter & preparing statement of RTI.
- Assisting in preparation of list of NEPP (Non executive time bound promotion) & all letters relating to NEPP, assist to prepare pay regulation sheet for all serving & retired employees and preparing other reports as and when required. All other computer / typing works as & when required on daily basis relating to staff & establishment & legal section.
- Assisting in sorting of letters, receiving the various daks, dispatch of letters to various offices, maintenance of dak register and related dak / dispatch section works as and when required.
- Assisting in preparing tender document for different tenders relating to General section, assisting for preparing TOC & TEC report for different tenders. Typing of different letters like BTS / Exchange house rent payment, Qtr allotment, Electrical letter to NESCO as well as to SDE (Electrical) & E.E (Electrical). Assisting in preparing FRAC report, agreement, sanction memo to BTS sites & Exchanges under KEONJHAR SSA.
- Assisting in calculation of Monthly Electricity Meter Reading of Departmental quarters of GMTD, Keonjhar.
- Assisting in calculation of Monthly Electricity Meter Reading of Departmental quarters of GMTD Keonjhar, Preparation of Monthly Statement of SIM, Voucher, C-TOPUP, Preparation of Sale of Inventory statement, Requisition letter for prepaid & different Products as and when required.

### **2.2.2 For Marketing & EB.**

- Assisting in searching and collection of Term-cell CAF, making photo copy of the same, scanning of old CAFs and uploading it to the counter server. DND activation/de- activation.
- Daily swapping of SIM as per the requirement, data entry of new pre- paid/post-pad CAF, C-Topup SIM sold in CSC etc. The works assigned by the concerned officer-in-charge as and when required.
- Preparation of Monthly Statement of SIM, Voucher, C-TOPUP, Preparation of Sale of Inventory statement, Requisition letter for prepaid & different Products as and when required.
- Assisting the officer-in-charge of Sales and Marketing in preparation of daily/monthly reports from Sanchar soft, PYRO and CAF entry etc. as and when required.
- Monthly CSC reports, daily SIM activation, revenue and POS reports, tele-verifications of CAF, retailer visit, distribution of tariff chart, leaflets and other marketing materials to retailers etc. and the works assigned by the concerned officer-in-charge as and when required basis.

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- Assisting to office in-charge for Feasibility of new LC / ILL / FTTH, Leased Circuit fault monitoring, Preparation of Demand note for new / upgraded LC / ILL, Clarity clearing in CRM, processing of bills, all official work like, letter typing, scanning, mailing, file movement of both EB & Marketing sections etc.

### **2.2.3 For Accounts & TRA Unit.**

- Regular calling of OG /IC Barred all customers of Land line, Broadband with GSM, Entry of mail id and phone number of customers in CDR platform to get bill related information and to increase GO\_GREEN customers, Calling to OG Barred /IC barred / Unpaid (Landline/BB/FTTH and GSM) Customers every month.
- Assisting in preparation of Monthly JV of CDR & GSM every month, Preparation of monthly flash figure and report, frequent calling of OG barred and IC barred customer of Land line, GSM, broadband, FTTH for outstanding payment.
- Assisting in settlement of NEFT / Postal case entry, ECS uploading and downloading, billing compliant settlement etc.
- Issue of duplicate bills to the subscribers and also writing office notices, Advocate notices and Lok Adalat notices to the defaulters of Keonjhar Telecom District. Preparation and printing field report for holding defaulters board meeting.
- Opening & closing advice notes received from field offices on day to day basis are to be entered into CDR / Sancharsoft / CCN package.
- Assisting in daily entry of C-Top Up sales vouchers of various distributors FRAs / RDs / DSAs / PCOs of SSA (JAO (Sales), Entry of SSA Counter sale vouchers, Entry of monthly SIMs & RCV sales statements & C-Top up sales of various places of SSA i.e (KEONJHAR, Joda, Barbil, Anandapur, NN & TCR ), Entry & Checking of the monthly Sales Inventory statement, Entry & Checking the monthly C-Top up Payment Received Report, Preparation of monthly revenue statement of all types of sales.
- Assisting in printing of the Bank Payments (NEFT/RTGS) of Bank SBI & UBI from various distributors (FRA/RD/DSA/PCO) for sell of SIMs & RCV and C-Topup & for TRA Collections.
- Assisting JAO (Claims) to reconciliation of monthly Bank Reconcile Statement, maintenance of cash collection register, monitoring regular cash flow, preparation of inventory statement etc.
- Opening & closing advice notes received from field offices on day to day basis are to be entered into CDR / Sancharsoft / CCN package.
- Receipt of vouchers, demand notes, advice notes is a continuous process throughout the month. On receipt of vouchers batch slips are to be prepared. The postal vouchers (bills paid through post office) are to be fed into the CDR/Sancharsoft/CCN on daily basis.
- Reconciliation of payment noting with the schedule given by the post office.
- Calling of OGB/ICB customers for making payment of telephone dues
- Generating various reports from ITPC site , and customize the same report SDO wise and sending it through email to field SDOs.

### **2.3 OFFICE ASSISTANCE AND VTM WORK**

#### **2.3.1 COMMERCIAL ACTIVITY:**

- Data entry and Provisioning of NTC / BB / FTTH applications and issue of Demand Notes.
- Entry of shifting applications received on day to day basis.
- Closing application entry into the CDR system.
- Plan change on various schemes launched in respect of LL/BB/FTTH connections.
- Finalization of accounts, day to day miscellaneous entry.

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- Misc. commercial activities like party transfer, all India shifting, provision / disconnection of PCO on day to day basis.
- MIS data preparation report and all other different type of reports etc. required by the office from time to time for onward submission to circle Office.
- Assisting the officials / officers in data entry as well as in performing office work.
- Physical handling, moving and tracking of the official files and documents.
- Watching the office in absence of the officer/official of the concerned section.
- Receiving and making telephone calls & handling the customers / visitors as per instruction of the concerned officer/official.
- Typing of letters and preparing excel sheet reports in computers as per assignment given from time to time.
- Maintaining records/registers of incoming/outgoing letters of dispatch section.
- AADHAAR registration and updation works as when required.

### **2.3.2 MOBILE CCN ACTIVITY:**

- Sale of new SIMs. Normal and Bulk Booking/ Vanity and fancy number booking/ Postpaid to pre- paid and vice versa conversions.
- Replacement of SIMs
- Provisioning of postpaid mobile connections
- Sale of Top-ups/STVs/PVs
- Processing of MNP requests
- Searching and Collection of TERM cell CAF, making photo copy of the same
- Scanning of old CAFs and manual CAFs and uploading it to the central server.
- DND Activation/deactivation
- Handling of bill related queries and complaints.
- Preparing different reports (LEA Case) as per requirement and sending to circle office
- Checking C-top up stock balance of franchisees, Rural Distributers RD, DSA, PCO operators from the systems and calling them to take C-topup balances
- Calling retailers / DSA for selling SIMs, and recharge stocks and vouchers
- Making road shows for selling SIMs as per direction of controlling officers.

### **2.4 GATE KEEPING , GUARDING AND NIGHT WATCHING**

- Opening of main gate of GMTD Building and unlocking of other rooms in the building before office opening time and locking of doors and shut down of main gates after closing of office.
- Maintaining Visitors register of customers and different persons visiting GMTD Office for different works
- Attending officers/officials staying in the IQ. Housekeeping of Iq.
- Collection of IQ charges from the occupants and depositing the same to SDE (HRD) regularly.
- Night watching work has to be performed from 6.00PM in evening to 7.00AM in the morning on daily basis. Following main activities are to be executed during night time:
  - Reporting of any accident or mishaps during night time immediately to the controlling officer.
  - Watching of exchange assets/ stores lying within exchange compound.
  - Guarding of divisional store at Keonjhar round the clock throughout the month.
  - Loading and unloading of store materials.
  - Keeping the store items at its proper place.

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### 2.5 SWEEPING AND CLEANING

- Sweeping of GMTD office Building premises and Exchange premises, cleaning of toilets/bath rooms:-
- Sweeping of Exchange premises including buildings mainly Telephone Bhawan Keonjhar and office premise / building of Telecom District Manager & IQ at DGM office on all working days.
- Cleaning of toilets/bathrooms/urinals of above said buildings on daily basis twice a day. The contractor should instruct the sweepers accordingly to carry out the sweeping/cleaning works properly. **Cleaning materials like phynyl, naphthalenes, detergents, brooms, cleaning liquids, air freshners etc. will be supplied by the contractor.**
- Sweeping and cleaning of open area inside the office / exchange compound and IQ at DGM office, Keonjhar.
- Delivery of drinking water from Water filter to different officers' chamber, cleaning of water filters /buckets etc on monthly basis.
- Vacuum cleaning and brushing of carpeted areas and computer centers, equipment rooms and Conference Hall at DGM office, Keonjhar on weekly basis.
- Cleaning air conditioner grills/filters, ceiling fan blades, pedestal fans, tube lights and fitting, water filters & candles on monthly basis.
- Dusting of furniture, cupboards, and telephones, cleaning of office equipments like computers, printers, UPS, FAX machines etc., cleaning of chairs, tables with soap oil or liquid cleaners, wherever required.
- Mopping floors of building corridors, entrances, stair cases with liquid cleaners once every day.
- Removal of waste papers from waste paper baskets on daily basis.
- Disposal of garbage at the waste yard and burning of garbage and waste packing materials.

### CLEANING OF TOILETS, URINALS & WASH BASINS ETC FOR ALL OFFICERS / EXCHANGES / INSPECTION QUARTERS.

- Cleaning of the floors & tiled walls with Phenol and cleaning acid and providing urinal cake and naphthalene balls.
- Hanging of room freshener cake in the toilet and urinal rooms.
- **Brooms, brushes, phenol, cleaning liquids, urinal cakes, naphthalene balls and air fresheners etc. will be supplied by the contractor.**

### 2.6 DRIVING WORK:

- To drive the two departmental vehicles available at Joda throughout the month.
- At present two drivers are required, one at Joda. Number of drivers may change.
- Driver must have the requisite valid license and documents to drive the vehicles as per Government guidelines.
- As per instruction of the controlling officer, the driver shall drive the vehicle at any time of the day.
- The vehicles shall run usually inside Keonjhar District. But if required the vehicles may be driven to outside Keonjhar.
- The driver shall stay with the vehicle as long as the officers/officials and/or supporting persons dependent on the vehicle are on duty.
- The driver shall take the vehicles to the repair shop as and when instructed by the controlling officer.
- Maintaining daily log book of the vehicle.

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**3.0 TIMING OF WORKS:**

Apart from works like guarding of divisional store, night watching duty, sweeping / cleaning work, gate keeping work and driver, the timing for all other works normally will be from 10.00 Hrs to 18.00 Hrs on all working days in a month (Duties on Sundays and holidays are required for IQ duties). Sweeping / cleaning work has to be completed before starting of office hour, i.e., 10.00 Hrs.

**4.0 Other instructions:**

1. Ensuring that the property of BSNL is not tampered with; Custodianship of site with control of Keys will be provided to the contractor during the time of infrastructure maintenance. Movement of any material from the site is to be allowed only with a written permission of site in charge and making log entries in the material movement register.
2. Restricting access to the site for un-authorized persons and opening & closing of gate as and when required. Protecting the BSNL property & store material laying in the exchange building/premises from theft etc
3. Keeping exchange/office premises in hygienic conditions.
4. Running water pump (if any) as and when required.
5. Watering the plants (if any) as and when required.
6. Any other works that may be incidental and related to proper up keep of the office /store locations.
7. Grass-cutting, bush/tree-cutting & general cleaning in premises of office and store locations.
8. The behaviour and practice of the deployed personnel by the vendor should not hamper the network performance of BSNL as well as other TSP, if present at site.
9. The bidder shall provide proper identity card to the persons utilized.
10. Any other work that is assigned by the BSNL officer incharge.
11. No staff deployed directly or indirectly by the contractor for the contract service would have any claim for getting future employment in BSNL.

**5.0 SCHEDULE OF RATES (SOR) FOR KEONJHAR SSA:**

Sl. No.	Job / Work Description	Location	Duration of Work	Rates. (in INR)
1	For Office Attendant	GMTD & DGM	Monthly	7000
2	For Office Assistant	Planning, MM, HR, General, EB-S&M, TRA and Accounts section of GMTD, BSNL Keonjhar.	Monthly	35000
3	For Office Assistant & VTM works	CCN & Commercial section of GMTD, BSNL Keonjhar.	Monthly	21000
4	For Guarding, IQ Charges & under SDE General	Gate, IQ at Admin Building & GMTD, Office	Monthly	21000
5	For Sweeping & Cleaning	GMTD, Building & TB Bhawan	Monthly	10000
6	For CCN & Commercial	Joda & Barbil	Monthly	21000
7	For CCN & Commercial	Anandapur	Monthly	7000
8	For Driving Departmental Vehicle	Joda Sub-Division areas	Monthly	12000
<b>Total</b>				<b>134000</b>

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**6.0 SERVICE MANAGER**

- a) For smooth execution of the above routine and day to day works the vendor is binding to engage one service manager.
- b) Service Manager will be the overall in charge for job work and he will report to concerned JTO/SDE/AGM/AO/CAO of BSNL He must have a mobile connection(s) for effective communication.
- c) The contractor and service manager must answer to the call / sms / whatsapp made by any BSNL officer. In case of busy, they should call back immediately.

**7.0 VALIDITY OF THE CONTRACT:**

The contract shall be valid for One year from the date of signing of the contract. The GMTD, Keonjhar reserves the right to increase the contract period from the agreed period for a maximum 12 months with same rates and terms and conditions with an increase in estimate value at a maximum amount of additional 100 % of the estimated cost. He also reserves the right to cancel the contract at any time without assigning any reasons by giving a notice period of one month.

8.0. The Vendor undertakes to deploy well trained personnel to attend office assisting jobs.

9.0. The behaviour and practice of the deployed personnel by the vendor should not hamper the network performance of BSNL as well as other TSP, if present at site.

10.0. Work may be assigned by call / SMS / Whatsapp / mail and to be regularized by site-in-charge afterwards. Contractor has to submit his mail-id for correspondence.

11.0. The bidder shall provide proper identity card to the persons utilized to complete the job work.

12.0. The security of assets and properties located in work place shall be ensured.

13.0. The Contractor shall help in establishment of congenial and friendly atmosphere in the work place. Any person engaged by the contractor if found in alcoholic condition, abusing, threatening, engaged in an unauthorized demonstration activity shall be removed by the authority.

14.0. Any other work that is assigned by the concerned BSNL officer-in-charge as per requirement.

15.0. The persons employed by the contractor will also follow any other methods/ instructions prescribed/issued by the authority in regard to the assigned job awarded to the contractor.

**Note: No staff deployed directly or indirectly by the contractor for the Job service would have any claim for getting future employment in BSNL.**

**The quantum of each work may vary from time to time basis. However the vendor has to complete the work daily basis and report to the concerned office in-charges except on national holidays.**

**EPF and ESI of the person engaged by the Bidder is the sole responsible of bidder. In no matter BSNL will be held responsible for it.**

**SECTION-4 Part A**  
**GENERAL INSTRUCTIONS TO BIDDERS (GIB)**

**1. DEFINITIONS**

- I. "The Purchaser" means the Bharat Sanchar Nigam Ltd. (BSNL), Odisha Telecom Circle, Keonjhar SSA.
- II. "The Bidder" means the Company. Individual or firm who participates in this tender and submits its bid.
- III. "The Supplier" or "The Vendor" or "Service Provider" means the individual or firm awarded the contract.
- IV. "The Services" means providing maintenance services for external plant which the Suppliers required to supply to the Purchaser under the contract.
- V. "The Advance Work Order" or "Letter of Intent" means the intention of Purchaser to place the Work Order on the bidder.
- VI. "The Work Order" means the order placed by the Purchaser on the Supplier signed by the Purchaser including all attachments and appendices thereto and all documents incorporated by reference therein. The Work order shall be deemed as "Contract" appearing in the document.
- VII. "The Contract Price" means the price payable to the Supplier under the Work order for the full and proper performance of its contractual obligations.
- VIII. "Telecom Service Provider" means any Telecom operator in India, who is licensed by the Department of Telecommunications (DOT), Government of India to provide telecom services to the general public or to the other DOT licensed Telecom operators. "Telecom Service Provider" also refers to any Telecom operator in other countries providing telecom services to general public of that country or to other telecom operators of the same country.
- IX. "Successful Bidder(s)" means the bidder(s) to whom work in this tender is awarded.
- X. "Zone" mean the Group of exchanges/ Zone of contiguous exchanges.
- XI. "SSA" means Secondary Switching Areas defined by BSNL (generally comprising of one or more revenue districts).
- XII. "BA" means Business Area comprising of one or more SSA's

**2. ELIGIBILITY CONDITIONS:**

Kindly refer to Clause 4 of Section-1 i.e. detailed NIT. Bidder is expected to obtain clearance from Reserve Bank of India, wherever applicable. The Bidder must furnish the documentary evidence to meet the eligibility conditions laid down in general, technical, and financial qualification criteria.

**3. COST OF BIDDING**

The bidder shall bear all costs associated with the preparation and submission of the bid. BSNL will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

**4. DOCUMENTS REQUIRED**

The detailed list of services required to be provided by the bidder, bidding procedures and contract terms and conditions are prescribed in the Bid Documents. The contents of the Bid documents are specified in the covering letter.

The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents and clarifications/ amendments/ addenda, if any. Failure to furnish all information required as per the Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the bid.

**5. CLARIFICATION OF BID DOCUMENTS**

A prospective bidder, requiring any clarification on the Bid Documents shall notify BSNL in writing by E-mail id & by Email (both) to tender inviting authority as indicated in the invitation of Bid. BSNL shall respond in writing to any request for the clarification of the Bid Documents, which it receives by 20/11/2020, Copies of the query (without identifying the source) and clarifications by BSNL shall be sent to all the prospective bidders who have received the bid documents.



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Any clarification issued by BSNL in response to query raised by prospective bidders shall form an integral part of bid documents and shall amount to an amendment of the relevant Clauses of the bid documents.

### **6. AMENDMENT OF BID DOCUMENTS**

BSNL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify bid documents by amendments prior to the date of submission of Bids with due notification to prospective bidders.

The amendments shall be notified in writing by E-mail id or Email or by Addendum through e-tendering portal to all prospective bidders on the address intimated at the time of purchase of the bid document from BSNL and these amendments will be binding on them.

In order to afford prospective bidders a reasonable time to take the amendment into account in preparing their bids, BSNL may, at its discretion, extend the deadline for the submission of bids suitably.

### **7. DOCUMENTS COMPRISING THE BID**

- a) The bid prepared by the bidder shall ensure availability of the following components:
- b) Documentary evidence establishing that the bidder is eligible to bid and is qualified to perform the contract if its bid is accepted in accordance with the Clause 2 & 10 of this section and clause 3(a) section - 2..
- c) EMD/Bid Security furnished in accordance with Clause 12 of this section.
- d) A Bid form and price schedule completed in accordance with Clause 8 & 9 of this section.

### **8. BID FORM**

8.10 The bidder shall complete the bid form and appropriate Price Schedule furnished in the Bid Documents, indicating the services to be provided along with the prices as per Section-9.

### **9. BID PRICES - Not applicable**

### **10. DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATION-**

- 10.1 The bidder shall furnish, as part of the bid documents establishing the bidder's eligibility, the following documents or whichever is required as per eligibility terms and conditions of Bid Documents.
  - a) Valid MSME Certificate, if applicable. In case the ownership of such MSME Entrepreneurs happens to be from SC / ST category and/or owned by women, proof in this regard also need to be submitted.
  - b) Additional documents to establish the eligibility and qualification of bidder as specified in Section-1.
  - c) Power of Attorney as per Clause 14.3 (a) and (d) of this Section and authorization for executing the power of Attorney as per Clause 14.3 (b) or (c) of this Section.
  - d) Documentary proof of GST registration. 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/ LoI/signing of contract, if declared successful. An undertaking in this regard has to be submitted by the bidder.
  - e) Certificates from all Directors/ Partners of the bidder Company/firm stating that none of their near relatives are working in BSNL in accordance with Clause 33 of this Section.
  - f) Certificate of incorporation / Registration as applicable
  - g) Article or Memorandum of Association or partnership deed or proprietorship deed as the case may be. List of all Directors including their name(s), Director Identification Number(s) (DIN) and address (es) along with contact telephone numbers of office and residence.

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**10 .2 Documentary evidence for financial and technical capability.**

- (a) The bidder shall furnish audited Annual Report for last two financial years & IT Returns (i.e. 2017-18 and 2018-19) and a certificate from its bankers to assess its solvency/financial capability **to the tune of 40% of annual estimated cost of tender.**

**11.0 DOCUMENTS ESTABLISHING SERVICES' CONFORMITY TO BID DOCUMENTS**

- 11.1** Pursuant to Clause 7 of this Section, the bidder shall furnish, as part of its bid, documents establishing the conformity of its bid to the Bid Documents of all services which he proposes to supply under the contract.

- 11.2** The documentary evidences of the "services" conformity to the Bid Documents may be, in the form of literature, drawings, data etc. and the bidder shall furnish:

- (a) A Clause-by-Clause compliance on the Purchaser's Job Specifications and Commercial Conditions demonstrating substantial responsiveness to the Job Specifications and Commercial Conditions. In case of deviations, a statement of the deviations and exception to the provision of the Job Specifications and Commercial Conditions shall be given by the bidder. A bid without Clause-by-Clause compliance of the Scope of Work, Section 3, General (Commercial) Conditions & Special (Commercial) Conditions, General Conditions (**Section-5 Part A, B**) shall not be considered.

**12. BID SECURITY / EMD**

- 12.1** The bidder shall furnish, as part of its bid, a bid security as mentioned in Section-1(NIT).

- 12.2** The MSME bidders are exempted from payment of bid security:

- a) 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.
- b) The enlistment certificate issued by MSME should be valid on the date of opening of tender.
- c) If a vender registered with body specified by Ministry of Micro, Small & Medium Enterprise claiming concessional benefits and fails to accept AWO/ LoI & submit required performance security or fails to obey any of the contractual obligations after being awarded work; he will be debarred from any further work/ contract by BSNL for one year from the date of issue of such order.

- 12.3** The bid security is required to protect BSNL against the risk of bidder's conduct, which would warrant the forfeiture of bid security pursuant to Para 12.7.

- 12.4** A bid not secured in accordance with Para 12.1 and 12.2 shall be rejected by BSNL being non-responsive at the bid opening stage and archived unopened on e-tender portal for e-tenders and returned to the bidder unopened(for manual bidding process)

- 12.5** The bid security of the unsuccessful bidder will be discharged/ returned as promptly as possible and within 30 days of finalization of the tender or expiry of the period of the bid validity period prescribed by BSNL pursuant to Clause 13.

- 12.6** The successful bidder's bid security/EMD will be discharged upon the bidder's acceptance of the advance work order satisfactorily in accordance with Clause 27 and furnishing the performance security. Successful bidder will have the option in his hand that either he can convert his Bid Security/EMD into partly Performance Security and deposit rest amount as PBG or can deposit entire 5% amount as PBG. In case of conversion of EMD to PBG , he will have to intimate BSNL in writing after issue of LOI.

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12.7 The bid security may be forfeited:

- a) If the bidder withdraws or amends its bid or impairs or derogates from the bid in any respect during the period of bid validity specified by the bidder in the bid form or extended subsequently; or
- b) If the bidder does not accept the AWO and/ or does not submit PBG & sign the contract/ agreement in accordance with Clause 28.

### 13. PERIOD OF VALIDITY OF BIDS

13.1. Bid shall remain valid for period specified in Clause 2 of Tender Information. A bid valid for a shorter period and if on pointing out by BSNL for same, the bidder does not undertake to make his bid valid for required duration, then the bid shall be rejected by BSNL and treated as non-responsive.

13.2. In exceptional circumstances, BSNL may request the consent of the bidder for an extension to the period of bid validity. The request and the response thereto shall be made in writing. The bid security provided under Clause 12 shall also be suitably extended. The bidder may refuse the aforesaid request without risk of forfeiture of its bid security. A bidder accepting the request and granting extension will not be permitted to modify its bid.

### 14. FORMAT AND SIGNING OF BID

14.1 The bidder shall submit his bid online, complying all eligibility conditions, other terms and conditions of tender document to be read along with the clarifications and amendments issued in this respect. All the documents must be authenticated, by hand signatures by the authorized person and then uploaded on e-tender portal. The letter of authorization shall be indicated by written power-of-attorney accompanying the bid.

14.2 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed by the person or persons signing the bid. All pages of the original bid, except for un-amended printed literatures, shall be manually signed by the person or persons signing the bid.

#### 14.3 POWER OF ATTORNEY

- a) The power of Attorney should be submitted and executed on the non-judicial stamp paper of appropriate value as prevailing in the concerned states(s) and the same be attested by a Notary public or registered before Sub-registrar of the state(s) concerned. It should be specific for the particular tender and should have been executed after the NIT date.
- b) The power of Attorney be executed by a person who has been authorized by the Board of Directors of the bidder in this regard, on behalf of the Company/ institution/ Body corporate.
- c) In case of the bidder being a firm, the said Power of Attorney should be executed by all the partner(s) in favour of the said Attorney.
- d) In case, authorized signatory of the bid (i.e.PoA holder) is different than the person who submits the online bids using digital signatures certificate (DSC), then the power of Attorney should also include the name of this person submitting online bids on e-tender portal.

### 15. SEALING AND MARKING OF BIDS

The bid should be submitted as per Clause 3 of tender information.

15.1.1 The bids are being called under Single Stage Bidding & Two stage opening using two Envelope System.

The details of sealing & marking of bids in each case is given below:

15.1.2 In Single stage bidding & single envelope system, the bidder shall submit all the documents specified for Techno-commercial bid & Financial bid in a single envelope -**Not applicable for this tender.**

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15.1.3 In Single stage bidding & two envelopes system the bidder shall submit his bid online in two electronic envelopes; (Refer Section-4 Part C)

The First envelope will be named as Techno-commercial bid. This envelope will contain documents of bidder's satisfying the eligibility / Technical & commercial conditions as per Clause 2 & 10 with Bid Security as per Clause 12 of this section in addition to Clause 3(a) Section - 2. Second envelope will be named as Financial bid containing Price Schedules as per Section 9 Part B.

### **16. SUBMISSION OF BIDS**

Bids must be submitted online only by the bidders on or before the specified date & time indicated in Clause 8 of Section-I i.e.NIT.

BSNL may, at its discretion, extend this deadline for the submission of bids by amending the Bid Documents in accordance with Clause 6 in which case all rights and obligations of BSNL and bidders previously subject to the deadline will thereafter be subjected to the extended deadline.

### **17. LATE BIDS**

No bid shall be accepted after the specified deadline for submission of bids prescribed by BSNL.

### **18. MODIFICATION AND WITHDRAWAL OF BIDS**

- 18.1 The bidder may modify, revise or withdraw his bid after submission prior to deadline prescribed for submission of bid.
- 18.2 The bidder's modification, revision or withdrawal shall have to be online and digitally authenticated (in case of e-tendering) as per Clause 15.
- 18.3 Subject to Clause 20, no bid shall be modified subsequent to the deadline for submission of bids.

### **19. OPENING OF BIDS BY BSNL**

- 19.1 BSNL shall open bids online (in case of e-Tenders) in the presence of the authorized representatives of bidders online who chose to attend, at time & date specified in Clause 8 of NIT(Section-1) on due date.
- 19.2 The bidder's representatives, who are present, shall sign in an attendance register. Authority letter to this effect shall be submitted by the authorized representatives of bidders before they are allowed to participate in bid opening (A Format is given in enclosed in Section-7 C).
- 19.3 A maximum of two representatives of any bidder shall be authorized and permitted to attend the bid opening.
- 19.4 Name of envelopes to be opened & information to be read out by Bid Opening Committee
  - (i) In Single stage bidding & single stage Opening (single envelope) system; techno-commercial bid & financial Bid will be opened on the date of tender opening given in NIT-(**Not Applicable for this tender**)
  - (ii) In Single stage bidding & two envelopes system, the bids will be opened in 2 stages i.e. the techno-commercial bid shall be opened on the date of tender opening given in NIT. The financial bid will not be opened on the Date of opening of techno commercial bids in this case  
Thereafter the TEC will evaluate Techno-commercial bids & the report of TEC will be approved by competent authority.

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The financial bids of those bidders who are approved to be techno-commercially compliant by the competent authority, will be opened by TOC in front of techno commercially eligible bidders/authorized representatives by sending them a suitable notice.

- (iii) The following information should be read out at the time of Techno-commercial bid opening:-
  - a) Name of the Bidder
  - b) Name of the item
  - c) EMD amount & validity and acceptability
  - d) Information in respect of eligibility of the bidder.
  - e) Details of bid modification/ withdrawal, if applicable.
- (iv) The following information should be read out at the time of Financial bid opening:-
  - a) Name of the Bidder
  - b) Name of the item
  - c) Prices quoted in the bid
  - d) Discount, if offered
  - e) Taxes & levies

(Information as per electronic forms shall be populated as comparison chart on e-tender system and no information shall be read out)

- 19.5 The date fixed for opening of bids, if subsequently declared as holiday by the BSNL, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.

### **20. CLARIFICATION OF BIDS**

- 20.1 To assist in the examination, evaluation and comparison of bids, BSNL may, at its discretion ask the bidder for the clarification of its bid. The request for the clarification and the response shall be in writing. However, no post bid clarification at the initiative of the bidder shall be entertained.
- 20.2 If any of the documents, required to be submitted along with the technical bid is found wanting, the offer is liable to be rejected at that stage. However BSNL at its discretion may call for any clarification/missing/wanting documents within a stipulated time period. In case of non-compliance to such queries, the bid will be outrightly rejected without entertaining further correspondence in this regard.

### **21. PRELIMINARY EVALUATION**

- 21.1 BSNL shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
- 21.2 Arithmetical errors shall be rectified on the following basis. Based on the quoted percentage of taxes, etc. the amounts quoted thereof shall be worked out and rounded off to 2 decimal points.
- 21.3 If there is a discrepancy between words and figures, the amount in words shall prevail. If the supplier does not accept the correction of the errors, its bid shall be rejected.
- 21.4 Prior to the detailed evaluation pursuant to Clause 21, BSNL will determine the substantial responsiveness of each bid to the Bid Document. For purposes of these Clauses, a substantially responsive bid is one which confirms to all the terms and conditions of the Bid Documents without material deviations. BSNL's determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.

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21.5 A bid, determined as substantially non-responsive will be rejected by BSNL and shall not subsequent to the bid opening be made responsive by the bidder by correction of the non-conformity.

21.6 BSNL may waive any minor infirmity or non-conformity or irregularity in a bid which doesn't constitute a material deviation, provided such waiver doesn't prejudice or affect the relative ranking of any bidder.

### **22. EVALUATION AND COMPARISON OF SUBSTANTIALLY RESPONSIVE BIDS -**

22.1 The BSNL shall evaluate in detail and compare the bids previously determined to be substantially responsive pursuant to clause 21.

22.2 The evaluation and comparison of responsive bids shall be done on the basis of Net cost to BSNL on the prices of the services offered excluding GST, as per the price schedule in the Section -9 Part B of the Bid Document after arithmetical correction in the manner laid down in clause 21.2 above.

22.3 Vendors should furnish the correct HSN/SAC in the price Schedule .If the supplier fails to furnish necessary supporting documents i.e. GST invoices etc. in respect of the Duties/taxes f o r which ITC is available to BSNL, the amount pertaining to such Duties/Taxes will be deducted from the payment due to the firm.

### **23. CONTACTING BSNL**

23.1 Subject to Clause 20, no bidder shall try to influence BSNL on any matter relating to its bid, from the time of the bid opening till the time the contract is awarded.

23.2 Any effort by a bidder to modify its bid or influence BSNL in BSNL's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

### **24. PLACEMENT OF ORDER**

24.1 BSNL shall consider placement of orders on those eligible bidders whose offers have been found technically, commercially and financially acceptable and whose Services have been approved / validated by the Purchaser. The Purchaser reserves the right to counter offer price(s) against price(s) quoted by any bidder.

### **25. PURCHASER'S RIGHT TO VARY QUANTITIES**

25.1. The GMTD Keonjhar reserves the right to offer the contract to any other tenderer or any other agency in case of unsatisfactory work. The contractor should carry out the work to the satisfaction of BSNL officer in charge and in the event of his failure the contract work will be got done from some other agency at the cost of the contractor and payment will be settled as mentioned in the scope of the work.

25.2. The GMTD, Keonjhar reserves the right to increase the quantum of work with same rates and terms and conditions in estimate value at a maximum amount of additional 50 % of the tender cost. Addition or deletion of site can be done at the beginning of the month. He also reserves the right to cancel the contract at any time without assigning any reasons

25.3. The decision of GMTD Keonjhar on any matter connected to this tender is final binding.

25.4. In case of CSC and CCN work, final decision will be taken regarding award of work after finalization of CSC EOI tender. If any CSC EOI tender is getting finalised, in that case the same CSC/CCN work will not be awarded to the successful bidder, else it will be incorporated in this tender.

**26. BSNL's RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS**

The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser's action.

**27. ISSUE OF ADVANCE WORKORDER**

27.1. The issue of an Advance Work Order shall constitute the intention of BSNL to enter into contract with the bidder.

27.2. The bidder shall within 14 days of issue of the advance work order, give its acceptance along with performance security in conformity with the proforma provided with the bid document at Section-7 B.

27.3. L-1 bidder may be issued Advanced Work Order (AWO)

27.4. In the event of withdrawal of AWO/LoI, subsequent claim of bidder for placement of Work Order/signing of contract, shall not be entertained by this office.

**28. SIGNING OF CONTRACT**

28.1. The issue of Work Order (WO) shall constitute the award of contract on the bidder.

28.2. Upon the successful bidder furnishing performance security pursuant to Clause 27 of this Section, the Purchaser shall discharge the bid security in pursuant to Clause 12 of this Section, except in case of L-1 bidder, whose EMBG / EMD shall be released only after finalization of ordering of complete tendered quantity in pursuance to Clause nos. 24 & 27 of this Section.

28.3. The successful tenderer shall be required to execute an agreement on a non-judicial stamp paper of Rs.100/- (Rupees hundred only) at his own cost as per the enclosed proforma (Annexure-4) within 14 (Fourteen) days from the date of deposit of Performance Security Deposit (PSD) in this office. The agreement will be executed subject to confirmation of the submitted PBG from the concerned bank. In the event of failure of the tenderer to sign the agreement within 14 days of after depositing required PSD, or in the event of his failure to start the work as stipulated in the work order, then the amount of PSD. (Performance Security Deposit) shall be forfeited by BSNL and the acceptance of the tender shall be considered as revoked.

**29. ANNULMENT OF AWARD**

Failure of the successful bidder to comply with the requirement of Clause 27 & 28 shall constitute sufficient ground for the annulment of the award and the forfeiture of the bid security in which event the BSNL may make the award to any other bidder on its discretion or call for new bids.

**30. QUALITY ASSURANCE (QA) REQUIREMENTS - This Clause is not applicable**

**31. REJECTION OF BIDS**

31.1. While all the conditions specified in the Bid documents are critical and are to be complied, special attention of bidder is invited to the following Clauses of the bid documents. Non-compliance of any one of these shall result in outright rejection of the bid.

a) Clauses 12.1 & 13.1 of Section- 4 Part A: The bids will be rejected at opening stage if Bid security is not submitted as per Clause 12.1 and bid validity is less than the period prescribed in Clause 13.1 mentioned above.

b) Clause 2 & 10 of Section-4 Part A: If the eligibility condition as per Clause 2 of Section 4 Part A is not met and/or documents prescribed to establish the eligibility as per Clause 10 of Section 4 Part A are not enclosed, the bids will be rejected without further evaluation.

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c) Clause 11.2 (c) of Section-4 Part A: If Clause-by-Clause compliance as well as deviation statements as prescribed are not given, the bid will be rejected at the stage of primary evaluation.- This Clause is Not Applicable.

e) While giving compliance to Section-5 Part A, General Commercial conditions, Section-4 Part B, Special Instructions to Bidders, Section-5B Special (Commercial) Conditions of Contract and Section-3 Technical Specifications ambiguous words like "Noted", "Understood", "Noted & Understood" shall not be accepted as complied. Mere "Complied" will also be not sufficient, reference to the enclosed documents showing compliances must be given.

f) Section-9 Price Schedule: Prices are not filled in as prescribed in price schedule.

31.2 Before outright rejection of the Bid by Bid-opening team for non-compliance of any of the provisions mentioned in Clause 31.1(a), 31.1(b) of Section-4 Part-A, the bidder company is given opportunity to explain their position, however if the person representing the company is not satisfied with the decision of the Bid opening team, he/they can submit the representation to the Bid opening team immediately but in no case after closing of the tender process with full justification quoting specifically the violation of tender condition if any.

31.3 Bid opening team will not return the bids submitted by the bidders on the date of tender opening even if it is liable for rejection and will preserve the bids in sealed cover as submitted by taking the signatures of some of the desirous representatives of the participating bidder/companies present on the occasion.

31.4 The in-charge of Bid opening team will mention the number of bids with the name of the company found unsuitable for further processing on the date of tender opening and number of representations received in Bid opening Minutes and if Bid opening team is satisfied with the argument of the bidder/company mentioned in their representation and feel that there is prima-facie fact for consideration, the in-charge of the bid opening team will submit the case for review to Officer competent to approve the tender as early as possible preferably on next working day and decision to this effect should be communicated to the bidder company within a week positively. Bids found liable for rejection and kept preserved on the date of tender opening will be returned to the bidders after issue of work order against the instant tender.

31.5 If the reviewing officer finds it fit to open the bid of the petitioner, this should be done by giving three (working) days notice to all the participating bidders to give opportunity to participants desirous to be present on the occasion.

**32. ACTION BY PURCHASER AGAINST BIDDER(S)/ VENDOR(S) IN CASE OF DEFAULT.**  
As per Appendix-1 to Section 4 Part A.

**33. VALIDITY OF THE CONTRACT.**

The contract shall be valid for one year from the date of signing of the contract .

The GMTD, Keonjhar reserves the right to increase the contract period from the agreed period for a maximum 12 months with same rates and terms and conditions with an increase/ decrease in estimate value at a maximum amount of additional 50 % of the tender cost. Addition or deletion of site can be done at the beginning of the month. He also reserves the right to cancel the contract at any time without assigning any reasons.



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**34. NEAR-RELATIONSHIP CERTIFICATE**

34.1. The bidder should give a certificate that none of his/ her near relative, as defined below, is working in the units where he is going to apply for the tender. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the Directors of the company excluding Government of India/ Financial institution nominees and independent non-Official part time Directors appointed by Govt. of India or the Governor of the state and full time Directors of PSUs both state and central. Due to any breach of these conditions by the company or firm or any other person the tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and BSNL will not pay any damage to the company or firm or the concerned person.

34.2. The Company or firm or the person will also be debarred for further participation in the concerned unit.

34.3 The near relatives for this purpose are defined as:-

(a) Members of a Hindu undivided family.

(b) They are husband and wife.

(c) The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter in law), Daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).

34.4. The format of the certificate is given in Section 6 (B).

**35. VERIFICATION OF DOCUMENTS AND CERTIFICATES**

The bidder will ensure that all the documents and certificates, including experience/ performance and self-certificates submitted by him are correct and genuine before enclosing them in the bid. The onus of proving genuineness of the submitted documents would rest with the bidder.

If any document/ paper/ certificate submitted by the participant bidder is found / discovered to be false / fabricated / tempered / manipulated either during bid evaluation or during award of contract or thereafter, then BSNL will take action as per Clause-1 of Appendix-1 of this Section.

**Note for Tender opening Committee:**

- At the time of tender opening, the TOC will check/ verify that the documents conforming to eligibility part are submitted by the participant bidder duly authenticated by the authorized signatory to obviate any possibility of doubt and dispute and maintain veracity of the documents / papers/ certificates.
- The documents/ papers to be submitted in respective bid part have been explicitly stated in Clause-7 of Section-4 Part A.
- This opened bid part which is already signed by the authorized representative of the bidder company during bid submission will be signed by the tender opening committee on hard copy and preserve it along with the bids received online in case of e-tendering.
- These papers will be treated as authentic one, in case of any dispute.

**36. Financial bid evaluation & award of contract**

L1 bidder will be decided based on the lowest composite rates quoted by all techno commercially responsive bidders. GMTD, Keonjhar reserves the right to award the contract to L-2 bidders with the approved rate of L-1 in case of L1 bidder defaults or back out.

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**37. PENALTY CLAUSE:**

Sl	Description of the reason of penalty	Penalty details
1	Failure on the part of the contractor to provide required service in each occasion/category of work due to absent of his worker in a working day. In case of no action from the contractor within time line, penalty will be imposed.	Penalty @Rs.400/- (rupees three hundred only) per item of work per day
2	Unsatisfactory work performed by the worker will be treated as major deviation and penalty will be imposed for this.	Penalty @ Rs 250 per instance per day
3	Delay in completion of assigned work in each occasion will result in penalty except in case of delay due to BSNL reason.	penalty @ Rs 100 for Each assigned work
4	Month wise penalty capping will be 15% of the billed amount in respect of above three cases is applicable.	
5	If the total penalties reaching the capping limit consecutively for three months, BSNL will have the right to terminate the contract of the concerned SSA without any further notice	
6	If any fraudulent activity by the personnel deployed by the contractor is detected by BSNL authorized personnel/officer, then the contractor is liable to pay penalty as assessed by BSNL i.e. The cost of consequential damages to installation(s) would be deducted as per actual, from the contractor's bill. This will be over and above the other penalties and will not be subject to capping if any.	
7	Any tendered work not attended in time, BSNL will have the right to get it done from external resources and payment made to them will be recovered from the contractor.	

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**APPENDIX-1 to Section 4 Part A**

**PENALTY CLAUSES :**

<b>S. No.</b>	<b>Defaults of the bidder / vendor.</b>	<b>Action to be taken</b>
<b>A</b>	<b>B</b>	<b>C</b>
1(a)	Submitting fake / forged a) Bank Instruments with the bid to meet terms & condition of tender in respect of tender fee and/ or EMD. b) Certificate for claiming exemption in respect of tender fee and/ or EMD; and detection of default at any stage from receipt of bids till award of AWO/ issue of WO.	i) Rejection of tender bid of respective Vendor. ii) Banning of business for 3 years which implies barring further dealing with the bidder for procurement of Goods & Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order. iii) Termination/ Short Closure of WO, if issued. This implies non-acceptance of further work & services except to make the already received complete work in hand.
	<b>Note 1:-</b> However, in this case the performance guarantee if alright will not be forfeited.	
	<b>Note 2:-</b> Payment for already received completed work shall be made as per terms & conditions of WO.	
1(b)	Submitting fake / forged documents towards meeting eligibility criteria such as experience capability, supply proof, registration with GST, Income Tax departments etc and as supporting documents towards other terms & conditions with the bid to meet terms & condition of tender :	
	(i) If detection of default is prior to award of AWO	i) Rejection of Bid & ii) Forfeiture of EMD.
	(ii) If detection of default after issue of AWO but before receipt of PG/ SD (DD,BG etc.)	i) Cancellation of AWO , ii) Rejection of Bid & iii) Forfeiture of EMD.
	(iii) If detection of default after receipt of PG/ SD (DD,BG etc.) .	i) Cancellation of AWO ii) Rejection of Bid & iii) Forfeiture of PG/ SD. However on realization of PG/ SD amount, EMD, if not already released shall be returned.
	(iv) If detection of default after issue of WO	i) Termination/ Short Closure of WO and Cancellation of AWO ii) Rejection of Bid & iii) Forfeiture of PG/ SD. However on realization of PG/ SD amount, EMD, if not released shall be returned.
	<b>Note 3:-</b> However, settle bills for the services received if pending items do not affect working or use of supplied items.	
	<b>Note 4:-</b> No further supplies are to be accepted except that required to make the already supplied items work.	

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S. No.	Defaults of the bidder / vendor.	Action to be taken
2	<p>If vendor or his representative uses violent/ coercive means viz. Physical / Verbal means to threatens BSNL Executive / employees and/ or obstruct him from functioning in discharge of his duties &amp; responsibilities for the following :</p> <p>a) Obstructing functioning of tender opening executives of BSNL in receipt/ opening of tender bids from prospective Bidders, suppliers/ Contractors.</p> <p>b) Obstructing/ Threatening other prospective bidders i.e. suppliers/ Contractors from entering the tender venue and/ or submitting their tender bid freely.</p>	<p>Banning of business for 3 years which implies Barring further dealing with the vendor for procurement of Goods &amp; Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order.</p>
3	<p>Non-receipt of acceptance of AWO and SD/ PG by L-1 bidder within time period specified in AWO.</p>	<p>Forfeiture of EMD.</p>
4.1	<p>Failure to execute the work at all even in extended delivery schedules, if granted against WO.</p>	<p>i) Termination of WO. ii) Under take work in accordance with Clause 15 Section 5B at the risk of defaulting bidder iii) Recover the excess charges if incurred from the PG/ SD and outstanding bills of the defaulting Vendor.</p>
4.2	<p>Failure to execute the work in full even in extended delivery schedules, if granted against PO/ WO.</p>	<p>i) Short Closure of WO to the service already received by BSNL and/ or in pipeline provided ii) Under take work in accordance with Clause 15 Section 5B at the risk of defaulting bidder iii) Recover the excess charges if incurred from the PG/ SD and outstanding bills of the defaulting bidder.</p>
5.1	<p>The site does not meet the Service Levels as mentioned in the WO/Contract.</p>	<p>Undertake recovery of financial penalty from outstanding dues of vendor including PG/ SD.</p>
6	<p>Submission of claims to BSNL against a contract</p> <p>(a) for amount already paid by BSNL .</p> <p>b) for amount higher than that approved by BSNL for that service.</p> <p><b>Note 5:-</b> The claims may be submitted with or without collusion of BSNL Executive/ employees.</p> <p><b>Note 6:-</b> This penalty will be imposed irrespective of the fact that payment is disbursed by BSNL or not.</p>	<p>i) Recovery of over payment from the outstanding dues of Vendor including EMD/ PG &amp; SD etc. and by invoking 'Set off' Clause 21 of Section 5 Part A or by any other legal tenable manner. ii) Banning of Business for 3 years from date of issue of banning order or till the date of recovery of over payment in full, whichever is later.</p>
7	<p>c) Tamper with the billing related data/ invoicing/ account of the Customer/ User(s) of BSNL and/ or any other TSP(s).</p>	<p>iii) Legal action will be initiated by BSNL against the Vendor if required.</p>

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<b>S. No.</b>	<b>Defaults of the bidder / vendor.</b>	<b>Action to be taken</b>
<b>7 (continued)</b>	d) hacks the account of BSNL Customer for unauthorized use i.e. to threaten others/ spread improper news etc.	iii) Legal action will be initiated by BSNL against the Vendor if required.
	e) undertakes any action that affects/ endangers the security of India.	
8	If the vendor is declared bankrupt or insolvent or its financial position has become unsound and in case of a limited company, if it is wound up or it is liquidated.	i) Termination/ Short Closure of the WO. ii) Settle bills for the service received if pending work does not affect the working or use of the services received iii) Under take work in accordance with Clause 15 Section 5B at the risk of defaulting bidder  iii) Undertake recovery of financial penalty from outstanding dues of vendor including PG/ SD.  iv) In case of turnkey projects, If the services are provided without any degradation of performance, then settle bills for the acceptable service (or its part).
9	In the event of the vendor, its proprietor, Director(s), partner(s) is / are convicted by a Court of Law following prosecution for offences involving moral turpitude in relation to the business dealings.	i) Termination/ Short Closure of the WO. ii) Settle bills for the service received if pending work does not affect the working or use of the services received iii) Under take work in accordance with Clause 15 Section 5B at the risk of defaulting bidder iii) In case of turnkey projects, If the services are provided without any degradation of performance, then settle bills for the acceptable service (or its part). iv) Undertake recovery of financial penalty from outstanding dues of vendor including PG/ SD.
10	If the vendor does not return/ refuses to return BSNL's dues:	i) Take action to appoint Arbitrator to adjudicate the dispute.
	a) in spite of order of Arbitrator.	i) Termination of contract, if any. ii) Banning of business for 3 years which implies barring further dealing with the vendor for procurement of Goods & Services including participation in future tenders invited by BSNL from date of issue of banning order or till the date by which vendor clears the BSNL's dues, whichever is later.  iii) Take legal recourse i.e. filing recovery suite in appropriate court.
	b) in spite of Court Orders.	i) Termination of contract, if any. ii) Banning of business for 3 years which implies barring further dealing with the vendor for procurement of Goods & Services including participation in future tenders invited by BSNL from date of issue of banning order or till the date by which vendor clears the BSNL's dues, whichever is later.

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S. No.	Defaults of the bidder / vendor.	Action to be taken
11	If the Central Bureau of Investigation/ Independent External Monitor (IEM) / Income Tax/ GST Authorities / Custom Departments recommends such a course	Take Action as per the directions of CBI or concerned department.
12	<p>The following cases may also be considered for Banning of business:</p> <p>(a) If there is strong justification for believing that the proprietor, manager, MD, Director, partner, employee or representative of the vendor/ supplier has been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolation, misrepresentation with respect to the contract in question.</p> <p>(b) If the vendor/ supplier fails to execute a contract or fails to execute it satisfactorily beyond the provisions of Para 4.1 &amp; 4.2.</p> <p>(c) If the vendor/ supplier fails to submit required documents/ information, where required.</p> <p>(d) Any other ground which in the opinion of BSNL is just and proper to order for banning of business dealing with a vendor/ supplier.</p>	<p>i) Banning of business for 3 years which implies Barring further dealing with the vendor for procurement of Goods &amp; Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order.</p>
<p><b>Note 7:</b> The above penalties will be imposed provided it does not clash with the provision of the respective tender.</p>		
<p><b>Note 8:-</b> In case of clash between these guidelines &amp; provision of invited tender, the provision in the respective tender shall prevail over these guidelines.</p>		
<p><b>Note 9:</b> Banning of Business dealing order shall not have any effect on the existing/ ongoing works which will continue along with settlement of Bills.</p>		

**SECTION-4 Part B**  
**SPECIAL INSTRUCTIONS TO BIDDERS**

The Special Instructions to Bidders shall supplement the 'Instructions to Bidders' and in case of any conflict with those in Section-4 Part A i.e. GENERAL INSTRUCTIONS TO BIDDERS (GIB), the provisions herein shall prevail.

**1) Evaluation**

The evaluation process comprises the following three (3) steps:

**Step I:** Fulfillment of requirements of Eligibility criteria, EMD and tender fee.

**Step II:** Evaluation of Bidder's fulfillment of Qualification Requirements as per Clause 4 Section 1 DNIT.

**Step III:** Selection of Successful Bidder

**Step I - Responsiveness check of Techno-Commercial Bids.**

The Techno-Commercial Bid submitted by Bidders shall be scrutinized to establish responsiveness other requirements laid down in Clause 4 of DNIT

Any of the following may cause the Bid to be considered "Non-responsive", at the sole discretion of BSNL.

- a) Bids that are incomplete i.e. not accompanied by any of the applicable formats inter alia covering letter, power of attorney supported by a board resolution as per Clause 5, format for disclosure, valid EMD;
- b) Bid not signed by authorized signatory and / or stamped in the manner indicated in this Bid Document;
- c) Material inconsistencies in the information/ documents submitted by the Bidder, affecting the Qualification Requirements;
- d) Information not submitted in formats specified in the Bid Document
- e) Bid not providing information / document to satisfy Qualification Requirements;
- f) Bidder not meeting the criteria mentioned in Clause 4 of Section 1 DNIT of this Document.
- g) A Bidder submitting more than one Bid for the same Zone;
- h) Bid validity being less than that required as per Clause 13 Section 4A of this Bid Document;
- i) Bid being conditional in nature
- j) Bid not received (Electronic and offline) by due date and time as specified in Clause 6 of DNIT;
- k) More than one Bidding Company using the credentials of the same Parent / Affiliate.
- l) Bidder delaying in submission of additional information or clarifications sought by BSNL.
- m) Bidder makes any misrepresentation of facts.
- n) Bid not accompanied by valid EMD.

Each Bid shall be checked for compliance with the submission requirement set forth in this Bid Document before evaluation of Bidder's fulfillment of Qualification Requirement is taken up.

**Step II- Evaluation of Bidder's fulfillment of Qualification Requirements as per Clause 4 Section 1 DNIT**

After ensuring EMD with respect to its amount and validity; evaluation of Bid will be carried out based on the information furnished by the Bidder as per the prescribed Formats in Section 7 and related documentary evidence in support of meeting the Qualification Requirements as specified in Clause 4 of Section 1 DNIT

Price Bid of only those bidders will be opened whose Techno-Commercial qualification requirement, prima facie meets the Qualifying Criteria. However, if at later stage it is found that Techno-Commercial bid doesn't meet the qualification criteria, bid can be rejected at sole discretion of BSNL.

**Step III - Selection of Successful Bidders**

Only the bids qualifying in Step II above shall be financially evaluated for respective Zone, in this stage, on basis of their quote as per financial schedule in Section 9 Part-B.

Successful Bidder shall unconditionally accept the AWO, issued by BSNL, within 14 days of issue of AWO.

If the Successful Bidder, to whom the AWO has been issued, does not accept the AWO unconditionally, BSNL reserves the right to annul the award of the Letter of Intent to such Successful Bidder and forfeit EMD (in case of L-1 bidder).

It shall not be binding upon BSNL to accept the lowest bid as successful.

It shall not be obligatory on the part of BSNL to furnish any information or explanation for cause of rejection of Bid or part of the Bid. Notwithstanding anything stated above, BSNL reserves the right to assess the credibility, capability and capacity of the bidders and viability of the Proposal to perform the contract should circumstances warrant such an assessment in the overall interest of BSNL and Bidder shall furnish all other required documents to BSNL.

BSNL reserves the right to interpret the Bid submitted by the Bidder in accordance with the provisions of this Bid Document and make its own judgment regarding the interpretation of the same. In this regard BSNL shall have no liability towards any Bidder and no Bidder shall have any recourse to BSNL with respect to the selection process.

BSNL shall evaluate the Bids using the evaluation process specified above, at its sole discretion.

BSNL's decision in this regard shall be final and binding.



**Section- 4 Part C**

**E-tendering Instructions to Bidders**

**Note:** The instructions given below are NIC e-tender portal-centric and for e-tenders invited by MM cell, BSNL, C.O. only. E-Portal address and the according references/Clauses may be suitably modified in this Section as applicable from time to time.

**General:**

These Special Instructions (for e-Tendering) supplement 'Instruction to Bidders', as enclosed in Sec 4 Part A of the Tender Documents.

Submission of Bids only through online process is mandatory for this Tender.

For conducting electronic tendering, BSNL HQ is using the portal (URL of e-tender portal).

**1. Broad outline of activities on e-tender portal from Bidders prospective**

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

For participating in this tender online, the following instructions need to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the ETS.

**d) Digital Certificates**

For integrity of data and its authenticity/ non-repudiation of electronic records, and be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

**e) Registration**

To use the Electronic Tender® portal (URL of e-tender portal), vendor needs to register on the portal (if not already registered). Registration of each organization is to be done by one of its senior persons who will be the main person coordinating for the e-tendering activities.

Pay Annual Registration Fee if applicable.

**Note:** After successful submission of Registration details and Annual Registration Fee (as applicable). Please contact Helpdesk (as given below), to get your registration accepted/activated.

**f) Bid related Information for this Tender (Sealed Bid)**

Bidders should refer to User Manual for SO (Supplier Organization) in USER GUIDANCE on [www.etenders.gov.in/eprocure/app](http://www.etenders.gov.in/eprocure/app). Bidders must ensure that all documents uploaded on e-tender portal as files or zipped folders, contain valid files and are not corrupt or damaged due to any processing at bidder PC system like zipping etc. It shall be the responsibility of bidder himself for proper extractability of uploaded zipped files. Any error/ virus creeping into files/folder from client end PC system cannot be monitored by e-tender software/ server and will be bidder's responsibility only.

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In case the files are non-extractable or illegible otherwise, then the bidder's authorized representative shall be given one chance by Tender Opening Committee to open & demonstrate the contents of bid data downloaded from the e-tender portal in his presence.

If, even after above chance, the bidder is unable to open & demonstrate the contents of bid data downloaded from the e-tender portal in his presence then no fresh bid in any form, soft or hard copies, shall be accepted by tendering authority and his bid shall be summarily rejected and treated as non-responsive.

**NOTE 2:** In case any discrepancy between information entered by bidder in the electronic form/template and that as per the supporting document uploaded, then information as per uploaded supporting documents shall prevail over the information in the electronic form/template.

**g) Offline Submissions:**

The bidder is requested to submit the following documents offline to AGM (HR- Plg), Room No: 103, BSNL Bhawan, O/o The GMTD, BSNL Keonjhar on or before opening of tender document in covering letter of this tender document, in a Sealed Envelope. The envelope shall bear (name of the work), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

- i. EMD-Bid Security in Original.
- ii. DD/ Bankers cheque against payment of tender fee.
- iii. PowerofattorneyinaccordancewithClause14.3ofSection-4PartA.
- iv. Integrity Pact (if applicable).
- v. In case the bidder could not able to submit the documents offline, he/she has to submit in or before TEC.

**h) Other Instructions**

For further instructions, the vendor should visit the home-page of the portal [www.etenders.gov.in/eprocure/app](http://www.etenders.gov.in/eprocure/app) and go to the User-Guidance Center

**Note:** It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups, and minimize teething problems during the use of e-tender portal.

**SECTION-5 Part A**  
**GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT**

**1. APPLICATION**

The general condition shall apply in contracts made by the purchaser for the procurement of goods/ services.

**2. DELETED**

**3. PATENTRIGHTS**

The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the goods or any part thereof in Indian Telecom Network.

**4. PERFORMANCE SECURITY**

All suppliers (including MSEs who are registered with the designated MSME bodies, like National Small Scale Industries Corporation etc. shall furnish performance security to the purchaser for an amount equal to 5% of the value of Advance Work Order/ LoI, within 14 days from the date of issue of Advance Purchase Order by the Purchaser.

The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract.

The performance security Bond shall be in the form of either FD/DD in favour of AO (Cash), BSNL Keonjhar or in form of Bank Guarantee issued by a scheduled Bank in India and in the proforma provided in 'Section-7B of this Bid Document.

The performance security Bond will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract.

The performance security deposit with the BSNL will be considered for adjustment against penalties, any other statutory levies and any loss to BSNL properties, if any reported, at the time of final conclusion of the contract and final settlement of account.

In case it is found that a bidder has submitted a fake/ forged bank instrument towards performance security deposit (say PBG), then, actions as per clause1 (a)of Appendix-1toSection4 Part-A shall be applicable.

It is the responsible of the vendor to issue Identity cards to the engaged variable persons to complete the job work allotted to him/her mentioning the details of firm and contact details.

5. DELETED
6. DELETED
7. DELETED
8. DELETED
9. DELETED
10. DELETED
11. PAYMENTTERMS-ReferSection-2 12.DELETED.
12. DELETED
13. DELETED
14. DELETED
15. DELAYS IN THE SUPPLIER'S PERFORMANCE- ReferSection-2.
16. PENALTY-- ReferSection-4.
17. FORCEMAJEURE

If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the Purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 30 days, either party may, at its option, terminate the contract.

Provided, also that if the contract is terminated under this clause, the Purchaser shall be at liberty to take over from the Supplier at a price to be fixed by the purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture which may be in possession of the Supplier at the time of such termination or such portion thereof as the purchaser may deem fit, except such materials, bought out components and stores as the Supplier may with the concurrence of the purchaser elect to retain.

**18. Action by purchaser against bidder(s)/vendor(s) in case of default.**

In case of default by Bidder(s) / Vendor (s) such as

- (a) Failure to deliver services within the time period(s) specified in the contract, or any extension thereof granted by the purchaser pursuant to clause 15 of this section;
  - (b) Failure to perform any other obligation(s) under the Contract; and
  - (c) Equipment does not perform satisfactorily in the field in accordance with the specifications;
  - (d) Or any other default whose complete list is enclosed in Appendix-1 of Section-4, Part-A;
- Purchaser will take action as specified in Appendix-1 of Section-4, Part-A.

**19. DELETED.**

**20. ARBITRATION**

Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, in connection with construction, meaning, operation, effect, interpretation of the contract or breach thereof which parties unable to settle mutually, the same shall be referred to Arbitration as provided hereunder.

A party wishing to commence arbitration proceedings shall invoke Arbitration clause by giving 30 days notice to the designated officer of the other party. The notice invoking arbitration shall specify all the points of disputes with details of the amount claimed to be referred to arbitration at the time of invocation of arbitration and not thereafter. If the claim is in foreign currency, the claimant shall indicate its value in Indian Rupee for the purpose of constitution of the arbitral tribunal. The number of the arbitrators and the appointing authority will be as under:

<b>Claim amount (excluding claim for counter claim, if any)</b>	<b>Number of arbitrator</b>	<b>Appointing Authority</b>
Above Rs. 5 Lakhs to Rs. 5 Crores	Sole Arbitrator to be appointed from a panel of arbitrators of BSNL	BSNL (Note: BSNL will forward a list containing names of three empanelled arbitrators to the other party for selecting one from the list who will be appointed as sole arbitrator by BSNL)
Above Rs. 5 Crores	3 Arbitrators	One arbitrator by each party and the 3 <sup>rd</sup> arbitrator, who shall be the presiding arbitrator, by the two Arbitrators.

Neither party shall appoint its serving employee as arbitrator.

**Tender No. T-162/2020-21 for "Housekeeping and other allied works in Keonjhar SSA".**

If any of the Arbitrators so appointed dies, resigns, becomes incapacitated or withdraws for any reason from the proceedings, it shall be lawful for the concerned party / arbitrators to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left it both parties consent for the same; otherwise he shall proceed de novo.

Parties agree that neither party shall be entitled for any pre-reference or pendent elite interest on its claims. Parties agree that any claim for such interest made by any party shall be avoid

Unless otherwise decided by the parties, Fast Track procedure as prescribed in Section 29 B of the Arbitration Conciliation Act, 1996 for resolution of all disputes shall be followed, where the claim amount is up to Rs. 5Crores.

**Fast Track Procedure-**

Notwithstanding anything contained in this ACT, the parties to an arbitration agreement, may, at any stage either before or at the time of appointment of the arbitral tribunal, agree in writing to have their dispute resolved by fast track procedure specified in Sub Section(3).

The parties to the arbitration agreement, while agreeing for resolution of dispute by fast track Procedure, may agree that the arbitral tribunal shall consist of a sole arbitrator who shall be chosen by the parties.

The arbitral tribunal shall follow the following procedure while conducting arbitration proceedings Under Sub-section(1):-

The arbitral tribunal shall decide the dispute on the basis of written pleadings, documents and submissions field by the parties without oral hearing;

The arbitral tribunal shall have power to call for any further information or clarification from the parties in addition to the pleadings and documents filed by them;

An oral hearing may be held only, if all the parties make a request or if the arbitral tribunal considers it necessary to have oral hearing for clarifying certain issues;

The arbitral tribunal may dispense with any technical formalities, if an oral hearing is held, and adopt such procedure as deemed appropriate for expeditious disposal of the case.

The award under this section shall be made within a period of six months from the date the arbitral tribunal enters upon the reference.

If the award is not made within the period specified in sub-section (4), the provisions of sub-Sections (3) To (9) of section 29 A shall apply to the proceedings.

The fees payable to the arbitrator and the manner of payment of the fees shall be such as may be agreed between the arbitrator and the parties.

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The arbitral tribunal shall make and publish the award within time stipulated asunder:

<b>Amount of Claims and Counter Claims</b>	<b>Period for making and publishing of the award (counted from the date the arbitral tribunal enters upon the reference)</b>
Up to Rs 5 Crores	Within 6 months (Fast Track procedure)
Above Rs.5 Crores	Within 12 months

However, the above time limit can be extended by the Arbitrator for reasons to be recorded in writing with the consent of parties and in terms of provisions of the Act.

In case arbitral tribunal of 3 arbitrators, each party shall be responsible to make arrangements for the travel and stay, etc. of the arbitrator appointed by it. Claimant shall also be responsible for making arrangements for travel / stay arrangements for the Presiding Arbitrator and the expenses incurred shall be shared equally by the parties.

In case of sole arbitrator, BSNL shall make all necessary arrangements for his travel / stay and the expenses incurred shall be shared equally by the parties.

The Arbitration proceeding shall be held at New Delhi or Circle or SSA Headquarter (as the case maybe).

Subject to the aforesaid conditions, provisions of the Arbitration and Conciliation Act, 1996 and any statutory modifications or re-enactment thereof shall apply to the arbitration proceedings under this Clause.

**21. SETOFF**

Any sum of money due and payable to the supplier (including security deposit refundable to him) under this contract may be appropriated by the purchaser or the BSNL or any other person(s) contracting through the BSNL and set off the same against any claim of the Purchaser or BSNL or such other person or person(s) for payment of a sum of money arising out of this contract or under any other contract made by the supplier with the Purchaser or BSNL or such other person(s) contracting through the BSNL.

**22. DELETED**

**23. DELETED**

**24. DELETED**

**25. COURT JURISDICTION**

**Tender No. T-162/2020-21 for "Housekeeping and other allied works in Keonjhar SSA".**

Any dispute arising out of the tender/ bid document/ evaluation of bids/ issue of APO shall be subject to the jurisdiction of the competent court at the place from where the NIT/ tender has been issued.

Where a contractor has not agreed to arbitration, the dispute/ claims arising out of the Contract/ PO entered with him shall be subject to the jurisdiction of the competent Court at the place from where Contract/ PO has been issued. Accordingly, a stipulation shall be made in the contract as under. **"This Contract/PO is subject to jurisdiction of Court at Keonjhar only".**

**26. General Guidelines:-**

The General guidelines as contained in General Financial Rules (GFR) as amended from time to time on works, procurement of goods and services and contract management respectively will also be referred to as guiding principles.



**SECTION -5 Part B  
SPECIAL (COMMERCIAL) CONDITIONS OF CONTRACT (SCC)**

The Special (Commercial) Conditions of Contract (SCC) shall supplement General (Commercial) Conditions of Contract (GCC) as contained in Section 5 Part A and wherever there is a conflict, the provisions herein shall prevail over those in Section 5 Part A i.e. General (Commercial) Conditions of Contract (GCC).

1. **The successful tenderer/contractor shall submit an Indemnity bond declaration, as per Annexure-1, for indemnifying BSNL against any non-compliance by bidder to any of the applicable statutory requirements, if the work is awarded to them.**
2. **Safety of Labour and BSNL property:-**

The **successful tenderer / contractor shall** be solely responsible for payment and compensation under WC Act 1923 as in force from time to time applicable in the event of accident causing injury/death to his workers and GMTD Keonjhar shall not be responsible in any manner.

The contractor shall obtain / purchase all required insurances and make all safety arrangements required for the labourer engaged by him at his own cost. All consequences due to negligence or due to lapse of security/safety or otherwise shall remain with the contractor. BSNL shall not be responsible for any mishap, injury, accident or death of the contractor's staff directly or indirectly. All liabilities arising out of accident or death while on duty shall be borne by the contractor. No claims in this regard shall be entertained/accepted by the BSNL.

The contractor shall take all precautions to avoid all accidents by exhibiting necessary caution boards / flags and providing barriers etc. He shall be responsible for all damages and accidents caused due to negligence on his part. No hindrance shall be caused to traffic during the execution of work. Nothing extra shall be paid on this account.

Contractor shall be fully responsible for any damages caused to BSNL / Government/ private / other operators property / Injuries public at large/ loss of life by him or his Labourer in carrying out the work and the same shall be rectified / compensated by the contractor at his own cost.

It will be sole responsibility of the contractor that the men deployed for the purpose of Job work with BSNL are to be trained to avoid any mishap, directly or indirectly.

On account of security considerations or on account of convenience of office staff, there could be some restrictions on the working hours or movement of vehicles for transportation of materials. The contractor shall be bound of follow all such restrictions and just the program for execution accordingly.

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The contractor should carry out the work to the satisfaction of BSNL officer in charge and in the event of his failure the tendering authority reserves the right to offer the contract to any other tenderer or any other agency in case of unsatisfactory work at the cost of the contractor and payment will be settled on prorated Basis.

The contractor should engage workers with proven integrity to carry out the contract work. He/His worker should vacate premises after the completion of contract work.

The contractor shall be solely responsible for payment and compensation under WC act 1923 as in force from time to time applicable in the event of accident causing injury / death to his workers and GMTD, Keonjhar shall not involve in any manner.

**No documents, towards compliance of aforesaid requirements, will be required to be submitted by bidder to BSNL paying authority for settlement of their payment invoices but the contractor must comply all requirements as per applicable Law/ Act setc.**

No Complaints shall be entertained once financial BID is opened. The decision of GMTD, Keonjhar on any matter connected to this tender is final & binding on bidder.

**SECTION-6**  
**UNDERTAKING & DECLARATION**

6(A) For understanding and agreeing with the terms & condition of Tender & Spec. of work.

a) **Certified that:**

1. I/ We have read, understood and agree with all the terms and conditions included in the tender documents & offer to execute the work as per tender terms & conditions (without any deviation) and at the rates quoted by us in the tender form.

2. If I/ We fail to enter into the agreement & commence the work in time, the EMD/Performance linked Security Deposit/PBG deposited by us will stand forfeited to the BSNL.

b) **The tenderer hereby covenants and declares that:**

1. All the information, Documents, Photo copies of the Documents/ Certificates enclosed along with the Tender/Bid offer are correct.

2. In case of any correction/ addition/ alteration/ omission of the terms & conditions in the tender document, our tender / bid shall be treated as non- responsive and shall be rejected summarily.

3. If anything is found false and/or incorrect and/or reveals any suppression of fact at any time, BSNL reserves the right to debar our tender offer/ cancel the LOI/ Purchase/ work order if issued and forfeit the EMD/ Performance linked Security Deposit/ PBG / Bill amount pending with BSNL. In addition, BSNL may debar the contractor from participation in its future tenders.

**Date:**.....

**Signature of Tenderer**

**Place:** .....

**Name of Tenderer Along with date & Seal**

**6 (B) - NEAR RELATIONSHIP CERTIFICATE:**

(Format of the Certificate to be given as per the Clause 34.4 of Section-4 Part-A by the bidder in respect of status of employment of his/her near relation in BSNL)

The format of the certificate to be given is "I.....s/o.....r/o.....hereby certify that none of my relative(s) as defined in the tender document is/are employed in **BSNL unit where tender is**

**Being submitted** as per details given in tender document. In case at any stage, it is found that the information given by me is false/ incorrect, BSNL shall have the absolute right to take any action as deemed fit/without any prior intimation to me."

**Signature of the tenderer With date and seal**

**OR**

If the bidder has near relatives in the BSNL Unit where tender is being submitted, then they shall submit following details of those officers:

S. No	Name of the near relative	Designation	Employed in office of	Address	Mobile No.

**SECTION- 7**  
**PROFORMAS**

**7(A) For the BID SECURITY/EMD Guarantee**

(To be typed on Rs. 100/- non-judicial stamp paper)

**Sub: Bid Security/EMD inform of Bank Guarantee (EMBG).**

1. Whereas M/s ..... having registered office at.....  
..... (Hereafter referred to as Bidder) has approached us for giving Bank Guarantee of Rs /-(hereafter Known as the "B. G. Amount") valid up to...../...../20 (hereafter known as the "Validity date") in favour of ..... (Hereafter referred to as BSNL)for participation in the tender of work of ..... vide tender no. .... Now at the request of the Bidder, We Bank .....Branch having ..... (Address) and Regd. office address as ..... (Hereinafter called 'the Bank") agrees to give this guarantee as hereinafter contained:
2. We the Bank do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the BSNL stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the BSNL by reason of breach by the said bidder(s) of any of terms or conditions contained in the said Agreement or by reason of the bidder (s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of the BSNL in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding the "B.G. Amount".
3. We undertake to pay to the BSNL any money so demanded notwithstanding any dispute or disputes raised by the bidder(s) in any suit or proceeding before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The Payment so made by us under this bond shall be valid discharge of our liability for payment there under and the bidder(s) shall have no claim against us for making such payment.
4. We the Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the BSNL under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till BSNL Certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said bidder (s) and accordingly discharge this guarantee. Unless a demand or claim under this guarantee is made on us in writing or before the expiry of Validity date from the date hereof, we shall be discharged from all liability under this guarantee thereafter.

**Tender No. T-162/2020-21 for "Housekeeping and other allied works in Keonjhar SSA".**

5. We the Bank further agree with the BSNL that the BSNL shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said bidder(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the BSNL against the said bidder(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Bidder(s) or for any forbearance, act or omission on the part of the BSNL or any indulgence by the BSNL to the said bidder(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
6. Notwithstanding anything herein contained:
  - (a) The liability of the Bank under this guarantee is restricted to the "B. G. Amount" and it will remain in force up to its Validity date specified above.
  - (b) The guarantee shall stand completely discharged and all rights of the BSNL under this Guarantee shall be extinguished if no claim or demand is made onus in writing on or before its validity date.
7. In case BSNL demands for any money under this bank guarantee, the same shall be paid through banker's Cheque in favour of "AO (Cash) BSNL Keonjhar" payable at Keonjhar.
8. The Bank guarantees that the below mentioned officer who have signed it on behalf of the Bank have authority to give this guarantee under its delegated power.

Place: .....

Date: ..... (Signature of the Bank Officer)

Rubber stamp of the bank  
Authorized Power of Attorney  
Number:.....

Name of the Bank  
officer:.....  
Designation: .....  
Complete Postal address of Bank:  
.....  
Telephone Numbers.....  
E-mail id .....

**7(B) For the Performance Guarantee**

(To be typed on Rs.100/- non-judicial stamp paper) Dated:.....

**Sub: Performance guarantee.**

Whereas .....(hereafter referred to as BSNL) has issued an AWO no. .... Dated ...../...../20 awarding the work of ..... to M/s ..... R/o ..... (hereafter referred to as "Bidder") and BSNL has asked him to submit a performance guarantee in favour of ..... of Rs /- (hereafter referred to as "P.G. Amount") valid up to ...../...../20 (hereafter referred to as "Validity Date") Now at the request of the Bidder, We Bank ..... Branch having ..... (Address) and Regd. office address as ..... (Hereinafter called 'the Bank') agreed to give this guarantee as here in after contained:

2. We, "the Bank" do hereby undertake and assure to the BSNL that if in the opinion of the BSNL, the Bidder has in any way failed to observe or perform the terms and conditions of the said agreement or has committed any breach of its obligations there-under, the Bank shall on demand and without any objection or demur pay to the BSNL the said sum limited to P.G. Amount or such lesser amount as BSNL may demand without requiring BSNL to have recourse to any legal remedy that may be available to it to compel the Bank to pay the same.

3. Any such demand from the BSNL shall be conclusive as regards the liability of Bidder to pay to BSNL or as regards the amount payable by the Bank under this guarantee. The Bank shall not be entitled to withhold payment on the ground that the Bidder had disputed its liability to pay or has disputed the quantum of the amount or that any arbitration proceeding or legal proceeding is pending between Bidder and BSNL regarding the claim.

4. We, the Bank further agree that the guarantee shall come into force from the date of its issue and shall remain in full force an defect up to its Validity date.

5. The Bank further agrees that the BSNL shall have the fullest liberty without the consent of the Bank and without affecting in any way the obligations hereunder to vary any of the terms and conditions of the said agreement or to extend the time for performance of the said agreement from any of the powers exercisable by BSNL against the Bidder and to forebear to enforce any of the terms and conditions relating to the said agreement and the Bank shall not be relieved from its liability by reason of such failure or extension being granted to Bidder or through any forbearance, act or omission on the part of BSNL or any indulgence by BSNL to Bidder or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of relieving or discharging the guarantor.

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6. Notwithstanding anything herein contained;

(a) The liability of the Bank under this guarantee is restricted to the P.G. Amount and it will remain in force up to its Validity date.

(b) The guarantee shall stand completely discharged and all rights of the BSNL under this Guarantee shall be extinguished if no claim or demand is made on us in writing on or before its validity date.

(c) In case BSNL demands for any money under this bank guarantee, the same shall be paid through banker's Cheque in favour of "AO (Cash) BSNL, Keonjhar payable at Keonjhar".

7. The Bank guarantees that the below mentioned officer who have signed it on behalf of the Bank have authority to give this guarantee under its delegated power.

Place:.....

Date:..... (Signature of the Bank Officer)

Rubber stamp of the bank  
Authorized Power of Attorney  
Number:.....

Name of the Bank  
officer:.....  
Designation: .....  
Complete Postal address of Bank:  
.....  
Telephone Numbers.....  
E-mail id .....



**7 (C) For Letter of Authorization for attending Bid Opening Event.**  
(To be typed preferably on letter head of the company)

**Subject:** Authorization for attending Bid opening

I / We Mr. /Ms. .... have submitted our bid for the tender no. ....  
..... in respectof ..... (Item of  
work) which is due to open on ..... (date) in the Meeting  
Room, O/o  
.....

We hereby authorize Mr. / Ms. ....& Mr. / Ms.....(alternative) whose  
signatures are attested below, to attend the bid opening for the tender mentioned above on  
our behalf.

..... Signature of the Representative

.....

Signature of Bidder / Officer authorized to sign  
on behalf of the Bidder  
Name of the Representative

.....

Signature of the alternative Representative

.....

Name of the alternative Representative

Above Signatures Attested

**Note 1:** Only one representative will be permitted to attend the Bid opening

2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

**SECTION- 8**

**Bidder's profile & Questionnaire.**

Tenderer / Bidder's Profile & Questionnaire

(To be filled in and submitted by the bidder)

Paste Color Passport size photograph of the tenderer / authorized signatory holding power of Attorney and having Digital Signature Certificate. Photograph should be self-attested

**A) Tenderer's Profile**

1. Name of the Individual/ Firm: .....

2. Present Correspondence Address .....

( If the bidder changes his correspondence address subsequently, it should be intimated to the tendering authority in writing. )

Telephone No. .... Mobile No. ....

E-MAIL ID . ....Whatsapp number.....

3. Registered Office .....

Telephone No. .... Mobile No. ....

4. State the Type of Firm: Sole proprietor-ship/partnership firm / (Tick the correct choice): Private limited company.

5. Name of the sole proprietor/ partners/ Director(s) of Pvt. Ltd Co.:

S. No.	Name	Father's Name	Designation
1.			
2.			
3.			
4.			
5.			

6. Name of the person authorized to enter into and execute contract/ agreement and the capacity in which he is authorized (in case of partnership/ private Ltd company):

.....  
 .....

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7.A Permanent Account No. : .....

7.B GST Registration No(s).....

8. Details of the Bidder's Bank for effecting e-payments:

- (a) Beneficiary Bank Name:.....
- (b) Beneficiary branch Name:.....
- (c) IFSC code of beneficiary Branch.....
- (d) Beneficiary account No.:.....
- (e) Branch Serial No. (MICR No.):.....

9. Whether the firm has Office/ works (i.e. manufacture of the tendered item) in Delhi? If so state its Address

.....  
.....

**B) Questionnaire**

1. Do you think any other detail/ material is required to complete the work specified in the specification? Yes/ No.

1.1 If Yes, Give details

.....  
.....

2. Do you think any other item of work need be included in tender form to complete the work specified in the specification? Yes/ No.

2.1 If Yes, Give details

.....  
.....

3. Suggestion for improvement of the tender document.

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

Place.....

Signature of contractor .....

Date .....

Name of Contractor .....

**SECTION-9 Part-A**

**BID FORM**

To

From,

.....

.....

<complete address of the purchaser> <complete address of the Bidder>

.....

.....

Bidder's Reference No:..... Dated.....

Ref: Your Tender Enquiry No. ....dated .....

1. Having examined the above mentioned tender enquiry document including amendment/ clarification/corrigenda / addenda Nos. .... dated .....the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver ..... in conformity with the said drawings, conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of the financial Bid.

2. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

3. We agree to abide by this Bid for a period of **120days** from the date fixed for Bid opening or for subsequently extended period, if any, agreed to by us. This bid shall remain binding upon us up to the aforesaid period.

4. We understand that you are not bound to accept the lowest or any bid, you may receive.

5. If our Bid is accepted, we will provide you with a performance guarantee from a Nationalized/Scheduled Bank of India for a sum @ **5%** of the contract value for the due performance of the contract.

6. If our Bid is accepted, we undertake to complete delivery of all the items and perform all the services specified in the contract in accordance with the delivery schedule specified in the Section-2 (Tender Information).

7. Until a formal Purchase/ Work Order of Contract is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Dated: ..... day of ..... 2020

Signature .....

Witness

Name .....

Signature.....

In the capacity of .....

Name .....

Duly authorized to sign the bid for and on

Address .....

behalf of .....

Tender No. T-162/2020-21 for "Housekeeping and other allied works in Keonjhar SSA".

**SECTION- 9. PART-B**

The rates must be quoted including all taxes except Goods & service tax, (if applicable), which may be claimed extra.

**Price Schedule/Financial Bid ( SSA )**

Composite of Price	Quote+ / - % w.r.t the Composite Price(in figures)	Quote+ / -% w r t the Composite Price (in words)
Rs..... (Rupees ..... Only) *Excluding GST		

NB-1 The percentage price quoted shall be equally valid for every zone of the SSA.

NB-2 In case more than one bidder quoting the same L1 rates, then the bidder with more value of solvency certificate as mentioned in the eligibility criteria will be considered.

NB-1 GST will be paid extra.

**ANNEXURE - 1**

**DEED OF INDEMNITY**

(To be submitted in non judicial stamp paper as per law)

This DEED OF INDEMNITY is executed on this the ....., by

1. <<Name of the Bidder>>, a company/ firm registered under the .....  
(Applicable acts, as the case may be) (hereinafter referred to as the **Bidder**) and having its registered office at <<Address of the Bidder>> acting through << Authorized Signatory>> is hereinafter, for the purposes of this Deed of Indemnity.

**TO AND IN FAVOUR OF**

**Bharat Sanchar Nigam Limited**, through the ..... BSNL ..... Office (hereinafter referred to as the **Purchaser** which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include its authorized representatives and permitted assigns) on the **Other Part**.

**WHEREAS**

- (a) The Purchaser had invited bids vide their Tender Enquiry No.....(hereinafter referred to as 'Tender') for the purpose of.....
- (b) The Bidder had submitted its bid/ proposal dated \_\_\_\_ (hereinafter referred to as the 'Bid') for the provision of such services in accordance with its proposal as set out in its Bid and in accordance with the terms and conditions of the Tender.
- (c) The Bidder has in order to comply with the terms of the Tender agreed to execute the Deed of Indemnity on such terms and conditions more fully mentioned below.

**NOW THIS DEED OF INDEMNITY WITNESSETH AS FOLLOWS:**

1. The Bidder shall, in consideration of the Purchaser making payment under and in accordance with the Tender Document, hereby agrees to indemnify the Purchaser against any costs, loss, damages and claims from third parties or liabilities suffered by the Purchaser and directly arising out of the following reasons:
  - a. Any illegal or unauthorized use or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms by the Bidder or any of its sub-contractor in the process of fulfilments of required obligations during contract period.
  - b. The Bidder shall protect, defend, indemnify and hold harmless to BSNL and its employees from and against any and all liabilities, damages, fines, penalties and cost (including legal costs and disbursements) arising from:
    - I. Any breach of any statute, regulation, direction, orders or standards from any Governmental body, Agency or regulator issued with respect to the product /services being supplied/provided under this Tender.

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- II. Any claim made by third parties arising out of the use of the services of BSNL being provided using the equipment/services supplied under the Tender to the extent these are attributable solely to the poor quality or non-compliance of the products/services to the respective specifications.
- III. Any claims arising from other utility / service providers in connection with interruptions or degradation of their services due to services provided by bidder under this Tender.
2. The bidder also declares that in case bidder is blacklisted by GST Authorities in future & which results in loss of Input Tax Credit (ITC) to BSNL, then BSNL shall have right to recover any such loss of ITC arising on account of such black-listing.
  3. This Deed of Indemnity shall stand terminated on expiry of or early termination of the contract period as envisaged in the above said Tender requirement.
  4. The Deed of Indemnity shall constitute the entire indemnity provided by the Bidder for the indemnities asked in said Tender.
  5. This Deed of Indemnity shall be governed by and construed in accordance with Indian law.

**(Authorized Signatory)**

**Date:**

**Place:**

**<< Name of the Bidder >>**

**Witness 1:**

**Witness 2:**

**ANNEXURE-2**

**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 (Scanned copy of documents to be uploaded in the ETS Portal): -

Sl. No.	DOCUMENTS	Document uploaded (Yes/No)
1	Scanned Copy of payment of Cost of the tender document ( ___/-) 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.	Tenderfee.pdf
2	Scanned Copy of payment of EMD/Bid Security of ___/- 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. Or Undertaking as per Annexure-3 by the existing vendors/contractors of BSNL for adjustment of EMD/Bid security from their pending bills	EMD.pdf
3	Scanned copy of <b>Bid Form in Section-9 Part A</b>	Bidform.pdf
4	Scanned Copy of Certificate of Incorporation/ Registration of firms etc. as applicable as per clause -4.1.1 section-1.	Incorporation.pdf
5	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 as per Clause no. <b>14.3 of Section-4 Part A</b> .	Poa.pdf
6	Scanned Copy of board resolution, authorizing a person for executing power of attorney in the name of person, who is signing the bid document. (In case of Company/Institution/Body Corporate)	Boardresolution.pdf
7	Scanned Copy of Memorandum of Association (or Partnership deed, if not a proprietor firm).	Moa.pdf



**Tender No. T-162/2020-21 for "Housekeeping and other allied works in Keonjhar SSA".**

8	Scanned copy of Credentials regarding experience as per clause 4.2.1 (experience certificate )	Experience.pdf
9	Scanned copy of Documents related to financial capabilities of the bidder as per section-1 clause 4.3.1. A certificate from its bankers to assess its solvency certificate to the tune of 40% of annual estimated cost of tender must be submitted	Fincap.pdf
10	Scanned copy of 'No Deviation' statement or Clause-by-Clause compliance statement pursuant to <b>Clause 11.2 (a) of Section-4 Part A.</b>	Nodeviation.pdf
11	Scanned copy of a list of all Board of Directors of the company (In case of Limited Company).	Directors.pdf
12	Scanned copy of Near Relationship Certificate as per <b>Section 6 Part (B)</b>	Nearelacion.pdf
13	Declaration to be submitted that the Bidder must not be black-listed for business by any Central/ State Governments/ PSUs in India at the time of submission of bid as per clause 4.1.2 of Section-1.	Blacklist-1.pdf
14	Declaration that the firm is not black listed by GST Authorities agreement as per clause 4.1.3 of Section -1.	Blacklist-2.pdf
15	Letter of Authorization to attend Bid opening event as per Section-7(C)	Bidopening.pdf
16	Valid PAN Card	Pan.pdf
17	Valid Goods and Services Tax Registration Certificate(s)	Gst.pdf
18	Indemnity as per <b>Clause-4.1.2 of Section -1.</b>	Indemnity.pdf
19	Undertaking and Declaration as per <b>Section-6 Part A</b> duly filled up and signed	Undertaking.pdf
20	Bidder's Profile & Questionnaire as per <b>Section-8</b> duly filled up and signed.	Profile.pdf
21	Indemnity Bond as per Annexure-1.	Indemnitybond.pdf
22	Any other supporting documents asked for in bid document.	Others.pdf

**Note-1:**

1. If any document is not applicable to the bidder, one declaration to that effect citing the reason of non-applicability should be uploaded against that serial.
2. It is strictly instructed that documents should be uploaded in order as detailed above. Filename must be same, as mentioned above . In case of jpg/jpeg format file , please use the extension jpg/jpeg in place of pdf.
3. No document should be uploaded twice.
4. If document asked for contains more than one page then all those pages may be uploaded in one PDF file.
5. All the documents mentioned above needs to be self attested and uploaded.

**Note-2:**

In addition to above, Original Price Schedule as per Section-9 Part-B to be uploaded in ETS portal directly and no scanned copy should be uploaded.

**Annexure-3**

(Format of undertaking/declaration to be given by the existing/past vendors of BSNL Odisha Circle towards EMD/BID Security Adjustment from pending bills)

To

The GMTD, BSNL Keonjhar-758001.

Ref:- NIT No. T-162/2020-21 Dated. 13/11/2020.

Name of Work: "Housekeeping and other allied work in Keonjhar SSA".

SUB: Declaration-cum-undertaking for EMD / bid security.

Sir,

I am submitting the following undertaking/declaration towards EMD/Bid Security adjustment from my pending bills at your end.

**DECLARATION-CUM-UNDERTAKING FOR EMD/BID SECURITY**

- 1) I/We.....do hereby submit an unqualified and unconditional declaration cum undertaking that, I am a contractor of BSNL, Odisha Circle, Keonjhar (Vendor Code.....) from .....to ..... of SSA/Unit .....
- 2) That, I have not received payment from BSNL Odisha Circle amounting Rs..... (Rupees.....) against the submitted bills for different works carried out for BSNL and bills were duly passed for payment and the payment in all respect is overdue for over 90 days as on the date of publication of NIT. (Supporting documents duly attested/certified by the concerned Accounts Officer (BSNL) of the BA/SSA are to be enclosed.)
- 3) That, I request you to consider an amount of Rs ..... (Rupees .....) equivalent to EMD/BID security of zone no..... of NIT No. ....Dt. .... which may be retained out of the outstanding towards EMD/BID security without any interest or other liability on BSNL for the same tenure(180 days) and terms and conditions of EMD/BID security for NIT No..... Dated .....
- 4) That, if I will be successful in the tender, I will submit Performance Security Guarantee Bond as per tender norms. If I will not submit Performance Security Guarantee Bond, my EMD/BID security amount will be forfeited by BSNL and I will not claim it in future.

**Signature of the bidder with date & seal**

**Name of the Bidder**

**Document no kept as block in ERP:**

**Signature of AO with Seal**

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**Annexure-4**

**MANDATE FORM FOR TRANSFER OF PAYMENT THROUGH ELECTRONIC CLEARANCE /  
ELECTRONIC FUND TRANSFER**

To

**The General Manager Telecom District Keonjhar-758001 .**

Kindly pay any amount due to us to our Bank Account as detailed below either by

Electronic Clearance/Electronic Fund Transfer mode and oblige.

Vendor Code (BSNL)	
Name of the contractor/Firm	

• If not available then fill up the below mention form

Sl	Item	Details
1	NAME OF THE CONTRACTOR	
2	NAME OF THE BANK	
3	NAME OF THE BRANCH	
4	NATURE OF ACCOUNT CA/SB/CC	
5	ACCOUNT NUMBER	
6	BANK CODE (MICR CODE)	
7	BANK IFSC CODE	
8	ADDRESS OF BANK	

DATE: \_\_\_\_\_

SIGNATURE OF SUPPLIER/BIDDER

(TO BE FILLED IN BY THE BANK AUTHORITIES)

The information furnished above is correct as per our records.

SIGNATURE OF MANAGER \_\_\_\_\_

WITH BANK SEAL AND DATE

Tel No: \_\_\_\_\_

Original copy signed by Bank Officer with seal to be submitted.

N.B.:- The bidder(s) who has/have already vendor code under BSNL Odisha Circle need not to fill up this mandate form or Vendor Master Form.

**Tender No. T-162/2020-21 for "Housekeeping and other allied works in Keonjhar SSA".**

**DETAILS OF WORK TO BE ALOTTED BY SECTION IN CHARGE**

<b>Section</b>	<b>Brief Job Description</b>	<b>Base Price</b>
GMTD / DGM	Office Attendant for Helping GMTD & DGM as and when required as per scope of work.	Rs. 7000 /-
SDE (Planning/MM)	Assisting in office works relating to MM & Planning works , Tender related works, Bills related works of the Section as per the scope of work.	Rs. 35000 /-
SDE (HR& Admin, General)	Assisting / Data Entry works relating to HR, Admin, Staff, Establishment, MIS & USO section as per scope of work.	
SDE (S&M-EB)	Assisting in sales & marketing of CM Products and EB work as per scope of work.	
AO (TRA)	Assisting the Accounts Officer in TRA, TRB related works as per scope of work.	
AO (Cash)	Assisting / Data entry works relating to AO (Cash) section as per the scope of work.	
JTO (CCN & Commercial)	Assisting in data entry works relating to DKYC / CAF, recharge sales (RC / FRAC etc.), New SIM sales, swapping MNP, CAF approval beyond office works etc as and when required as per scope of work.	Rs 21000 /-
	Data entry and Provisioning of NTC / BB / FTTH applications and issue of Demand Notes, Entry of shifting applications received on day to day basis, Closing application entry into the CDR system etc as and when required as per scope of work.	
SDE (General)	Watch & Word and Gate keeping round the clock as and when required as per scope of work.	Rs 21000 /-
SDE (General)	Sweeping, cleaning of GMTD, Admin Building & Telephone Bhawan Keonjhar including cleaning of Urinals, Wash basins & Toilets as and when required as per scope of work.	Rs. 10000 /-
SDO (T), Joda / SDE, Barbil	Assisting in data entry works relating to DKYC / CAF, recharge sales (RC / FRAC etc.), New SIM sales, swapping MNP, CAF approval beyond office works etc as and when required as per scope of work.	Rs. 21000 /-
	Data entry and Provisioning of NTC / BB / FTTH applications and issue of Demand Notes, Entry of shifting applications received on day to day basis, Closing application entry into the CDR system etc as and when required as per scope of work.	
SDO (T), Anandapur	Assisting in data entry works relating to DKYC / CAF, recharge sales (RC / FRAC etc.), New SIM sales, swapping MNP, CAF approval beyond office works etc as and when required as per scope of work.	Rs. 7000 /-
	Data entry and Provisioning of NTC / BB / FTTH applications and issue of Demand Notes, Entry of shifting applications received on day to day basis, Closing application entry into the CDR system etc as and when required as per scope of work.	
SDO (T), Joda / SDE, Barbil	For Driving Departmental Vehicle as and when required as per scope of work.	Rs 12000 /-

= = = = End of the Tender Document = = = =