



BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)
Office of the General Manager Telecom District
Bhubaneswar-751022

Outsourcing of Operation and Maintenance of BSNL CSC

EOI No: N-167(A)/CSC Outsourcing/ 2020-21 DATED 04/07/2020 BBSR SSA

EOI Document for Expression of Interest (EOI) for Operation and Maintenance of BSNL CSC of BSNL Bhubaneswar Telecom District

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

**(This includes Tender document Cost Rs.1,000/- and GST @ 18% i.e. Rs.1180/-)
(for Each CSC)**

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

**BHARAT SANCHAR NIGAM LIMITED**

(A Government of India Enterprise)

O/o General Manager Telecom District, Door Sanchar Bhawan,
Unit-IX, Bhubaneswar-751022.

(Telephone 0674-2540000, 2546400 & Fax Nos 0674-2540700)

E-TENDER DOCUMENT**Tender No. EOI No: N-167(A)/CSC Outsourcing/BBSR SSA/2020-21****Dated: 04/07/2020****Sub: -** e-EOI Document for Expression of Interest (EOI) for Operation and Maintenance of BSNL CSC of BSNL Bhubaneswar Telecom District.**Tender Enquiry No.: EOI No: N-167(A)/CSC Outsourcing /2020-21 Dated: 04/07/2020 BBSR SSA.**

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

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If interested, kindly submit your bid offers online on or before date & time specified in Clause 6 of detailed NIT.

General Manager
O/o GMTD, Bhubaneswar
Tel: 0674-254700, Email: amgplqbn@gmail.com

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

Read, under stood & compiled
Signature of tenderer with seal



BHARAT SANCHAR NIGAM LIMITED
O/o General Manager,
Bhubaneswar Telecom District
Odisha Telecom Circle, BSNL

Expression of Interest for Outsourcing of Operation and Maintenance of BSNL CSCs in Bhubaneswar Telecom District

Tender No. EOI No: N-167(A)/CSC Outsourcing/2020-21 Dated: 04/07/2020

Signature of Bidder.....

Name of Bidder.....

Name of the CSCs for which EOI is being submitted

BA of the CSCs for which EOI is being submitted Bhubaneswar

Last date of submission: Up to 12:00 Hrs of 17th July 2020

Date of opening of Bid: at 12:00 Hrs of 18th July 2020

Read, under stood & compiled
Signature of tenderer with seal

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: -

SN	Documents
1	Cost of the tender document 1180/- or A proof regarding valid registration with body specified by Ministry of Micro, Small & Medium Enterprise for the tendered items will have to be attached along with the bid. The address mentioned in the Registration Certificate & MSME certificate must be the same. The enlistment certificate issued by MSME should be valid on the date of opening of tender. The address mentioned in the Registration Certificate & MSME certificate must be the same. The enlistment certificate issued by MSME should be valid on the date of opening of tender.
2	Bid Security in the form of Bank Guarantee for ____/- valid up to 180 days from the date of tender opening. Or A proof regarding valid registration with body specified by Ministry of Micro, Small & Medium Enterprise for the tendered items will have to be attached along with the bid. The address mentioned in the Registration Certificate & MSME certificate must be the same. The enlistment certificate issued by MSME should be valid on the date of opening of tender.
3	Scanned Copy of Complete set of Tender documents dully filled, signed with seal and signature. (in the price bid page simply put the signature but don't quote the rates. The financial bid / price bid is to be submitted electronically after filling the desired price.
4	Financial Bid / Price Bid dully filled should be submitted online as per the Templet given at annexure-I
5	Scanned Copy of Certificate of Incorporation/ Registration of firms in etc. as applicable.
6	Scanned Copy of Memorandum of Association (or Partnership deed, if not a proprietor firm).
7	Details of the firm/Company along with list of Board of Directors. Along with their address & contact numbers.
8	Scanned Copy of board resolution, authorizing a person for executing power of attorney in the name of person, who is signing the bid document. (In case of Company/Institution/Body Corporate)
9	Scanned copy of Power of Attorney attested by Notary Public or Registered with Sub Registrar in favour of the signatory signing the offer and documents. To be submitted by limited company and partnership firms.
11	Scanned copy of a Self - declarations regarding non-alteration or deletion in the tender document. Annexure-X
12	Scanned copy of Near Relationship Certificate as per Annexure-IV . In case of Companies / partnership Firms all the directors/partners have to submit the certificate separately.
13	Letter of Authorization to attend Bid opening event if representative of bidders attends to bid opening event. Else if bidder himself attends then it is not required. Annexure-VIII
14	Turnover Certificates for 2017-18 and 2018-19 duly certified by CA along with audited balance sheet to be submitted.
15	Bidder shall have relevant experience of setting up and running successfully at least 1000 (cumulative) square feet of raised floor commercial Customer Care Centre (excluding utilities) from a maximum of 2 commercial customer care centers locations in India, for at least 12 months on the date of EOI bid submission. OR If the bidder's company is not meeting the experience as in this Para 4.3 above, then Bid can be submitted through a legally bound consortium (format as at Section-VI) with a company who is having experience as in this Para 4.3 above. However in such case, the lead bidder company must have Customer Care Centre experience in two financial years (i.e. 2018-19,2019-20) OR Call Centre Operators of BSNL (existing & Old), who have worked for BSNL for at least 1 year & with at least 50 operator positions per month are eligible to apply for this EOI directly without fulfilling other eligibility conditions.
16	Experience Certificate from BSNL declaring their present status as Franchise/RD from officer not below the rank of DGM.
17	Declaration by the bidder that it is not a licensed TSP to provide Basic Services / Cellular Telephony Services / Internet Services / UASL / NLD / ILD Services anywhere in India or owned or controlled by a TSP in India. Annexure-X
18	Declaration by the bidder that it has no controlling equity stake (26% or more) or vice-versa in any in and of any Basic Services / Cellular Telephony Services/ UASL / NLD / ILD Services operating companies in India or their promoters. Annexure-X
19	Valid PAN Card in the name of the firm. For companies and partnership firms the authorized signatory has to submit copy of his his own PAN card and Aadhaar Card in addition to PAN card of the company.
20	Valid Goods and Services Tax Registration details.
21	Annexure –XIII EMD relaxation format
NOTE	Clarification: If an individual who is a RD or franchisees of BSNL having an Experience, PAN Card, GST Registration in his own name can apply in his own name or proprietorship firm which he/she has registered Provided he/she should submit a notarized paper regarding this matter.

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

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

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

Read, under stood & compiled
Signature of tenderer with seal



BHARAT SANCHAR NIGAM LIMITED
O/o General Manager, Bhubaneswar Telecom District
Odisha Telecom Circle, BSNL

Details of the CSC for which the EOI is applied

(To be filled by the applicant)

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

Name and address of the firm

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

Phone No. (s) :

Office :

Residence :

Mobile :

Details of the EOI Document Cost and Ernest Money Deposit:

Particulars	Particulars of DD/ BG/ NEFT/ RTGS	Issuing Bank with branch name	Issuing date	Validity up to	Amount in Rs.
EOI Document cost				N/A	Rs.1180/-
EMD					

(Note –EMD can also be given any one of the given option (BG/NEFT/RTGS))

Seal & Signature of Bidder

Read, under stood & compiled
Signature of tenderer with seal

**SECTION – A**

DETAILED NOTICE INVITING E-TENDER (DNIT)

BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)

**O/o General Manager Telecom District, Door Sanchar Bhawan,
Unit-IX, Bhubaneswar-751022.**

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

Sl.No	Item	Particulars
1	EOI Notice No & date	EOI No: N-167(A)/PLG/CSCs-Outsource/2020-21 Dated: 04/07/2020
2	EOI item	Outsourcing of Operation and Maintenance of CSCs of Bhubaneswar Telecom District.
3	EOI Document can be downloaded from	www.odisha.bsnl.co.in & https://etenders.gov.in/eprocure/app
4	Last Date of Submission of EOI	Up to 12:00 Hrs of 17 th July 2020
5	Date & Time of Opening of EOI	12:00 Hrs of 18 th July 2020

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

Zone no	CSC NAME	CSC Category	EMD (In Rs.)	PBG (In Rs)	EOI form cost Rs. (Non-refundable) including 18 % GST
1	CTO Compound	1	100,000/-	3,50,000 /-	1180/-
2	B J B Nagar	2	75,000/-	2,50,000 /-	1180/-
3	Chandrasekharapur	2	75,000/-	2,50,000 /-	1180/-
4	Khurda	3	10,000/-	1,00,000 /-	1180/-
5	Nayagarh	3	10,000/-	1,00,000 /-	1180/-
6	Palaspalli	3	10,000/-	1,00,000 /-	1180/-
7	Barmunda	3	10,000/-	1,00,000 /-	1180/-
8	Nimapada	3	10,000/-	1,00,000 /-	1180/-
9	Jatani	3	10,000/-	1,00,000 /-	1180/-
10	Balugaon	3	10,000/-	1,00,000 /-	1180/-
11	Pipili	3	10,000/-	1,00,000 /-	1180/-

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

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

Note3: The bidder should quote a fixed amount to be paid to BSNL, for each Category-1/Category- II/Category-III CSCs at the beginning of the year. The Highest Bid among the eligible bidders for each CSC shall be awarded the work for that CSC. Bidder may choose to bid for any number of CSC offered in the EOI. However, evaluation shall be done for each CSC separately.

Note4: BSNL has Fixed a Minimum base price for each CSC. Bidders has to quote a Price equal to base price or more than the base price fixed by BSNL. In case any of the bidder quote a price less than base price then the Bid can be rejected.

1. Availability of EOI Document on the e-tender portal for bid submission: The EOI document shall be

available for downloading from BSNL website www.odisha.bsnl.co.in from 04/07/2020 onwards. The same tender document is uploaded on BSNL website shall be made available on e-tender portal (<https://etenders.gov.in/eprocure/app>) from 04/07/2020 from 12.00 Hrs onwards for start on online bid submission

- 1.1 Physical copy of the EOI document would not be available for sale.
- 1.2 The EOI document shall not be available for download from e-tender portal on its submission / closing date
- 1.3 List of CSCs in Bhubaneswar SSA and base price fixed by BSNL is available at Annexure IV of the tender document.

2. Eligibility Criteria:

Taking into consideration the importance of CSCs for BSNL as well as for customers, it is very essential that the bidder firms have sufficient experience in setting up of and running such CSCs in India/worldwide. The following criterion shall be met by the bidder company and/or legally bound consortium who intend to participate in this EOI and only those bidders who qualify the following conditions, need put in the proposal:

- 2.1 Bidder Company shall be registered & incorporated in India under the Company Act, 1956 or 2013 as the case maybe or Partnership Firm / Proprietorship.
- 2.2 The bidder company shall have a minimum annual Cumulative turnover of INR 1 Crore for category – I CSC / INR 75 Lakhs for category – II CSC / INR 50 Lakhs for category – III CSC during FY 2016-17, FY 2017-18 and FY2018-19 (i.e. financial year 2016-17, FY 2017-18, FY 2018-19). Audited Balance Sheets for the FY 2016-17, FY2017-18 and FY2018-19 years shall be submitted as a supporting document.

OR

Bidder Company shall have a Net worth of INR 2 Crores on 31st March'19. In case of consortium, turnover/ Net worth of only lead bidder shall be counted. Lead bidder is being referred as bidder in the EOI document.

- 2.3. Bidder shall have relevant experience of setting up and running successfully at least 1000 (cumulative) square feet of raised floor commercial Customer Care Centre (excluding utilities) from a maximum of 2 commercial customer care centers locations in India, for at least 12 months on the date of EOI bid submission.

OR

If the bidder's company is not meeting the experience as in this Para 2.3 above, then Bid can be submitted through a legally bound consortium (format as at Annexure-IX) with a company who is having experience as in this Para 2.3 above. However in such case, the lead bidder company must have Customer Care Centre experience in two financial years (i.e. 2017-18, 2018-19).

OR

Call Centre Operators of BSNL (existing & Old), who have worked for BSNL for at least 1 year & with at least 50 operator positions per month are eligible to apply for this EOI directly without fulfilling other eligibility conditions.

- 2.4 All existing BSNL franchisees / RD (CM, CFA, Integrated) having 50 Lakhs Cumulative turnovers from BSNL business during FY 2016-17, FY 2017-18 and FY2018-19 (i.e. financial year 2016-17, FY 2017-18, FY 2018-19) are eligible and do not need any more eligibility Criteria as mentioned in 2.2 or above.
- 2.5 Bidders are required to submit certificates/documentary proof for item (2.1) to (2.3). The verifiable reference along with the contact details shall also be cited in the bid document for item at 2.3.
- 2.6 The Company should not be a Licensed Telecom Service Provider (TSP) to provide Basic Services/ Cellular Telephony Services/ Internet Services/ UASL/ NLD/ ILD Services anywhere in India or owned or controlled by a TSP in India
- 2.7 The Company should not have controlling equity stake (26% or more), or vice versa, in and of any Basic Services/ Cellular Telephony Services/ UASL/ NLD/ ILD Services operating companies in India or their promoters.
- 2.8 Mutual Non-Disclosure Agreement (on Rs. 100/- Non-Judicial Stamp paper) attached as Annexure-V is mandatory.

Intending bidder may download the EOI document from <https://etenders.gov.in/eprocure/app> and <https://odisha.bsnl.co.in> on payment of Rs. 1180/- only (Non-Refundable) on all working days.

The payment shall be accepted in the form of A/c Payee Demand Draft or RTGS or ,NEFT, drawn in any Scheduled Bank in India in favour of "Accounts Officer(Cash), O/o GMTD, Bhubaneswar".

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

Name of the Bank and Branch	UNION BANK OF INIDA, BHUBANESWAR
Accounts Name	A.O(Cash), BSNL, O/o GMTD Bhubaneswar
Account Number	380801010035275
IFC Code	UBIN0538086
Address of the Bank	Ashok Nagar Branch, Bhubaneswar:751009, Odisha
MICR Code	751026002
Mail Id :	<i>email id</i> : gmtdbn03@rediffmail.com
Contact No	Tel.No.0674-2541969
In case of EMD in the form of TDR/ PBG	Should be pledged in favour of A.O. (Cash), BSNL, O/o GMTD Bhubaneswar with validity for a period of Six Months from the date of opening Or N.B. - The existing vendor(s) of this SSA may avail for adjustment of respective EMD amount(s) against the pending Bill(s) / Invoice No(s). and passed amount of the bill(s), if so desire, by applying for the same with specific request on case to case basis(As Annexure-3).

3. Bid Security may be submitted in the form of Bank Guarantee for each CSC as mentioned above. The proforma of EMBG is available as Annexure-V or in the form of A/c Payee Demand Draft, drawn in any Scheduled Bank in India in favour of "Accounts Officer (Cash) BSNL, Bhubaneswar."

EOI document may also be downloaded from BSNL site www.odisha.bsnl.co.in and www.etenders.gov.in/eprocure/app and cost of document in the form of DD/NEFT/RTGS be deposited along with the bid.

4. Bid Validity Period: 150 days from the tender opening date and can be extended
6. Submission of EOI: – EOI Price bid should be submitted online on E-tenders website.
7. Offline Documents:

The following documents are required to be submitted offline (i.e. offline submissions) i.e. to be dropped in tender box kept at SDE (PLG) O/o GMTD, Bhubaneswar BSNL, - 751022 on or before 17/07/2020 12:00 Hrs in a sealed envelope. The envelope shall bear the EOI number, name of work and the phrase: "Do Not Open Before (due date & time of opening of EOI). In the case where no off-line document is received on or before above mentioned time, the bid will be rejected.

- 1) EMD – Bid security (in original)
- 2) DD/ BG/NEFT/RTGS of EOI fee (in original)
- 3) Power of Attorney (If applicable)
- 4) Complete set of tender document up-loaded on-line in original

Note: At the time of opening the bids, initially offline submission envelope of all bidders will be opened. The Electronic envelope consisting Technical bid of only those bidders will be opened who have submitted required documents mentioned above as offline submissions. However for COVID-19 incase the bidder not able to submit before Opening can submit within 5 days of BID opening else TEC may decide further but the documents to be uploaded compulsory in online.

8. Opening of EOI: – EOI shall be opened as per schedule attached, in the office of the AGM (PLG) O/o GMTD, BHUBANESWAR, 7510022 in the presence of bidders/ authorized representatives of the bidders who wish to be present.
9. Fee for EOI Document is neither transferable nor refundable.