



**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/CSC Outsourcing/BBSR SSA/2019-20

e-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.180/-)

NOTE: One Tender form should be used for one Cluster only.

Total number of Pages: 53

**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 Notice**Tender No. EOI No: N-167/CSC Outsourcing/BBSR SSA/2019-20****Dated: 20/02/2020****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/CSC Outsourcing/BBSR SSA/2019-20 Dated: 20/02/2020.**

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

INDEX

Section	Contents	Page
	Cover page	1
	Index	2
I	Detailed NIT	3-6
II	Tender Information	7-8
III	Scope of work	9-10
IV A	General Instructions to Bidders(GIB)	11-20
IV B	Special Instructions to Bidders(SIB)	21-22
IV C	E-tendering Instructions to Bidders	23-24
V A	General (Commercial) Conditions of Contract (GCC)	25-28
V B	Special (Commercial) Conditions of Contract (SCC)	29
V B	Other Conditions of Contract	30
VI	Undertaking & declaration	31-33
VII	Proforma (s)	34-40
VIII	Bidder's profile & Questionnaire.	41
IX	Bid Form & Price Schedule	42-44
X	FAQ	45-46
Annexure	Annexures 1, 2, 3 & 4	47-53

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

AGM (Planning),
O/o GMTD, Bhubaneswar
Tel: 0674-254700, Email: amgplgbn.bsnl@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.

SECTION – 1
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/CSC Outsourcing/BBSR SSA/2019-20 Dated:20/02/2020
2	EOI item	Outsourcing of Operation and Maintenance of CSCs of Bhubaneswar Telecom District.
3	EOI Document can be downloaded from	odisha.bsnl.co.in & https://etenders.gov.in/eprocure/app
4	Date of receipt of queries from bidders	From 20 th Feb 2020 to 15:00 Hrs of 27 th Feb 2020
5	Pre- Bid Meeting	At 15:00 hours on 27/02/2020 in Conference Hall, 3rd Floor, Door Sanchar Bhawan, Unit-IX, Bhubaneswar-751022
6	Reply of queries by BSNL	Before 18.00 Hrs of 29 th Feb 2020
7	Last Date of Submission of EOI	Up to 12:00 Hrs of 12 th March 2020
8	Date & Time of Opening of	12:00 Hrs of 13 th March 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	Door Sanchar Kendra	1	100,000/-	3,50,000 /-	1180/-
2	CTO Compound	1	100,000/-	3,50,000 /-	1180/-
3	B J B Nagar	2	75,000/-	2,50,000 /-	1180/-
4	Chandrasekharpur	2	75,000/-	2,50,000 /-	1180/-
5	Khurda	3	10,000/-	1,00,000 /-	1180/-
6	Puri	2	75,000/-	2,50,000 /-	1180/-
7	Nayagarh	3	10,000/-	1,00,000 /-	1180/-
8	Palaspalli	3	10,000/-	1,00,000 /-	1180/-
9	Barmunda	3	10,000/-	1,00,000 /-	1180/-
10	Nimapada	3	10,000/-	1,00,000 /-	1180/-
11	Jatani	3	10,000/-	1,00,000 /-	1180/-
12	Balugaon	3	10,000/-	1,00,000 /-	1180/-
13	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 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.

- 1.0 The bidding process will be accepted only through e- Platform
- 2.0 **Period of contract:** The EOI is valid for **One** year from the date of entering into agreement and period can be extended upto one more year with the approval of GMTD, BHUBANESWAR, if required, with mutual consent based on performance.

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

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

Micro & Small Enterprises bidder(s) registered with NSIC for similar items may claim exemption from payment of cost of EOI document on production of requisite proof in respect of valid certification from NSIC for the EOled item.

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

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

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

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

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

1.1. 4.0. Eligibility criteria & Turnover:-

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

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

4.2 The bidder shall have a minimum annual cumulative turnover of INR 50 Lakhs for category-III CSC during last 3 years (i.e. financial year 2016-17, FY 2017- 18, FY 2018-19). Audited Balance Sheets for the last three years shall be submitted as a supporting document.

OR

Bidder Company shall have a Net worth of INR 2 Crores on 31st March'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.

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

OR

If the bidder's company is not meeting the experience as in this Para 4.3 above, then Bid can be submitted through a legally bound consortium (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 last two financial years (i.e. 2017-18, 2018-19)

OR

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

4.4 For Category II & III CSCs ,all existing BSNL franchisees / RD (CM, CFA, Integrated) having Rs.50 Lakhs & Rs 20 Lakhs cumulative turnover from BSNL business during last 3 years (2016-17, 2017-18 & 2018-19) are eligible and do not need any more eligibility criteria as mentioned in 4.2 or 4.3 above.

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

4.6 The Company should not be a Licensed Telecom Service Provider (TSP) to provide Basic Services / Cellular Telephony Services / Internet Services / UASL / NLD / ILD Services anywhere in India or owned or controlled by a TSP in India.

4.7 The Company should not have controlling equity stake (26% or more), or vice versa, in and of any Basic Services / Cellular Telephony Services/ UASL / NLD / ILD Services operating companies in India or their promoters

5.0. DOCUMENTS ESTABLISHING FIRM'S ELIGIBILITY AND QUALIFICATION.

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

- I. **Certificate of Incorporation/Registration.**
- II. **Copy of Articles and Memorandum of Association or Partnership deed or certificate of proprietorship as the case maybe.**
- III. **Details of the firm/ company along with List of Directors on the Board of the Company/ the partner's details along with their address, contact telephone numbers etc. in prescribed format.**
- IV. **Board's resolution in favour of authorized signatory.**
- V. **Attestation of the signature of the authorized signatory by the bidder's bankers.**
- VI. **Certificates regarding eligibility conditions as per EOI**
- VII. **Audited results of last three financial years(FY- 2016-17,FY-2017-18 and FY-2018-19)**
- VIII. **A no relative certificate in the format as in given Annexure.**
- IX. **Bid security, as per the details given in the Notice Details.**
- X. **A certificate from its bankers as evidence that he has financial capability to perform the contract.**
- XI. **Any other certificate(s) as per the EOI requirements.**
- XII. **Detail of information of Participating CSC in Annexure-I of Section-XIII Financial Bid/BOQ**

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

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

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

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

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

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

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

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

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

BID Security /EMD:

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

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

OR

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

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

Intending bidder may obtain copy of EOI document from the www.eprocure.gov.in in on payment of Rs. 1180/- only (Rs 1000/-+18% GST) (Non-Refundable) on all working days. The payment shall be

accepted in the form of A/c Payee Demand Draft, drawn in any Scheduled Bank in India in favour of
AO (Cash), BSNL, O/o GMTD BHUBANESWAR.

Name of the Bank and Branch	UNION BANK OF INIDA, BHUBANEWAR
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 :gmtdbn03@rediffmail.com</i>
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).

Note:

- a. The bidder at the time of purchase of EOI document shall give the Name and complete contact details (including Mobile no. E-mail address etc.) of the person(s) authorized by the bidder firm to visit various CSC locations as specified in the EOI document.
Queries from only those perspective bidder's shall be entertained and considered for issuance of clarifications, who have purchased the EOI document. Proof of payment of requisite charges for the same, shall be submitted along with the queries.
- b. EOI document shall be provided after signing a mutual Non-Disclosure Agreement (NDA) with BSNL (on non-judicial stamp paper of requisite value).
6. MSE/NSIC units shall be exempted from submission of bid security deposit on production of requisite proof in respect of valid & current certification from MSME for the EOled item.
7. In case the date of submission (opening) of bid is declared to be a holiday; the date of submission (opening) of bid will get shifted automatically to next working day at the same scheduled time.
8. E-EOI bids received after due time & date will not be accepted by the online system.
9. All documents should be digitally signed by the bidder.
10. Incomplete, ambiguous, conditional, EOI bid are liable to be rejected.
11. GMTD, BHUBANESWAR reserved the right to accept or reject any or all EOI bids without assigning any reason whatsoever and he is not bound to accept the highest bid.
12. Bidder shall furnish a declaration under his digital signature that no addition/deletion/correction has been made in the downloaded EOI document being submitted and it is identical to the EOI document appearing on the e-procure EOI portal.
13. In case of any correction/addition/alteration /omission in the EOI document by the bidder, the EOI bid shall be treated as non- responsive and shall be rejected summarily.
14. Bidder are advised to visit the work site before offering their bid if required.
15. The bidder is required to submit the required Off-line documents in the EOI box before closing date & Time as given in NIT. In the case where no off-line document is received, the bid will be rejected.

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

BSNL Contact-1	
BSNL's Contact Person	Shri P.K. Mohanty, AGM (Plg) O/o GMTD Bhubaneswar, between 10:30 hrs to 18:00 hrs
Telephone & Mobile	Tel.No.0674-2547000, Mob.No.9437160776
E-mail ID	<i>agmplgbn.bsnl@gmail.com</i>
BSNL Contact-2	
BSNL's Contact Person	Shri R K Palai, SDE (Planning) O/o GMTD BSNL Bhubaneswar, between 10:30 hrs to 18:00 hrs
Telephone & Mobile	0674-2541244, Mob.No.9438888883
E-mail ID	<i>rajeshpalai.bsnl@gmail.com</i>

**AGM (PLG) O/o G.M.T.D.
BHUBANESWAR.**