

EOI for Operation and Maintenance of BSNL CSCs

In Karimnagar SSA



BHARAT SANCHAR NIGAM LIMITED
O/o General Manager, KARIMNAGAR SSA
Telangana Circle

Expression of Interest for
Operation and Maintenance of BSNL CSCs in
KARIMNAGAR SSA .

EOI No:GMTD-KAA/AGM(S&M)/EOI for CSCs/2020-21/01 Dated:16/09/2020

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

Last date of submission / Date of opening of Bid. 06-10-2020/ 08-10-2020

Signature and Seal of issuing authority.....

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This document contains 36 pages including the cover. Please check that all the pages are intact in the document.

CHECK LIST FOR BIDDERS / APPLICANTS.

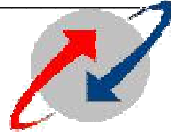
1. The Bidder should ensure that all documents and papers submitted in this EOI are fully authenticated by the authorized signatory under his signature with official seal wherever applicable.
2. The following documents form part of the EOI and should be submitted with EOI:

S. No.	Documents to be submitted	Documents submitted	
		Y/ N	No. at which Document Attached
1	All pages of this EOI document, duly signed by the authorized signatory in a token of acceptance of all terms and conditions by the bidder. Any other document submitted by the bidder should also be signed by the authorized signatory.		
2.	Duly filled application form for individuals/companies/firms		
3	If EOI document is to be downloaded from Internet, a DD of Rs 1180/- as cost of the bid document from a Nationalized / Scheduled Bank should be attached.		
4.	General Power of attorney in favour of the signatory signing the EOI documents		
5.	Attested copy of Article or Memorandum of Association or partnership deed or proprietorship registration as the case may be.		
6.	Attested copy of GST Registration number.		
7.	Attested copy of PAN Number.		
8.	Attested copy of current & valid clearance from State authorities if applicable.		
9.	Bank guarantee towards EMD / Bid security issued from a nationalized / Schedule bank on non-judicial stamp paper of Rs.100/- (Format enclosed Annexure V) and valid for 180 days from the date of opening of EOI.		
10	Attested copy from CA of turn over details		
11	Certificates for experience		
12	Latest Income Tax clearance certificate		
13.	Any other supporting documents as asked for or called for.		

3. Every additional document submitted and every of the EOI document shall be duly signed by the authorized signatory as a token of compliance and acceptance to all terms and conditions.

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Bharat Sanchar Nigam Limited
O/o General Manager, Telecom District,
KARIMNAGAR - SSA
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		Issuing Bank with branch name	Issuing date	Validity	Amount (Rs.)
EOI Document cost	DD No.....			N/A	Rs.1180/-
EMD (in the form of BG)	BG No.			Valid upto

Seal & Signature of Bidder

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O/o General Manager, Telecom District, KARIMNAGAR-SSA
Telangana Circle

SECTION 'A'

**NOTICE INVITING EOI (Expression of Interest) for Operation and Maintenance of
BSNL CSCs in KARIMNAGAR-SSA.**

EOI No. GMTD-KAA/AGM(S&M)/EOI for CSCs/2020-21. Dated at KAA the 16-09-2020

Sealed EOI (location wise) are invited on behalf of CGM, BSNL Telangana Telecom circle by GMTD, Karimnagar SSA for **the Operation and Maintenance of BSNL CSCs ,in Karimnagar Telecom District, Telangana Circle** and provision of services to BSNL customers , from eligible and willing bidders as mentioned in Table-I below.

Table -I

EMD	Cost of Eoi Document	Last Date & Time for Bid submission	Date & Time of Bid opening	Name of BA/SSA	Name of CSC	Code No. CSC
TYPE / CAT -I Rs 100,000 TYPE/ CAT -II Rs 75,000/- for TYPE/ CAT -III & Rs 20,000/-	Rs.1180/- (inclusive of GST)	-----	-----	(Details are enclosed at Annexure-II)		

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.telangana.bsnl.co.in from **16.09.2020** 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 **16.09.2020** from **13.00 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 Karimnagar Telecom district is enclosed at the end at the EOI document as Annexure -II

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 Companies Act, 1956 or 2013 as the case may be or Partnership Firm / Proprietorship Firm

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 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.

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 centres 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 Section-VI) with a company who is having experience as in this Para 2.3 above. However in such case, the lead bidder company must have Customer Care Centre experience in last two financial years (i.e. 2017-18, 2018-19).

OR

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

2.4. All existing BSNL franchisees / RD (CM, CFA, Integrated) having 50 Lakhs Cumulative turnover from BSNL business during last Three years (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 2.3 above

(Existing Franchisee exempted from additional PBG (over & above bid security which will be converted to PBG), provided the existing PBG taken under S&D policy is higher than the required PBG as per CSC policy and C-top up balance is not issued against cheques (against PBG of S&D policy)).

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.

Bid Security in the form of Bank Guarantee will be Rupees 100,000, for TYPE/CAT –I, Rupees. 75,000/- for TYPE/CAT –II & Rs 20,000/- for TYPE/CAT –III.

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

Intending bidder may download the EOI document from <https://etenders.gov.in/eprocure/app> OR www.telangana.bsnl.co.in
Intending bidder may obtain copy of EOI document from **AGM (S&M), O/o. PGMTD, BSNL, Karimnagar (SSA)** on payment of Rs. 1180/- (Including GST) only (Non-Refundable) on all working days. The payment shall be accepted in the form of Cash/DD in favour of Accounts Officer (Cash), O/o PGMTD , BSNL , Karimnagar,SSA

Note:

i. 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.

ii. Queries from only those perspective bidders 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.

iii.. EOI document shall be provided after signing a mutual Non Disclosure Agreement (NDA) with BSNL (on non-judicial stamp paper of requisite value) as per Annexure-III.

3.EMD

3.1 Bid Security may be submitted in the form of Bank Guarantee for Rupees 100,000, for TYPE/CAT –I ,Rs. Rs 75,000/- for TYPE/CAT –II & Rs 20,000/- for TYPE/CAT –III 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), O/o PGMTD , BSNL , Karimnagar.”

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3.2 A bid not secured in accordance with Para 3.1 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)

3.3 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

3.4 The successful bidder's bid security will be discharged upon the bidder's acceptance of the advance work order and furnishing the performance security or adjusted against the performance security

3.5 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

3. EOI document may also be downloaded from BSNL site www.telangana.bsnl.co.in and cost of document in the form of DD be deposited along with the bid.

4. **Bid Validity Period: 150 days** from the tender opening date and can be extended

5. **Submission of EOI:** – EOI should be submitted and EOI should be super scribed with “**EOI for the Operation and Maintenance of BSNL CSCs, in Karimnagar, SSA**” and it should be dropped in drop box kept in the office of AGM(S&M), O/o.PGMTD, Karimnagar.

Offline Documents:

The following documents are required to be submitted offline (i.e. **offline submissions**) i.e. to be dropped in tender box kept at AGM (S&M) O/o PGMTD, Karimnagar before the date & time of submission of bids 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, the bid will be rejected.**

- 1) **EMD – Bid security (in original)**
- 2) **DD/ Banker’s cheque for Tender fee (in original)**
- 3) **Power of Attorney (If applicable)**

Note: At the time of opening the bids, initially offline submission envelope of all bidders will be opened. The Electronic envelope consisting Technical bid of only those bidders will be opened who have submitted required documents mentioned above as offline submissions.

6. **Opening of EOI:** – EOI shall be opened as per schedule attached, in the office of the AGM(OP) Chamber, O/o PGMTD, KARIMNAGAR-SSA, in the presence of bidders/ authorized representatives of the bidders who wish to be present.

7. Fee for EOI Document is neither transferable nor refundable.

8. Paying Authority: AO (Cash), O/o.GMTD, BSNL, Karimnagar.

SECTION-B

1. Scope of work for “Operation & Maintenance of BSNL CSCs”.

1.1. The broad scope of the CSC operations is as follows:-

- (a) Sale of new SIMs. Normal and Bulk Booking/Vanity and fancy number booking/Post paid to pre-paid and vice versa conversions.
- (b) Plan change/ISD /International roaming.
- (c) VAS services.
- (d) Replacement of SIMs
- (e) Sale of post paid mobile connections
- (f) Sale of Top-ups/STVs /PVs
- (g) Sales Complaint redressal.
- (h) Processing of MNP requests
- (i) Bill collection of Landline/Broadband/FTTH/Post paid Mobile
- (j) New Phone bookings and feasibility of Landline/Broadband/FTTH/Wings / ASEEM, Vanity booking/ISDN/PRI/BRI.
- (k) DND Activation/deactivation.
- (l) Handling of bill related queries and complaints.
- (m) Receiving and co-ordinating request for shift, name transfer and closure of connections.
- (n) All commercial services which are presently being offered in CSCs (Including services being provided free of charge) and all commercial and CSC services which may emerge in future.
- (o) All leased circuits booking shall be done in BSNL owned CSCs.
- (p) Sale of products like ONU, ONT, Adapter, and any other products are not allowed through CSCs.
- (q) Sale of Telecom products (ONT/CPE/EPBT/Wi-Fi Router/ADSL Modem/Data Dongle/set top box/Laptops/Mobile handsets) shall not be allowed at CSCs.

All the above activities are to be done for retail as well as bulk/enterprises customers

1.2. Terms and conditions of infrastructure and related facilities :

- (1) BSNL shall provide covered space without any charges. Existing infrastructure of CSC shall be handed over on as-is where-is basis.
- (2) Since the CSC premises will be utilized exclusively by the bidder, **hence electricity bill for CSC shall have to be paid by bidder as per actual consumption.** Sub-meter will be installed by BSNL Electrical wing and manual bill also to be produced.

(3) Bidder shall be responsible for keeping the area neat and clean and do all marketing activities like updating of poster/banners/new Tariff chart (provided by BSNL)etc.

(4) Bidder may be permitted to put additional canopies/other product marketing tools, in the premises for promotion of BSNL products.

(5) Bidder may be permitted to utilize existing electric equipments light, fans, air-conditioners etc if available otherwise they shall bring their own.

(6) Bidder should be responsible for maintaining infrastructure, electric equipment, furniture, **computers and replace the same if required**, for proper upkeep of the CSC.

(7) Bidder should report to BSNL regarding any theft in CSC and book FIR.

(8)One high speed BB/FTTH connection may be provided by BSNL at CSC and connectivity to BSNL IT systems shall also be provided by BSNL on rent free basis.

(9) In no CSC, the hybrid arrangement shall be implemented having both BSNL staff and outsourced arrangement of manning in Karimnagar.

(10) The CAF(Customer Application Forms) is not supplied by BSNL.

2. Other Terms and conditions

(i) The CSCs are to be manned minimum from 8:00 am to 8:00 pm for all Category – I and from 9:00 am to 6:30 pm for all Category – II & III on all days except National holidays.

(ii)Proper training and dress code for staff manning the counters should be ensured by the bidder.

(iii) Sale of products and services should be restricted only within CSCs.

(iv) The bidder will not be allowed to sell any non BSNL products from the CSC.

(v) Bidder will be paid for all sales at the rates for DSA in the S&D Policy 2018, and related circulars on bill payments or as modified from time to time.

The details of S&D Policy 2018 are enclosed as ANNEXURE-B

(vi) Bidder shall be paid Rs 20 per Aadhaar demographic / Biometric or both updation and Rs 50 per for new Aadhaar generation (Successful) or mandatory bio metric update. For Aadhaar related activity operator should be through approved / empanelled agency by UIDAI. Penalty imposed by UIDAI for wrong Aadhaar Generation / wrong Demographic / Biometric updation will be passed on the bidder.

(vii) Bidder will get commission/ facilitation charges as per franchisee policies of different products/ services. All cash transactions in the CSC shall be done through the CBP/CTOPUP and wallet, and no cash transactions shall be done between BSNL and CSC partner for Collections done in CSC.

(viii) The vendor shall take Rs 50/-(Rs Fifty) as cash payment for each Adhaar modification transaction from customers and deposit Rs 30/-(Thirty) per transaction to BSNL. BSNL CSC Nodal in charge shall verify all these transactions with Adhaar login portal. However, the payment procedure through CBP wallet is being made by ITPC and will be intimated shortly.