



Tender Enquiry No.HTD/AGM(MM)/Telephone Bill Printing /2019-20/

D t 26-11-2019

FROM :
AGM(MM)
O/o PGM HTD,
5th Floor, BSNL Bhavan
Hyderabad-500063.

TO:

Sub: Tender documents for Printing of Telephone bills(Land Line) in Telangana Circle-reg.

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 offer by means of online bids only through Electronic Tendering at the portal <https://etenders.gov.in> as detailed in 'Special Instructions to Bidders for E- Tendering' before **14:30 hours of 18-12-2019**. Bid Submission Fees (non-refundable)(payable to service provider through online payment): FOR FURTHER DETAILS KINDLY VISIT OUR WEB SITE: www.telangana.bsnl.co.in

AGM(MM)
Tel - (Off) 040-23264061,
Email:agmmmhtd@bsnl.co.in

SECTION -1 Part A
DETAILED NOTICE INVITING TENDER (DNIT)



BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

O/o the Principal General Manager Hyderabad Telecom District, Hyderabad-500063.,

Tender Enquiry No.HTD/AGM(MM)/Telephone Bill Printing /2019-20/

D t 26-11-2019

Tenders are invited through e - tendering process by the Principal General Manager, Hyderabad Telecom District, BSNL, Hyderabad– 500063 from the eligible bidders for Printing of Telephone bills(Land Line) in Telangana Circle for nine SSAs (SSAs consists of “Hyderabad, Karimnagar, Warangal, Mahaboobnagar, Nalgonda, Medak, Adilabad, Nizamabad and khammam)

1. The estimated cost of the work under this tender is Rs.16 Lakhs for two years .

Accessibility of e-Tender Document: Tender document can be obtained by downloading it from the website <https://etenders.gov.in> _ or www.telangana.bsnl.co.in

Tender operating area	Quantum of work (approximately) (No. of bills per month)	Estimated cost of the tender	Document Cost (Non refundable)	Amount of Bid security
Telangana Print Zone (Comprising 9 SSAs of BSNL Telangana Circle.	46,834	Rs. 16 Lakhs	Rs. 590/-	Rs. 32,000/-

Bidders must register on the e-tender portal <https://etenders.gov.in> and follow all instructions for participating in bidding for the tender. Please note that the bidders cannot participate in the tender without downloading official copy of the tender document.

Note 1: The Tender document shall not be available for download after the date / time of closure of procurement of tender document.

2. Purchase of Tender Document: Tender document can be obtained by downloading it from the website <https://etenders.gov.in> or www.telangana.bsnl.co.in

2.1. The bidders downloading the tender document are required to submit the tender document fee of **Rs.500+90**(GST) through DD/ Banker's cheque in physical form. The scanned copy of the same should be uploaded online failing which the tender 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), O/o PGM HTD, BSNL,Hyderabad - 500063” and payable at Hyderabad.

2.2 The Tender document fee is exempted to MSME/NSIC bidders on production of requisite proof in respect of valid certification from MSME/NSIC for the tendered item.

2.3. PGM HTD, BSNL Hyderabad, decided to use process of e-tendering for inviting this tender and thus the physical copy of the tender would not be sold.

3.0. Availability of Tender Document: The tender document shall be available for downloading from **12:00 Hrs of 27-11-2019** up to **14:00 Hrs of 18-12-2019**.

4.1. Eligibility Criteria: The bidder should be an Indian Company registered to execute the tendered work or authorized by the company to provide service for printing of Telephone bills using advanced laser printing solutions and submit the bid for the same.

4.2 Copy of registration/authorization shall be enclosed to the bid. The bidders must be willing to extend the contract and willingness for extension shall form part of the bid.

4.3 The bidder should have an experience of executing similar works of printing telephone bills or similar nature.

5.1 Bid Security/ EMD: The bidder shall furnish the bid EMD of **Rs 32,000/- in the** form of Bank Guarantee or a crossed Demand draft from a nationalized/Scheduled bank drawn in favour of AO (CASH), O/o PGM HTD, BSNL Hyderabad, which should be valid for 180 days from the tender opening date. No other mode of payment will be acceptable.

5.2 The MSME/NSIC units shall be exempted from submission of Bid Security deposit/ Bid cost on production of requisite proof in respect of valid certification from MSME/NSIC for the tendered item.

6. Date & Time of Submission of e - Tender bids: Up to **14.30 Hrs on 18.12.2019**

Note 2:- 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. Any change in bid opening date due to any other unavoidable reason will be intimated to all the bidders separately.

7. Online opening of Tender Bids: At **15.00Hrs of 19.12.2019**

8. Place of opening of e - Tender bids:

BSNL has adopted e-tendering process which offers a unique facility for 'Public Online Tender Opening Event (TOE)'. BSNL's Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices.

However, if required, authorized representatives of bidders (i.e. Supplier organization) can attend the TOE at the O/o AGM (MM), Room.no.503, fifth floor, PGM HTD, BSNL, Hyderabad, where BSNL's Tender Opening Officers would be conducting Public Online Tender Opening Event (TOE).

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

10. Incomplete, ambiguous, Conditional, tender bids are liable to be rejected.

11. PGM HTD, BSNL Hyderabad reserves the right to accept or reject any or all tender bids without assigning any reason. He is not bound to accept the lowest tender.

12. The bidder shall furnish a declaration under his digital signature that no addition / deletion / corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on E-tender Portal <https://etenders.gov.in>

12.1 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.

Note3: - All documents submitted in the bid offer should be preferably in English. In case the certificate viz., experience, registration etc. is issued in any other language other than English, the bidder shall attach an English translation of the same duly attested by the bidder & the translator stating it to be true copy in addition to the relevant certificate.

Note4: All computer generated documents should be duly attested/ signed by the issuing organization and same has to be uploaded online under digital signature.

AGM(MM),
O/o PGM HTD, BSNL
Hyderabad 500063
Telephone no.040-23264061
e-Mail: agmmmhtd@bsnl.co.in

Section-1 (Part-B)

N.I.T. (NIT)



BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

O/o the Principal General Manager, Hyderabad Telecom District, Hyderabad-500063.,

Tender Enquiry No.HTD/AGM(MM)/Telephone Bill Printing /2019-20/

D t 26-11-2019

Sealed tenders through e-tendering portal are invited by PGM HTD BSNL, Hyderabad from the eligible bidders for Printing of Telephone bills in Telangana Circle comprising of nine SSAs(SSAs consists of "Hyderabad, Karimnagar, Warangal, Mahaboobnagar, Nalgonda, Medak, Adilabad, Nizamabad and khammam)

Name of the item	Quantum of work (approximately) (No.of bills per month)	Estimated cost (Rs.)
Printing of <u>Telephone bills</u>	46,834	Rs. 16 Lakhs

Last date & Time for receipt of tender is **18.12.2019 up to 14-30 Hrs**

Date & Time for Opening of Technical bid of the Tender is **19.12.2019 at 15-00 Hrs**

For further details, kindly visit <https://etenders.gov.in> or www.telangana.bsnl.co.in,

AGM (MM)

Tel. No. 040-23264061,

Email: agmmmhtd@bsnl.co.in

SECTION -2
TENDER INFORMATION

1) **Type of tender:** Single Stage bidding- Two stage opening using two electronic Envelopes followed by e-Reverse auction if required .

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

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

3) **The tender offer shall contain two electronic envelopes.** The first envelope will be named as techno-Commercial & will contain documents of bidder's satisfying the eligibility / Technical & commercial conditions and 2nd envelope will be named as financial envelope containing financial quote. These envelopes shall contain one set of the following documents :-

a) Techno-commercial e- envelope(online) shall contain :-

- i) Copy of EMD in the form of Bank Guarantee or a crossed Demand draft.
- ii) Copy of payment towards Cost of the tender documents i.e. tender fee.
- iii) Certificate(s) showing fulfilment of the eligibility criteria(s) stated in Clause 4 of the Detailed NIT.
- iv) Documents stated in clause 10 of Section 4 PartA.
- v) Clause by clause compliance as per clause 11.2 (b)of Section 4 PartA
- vi) Near Relation Certificate in Proforma duly filled & signed.
- vii) Non black listing Certificate in Proforma duly filled & signed
- viii) Tender documents digitally signed for having read it & accepted it.
- ix) Tender/ Bid form duly filled & signed.
- x) Price Schedule
- xi) All other documents required as per the conditions of tender document.

Note 5: In case the bidder is unable to upload any of the documents listed above, he may submit the same physically. However EMD & cost of tender document will be submitted in original in physical form.

b) Financial envelope (online) shall contain:

i) Electronic Form- financial along with Price Schedule (Section 9 Part B) with all relevant bid annexure (in case of tenders invited through e-tendering process).

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

In case where the documents of bid security etc. are not submitted in the manner prescribed above bid of the bidder shall be rejected. An index showing the details of documents uploaded must also be uploaded.

Note 1:- Offline Submissions:

The bidder is requested to submit the following documents offline to The AGM (MM), Room no.503, fifth floor, O/o PGM HTD, BSNL, Hyderabad 500063 on or before the date & time of submission of bids specified in covering letter of this tender document, in a Sealed Envelope. The envelope shall bear (the tender name), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

1. EMD-Bid Security in form of Bank Guarantee or cash or DD (Original copy).
2. Demand draft of Rs.590/- drawn in favour of AO (Cash), %P GM HTD BSNL, Hyderabad- 500063 payable at Hyderabad towards payment of tender cost.
3. Power of attorney in accordance with clause 14.3 of Section-4 Part A

Note: The Bidder has to upload the Scanned copy of all above said three original documents as Bid - Annexure during Online Bid - Submission.

4) Deleted

5) Payment terms: 100% payment will be made on contractors pre-receipted bills on delivery of telephone bills to the respective SSAs without error.

For claiming this payment the following documents are to be submitted to the paying authority.

- a) Invoice clearly indicating break up details of composite price i.e. basic, Goods and Service tax (GST), any other Duties and Taxes, Freight/Packing charges etc.
- b) E-way bill prescribed in the GST law in case of movement of goods., if applicable**
- c) Proof of payment of GST, if applicable.
- d) Timely uploading of correct and necessary information on GST portal is mandatory as prescribed in GST compliances**

Note2:- All statutory taxes as applicable shall be deducted at source before payment.

SECTION -3 Part A

Scope of Work

Printing of Telephone bills of customers of 9 Districts of BSNL, Telangana Circle(SSAs consists of "Hyderabad, Karimnagar, Warangal, Mahaboobnagar, Nalgonda, Medak, Adilabad, Nizamabad and khammam) for a period of two years (Further Extendable up to Six months)

SECTION-3 Part B TECHNICAL SPECIFICATIONS/Requirements

General: The bidder Should Specify the Technical information of Printing Technology . Technical Specification : The following Technical SPECIFICATIONS are to be provided FOR PRINTING OF TELEPHONE BILLS.

SI. No	Item	Information (to be filled by the bidder)
1	Printer make & model	
2	Printer Technology (Laser)	
3	Print field resolution in Dpi Minimum 300 X 300 Dpi	
4	Maximum printing speed for A4 cut sheet per minute.	
5	Operating mode (duplex and simplex printing)	
6	Printer language supported by the system	
7	Whether printing system is capable of printing BARCODE, Signature, Bill Number and Indian languages scripts Viz.Telugu,Hindi.	
8	Whether printing system can print logo, graphics and photographs in shades of gray Or any other Colour /Multi Colour on line or pre-printed.	
9	a) Whether printing system is flexible to change print layout (bill format &basic template) or to give optional messages selectively, in the bill b) Specify the minimum time required to incorporate changes in the bill format /basic template in the bill.(Should be less than 10 Hrs)	
10	Method used for post printing operation (manual/automated)	
11	Elaborate the post-printing setup a)Type/make of equipment(if automated) b)Manpower(if manual) c) Throughput capacity in terms of No. of finished envelopes per hour	
12	Printing paper make and GSM (Minimum 70 GSM) (attach sample)	
13	Attach sample of Bill format as per the model supplied.	

Note 1. Model Bill Format and other relevant details about printing are enclosed(which is not exhaustive)

2. The Bidder should fill all the columns of the above table.

SECTION -3 Part C

SCHEDULE OF REQUIREMENTS

1. On behalf of the PGM HTD, B.S.N.L, Hyderabad, e - tenders are invited for printing of Telephone bills of customers from 9 Districts of BSNL, Telangana Circle for a period two years (further extendable upto Six months) .The Telephone bill printing includes supply of 70 GSM A4 size paper with Black and white advertisements, information/instructions in Black and white to Customers and printing of variable data like Customer's Name, address, Account Summary, Summary of Charges, Account level details, Counter foil with Bar Codes etc.

The telephone bill quantities (bills / images) in respect of Telangana Circle shown below are approximate and are likely to vary every month.

S.NO	Name of SSA	Quantity of Bills(A)	No of images(B)	No. of Third pages(C=B-2A)
1	ADILABAD	1338	7008	4332
2	SANGAREDDY	318	768	132
3	NIZAMABAD	970	2671	731
4	KARIMNAGAR	1364	3456	728
5	WARANGAL	1767	4273	739
6	MAHABOONAGAR	1013	2546	520
7	HYDERABAD	38263	79314	2788
8	KHAMMAM	1134	2669	401
9	NALGONDA	667	1639	305
	TOTAL	46834	104344	10676

Approximately 46,834 bills are to be printed every month and 1,04,344 approximate images which will be one sheet with two impressions (obverse and reverse pages) and second sheet with call details which will be more than one sheet in some cases.

1. The process of printing shall be the kind that supports post script formatted variable data and variable font size and shall be of high speed laser printing technology based. The printer resolution has to be minimum of 300x300 dpi.
2. Printer speed should be sufficiently compatible and of appropriate capability to cope up with the present and future load of work of print impressions in affixed time frame of 24 hrs continuously .
3. The paper quality of stationary used for printing shall be not less than 70GSM high quality of A4 size ,shall bear distinct perforations at appropriate place of detaching the counter foil at the time of payment at cash counters. The perforations will be required only on the main bill.
4. The printing technology shall be of capability for support of advanced print languages. There should be flexibility in the print layout to include optional message or advertisement either selectively or for all bills of cycle. The PGM HTD Hyderabad reserves the right to accommodate commercial advertisement as well.
5. Printing logos, bar codes, signatures and Indian languages scripts etc., should be possible. The printer resolution for this purpose shall be minimum300x300 dpi. The highlighting feature shall be dynamic.
6. The print layout of the bills (Bill format) will be designed with the marketing section of CFA sections O/o PGM HTD, Hyderabad/Other SSAs and there should be enough flexibility to change the print layout and details at short notice of 8 to 10 Hrs as per the needs of PGM HTD,Hyderabad. Designing of bill format will be the responsibility of the bidder. If such design is not up to the satisfaction of PGM HTD, Hyderabad, the bidder will bear the cost of such designing, is got done by PGM HTD, Hyderabad/Other SSAs, through external agency. The bar coding of certain data items is also one of the important needs on bill and details

are to be worked out in consultation with marketing sections of CFA units, O/o PGM HTD, Hyderabad/Other SSAs.

7. There should be flexibility in print layout to include optional messages either selectively or for all bills of a cycle.
8. The solution should offer as an optional item (1) the feature of sending billing details/replica of the bill to the subscriber's through email simultaneously while printing. (2) Faxing of bills.
9. The bidder shall be bound to make proper packing/bundling arrangement's etc., as required by the respective SSA before handing over the bills to them.
10. **Printer criteria: The printer should**
 - a) Have ability to support pre/post processing equipment
 - b) Have auto paper loading.
 - c) Be supporting "Devanagari Script"/Indian Languages with same speed.
 - d) Automatically print jammed pages without any loss of information.
 - e) Supports the flexibility in font increase/decrease when linked to data base.
 - f) Should be able to work with the servers and also in standalone mode by collecting the data through electronic media like CDs/DVDs/Secured Network.
 - g) Be flexible to adjust to change in the bill format.
 - h) Be easily interfaceable with current billing software of CDR Billing System.
 - i) The printer should be capable of printing the barcodes.

SECTION -4 PART A
GENERAL INSTRUCTIONS TO BIDDERS

A. INTRODUCTION

1. **DEFINITIONS:**

- (a) "BSNL" means the Bharat Sanchar Nigam Limited, A Govt. of India Enterprise.
- (b) "PGM HTD-Hyderabad" or "THE PURCHASER" means The Principal General Manager, Hyderabad Telecom District BSNL, Hyderabad acting on behalf of the BSNL.
- (c) "The CONTRACTOR" or "THE SUPPLIER" means the successful bidder, i.e., the service bureau organization offering services under the contract.
- (d) "The Advance Purchase Order" means the intention of the PGM HTD-Hyderabad to place the Purchase order on the bidder.
- (e) "The Purchase Order" means by the order placed by the PGM HTD –Hyderabad on the CONTRACTOR signed representative of PGM HTD-Hyderabad including all attachments and appendices thereto and all documents incorporated by reference therein. The purchase order shall be deemed as "Contract" appearing in the document.
- (f) "The Contract Price" means the price payable to the CONTRACTOR under the purchase order for the full and proper performance of its contractual obligations.
- (g) "Validation" is a process of testing the equipment as per the specifications including requirements for use in BSNL network. Validation is carried out in simulated field environment and includes stability, reliability and environmental tests.
- (i) Telangana Zone means SSAs consisting of "Hyderabad, Karimnagar, Warangal, Mahaboobnagar, Nalgonda, Medak, Adilabad, Nizamabad and khammam .

2. **ELIGIBLE BIDDERS**

The eligible bidders should be Indian companies registered to execute the tendered work or authorized by the company to provide service for printing of telephone bills using advanced laser printing solutions and submit the bid for the same. Copy of registration/authorization shall be enclosed to the bid. The bidders shall be willing to extend the contract and willingness for extension shall form part of the bid.

3. **COST OF BIDDING:**

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

B. BID DOCUMENTS

4. **DOCUMENTS REQUIRED:**

- 4.1. The goods required to be supplied, bidding procedures and contract terms and Conditions are prescribed in the Bid Documents. The bid documents include:
 - (a) Notice Inviting Tender
 - (b) Instructions to Bidders
 - (c) General Conditions of Contract
 - (d) Special conditions of contract
 - (e) Schedule of Requirements
 - (f) Technical Specifications
 - (g) Bid Form
 - (h) Bid Security Form
 - (i) Performance Security Bond Form

- (j) Agreement Proforma
- (k) Letter of authorization to attend bid opening
- (l) Certificate of experience for successfully carrying out similar works of comparable quantity in reputed organizations.
- (m) Any other documents as the bidder may wish to submit.

Documents (a) to (m) except (i) and (j) above are to be enclosed with technical bid.

Documents (i) & (j) above are to be submitted after awarding and issuing APO.

The following documents shall be enclosed to the finance bid.

- (a) Price schedule (financial quote)
- (b) Any other document the bidder may wish.

4.2 The bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents. **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:

5.1 A prospective bidder, requiring any clarification on the Bid Documents shall notify the AGM(MM), O/o PGM HTD - Hyderabad in writing at the AGM(MM), Room.no.503, fifth floor, BSNL Bhavan, O/o PGM HTD-Hyderabad mailing address indicated in the invitation for the bid. The AGM(MM), O/o PGM HTD, Hyderabad shall respond in writing to any request for clarification of bid documents, if received **10 days prior to the date of opening of the Tenders**. Copies of the query (without identifying the source) and clarifications by the AGM(MM), O/o PGM HTD – Hyderabad shall be sent to all the prospective bidders.

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:

6.1 At any time, prior to the date of submission of Bids, the PGM HTD – Hyderabad may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify bid documents by amendments.

6.2 The amendments shall be notified in writing or by FAX to all prospective bidders on the address intimated at the time of purchase of the bid document from the purchaser and these amendments will be binding on them.

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

C. PREPARATION OF BID

7. DOCUMENTS COMPRISING THE BID:

7.1 The bid prepared by the bidder shall comprise the following components: It is single stage bid and two stage opening: Technical & financial.

(a) Documentary evidence established in accordance with the clause 2 & 10 of Section-4 Part A that the bidder is eligible to bid and is qualified to perform the contract if his bid is accepted.

(b) Bid Security furnished in accordance with clause 5.1 of section -1 of part A

(c) A Clause by Clause compliance as per clause 11.2(b) of section -4 part A.

(d) A Bid form and price schedule completed in accordance with clause 8 & 9 of section-4 part A.

(e) Certificate of experience for successfully carrying out similar works of comparable quantity in reputed organization.

(f) Any other documents/information required as per the bid documents.

7.2 Financial bid which shall contain the price bid completed in accordance with clauses (8) & (9).

8. BID FORM:

The bidder shall complete the bid form and appropriate Price Schedule furnished in the Bid Documents, indicating the services to be provided, brief description of the services, quantity and prices as per Section 9 Part B of price bid.

9. BID PRICES

- 9.1 The evaluation and comparison of responsive bids shall be done on the price of the services offered inclusive of Levies & Taxes i.e., packing, forwarding, freight, insurance and excluding GST as indicated in price bid in Section -9 Part B of the Bid Document and delivery at the SSA HQ to the nominated officer of the SSA etc.
The basic unit price and all other components of the price need to be individually indicated against the Services, it proposes under the contract as per the price schedule given in Section-9 Part B. Prices of incidental services should also be quoted. The offer shall be firm in Indian Rupees. No Foreign exchange will be made available by the purchaser.
- 9.2 Prices indicated in the Price Schedule shall be entered in the following manner:
- (i) The prices quoted shall include all applicable taxes , insurance , freight.
 - (ii) The supplier shall quote as per price schedule given in Section-9 Part B for all the items given in schedule.
- 9.3 The price quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
- 9.4 The prices quoted by the bidder shall be in sufficient detail to enable the Purchaser to arrive at the price of equipment/system /service offered.
- 9.5 **“DISCOUNT, if any, offered by the bidders shall not be considered unless specifically indicated in the price schedule. Bidders desiring to offer discount shall therefore modify their offers suitably while quoting and shall quote clearly net price taking all such factors like Discount, free supply, etc., into account.”**
- 9.6 The price approved by the PGM HTD, Hyderabad for printing of bills will be inclusive of levies and taxes, packing, forwarding, freight, insurance and delivery at the SSA’s headquarters to the nominated officer of the SSA etc. as mentioned in **Para 9.1 above & any change in these shall have no effect on pricing during the scheduled period of contract.**

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 and whichever is required as per terms and conditions of Bid Documents.
- (i) Certificate of incorporation/Registration.
 - (ii) Articles and Memorandum of Association or partnership deed or proprietorship deed as the case may be.
 - (iii) Details of the firm along with List of Directors of the Board of the Company with their address(es), contact telephone numbers, DIN, etc.
 - (iv) Power of attorney in favour of Authorized Signatory.
 - (v) EPF & ESI Registration self attested Xerox copy.
 - (vi) Solvency certificate for 3 lakhs or audited accounts for the last two financial years(2017-18 & 2018-19).
 - (vii) Turnover certificate for 3 lakhs for the last two financial years(2017-18 & 2018-19)
 - (viii) PAN Card Registration self attested Xerox copy.
 - (ix) GST Registration certificate self attested Xerox copy.
 - (x) Near Relation Certificate in Proforma duly filled & signed
 - (xi) Non black listing Certificate in Proforma duly filled & signed
- 10.2 Documentary evidence for financial and technical capability
- a) The bidder shall furnish audited Annual Report and /or a certificate from its bankers to assess its solvency/financial capability.
 - b) The bidder shall furnish documentary evidence about technical and production capability necessary to perform the contract.
- 10.3 The printing of the telephone bill should meet the specifications as mentioned in the sample attached with the tender document. Proof of the sample must be uploaded in e – tender module.

11. DOCUMENTS ESTABLISHING GOOD'S CONFORMITY TO BID DOCUMENTS

- 11.1 Pursuant to clause 7, the bidder shall furnish, as part of his bid, documents establishing the conformity of his bid to the Bid Documents of all goods and services which he proposes to offer under the contract.
- 11.2 The documentary evidences of the “goods and services” in conformity to the Bid Document, may be, in the form of literature, drawings, data, etc. and the bidder shall furnish:
- (a) A detailed description of goods with essential technical and performance characteristics;

(b) A clause-by-clause compliance on the purchaser's Technical Specifications and Commercial conditions demonstrating substantial responsiveness to the Technical Specifications and Commercial Conditions. In case of deviations, a statement of the deviations and exception to provision of the Technical Specifications and Commercial Conditions shall be given by the bidder. A bid without clause-by-clause compliance of the Technical Specifications (Section -3), Commercial Conditions (Section -5 Part A) and Special Conditions (Section -5 Part B) shall not be considered.

11.3 For the purpose of compliance to be furnished pursuant to the clause 11.2(b) above, the bidder shall note that the standards for the workmanship, material and equipment and reference to the brand names or catalogue number, designated by the PGM HTD-Hyderabad in its Technical Specifications are intended to be descriptive only and not restrictive.

12. BID SECURITY

12.1 Pursuant to clause -5 of Section -1 Part A, the bidder shall furnish, as part of his bid, a bid security for an amount of **Rs. 32,000/- (Rupees thirty two thousand Only)**. The cost of the work in this tender is Rs.16Lakhs.

12.2 The bid security shall be in the form of a bank guarantee issued by a Nationalised/Scheduled Bank in favour of the purchaser, valid for a period of 180 Days **from the date of tender opening or it shall be in the form of a crossed demand draft issued by a nationalized/scheduled bank payable at Hyderabad in favour of AO (Cash), BSNL, O/o PGM HTD Hyderabad**. The MSME bidders with NSIC under their single point Registration Scheme or District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi Village and Industries Board (KVIB) or Coir Board or Directorate of handicrafts and Handlooms or any other body specified by Ministry of MSME or MSE having Udyog Aadhar Memorandum for the goods / services covered under this tender document 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 MSE should be valid on the date of opening of tender.

c) If a vendor registered with body specified by Ministry of Micro, Small & Medium Enterprise claiming concessional benefits is awarded work by BSNL and subsequently fails to obey any of the contractual obligations, he will be debarred from any further work/ contract by BSNL for one year from the date of issue of such order.

d) No other bidder is exempted from furnishing Bid Security mentioned above

12.3 The bid security is required to protect the purchaser 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 & 12.3 shall be rejected by the Purchaser as being non-responsive at the bid opening stage.

12.5 The bid security of the unsuccessful bidder will be discharged/returned as promptly as possible but not before 30 days or after the expiry of the period of the bid validity prescribed by the PGM HTD – Hyderabad pursuant to clause 13.

12.6 The successful bidder's bid security will be discharged upon the bidder's acceptance of the advance purchase order satisfactorily in accordance with clause 27 and furnishing the performance security.

12.7 The bid security may be forfeited:

(a) If the bidder withdraws his bid during the period of bid validity specified by the bidder in the Bid form; or In the case of successful bidder, if the bidder fails:

(i) to sign the contract in accordance with clause 28 of Section-4 Part A or

(ii) to furnish performance security in accordance with clause 27 of Section-4 Part A.

13. PERIOD OF VALIDITY OF BIDS:

13.1 Bid shall remain valid for 150 days from the date of opening of bid as prescribed by the purchaser .A bid valid for a shorter period shall be rejected by the PGM HTD – Hyderabad being responsive.

13.2 In exceptional circumstances, the purchaser may request the consent of the bidder for an extension of 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 request without forfeiting his bid security. A bidder accepting the request and granting extension will not be permitted to modify his bid.

14. FORMAT AND SIGNING OF BID

14.1 The bidder shall submit his bid, online (in case of e-tendering) & through sealed envelopes physically (in case of tenders with manual bidding process), 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, using

Digital Signature (in case of e-tendering) & by hand signatures (for manual bidding process), by the authorized person. The letter of authorization shall be indicated by written power-of-attorney accompanying the bid.

Note:-The Purchaser may ask the bidder(s) to supply, besides original bid, additional copy of bids as required by him.

14.2. The bid shall contain no inter alienation, 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 literature, shall be digitally 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.
- (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) Attestation of the specimen signatures of such authorized signatory of the bid by the Company's/ firm's bankers shall be furnished. Name, designation, Phone number, Telephone number, email address and postal address of the authorized signatory shall be provided.

15. **SEALING AND MARKING OF BIDS**

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

15.1 The bids should be submitted online using two envelope methodology. The first envelope - technical part shall consist the eligibility requirements, technical specification and compliance to all terms and conditions of the bid document including clarifications, addendum. The second envelope – Financial part shall contain price schedule, i.e. tender/bid form only.

15.2 Venue of Tender Opening: Specified in Clause 8 of DNIT (Section-1 Part-A).

16. **SUBMISSION OF BIDS:**

16.1 Bids must be submitted online by the bidders as per instructions in Section 1 not later than the specified date & time indicated in the NITs

16.2 The purchaser 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 the purchaser and bidders previously subject to the deadline will thereafter be subjected to the deadline as extended.

16.3 The bidder shall submit his bid offer against a set of bid documents purchased by him for all or some of the systems/equipment/packages/services as per requirements of the Bid Documents. He may include alternate offer, if permissible, as per the bid. However, not more than one independent and complete offer shall be permitted from the bidder.

17. **LATE BIDS:**

Any bid received by the purchaser after the deadline for submission of bids prescribed by the purchaser pursuant to clause 16, shall be rejected and returned unopened to the bidder.

18. **MODIFICATION AND WITHDRAWAL OF BIDS**

18.1 The bidder may modify or withdraw his bid after submission provided that the written notice of the modification or withdrawal is received by the purchaser prior to the deadline prescribed for submission of bids.

18.2 The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched as required in the case of bid submission in accordance with the provision of clause 15. A withdrawal notice may also be sent by FAX but followed by a signed confirmation copy by post not later than the deadline for submission of bids.

18.3 No bid shall be modified subsequent to the deadline for submission of bids.

19. OPENING OF BIDS BY PURCHASER

19.1. The purchaser shall open bids in the presence of bidders or their authorized representatives who chose to attend at 11.30 hrs on the due date. The bidders representatives, who are present shall sign in the tender register. Authorization letter to this effect shall be submitted by the bidders before their representatives are allowed to participate in bid opening (Format is given in Section 7).

19.2 A maximum of two representatives of any bidder shall be authorized and permitted to attend the bid opening

19.3 The bidders names, bid prices, modifications, bid with drawls and such other details as the purchaser, at its discretion, may consider appropriate will be announced at the time of opening.

19.4 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.

20.0. CLARIFICATION OF BIDS

20.1 To assist in the examination, evaluation and comparison of bids, the purchaser 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 the purchaser at his discretion may call for any clarification regarding the bid document within a stipulated time period. In case of non-compliance to such queries, the bid will be out rightly rejected without entertaining further correspondence in this regard.

21. PRELIMINARY EVALUATION

21.1. First the technical bid evaluation will be done. Only those bidders, who qualify in the technical bid evaluation, will only be considered for financial bid opening/e-reverse auction.

21.2 Purchaser shall evaluate the technical 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.

21.3 Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the purchaser. If there is a discrepancy between words and figures, the amount in words shall prevail. If the bidder does not accept the corrections of the errors, his bid shall be rejected and bid security will be forfeited.

21.4 Prior to the detailed evaluation pursuant to clause 22, the purchaser 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. The purchaser's determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.

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

21.6 The purchaser may waive any minor infirmity or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

22. EVALUATION AND COMPARISON OF SUBSTANTIALLY RESPONSIVE BIDS (FINANCIAL BIDS)

22.1 The Purchaser shall evaluate in detail and compare the financial bids of those qualified bidders previously determined to be substantially responsive pursuant to clause 21.

22.2 The evaluation and comparison of responsive bids shall be done on the price of the services offered inclusive of Levies & Taxes i.e., Excise duty, packing, forwarding, freight, insurance and excluding GST as indicated in price bid in Section -9 Part B of the Bid Document and delivery at the SSA HQ to the nominated officer of the SSA etc.

23. CONTACTING THE PURCHASER

23.1 No bidder shall try to influence the Purchaser 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 his bid or influence the purchaser in the purchaser's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

24 AWARD OF CONTRACT/PLACEMENT OF ORDER

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

25. PURCHASER'S RIGHT TO VARY QUANTITIES AND MODE/POINT OF DELIVERY

- 25.1 BSNL reserves the right to increase or decrease up to 25% of the quantity of goods and services specified in the schedule of requirements without any change in the unit price or other terms and conditions at the time of award of contract in future on need base.

26. PURCHASER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

The PGM HTD BSNL Hyderabad 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 PGM HTD, Hyderabad action.

27. ISSUE OF ADVANCE PURCHASE ORDER

- 27.1 The issue of an Advance Purchase Order shall constitute the intention of the Purchaser to enter into contract with the bidder.
- 27.2 The bidder shall within 14 days of issue of the advance purchase order, give his acceptance along with performance security and agreement in conformity with section 7 provided with the bid document.

28. SIGNING OF CONTRACT

- 28.1 The issue of Purchase order shall constitute the award of contract on the bidder.
- 28.2 Upon the successful bidder furnishing performance security and agreement pursuant to clause 27, the Purchaser shall discharge the bid security in pursuant to clause 12.

29. ANNULMENT OF AWARD

Failure of the successful bidder to comply with the requirement of clause 28 shall constitute sufficient ground for the annulment of the award and the forfeiture of the bid security in which event the Purchaser may make the award to any other bidder at the discretion of the purchaser or call for new bids.

30. DELIVERY OF BILLS

The CONTRACTOR shall ensure to deliver the Telephone Bills as per the specifications timely and qualitatively.

31. REJECTION OF BIDS

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

- (i) Clauses 12.1, 12.2 & 13.1 of Section -4 Part A: The bids will be rejected at opening stage if Bid security is not submitted as per Clauses 12.1 & 12.2 and bid validity is less than the period prescribed in Clause 13.1 mentioned above.
- (ii) Clause 4 of section -1 Part A, Clause 2 & 10 of Section -4 Part A: If the eligibility condition as per clause 4 of section -1 Part A and clause 2 of Section -4 Part A are 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 revaluation.
- (iii) Clause 11.2 (b) of Section -4 Part A: If clause-by-clause compliance and deviation statements as prescribed are not given, the bid will be rejected at the stage of primary evaluation. In case of no deviations, a statement to that effect must be given.
- (iv) Section -3 Part B Technical Specifications, General Commercial conditions Section -5 Part A, Special Conditions of Contract & Section -5 Part B: Compliance if given using 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 compliance must be given.

(v) Section 9 Part B Price Schedule: Prices are not filled in as prescribed in price schedule.

(vi) Section -4 Part A clause 9.5 on discount which is reproduced below:

Discount, if any, offered by the bidder shall not be considered unless specifically indicated in the price schedule.

Bidders desiring to offer discount shall therefore modify their offer suitably while quoting and shall quote clearly net price taking all such factors like Discount, free supply etc. into account”.

32. PURCHASERS RIGHT TO DISQUALIFY

Purchaser reserves the right to disqualify the supplier for a suitable period who habitually failed to give services in time. Further, the suppliers whose equipment do not perform satisfactory in accordance with the specifications may also be disqualified for a suitable period as decided by the purchaser.

33. PURCHASER’S RIGHT TO BAN BUSINESS DEALINGS

Purchaser reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient grounds.

34. NEAR- RELATIONSHIP CERTIFICATE:

34.1 The bidder should give a certificate that none of his /her near relative is working in the units as defined below where he is going to apply for the tender on line. In case of proprietorship the proprietor will give firm certificate. For partnership firm certificate will be given by all the partners and in case of limited company by all 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. 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 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 the Purchaser will take action.

36. SECURITY CLAUSE AS PER LATEST GUIDELINES AND REQUIREMENT

Mandatory Licensing requirements with regards to security related concerns issued by the Government of India from time-to-time shall be strictly followed and appropriate clauses shall be added in all bid documents. Necessary guidelines in this regard shall be issued separately.

37. RESERVATION/ PROCUREMENT FROM MSE UNITS: The guidelines / instructions / laws issued vide D.O. no 21(1) -2011-M.A..April 25th, 2012 from Ministry of Micro, Small & Medium Enterprise (MSME) with respect to provisions for Micro & Small Enterprises (MSEs) and subsequent letters

(1) Office Memorandum No. DPE/7(4)2007-Fin, Dated 6th December, 2012 of DPE, Ministry of Heavy Industries & Public Enterprises, Government of India, (2) MSME Letter No. 5(2)/3/2015- MSME Pol, Dated 15 October, 2015 & (3) Memorandum F. N.O. 21(2)/2016-MA Dated 18th February, 2016 shall be followed.

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. Eligibility Conditions

The eligible bidders should be Indian companies registered to execute the tendered work or authorized by the company to provide service for printing of telephone bills using advanced laser printing solutions and submit the bid for the same. Copy of registration/authorization shall be enclosed to the bid. The bidders shall be willing to extend the contract and willingness for extension shall form part of the bid.

2. Bid Security

The bank guarantee for bid security or Micro & Small Enterprise (MSE) registration certificate for claiming exemption from submission of bid security, as prescribed in clauses 12.1 & 12.2 of Section-4 A of the bid document should be submitted by the bidder in a separate cover. The bank guarantee so submitted shall be as per the format given in Section-7 (B) on prescribed judicial paper with stamps of proper value and should contain full address of the issuing branch of the bank with its telephone number and FAX number.

The bidder shall furnish Bid Security of the bid of Rs.32,000/- in the form of Bank Guarantee or a crossed Demand draft from a nationalized/Scheduled bank drawn in favour of AO (CASH), O/o PGM HTD, BSNL , Hyderabad, which should be valid for 180 days from the tender opening date. No other mode of payment will be acceptable.

3. Distribution of Quantity

The Purchaser has powers to limit the number of technically and commercially responsive bidders to TWO from the list of such bidders arranged in increasing order of their evaluated prices starting from the lowest for the purpose of ordering against this tender. The distribution of the quantity shall be as given in Table 1 below.

Table 1(A) (Without provisions for MSE Units)

No. of Bidders To be approved	Quantity allotted to the respective bidder (Col. 2)		
	L1	L2	L3
One Bidder	100%	NIL	NIL
Two Bidders	60%	40%	NIL
Three Bidders	50%	30%	20%

Table 1(B) (With provisions for MSE Units)

No. of Bidders to be approved (Col.1)	Quantity allotted to the respective bidder (Col. 2)			Qty earmarked for MSE bidders (Col.3)
	L1	L2	L3	
One Bidder	80%	nil	Nil	20%
Two Bidders	48%	32%	Nil	20%
Three Bidders	40%	24%	16%	20%

Note 1(a): Table 1(B) shall be followed if the tender has provision for reservations for MSE units.

Note 1(b): Deleted

Note 2: If no eligible MSE bidders are available then aforesaid earmarked 20% quantity shall be de- reserved & **Signature of the Bidder With Seal**

the allotted quantity for other general bidders will be restored to 100% and distribution shall be as per Table -1(A) above.

Note 3: (i) If L-1, L-2, L-3, etc happens to be MSE bidders then they will be given allotted quantity as per the applicable sub-column of column 2 of above table. In case, there are MSE bidders whose quoted price is within +15% of L-1 price then 20% reserved quantity shall be distributed amongst such MSE bidders.

ii) In the event of any of the eligible bidder(s) not agreeing to supply the equipment or not being considered by BSNL for ordering the equipment, inter-se ranking of the bidders below the aforesaid bidder(s) will be recast to fill up the vacated slot(s). This will be done to ensure that the number of bidders on which order for supply of equipment to be placed remains same as specified in the tender.

Section -4 Part C

SPECIAL INSTRUCTIONS TO BIDDERS FOR E-TENDERING

INFORMATION & INSTRUCTIONS TO THE BIDDERS FOR

USING ONLINE ELECTRONIC PROCUREMENT SYSTEM (ePS)

Special Conditions & instructions for using online Electronic Procurement System (EPS) through portal (website) <https://etenders.gov.in> adopted by Telangana BSNL Telecom Circle as given in the subsequent pages will overrule the conditions stated in the tender documents, wherever relevant and applicable.

- ❖ **Service Provider's Information:** The Telangana BSNL has adopted Central Public Procurement Portal(CPPP) for its some of SSAs/District Office through <https://etenders.gov.in> The details of our eProcurement Service provider are as below:

Central Public Procurement Portal(CPPP) Contact No:0120-4200462,0120-4001002.

Email: support-eproc@nic.in.

- ❖ **Registration of the Contractors/Suppliers/Bidders:** All the Contractors/Suppliers/Vendors intending to participate in the tenders floated online using Electronic Procurement System (EPS) are required to get registered on the Central Public Procurement Portal (website) <https://etenders.gov.in>.

After successful Registration on above mentioned portal you'll get a link in auto generated e-mail fired to your registered e-mail id. Click on that link to activate your user ID to access the website.

After that, you will be allowed to participate in the tenders floated by the department using the Electronic Procurement System.

- ❖ **Viewing of Online Tenders:** The contractors/Suppliers/bidders can view tenders floated on online Electronic Procurement System (EPS) hereinafter referred as "eProcurement System" through portal (website) at) <https://etenders.gov.in> They can view the details like online scheduled dates (Key Dates), Tender details, Terms and Conditions, drawing (if any) and any other information. To download through workflow they need to login on to the above portal and can download the tender documents of an eTender.

- ❖ **Online Schedule:** The contractors/bidders/vendors can view the Online Scheduled dates of eProcurement System (time schedule) for all the tenders floated using the online eProcurement system on above mentioned portal (website) <https://etenders.gov.in>. The bidders are strictly advised to follow dates and time as mentioned in Schedule of a particular tender. The date and time will be binding on all the bidders. The bidders are required to complete the stage within the stipulated time as per the schedule to continue their participation in the tender. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and time of the stage as defined.

The Schedule dates are subject to change in case of any amendment in schedule due to any reason stated by the Department.

- ❖ **Obtaining a Digital Certificate and its Usage:** On eTendering System the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the identity of the bidder on online Portal. The Digital Signature Certificate (DSC) has two keys i.e. Public Key and Private Key with two distinct certificate

viz. Signing & Encryption (two certificates). The Public Key is used to Encrypt (code) the data and Private Key is used to decrypt (decode) the data. The Encryption means conversion of normal text into coded language whereas decryption means conversion of coded language into normal text. These Digital Signature Certificates (DSCs) should be purchased from authorized agents as mentioned in the portal.

- The Bid (Online Offer) for a particular eTender may be submitted only using the Digital Signature Certificate (DSC). In case, during the process of a particular eTender, the user loses his Digital Certificate (i.e. due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.
- In case of online Electronic Tendering, if the Digital Certificate issued to the authorized user of a firm is used for signing and submitting an online bid, it will be considered equivalent to a no-objection certificate/power of attorney to that User. The firm has to authorize a specific individual via an authorization certificate signed by all partners to use the Digital Certificate as per Indian Information Technology Act 2000 and its amendments. The Digital Signature of this authorized user will be binding on the firm. It shall be the responsibility of management / partners of the registered firms to inform the certifying authority or Sub Certifying Authority; in case of change of authorized user and that a fresh digital certificate is procured and issued an "Authorization Certificate" for the new user. The procedure for application of a Digital Certificate will remain the same for the new user.
- The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.
- Bidders participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at the eProcurement Portal (website) through <https://etenders.gov.in>

❖ **Submission of Earnest Money Deposit:**

- Techno-commercial Bid shall accompany interest-free EMD through Demand Draft. The details of EMD can be obtained from Tender document of respective Tender OR from above eProcurement Portal through <https://apbsnl.etenders.in>.
- Refund of Earnest Money Deposit to the unsuccessful/successful bidders will be made as per the conditions given in the tender document.
- A scanned copy of DD against EMD should be uploaded mandatory while Bid Preparation stage (as per the Schedule mentioned in online eTender) and original D.D. should be submitted to the designated BSNL office in the sealed envelope on or before the due date mentioned in Schedule of respective eTender.

❖ **Submission of Tender Document Fees:**

- The Contractors/Suppliers/Vendors have to submit the Tender Document fees as mentioned in Tender Document (if applicable). If the bidders are exempted from Tender document fees then they have to upload copy of exemption certificate during bidding process.

❖ **Tender Download:** The Eligible Bidders can download the Tender Document online from above eProcurement Portal) <https://etenders.gov.in> on or before the Schedule Dates mentioned in the eTender floated.

- ❖ **Submission of online bids:** The bidders are required to prepare their bids on online eProcurement Portal as mentioned above. During bid preparation the bidders have to Map the Key of DSC hence they are advised to procure DSCs at earliest to participate in the eTender. They are required to upload the scan copies of Demand Draft for Tender Document Fees and Earnest Money Deposit. Also bidders are required scan and upload any other documents related to their credentials and submit wherever asked online. The bidders have to prepare their commercial bid online during in this stage only and seal (Encrypt) the online bid with their Digital Signature Certificates. The Bidders should take note of any corrigendum being issued on the web portal on a regular basis. The bidders will not be able to change their technical details and offer (rates) after expiry of due date and time on online portal.
- ❖ **Opening of Tender (Electronic offers):** The authority receiving the tenders or his duly authorized officer shall first open the "EMD Envelope" (if applicable) of all the contractors/bidders and check for the validity of EMD and other Pre-Qualification Documents (if any) submitted in the "EMD/Technical Envelope", if any, as required by BSNL. In case, the requirements are incomplete, the Technical Bid/Commercial (whichever is applicable) of the concerned contractor received shall not be opened.

The authority shall then open the tenders submitted by the contractors online through the eTendering Portal (website).
- ❖ **Shortlisting of Bids (Electronic Offers):** After the evaluation (online/manual) of a specific Envelope (i.e. EMD or Technical) and offers submitted by contractors, the shortlisting process will be executed on online eProcurement Portal only.

AGM (MM)

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SECTION -5 Part A

GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT

1. APPLICATION

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

2. STANDARDS

The goods/services supplied under this contract shall conform to the standards prescribed in the Technical Specifications mentioned in section VI.

3. PATENT RIGHTS

The supplier shall indemnify the PGM HTD Hyderabad 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

4.1 The supplier shall furnish performance security and agreement to the purchaser for an amount equal to 5% of the value of purchase order within 14 **days** from the date of issue of Advance Purchase Order by the Purchaser. The Performance security should be valid for a period 30 months. The contractual value will be calculated basing on the quantum of Telephone bill impressions proposed to be released in a year.

4.2 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.

4.3 The performance security Bond shall be in the form of Bank Guarantee issued by a scheduled Bank and in the form provided in 'Section 7' (B) of this Bid Document.

4.4 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.

4.5 The supplier shall furnish an agreement in the form provided at Section 7-(D).

5. AGREEMENT

Submission of tender offer in response to this NIT will be deemed to be the acceptance by the bidder of all terms and conditions of the tender document.

6. DELIVERY AND DOCUMENTS

6.1 Delivery of the telephone bills and documents shall be made by the supplier in accordance with the terms specified by the purchaser in its schedule of requirements and special conditions of contracts, and the telephone bills shall remain at the risk of the supplier until delivery has been completed. The delivery of the bills shall be to the ultimate consignee as decided by the PGM HTD, BSNL, Hyderabad / Concerned GMTDs of SSA from time to time.

6.2. The delivery of the telephone bills and documents shall be completed within 48 hours from the date of receipt of data in CDs/DVD in case the images to be printed are less than 4 (Four) Lakhs in each SSA and 72 hours in case the images to be printed are more than 4 (Four) Lakhs in each SSA. If the delivery period of 48 hours or 72 hours, as the case may be, falls out of office hours of that day, the delivery is permitted at the 1st hour of opening of the office without any penalty. The bills are to be delivered to the Concerned AO (TR) of the SSA at the cost of printer duly packed and sorted as per delivery zone wise if necessary. If the delivery date happens to be Sunday/public holiday the bidder can handover the bills before forenoon, i.e. Before 12 Noon of the next working day without any penalty.

7. Training: NA

8. BACKUP ARRANGEMENT : The contractor shall be responsible for making necessary and appropriate level standby alternate arrangement to the extent required from time to time as per the load of the work so as to complete the work within specified hours to avoid any delay in case of any failure of the equipment or any part or component thereof. Provided, also that if the contract is terminated under this clause, the Purchaser shall be at liberty to take over from the contractor 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 manufacturers in possession of the contractor at the time of such termination of such portion thereof as the purchaser may deem fit, excepting such materials, bought out components and stores as the contractor may with the concurrence of the purchaser elect to retain.

9. SPARES – NA

10. WARRANTY - NA

11. PAYMENT TERMS

- (a) 100% payment will be made on contractors pre receipted bills on delivery of Telephone bills to the respective SSAs without error/ without any delays. The bills in duplicate pre receipted along with details of services rendered shall be preferred to the officer to be nominated by the PGM HTD Hyderabad. The payments will be made by the respective SSAs as per the terms and conditions of the Tender.
- (b) Income tax and surcharge on IT as per the rates applicable and also the work contract tax as applicable shall be recovered at source from the claims of all items mentioned in the price schedule.

12. PRICES:

- (i) (a) Prices charged by the supplier for goods delivered and services performed under the contract shall not be higher than the prices quoted by the Supplier in his Bid.
- (b) In the case of revision of Statutory Levies/ GST during the finalization period of tender, the Purchaser reserves the right to ask for reduction in the prices.
- (ii) (a) Prices once fixed will remain valid during the schedule delivery period. Increase and decrease of Taxes and other statutory duties will not affect the price during this period.
- (b) Any increase in taxes and other statutory duties/levies after the expiry of the delivery date shall be to the supplier's account. However benefit of any decrease in these taxes/duties shall be passed on to the Purchaser by the supplier.

13. CHANGES IN PURCHASE ORDERS

13.1 The purchaser may, at any time, by a written order given to a supplier, make changes within the general scope of the contract in any one or more of the following:

- (a) Drawings, designs or specifications, where Goods to be supplied under the contract are to be specifically manufactured for the Purchaser;
- (b) The method of transportation or packing;
- (c) The place of delivery at the print site/ AO(TR) of concerned SSAs
- (d) The services to be provided by the supplier.

13.2. If any such change causes an increase or decrease in the cost of, or the time required for the execution of the contract an equitable adjustment shall be made in the contract price or delivery schedule, or both, and the contract shall accordingly be amended. Any proposal by the supplier for adjustment under this clause must be made within thirty days from the date of the receipt of the change in order.

14. SUB CONTRACTS

The Supplier shall notify the Purchaser in writing of all subcontracts awarded under this contract if not already specified in his bid. Such notification, In his original bid or later shall not relieve the supplier from any liability or obligation under the Contract.

15. DELAYS IN THE SUPPLIER'S PERFORMANCE

- 15.1 Delivery of the Goods and performance of the services shall be made by the Supplier in accordance with the time schedule specified by the purchaser in its purchase order. In case the supply is not completed in the stipulated delivery period, as indicated in the Purchase Order, purchaser reserves the right to short-close/ cancel this purchase order and/ or recover liquidated damage charges. The cancellation/ short-closing of the order shall be at the risk and responsibility of the supplier and purchaser reserves the right to purchase the balance unsupplied item at the risk and cost of the defaulting vendors.
- 15.2 Delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to any or all of the following sanctions:
- (a) forfeiture of its performance security,
 - (b) imposition of liquidated damages, and/ or
 - (c) Short closure of the contract in part or full and/ or termination of the contract for default.

16. LIQUIDATED DAMAGES :

16.1. The number of hours/days delay in penalty clause shall be counted up to the time of the job is received and the job completion report is signed by the consignee of the job. The completed job shall be accepted only between 10.00 hrs and 17.30 hrs on all working days/hours of respective GMTD offices. If the delivery period of 48 hours or 72 hours, as the case may be, falls out of office hours of that day, the delivery is permitted at the 1st hour of opening of office without any penalty. If the delivery date happens to be Sunday/public holiday the bidder can handover the bills before forenoon, i.e. Before 12 Noon of the next working day without any penalty.

16.2.

S.NO.	Delay in Completion of Job	Penalty
1	Upto one day(24 hours or part thereof)beyond the stipulated print window timings of 48/72 hours	Rs.10,000(Rs. Ten Thousand Only)
2	For every day delay beyond print window timings + 24 hours or part thereof	Rs. 50,000 per day (Rs. Fifty Thousand per day)

16.3. Failure of machinery

- (a) In the event of machinery failure the bidder shall make alternate arrangement at his own cost and ensure that the schedules are not getting effected by not more than one day beyond the stipulated print window timings. BSNL shall not bear such expenses incurred by the contractor in all such eventualities.
- (b) In the event of the contractor being not able to extend the service even after expiry of one day beyond print window timings for any reason or other, a liquidated damage equal to the amount spent by the PGM HTD, BSNL, Hyderabad / concerned GMTD of SSAs, to get the work done through other sources is payable by the contractor to the PGM HTD, Hyderabad in addition to the penalty liveable under penalty clause above.
- (c) The SSA reserves the right to get the bills printed through other source whenever delayed printing warrants which cannot be challenged by the vendor.

Note: The quantum of penalty/liquidated damages assessed and levied by the purchaser shall be final and not challenge-able by the supplier. However the PGM HTD, BSNL, Hyderabad concerned GMs of SSA reserves the right to waive the penalty or reduce it at his discretion, depending upon the merits of reasons for such delay. This waiver clause shall not be invoked, as a matter of routine.

17. FORCE MAJEURE

The performance under this agreement shall be subject to force majeure situations and circumstances, which are beyond the reasonable control of the contractor and BSNL. The decision of PGM HTD, whether or not there is any such situation shall be final and conclusive. 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 such claim for damages against the other in respect of such non-performance or delay in performance and services 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 services have been so resumed or not shall be final and conclusive provided 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 60 days, either party may, at its option, terminate the contract.

18. TERMINATION FOR DEFAULT:

18.1. The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the contractor, terminate this contract in whole or in part.

- a). If the contractor fails to perform any other obligation(s) under the contract; and
- b). If the supplier, in either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as the Purchaser may authorize in writing) after receipt of the default notice from the purchaser.

18.2. In the event of PGM HTD Hyderabad, terminates the contract in whole or in part, the PGM HTD may procure, upon such terms and in such manner, as it deems appropriate, bills similar to those undelivered and the contractor shall be liable to the PGM HTD, Hyd for any excess cost for such similar bills. However, the contractor shall continue performance of the contract to the extent not terminated.

19. TERMINATION FOR INSOLVENCY

The Purchaser may at any time terminate the Contract by giving written notice to the contractor, without compensation to the contractor. If the contractor becomes bankrupt, or otherwise insolvent as declared by the competent court provided that, such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the PGM HTD Hyderabad.

20. ARBITRATION:

20.1. In the event of any question, dispute or difference arising under this agreement or in connection there-with (except as to the matters, the decision to which is specifically provided under this agreement), the same shall be referred to the sole arbitration of the PGM HTD Hyderabad or in case his designation is changed or his office is abolished, then in such cases to the sole arbitration of the officer for the time being entrusted (whether in addition of his own duties or otherwise) with the functions of the PGM HTD Hyderabad or by whatever designation such an officer may be called (hereinafter referred to as the said officer), and if the PGM HTD Hyderabad or the said officer is unable or unwilling to act as such, then to the sole arbitration of some other person appointed by the PGM HTD Hyderabad or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act 1996. There will be no objection to any such appointment on the ground that the arbitrator is a Government Servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as a Government Servant he has expressed his views on all or any of the matters in dispute. The award of the arbitrator shall be final and binding on both the parties to the agreement. In the event of such an arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reason whatsoever, the PGM HTD Hyderabad or the said officer shall appoint another person to act as an arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

20.2. The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to the aforesaid, Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

20.3. The venue of the arbitration proceeding shall be the office of the PGM HTD Hyderabad or such other places as the arbitrator may decide.

21. SET OFF

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. INTIMATION OF SUPPLY STATUS: The bidders, who are given Purchase Orders, must give the details of the supplies made against all the Purchase Orders every month on the first working day of the following month to nominated officer of the concerned SSA, with a copy to **CAO (Computers) %PGM HTD BSNL ,Hyderabad.**

23. DEFECTS:

23.1. The Contractor shall indemnify PGM HTD Hyderabad and keep PGM HTD harmless and indemnified from any quarter whatsoever against any losses, damages, and other losses that the PGM HTD, Hyderabad may be put into incur by reasons of any error or defect in execution of the work under this agreement, caused to life, property, services, installations etc. Such indemnity shall also extend to the case where the terms of work may not have been rejected owing to the urgency or otherwise.

23.2. In the event of any discovery of error or defect due to the fault of contractor or deficiency in quality at any time during/after printing and supply of telephone bills, the contractor shall be bound, if called upon to do so, to rectify such error or defect at his own cost and reprint the bills to the satisfaction of SSA and within the time fixed by the nominated officer of the respective SSA. The decision of PGM HTD Hyderabad in the matter shall be final and binding. However if the error/defect is found to be of respective SSA, the contractor shall be bound to reprint and supply such bills at the same approved rates or reduced rates and mutual agreed terms.

24. FALL CLAUSE

24.1. The prices once fixed will remain valid during the scheduled delivery period except for the provisions in clause 12.i of Section-5A. Further, if at any time during the contract

(a) It comes to the notice of purchaser regarding reduction of price for the same or similar equipment/ service.

And / or

(b) The prices received in a new tender for the same or similar equipment/ service are less than the prices chargeable under the contract.

24.2 The purchaser, for the purpose of delivery period extension, if any, will determine and intimate the new price, taking into account various related aspects such as quantity, geographical location etc., and the date of its effect for the balance quantity/ service to the vendor. In case the vendor does not accept the new price to be made applicable during the extended delivery period and the date of its effect, the purchaser shall have the right to terminate the contract without accepting any further supplies. This termination of the contract shall be at the risk and responsibility of the supplier and the purchaser reserves the right to purchase the balance unsupplied quantity/ service at the risk and cost of the defaulting vendor besides considering the forfeiture of its performance security.

24.3 The vendor while applying for extension of time for delivery of equipment/services, if any, shall have to provide an undertaking as "We have not reduced the sale price, and/ or offered to sell the same or similar equipment/ service to any person/ organization including Department of central/state Government or any central/ state PSU at a price lower than the price chargeable under the contract for scheduled delivery period."

24.4 In case under taking as in Clause 25.3 is not applicable, the vendor will give the details of prices, the name(s) of purchaser, quantity etc. to the purchaser, while applying extension of delivery period.

25. COURT JURISDICTION

25.1 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.

25.2. 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 Hyderabad only".

26. GENERAL GUIDELINES:-

"The General guidelines as contained in Chapter 5, 6 and 8 of General Financial Rules as amended from time to time on works, procurement of goods and services and contract management respectively may also be referred to as guiding principles".

27. GST- Invoice and Compliance.

27.1 All the details of supplier (name, address, GSTIN/ unregistered supplier, place of supply, SAC/ HSN code etc.) and other mandatory details shall be mentioned on the invoice. The tenderer must have Telangana/AP GST Registration.

27.2 Invoice/Supplementary invoice/Debit Note/Credit Note/Receipt Voucher need to be issued in compliant format and timely within the time prescribed under GST law.

27.3 In case of any deficient/incomplete/rejected supply, BSNL shall convey the same in a reasonable time to enable the supplier to issue credit note and take tax adjustment.

27.4 It would be the responsibility of the supplier to declare correct information on invoice and GSTN viz. the amount, the place of supply, rate of tax etc. In case, the eligibility of input tax credit is questioned or denied to BSNL on account of default by the supplier, the same would be recovered by BSNL from the supplier.

27.5. Registered location of the both the parties i.e. BSNL and supplier should be mentioned in the agreement with GSTIN No. Further, supplier should raise invoices at the registered premise of BSNL for availing of credit and ensure that the place of supply as per GST law is same as registered premise.

27.6. BSNL could at any time instruct the supplier to raise its invoices at a particular location of BSNL.

27.7. It is the responsibility of the supplier to ensure that place of supply and the GSTN of BSNL are in the same state. If for any reason they are not in the same state, the supplier shall intimate to BSNL and give adequate time before raising of the invoice.

27.8. E-way bill number should be mentioned on the invoices.

27.9 The details of supplier (name, address, GSTN/ unregistered supplier, place of supply, SAC/ HSN code etc.) and other mandatory details shall be mentioned on the invoice.

27.10. Where the location agreed are more than one state, then separate invoice state wise to claim input tax credit in a particular state (typically happens in a bill to-ship to scenario) shall have to be submitted.

27.11 It shall be the responsibility of the supplier to mention State of place of supply of goods/services in the invoice issued to BSNL..

SECTION -5 Part B

SPECIAL CONDITIONS OF CONTRACT

The special (Commercial) conditions of contract shall supplement “**General (Commercial) Conditions of the Contract**” 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 the Contract**”

1. (i) The bank guarantee or the bank Demand Draft for bid security as prescribed in clauses 12(1) & 12(2) of section 4 Part-A shall be submitted. The bank guarantee so submitted shall be as per the format given in Section 7 on prescribed judicial paper with stamps of proper value and should contain full address of the issuing branch of the bank with its telephone number and FAX number.
 2. In case where the document of bid security is not submitted in the manner prescribed in the e- tender module, containing the commercial, technical and financial offers **SHALL NOT BE ACCEPTED AND THE BID SHALL BE REJECTED.**
 3. The date fixed for opening of the bids is, if subsequently declared as holiday as government of India, the revised schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time venue remaining unaltered.
4. The supply will be accepted only after quality assurance tests are carried out by the nominated officer of the respective SSA as per prescribed schedule, if required.
5.
 - (i) The PGM HTD, Hyderabad, intends to limit the number of technically and commercially responsive bidders to 2 (two) from the list of such bidders arranged in increasing order of their evaluated prices starting from the lowest for the purpose of ordering against this tender. The bidder with lowest evaluated price will be considered for about 60 % of the tendered quantity. And the balance quantity will be ordered on the L2 bidder at L1 price. However, PGM HTD Hyderabad, reserves the right for the placement of the order for the entire tendered quantity on the bidder with lowest evaluated price.
 - (ii) The L1 bidder is liable to carry out the total tendered quantity in case of any non- acceptance of LOI at L1 rate by bidders other than L1.
 - (iii) The PGM HTD Hyderabad reserves the right to increase or decrease the number of bidders and the volume of printing to be assigned.
 - (iv) The printing of Telephone Bills should be carried out by the contractor at his premises only
The location/ locations should not be changed. The locations may be one or more. The location/locations of print centers fixed by the vendor for the entire period of agreement should not be changed. The vendor should have established print infrastructure & capable to start printing & delivery of telephone bills within 15 days from the date of receipt of APO. In case the bidder chooses to print at his own location, he has to produce documentary evidence for such location whether it is lease hold or owned by the vendor. The vendor has to permit the authorized BSNL Officer to inspect the print location.

(The Tenderer should attach the proof of having experience in the work of printing of Telephone bills or similar nature as per clause 4.3 of Section I of DNIT. DD / Banker's cheque of an amount of Rs.590/- only (Rupees Five hundred and Ninety only) towards tender fee should also be enclosed.)
6. The rates for Telephone bill printing including 70 GSM quality pre-printed paper with multi - colour advertisements and printing of variable data as per the specifications mentioned in the tender should be quoted in the quotation attached to the tender form duly signed by the tenderer or his authorized agent who will attach a letter authorizing him to submit the tender.

7. Any attempt or negotiation direct or in direct on the part of the tenderer with the authority to whom he has submitted the tender with the authority who is competent to finally accept the tender or to influence by any means will attract the rejection of the tender.
8. The rates quoted with any provisional clause or rider will be liable for rejection of the tender.
9. The PGM HTD, Hyderabad may reject any or all of the tenders without assigning any reasons and the decision of the PGM HTD, Hyderabad shall be final and binding. The PGM HTD, Hyderabad also reserves the right for "Short Closure of Tender", if necessary, without assigning any reasons and the decision of the PGM HTD, Hyderabad, shall be final and binding in this regard.
10. The successful tenderer should pay 5% of the Contractual Value towards the security deposit either in the form of cash or bank guarantee **valid for 36 months within 14 days** from the date of directing him to pay the security deposit. The security deposit will not earn any interest and will be refunded only after successful completion of the contract period. Failure on the part of the successful tenderer to pay the security deposit within the prescribed time will attract forfeiture of the EMD (Bid security).
11. Any sum due or becomes due by the department can be adjusted against the security deposit.
12. Failure on the part of the approved tenderers hereinafter called the contractors to carry out work as per the specifications/terms and conditions of the contract will attract the forfeiture of the security deposit.
13. The variable data will be given in suitable format preferably in postscript format CDs/DVDs by the Designated Accounts Officer from SSAs and Cellone unit. The variable data includes details like Customer's Name, address, Account Summary, Summary of Charges, Account level details, call details, Counterfoil with Bar Codes etc. This variable data has to be printed on pre-printed stationery of 70GSM quality A4 size paper. The pre-printed stationery shall have multi-colour advertisements, information/instructions in colour to the Customers; issued by designated Nodal Officers of Marketing Sections of Telephones, O/o PGM HTD, Hyderabad or concerned SSA. The contractor is responsible for making necessary changes to the software needed to accommodate any changes to the variable data, layout design etc. in future.
14. **Bill No & amount payable should be printed in the bar code also. The variable data supplied in Post Script format includes these details.**
15. Bill printing should be in advanced laser printing solutions.
16. In respect of all SSAs, first page (reverse) of bill is of 70 GSM A4 size paper pre-printed with multi-colour advertisements, instructions / information to customers in colour and sufficient space to print subscribers name and address only. The obverse side of the first sheet (2nd Page) has to accommodate the pre-formatted information of customers name, address, account summary, summary of charges, account level details, counterfoil with barcodes, etc. to be supplied in post printed format.
17. (a) Printed telephone bills should be handed over to the concerned AO(TR)/the nominated officer of the SSA within 48(Forty Eight)/72(Seventy Two)hours from the date and time of receipt of the data in CDs / DVDs, by the contractor at his cost duly packed and sorted as per delivery zone-wise.

(b)The contractor should ensure to enclose with the bills any leaflets, newsletters etc., given by PGM HTD Hyderabad or respective SSAs at free of cost before handing over the bills to the concerned A.O.(TR)/the nominated officer, as and when required by BSNL.
18. **Penalties:** Failure to deliver the printed telephone bills within the stipulated period will attract penalty as stated at clause 16 of Section-5 Part A mentioned under General (Commercial) conditions of the contract.

19. The contractor should ensure that there are no omissions or errors in printing the data on the bill. If the omissions or errors are found the contractor will reprint the bills and supply at his own cost. The printed bill should not contain any unnecessary and irrelevant information.
20. The contractor should return the CDs/ DVDs immediately after printing the telephone bills and he should not part with any data with anybody without the prior permission of the department and he should maintain strict secrecy. The contractor should not alter or delete the data supplied for printing.
21. The scope of the tender is to provide print and post print operations service to Hyderabad Print Zone(Telnagana Circle) for printing of telephone bills and details of post paid GSM Telephone phones & 3G Data Cards on continuous basis for a period of two years. The period of agreement can be extended up to six months beyond the validity period by Principal General Manager Hyderabad Telecom District, BSNL Hyderabad on the same terms and conditions with mutual agreement preferably negotiable reduced rates.
22. The printing logos, bar codes, signatures and Indian language scripts viz., Telugu or Hindi should be possible along with English.
23. There should be flexibility in design of layout of the bill.
24. Approximately, 46,834 **bills are to be printed** in Telangana Print zone. In case fortnightly/monthly billing is introduced by BSNL Headquarters at any time in future ,the quantum of billing is likely to be increased for which the printers should be able to meet the requirement. Security deposit also will be raised accordingly.
25. The Printing of Telephone Bills should be carried out by the contractor at his premises only .The locations may be one or more. The location/locations of print centres fixed by the vendor for the entire period of agreement should not be changed. The vendor has to establish printing infrastructure within 15 days from the date of receipt of APO. In case the bidder chooses to print at his own location, he has to produce documentary evidence for such location whether it is lease hold or owned by the vendor.
26. The contractor shall be capable of handling increased print load without affecting the print delivery timings.
27. The contractor shall provide fool-proof and transparent arrangement in the system to ensure that all the data supplied by the Hyderabad Zone is printed. The counter for the number of print images created by the system is also software/ system controlled and counter initialization should not be possible by the contractor's operator without the prior approval of the nominated officer of Telangana Zone . This point is of utmost importance since the payment of the contractors monthly claims for the services rendered to SSAs in Telangana print Zone will be based on the readings in the counter and fool proof and transparent arrangement shall be made by the contractor to the full satisfaction of AO (TR)/Nominated Officer of the SSAs in Telangana Zone.
28. The Software for designing the print image format shall be developed by the contractor free of cost. The contractor is also responsible for making necessary changes to the software needed to accommodate any changes to the print image format as and when Telangana Telecom puts forth such demand free of cost.
29. The contract can be terminated by PGM HTD, Hyderabad, by serving a notice of 2(Two) months.
30. The contractor shall maintain full confidentiality of the data supplied for creating print images. Under no circumstances the contractor shall divulge /reveal / share such data for the purpose other than for creating print images for Telangana Zone. Any violation of this confidentiality clause may result in instant termination of the contract and the contractor shall pay liquidated damages of Rs. 10,00,000/- (Rupees Ten lakhs) to PGM HTD BSNL Hyderabad and GMTD of all SSAs, may reserves the right to blacklist the contractor on all India basis. This amount will be adjusted from the bid security and from the pending bills in case the security deposit is insufficient.

31. Deleted
32. Deleted
33. The contractor shall arrange to submit its claims on monthly basis. The bills in triplicate pre-receipted shall be preferred by the contractor to the officer nominated by the Head of the SSA by 5th of every month for the services rendered in the preceding calendar month.
34. The contractor shall start rendering service to BSNL, Telangana Zone within 15 days from the date on which the APO is issued. Failure to commence operation within that date will result in forfeiture of the security deposit.
35. The PGM HTD Hyderabad reserves the right to counter offer price against the price quoted by any bidder.
36. Any clarification issued by PGM HTD Hyderabad in response to query raised by prospective bidders shall form an integral part of bid documents and it may amount to amendment of relevant clauses of the bid documents.
37. Vendors shall write "complied" against each item and clause in the compliance statement. Any other word like noted, agreed, understood etc., would be treated as not complied.
38. The PGM HTD Hyderabad reserves the right to release commercial advertisements in the free space left at appropriate position of each customer's bill details/ special messages without affecting the overall number of pages for a particular customer. For this the contractor shall provide the facility to scan / edit / reduce/enlarge the advertisement material suitably and read just print format layout to suitably insert the commercial advertisement at appropriate slot, in consultation with GMTDs of respective SSAs / PGM HTD Hyderabad, at short notice for every billing cycle and such changes are required to be done free of cost. This provision shall also apply to the free printing of commercial advertisements if required in the allotted space on the bills.
- 39(a) The Contractor shall print and attach leaflets required in the size of 1/8 or A4 size in Black & White or in multi colour for one side/both sides; as and when requested by Marketing Section.
- 39(b) The Contractor shall reserve a space of 33% of a page for giving advertisements or information on CM products by BSNL Marketing Section.
40. The contractor shall also be under obligation to extend similar services other than billing to PGM HTD Hyderabad at agreed rate for any other adhoc/non cyclic requirements like printing of brochures, leaflets and other marketing advertisements etc., at 10 days notice, as and when such requirements arise and such request is made by PGM HTD, Hyderabad or GMTDs of concerned SSA in Telangana Zone.
41. The contractor shall have no objection to carry out the work of printing /post printing under the supervision of the staff of PGM HTD Telangana if required.

42. Evaluation criteria:

1. The tender evaluation will be based on printing operations only including the stationery cost.

2. Tender will be evaluated on the basis of overall quote of items 1(a), 1(b), and 1(c) as per the evaluation criteria.

3. For Item Nos. 1(a), 1(b), 1(c) the rate quoted will be per impression only.

1(a) will be impressions on reverse page of telephone bill (For details Please see Section 9 of Part B of price bid.)

1(b) will be impression on obverse page of telephone bill. The rate quoted is per impression only.

1(c) will be evaluated per impression only and it will be from 3rd page onwards (second sheet).

4. The variable print data of Telephone bill is not editable and shall be in postscript format.

5. Overall quote of bid will be calculated as specified below.

Effective Rate quoted $R=1(a) \times 46834+1(b) \times 46834+1(c) \times 10676$

L1 bidders will be decided on effective rate.

6(a) The above calculation is for tender evaluation only. (For details please see Section - 9 of Part-B of price bid.)

6(b) The above calculation is for tender evaluation only. The actual number of impressions may vary subject to the option of the customers for call details or as per the BSNL Corporate Office policy decision (For details please see Section VII of Part II of price bid).

43. **Letter of intent** shall be issued to successful bidders after evaluation of the tender. The firm order will be issued after successful bidder deposits security deposit within the stipulated period and also on submission of the requisite agreement. The contractor shall start rendering service to Hyderabad Print Zone **Telangana**. circle within 15 days from the receipt of APO.

44. Payment Method After successful printing and delivery of bills with the quality and quantity verified by the nodal officer designated for the purpose, the printer may raise bills with the rates agreed.

SECTION-6 UNDERTAKING & DECLARATION

6(A) - For understanding the terms & condition of Tender & Specification of work

Certified that:

.I/ We have read, understood and agree with all the terms and conditions, specifications included in the tender documents & offer to execute the work at the rates quoted by us in the tender form.

.If I/ We fail to enter into the agreement & commence the work in time, the EMD/ SD deposited by us will stand forfeited to the BSNL.

The tenderer hereby covenants and declares that:

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

.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 LOA/ Purchase/ work order if issued and forfeit the EMD/ SD/ Bill amount pending with BSNL. In addition, BSNL may debar the contractor from participation in its future tenders.

Date: Signature of the 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 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

SECTION- 7 PROFORMAS
7(A) For the BIDSECURITY/ EMD Guarantee

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

Sub: Bid Security/EMD guarantee.

Whereas M/s

R/o (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..... (here after known as the "Validity date") in favour of **PGMTD, BSNL, Hyderabad**(Hereafter referred to as **Purchaser**) for participation in the tender of work of

..... vide tender no.

Now at the request of the Bidder, We BankBranch 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 **PGMTD, Hyderabad**, stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the **PGMTD, Hyderabad**, 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 **PGMTD Hyderabad**, 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 **PGMTD Hyderabad**, 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.

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 on us 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 / D.D in favour of "AO (Cash) %PGM HTD, Hyderabad" payable at Hyderabad.

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

Fax numbers

7(B) For the Performance Guarantee
(To be typed on Rs.100/- non-judicial stamp paper)

Dated:.....

Sub: Performance guarantee.

Whereas PGM HTD telecom, Hyderabad. R/o has issued an APO 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 PGM HTD, **BSNL, Hyderabad** 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

.....

BankBranch having

..... (Address) and Regd. office address as

..... (Hereinafter called "the Bank") agreed to give this guarantee as hereinafter contained:

2. We, "the Bank" do hereby undertake and assure to the **BSNL** that if in the opinion of the **Bharat Sanchar Nigam Limited**, 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 and effect 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.

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.

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) O/o PGM HTD BSNL, Hyderabad -500063 and payable at Hyderabad.**

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

Fax numbers

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 respect of

..... (Item of work) which is due to open on
.....(date) in theAGM(MM),O/o PGM HTD,Hyderabad.

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 Name of the Representative on behalf of the Bidder

.....
Signature of the alternative Representative

..... Name of the alternative Representative

Above Signatures Attested

.....Signature of the bidder

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.

7(D) PERFORMANCE AGREEMENT

To be executed at the time of entering into agreement before execution of purchase order. However, each page of this form may be signed by the Contractor for acknowledging that the contractor has seen the terms and conditions of the agreement.

To be executed on non-judicial stamp worth **Rs.100/-** and continuation sheets on ledger papers and two copies on ordinary paper to be submitted neatly type-written sheets on one side of the paper in single line spacing.-----

AGREEMENT

This agreement is made on the _____ day of _____ 2018 between M/s _____
herein referred as the contractor carrying on business under the name and style of M/s

_____ of one part

and

The Bharat Sanchar Nigam Limited acting through the PGM HTD , BSNL, Hyderabad hereinafter referred to as the Bharat Sanchar Nigam Limited of the other part

Whereas the said contractor has agreed with the Bharat Sanchar Nigam Limited for printing of telephone bills in Telangana Zone.

And where as it was one of the terms and conditions of the contract that the contractor should as security for due fulfilment of the said contract submit bank guarantee for Rs

_____ to the PGM HTD, BSNL, Hyderabad and he acts accordingly prior to signing there of submitted bank guarantee for Rs. _____ in words Rupees _____ only) vide B.G. No. _____ dated ____ from _____ Bank.

Now this indenture witnesses that in consideration of the promise, it is mutually agreed and declared between parties here to as follows.

1.The contractor agrees to undertake to print telephone bills as per the requirement and as per the

Terms and conditions laid down in the Tender no. _____ and APO Lr. No.____ dated _____.

2. This contract shall be effective from today dt. _____ to dt. _____ effective for a period up to XX-XX-XXX

from the date of bill printing starts.

3.The contractor shall execute the orders placed by the PGM HTD Hyderabad with great promptness and satisfaction to the department.

4 a) The following approved prices should also include charges for delivery of the printed telephone bills at the respective District to the nominated officer without error. Income Tax/Surcharge on IT as per the rate applicable and any other taxes applicable shall be recovered at source from the claims.

S.No.	ITEM	Net Cost to BSNL per impression	
		In figures	In words

b) The printed bills shall be free from errors or mistakes and shall conform to the specifications in toto. If any omissions or errors are found the contractor will reprint the bills and supply at his own cost.

- c) The printing logos, bar codes, signatures and Indian language scripts (Telugu or Hindi) should be possible along with English.
- d) There should be flexibility in design of layout of the bill.
- e) 100% of the payment will be made on contractor's pre-receipted bills on delivery of the telephone bills without errors every month at the respective SSA unit.
- f) In the event of failure to complete the print job including other post printing operations, if any within the print-window timings prescribed (48/72 hrs), the bidder shall be liable to pay the penalty as follows and such amount of penalty will be deducted from any amount due from BSNL or en-cashed from security deposit/performance guarantee.

Sl. No.	Delay in completion of job	Penalty
1.	Upto one day(24 hours or part thereof)beyond the stipulated print window timings of 48/72 hours	Rs.10,000(Rupees Ten thousand only)
2.	For every day delay beyond print window timings + 24 hours or part thereof	Rs. 50,000 per day (Rupees Fifty Thousand per day)

- g) Any sum due or becomes due to the Department can be adjusted against the Security Deposit.
- h) Failure on the part of the contractor to carry out the work as per specifications/terms and conditions of the contract will attract the forfeiture of the Security Deposit.
- i) Printed Telephone bills should be handed over to the concerned AO(TR)/nominated officers of the SSA within 48/72 hrs from the date of receipt of data in CDs/DVDs by the contractor at his cost duly packed and sorted as per delivery zone wise if necessary.
5. Purchaser reserves the right to disqualify the supplier for a suitable period who habitually failed to give services in time. Further, the suppliers whose equipment do not perform satisfactory in accordance with the specifications may also be disqualified for a suitable period as decided by the purchaser.
6. Purchaser reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient grounds.
7. The SSAs reserves the right to get the bills printed through other source whenever delayed printing warrants which cannot be challenged by the vendor.
8. Minimum 70 GSM A4 size white paper should be used for printing the Telephone bills.
9. The vendor undertakes to enclose with the bills any leaflet, newsletters etc., given by PGM HTD, Hyderabad /respective SSAs /CellOne free of cost before handing over the bills when ever required.
10. Deleted
11. The contractor shall be capable of handling increased print load without affecting the print delivery timings.
12. The contractor shall also be under obligation to extend similar services other than billing to PGM HTD Hyderabad and other SSAs at agreed rate for any other adhoc / non cyclic requirements like printing of brochures, leaflets and other marketing advertisements etc., at 10 days' notice, as and when such requirements arise and such request is made by PGM HTD, Hyderabad or other SSAs. The print-image/page-Layout will be developed by the contractor free of cost.
13. Deleted
14. The PGM HTD Hyderabad reserves the right to release commercial advertisements in the free space left at appropriate position of each customer's bill details / special messages without effecting the overall number of pages for a particular customer. For this the contractor shall provide the facility to scan / edit / reduce / enlarge the advertisement material suitably and read just print format layout to suitably insert the commercial advertisement at appropriate slot, in consultation with PGM HTD Hyderabad, at short notice for every billing cycle and such changes are required to be done free of cost. This provision shall also apply to the free printing of commercial advertisement if required in the allotted space on the bills.
15. The contractors shall have no objection to carry out the work of printing/post printing under the supervision of the staff of PGM HTD Hyderabad if required.
16. That all disputes arising out of this contract shall be referred to the arbitration of the PGM HTD, Hyderabad or some other officer appointed by him. The award of arbitrator shall be final and binding on the parties to this contract and provisions of the Indian Arbitration Act, 1940 and any statutory modifications/enactment's there to and the rules made there under from time to time shall apply to such arbitration.

17. That all the terms and conditions of the tender shall also form part of the agreement.

18. That the contractor acknowledged that he has himself fully acquainted with all the conditions and he shall not plead ignorance of any of the conditions.

In witnesses where off, the contractor has set his hand and the Bharat Sanchar Nigam Limited of India caused the PGM HTD, Hyderabad for and on behalf to set his hand, the day and the year first above written.

SIGNATURE OF THE CONTRACTOR

Witness

1. _____

2. _____

AGM(MM)
O/o PGM HTD
Hyderabad 500063

SECTION- 8

Bidder's profile & Questionnaire.

Tenderer / Bidder's Profile & Questionnaire to be filled online

(To be filled in online as per the online Form/ template available and submitted by the bidder)

Tenderer's Profile

1. Name of the Individual/ Firm:

2. Present Correspondence Address

..... Telephone No. Telephone No.
 FAX No.

3. Address of place of Works/Manufacture

..... Telephone No.....
 Telephone 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 along with DIN number, contact nos./mail ids
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):

.....

7. Permanent Account No.:

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 in AP/TS Circle ? If so state its Address

.....

10. GSTN Registration Number(s) of all units/business places of the bidder vide which he intends to execute the contract, if awarded.

GSTN1.....

GSTN2.....

GSTN 3..... and so on.

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

Note: The bidder has to fill all the columns of profile & Questionnaire. Liable to be rejected if any column is not filled.

SECTION-9 Part-A BID FORM

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

Ref: Your Tender Enquiry No.dated

1. Having examined the above mentioned tender enquiry document including amendment/ clarification/ addenda Nos..... datedthe 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 proper as per the online process so as to prevent any subsequent alteration and replacement.
3. We agree to abide by this Bid for a period ofdays 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 Scheduled Bank 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 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.....20...

Witness Name

Signature

Signature.....

In the capacity of

Name

Duly authorized to sign the bid for and on Address.....

behalf of.....

Note: Fill all the blanks. No blanks left filled up.

SECTION – 9 PART – B

PRICE SCHEDULE

PRICE BID FOR PRINTING OF TELEPHONE BILLS(Land Line) AND DELIVERY AT THE RESPECTIVE SSAs

Please refer to the Specification and read the Tender condition carefully before filling up this form

SL. No	Item Description	Quoted Price per Image Excluding GST	GST						Total price per page(including GST)
			SGST		CGST		IGST		
			RATE(%)	AMOUNT	RATE(%)	AMOUNT	RATE(%)	AMOUNT	
1	2	3	4	5	6	7	8	9	10
1(a)	Printing of REVERSE PAGE OF Telephone bills on 70 GSM A4 size sheet including cost of paper, pre-printed with multi colour advertisements and information/ instructions to customers in colour along with printing of variable data i.e call/data usage details. Pre-printed stationary for Telephone. Laser printing method to be adopted.								
1(b)	Printing of OBVERSE PAGE OF Telephone on 70 GSM A4 size sheet including cost of paper, pre-printed advertisements in multi colour and to print of variable data i.e, customer name, address, account summary of charges account level details, call/data usage details counter foil with barcodes etc. in black colour and 'Z' folding and pinning and delivery at the respective SSAs headquarters in CellOne AP circle. Laser printing method to be adopted.								
1(c)	Printing of Telephone details on 70 GSM A4 size white sheet including cost of paper with variable data viz. customer details, account level details, call/data usage details etc in black colour on one side and also on reverse side wherever applicable to accommodate more call details and 'Z' folding and printing along with 1(a). Laser printing method to be adopted.								

Note : Printing of Telephone Bill as per specimen copy

I have gone through the terms and conditions and enclosed a bank guarantee towards the bid security (EMD) and I am quoting the rates for the items which shall be valid for 180 days from the date of opening of the tender for evaluation.

NOTE : The tender evaluation will be based on printing operations only including the stationary cost.

Tender will be evaluated on the basis of overall quote of items 1(a), 1(b) & 1(c) as indicated in S.No.5 of item 42 of section 5 Part B excluding GST.

For item Nos. 1(a), 1(b) & 1(c) the rate quoted will be per impression only.

1(a) will be net cost to BSNL, of the impressions on reverse page of telephone bill (For details please see section 9 Part B of price bid.

1(b) will be net cost to BSNL, of the impression on obverse page of telephone bill. The rate quoted is per impression only.

1(c) will be net cost to BSNL, and will be evaluated per impression only and it will be from 3rd page on wards (second sheet).

Overall quote of bid will be calculated as specified below.

Tender evaluation is based on effective rate quoted (ER) calculated using quotes from 1(a) to 1(c) as shown below.

$$ER=1(a) \times 46834 + 1(b) \times 46834 + 1(c) \times 10676$$

8. GST may be claimed extra as applicable.

Signature of the Bidder With Seal

COMPLIANCE STATEMENT OF SECTION 4 Part A

1. The compliance statement should be unambiguous and firm. Vendor shall write "Compliant" or "Non- Compliant" against each item and clause in the compliance statement. Any other word like "noted", "agreed", "understood", etc., would be treated as not complied

2. Any wrong/ambiguous statement in the compliance statement may lead to rejection of the Tender

Clause No.	COMPLIANCE		
	COMPLIANT	NON-COMPLIANT	If non-compliant, mention DEVIATIONS if any
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			
32			
33			
34			
35			
36			
37			

Signature of the Bidder With Seal

COMPLIANCE STATEMENT OF SECTION 4 Part B & Part C

3. The compliance statement should be unambiguous and firm. Vendor shall write "Compliant" or "Non-compliant" against each item and clause in the compliance statement. Any other word like "noted", "agreed", "understood", etc., would be treated as not complied
4. Any wrong/ambiguous statement in the compliance statement may lead to rejection of the Tender

Part B			
1			
2			
3			
Part C			
1			
2			
3			
4			
5			
6			
7			
8			

Signature of the Bidder With Seal

COMPLIANCE STATEMENT OF SECTION 5 Part A,

The compliance statement should be unambiguous and firm. Vendor shall write "complaint" or "non-complaint" against each item and clause in the compliance statement. Any other word like "noted", "agreed", "understood", etc., would be treated as not complied.

Any wrong/ambiguous statement in the compliance statement may lead to rejection of the order.

Clause No.	COMPLIANCE		
	COMPLIANT	NON-COMPLIANT	If non-compliant, mention DEVIATIONS if any
Part-A			
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
25			
26			
27			
28			

Signature of the Bidder With Seal

COMPLIANCE STATEMENT OF SECTION 5 Part B

The compliance statement should be unambiguous and firm. Vendor shall write "Compliant" or "Non-compliant" against each item and clause in the compliance statement. Any other word like "noted", "agreed", "understood", etc., would be treated as not complied.

Any wrong/ambiguous statement in the compliance statement may lead to rejection of the order.

Clause No.	COMPLIANCE		
	COMPLIANT	NON-COMPLIANT	If non-compliant, mention DEVIATIONS if any
Part-B			
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
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20			
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22			
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27			
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29			
30			
31			
32			
33			
34			
35			
36			

Signature of the Bidder With Seal

COMPLIANCE STATEMENT OF SECTION 5 Part B (Contd..)

The compliance statement should be unambiguous and firm. Vendor shall write "Compliant" or "Non-compliant" against each item and clause in the compliance statement. Any other word like "noted", "agreed", "understood", etc., would be treated as not complied.

Any wrong/ambiguous statement in the compliance statement may lead to rejection of the order.

Clause No.	COMPLIANCE		
	COMPLIANT	NON-COMPLIANT	If non-compliant, mention DEVIATIONS if any
Part-B			
37			
38			
39			
40			
41			
42			
43			
44			

Signature of the Bidder With Seal

CHAPTER 4

CHECK POINTS FOR PREPARATION OF TENDER INQUIRY

While preparing the tender inquiry, it is necessary to check the following points in order to ensure that the tender can be processed smoothly. The bidder shall furnish, as part of the bid documents establishing the bidder's eligibility, the following documents or whichever is required as per terms and conditions of Bid Document are to be uploaded in the e – tender module.

S.No	Required Documents	Submitted / Not
A	Physical Submission	
1	Cost of the Tender Document (in original)	
2	EMD (in original)- Bid security in the form of DD / BG valid for 180 days from the date of tender opening	
3	Notarized Power of Attorney (in original)	
B	Technical Bid	
1	Article or Memorandum of Association or Partnership deed or proprietorship deed as the case may be and the amendments, if any..	
2	Valid Pan No.	
3	Valid MSE or MSME Certificate (i.e. NSIC/DIC/KVIC/KVIB e.t.c. as applicable)	
4	Proof of GST registration Certificate.	
5	Certificate of incorporation	
6	Latest audited annual report (FY 2017-18 & 2018-19) OR a certificate from its bankers to assess its solvency/ financial capability.	
7	Clause-by-clause Compliance report on Sec.-4,Part A,B,C and section 5 part A&B.	
8	Certificates from all Directors or the bidders stating that none of their near relatives are working in BSNL.	
9	Bidders profile and Questionnaire duly filled	
10	Undertaking and Declaration duly filled	
11	Documentary evidence for the proof of print premises on lease hold or owned by the vendor (if any).	

Signature of the Bidder With Seal

12	Uploading of Bid Document all pages signed by authorized person along with seal	
13	Bid Form Section 9 Part B	
14	Registration Certificate/Certificate of Incorporation	
15	Certificate of Experience of carrying out similar works.	
16	Details of the firm along with List of Directors on the Board of the Company with their address(es), contract telephone numbers, DIN etc.	
17	Sample copy of Telephone Bill.	
18	Filled Section-3 Part –B (Technical Specification requirements).	
19	Self-Declaration of not Black Listed.	
20	Proof of successful Execution of Education / Commercial Orders.	
21	Additional Documents to establish the eligibility (if any)	

Signature of the Bidder With Seal

- PAYMENT SLIP -

K V KRISHNAIAH S D E (CMM),BSNL
SDE (CMM), O/o GMTD
TIRUPATI
TIRUPATI
CHITTOOR ANDHRA PRADESH - 517501
Customer GSTIN No: Not Applicable

Mobile Number: 9440000089
Account No: 514033843
Bill No. & Date: 968900056 04/11/2018
Billing Period: 01/10/2018 to 31/10/2018
Total Amount due: -144.00
Payment due Date: 20/11/2018

Web payment:
Pay online in www.bsnl.co.in or
<http://portal.bsnl.in/portal/asp/bses/default.aspx>
"Create your free Account and pay the bills"



514033843



514033843968900056041118-14400