



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)

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

CHENNAI TELEPHONES

BID DOCUMENT

E- Tender for selection of firm(s)/Outsourcing Agency(ies) for Maintenance and provisioning of Landline & Broadband for External plant of Copper Network in Urban Areas of Chennai Telephones

E-TENDER NO.

TE NO. AGM/TENDER/CFA/OUTSOURCE-URBAN/2020-21 /01 dated 03-04-2020

DATE OF OPENING: 29-04-2020

Bharat Sanchar Nigam Limited
Chennai Telephones
Deputy General Manager (CP&MM)
O/o PGM (CFA),
Chennai - 600 034.

Tel No: 044-28221800

BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)

O/o the Principal General Manager (CFA), Chennai Telephones,
2, Kush Kumar Road, Nungambakkam, Chennai-600034.

TE NO. AGM/TENDER/CFA/OUTSOURCE-URBAN/2020-21/01 dated 03-04-2020

From:

To: Prospective Bidders

DGM (CP&MM)
O/o PGM (CFA),
Chennai**Sub: - Tender document for selection of firm(s)/Outsourcing Agency(ies) for Maintenance and provisioning of Landline & Broadband for External plant of Copper Network in Urban Areas of Chennai Telephones .**

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

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

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

SECTION – 1

DETAILED NOTICE INVITING E-TENDER (DNIT)

BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)

O/o PGM (CFA), 2, Kush Kumar Road, Chennai-34

On behalf of CGM ,BSNL, Chennai Telephones Digitally Sealed Tenders are invited for outsourcing of **Maintenance and provisioning of Landline and Broadband network from Pillar to Customer Premises including materials like UG cable, drop wire, jumper wire, CLIP Instruments, LJU & Splitter etc. for a period of 2 years (extendable by 1 year) in following Urban clusters of BSNL, Chennai Telephones.**

- **Please do not edit the EMD amount displayed in the website while uploading the documents.**
- **Please PAY EMD only for the clusters for which you are bidding.**

| Name of SSA/ Circle | Cluster Name * | Total number of Telephone Exchange in cluster | Total Number of working connections in Cluster(LL) & (LL +BB) in cluster as on 19.03.2020 Inc ISDN PRI & Leased Circuits | Estimated Value of work for two years | EMD 2% of estimated cost (in INR) cluster wise | Cost of Tender Document with 18% GST in INR |
|------------------------|----------------|---|--|---------------------------------------|--|---|
| | CNCHN003 | 4 | 13267 | 21171412 | 423428 | 2360 |
| | CNCHN005 | 5 | 13262 | 22515406 | 450308 | 2360 |
| | CNCHN006 | 3 | 5825 | 9704868 | 194097 | 1180 |
| | CNCHN010 | 7 | 5494 | 9912456 | 198249 | 2360 |
| | CNCHN011 | 6 | 19393 | 31587524 | 631750 | 2360 |
| | CNCHN014 | 4 | 9794 | 16340520 | 326810 | 2360 |
| | CNCHN015 | 5 | 4482 | 8004720 | 160094 | 1180 |
| | CNCHN019 | 10 | 17937 | 29224312 | 584486 | 2360 |
| | CNCHN020 | 1 | 15933 | 26272916 | 525458 | 2360 |
| | CNCHN021 | 1 | 9495 | 15951804 | 319036 | 2360 |
| | CNCHN022 | 3 | 15349 | 25387105 | 507742 | 2360 |
| | CNCHN023 | 1 | 10224 | 16884259 | 337685 | 2360 |
| | CNCHN024 | 4 | 5450 | 9217200 | 184344 | 1180 |
| | CNCHN025 | 8 | 3019 | 5487492 | 109750 | 1180 |
| | CNCHN026 | 6 | 1828 | 3251544 | 65031 | 1180 |

| Name of SSA/ Circle | Cluster Name * | Total number of Telephone Exchange in cluster | Total Number of working connections in Cluster(LL) & (LL +BB) in cluster as on 19.03.2020 Inc ISDN PRI & Leased Circuits | Estimated Value of work for two years | EMD 2% of estimated cost (in INR) cluster wise | Cost of Tender Document with 18% GST in INR |
|---------------------|----------------|---|--|---------------------------------------|--|---|
| | CNCHN027 | 4 | 5823 | 10203972 | 204079 | 2360 |
| | CNCHN029 | 3 | 9191 | 15504876 | 310098 | 2360 |
| | CNCHN030 | 3 | 5041 | 8651172 | 173023 | 1180 |
| | CNCHN031 | 3 | 5225 | 8627172 | 172543 | 1180 |
| | CNCHN035 | 4 | 9742 | 16831488 | 336630 | 2360 |
| | CNCHN036 | 7 | 10342 | 17802406 | 356048 | 2360 |
| | CNCHN037 | 6 | 4075 | 7291764 | 145835 | 1180 |
| | CNCHN046 | 7 | 10874 | 17984191 | 359684 | 2360 |
| | CNCHN047 | 2 | 15456 | 25923293 | 518466 | 2360 |
| | CNCHN048 | 6 | 8364 | 14397384 | 287948 | 2360 |
| | Total | 113 | 234885 | 394131256 | 7882625 | |

Note : Each bidder can participate for any number of clusters but the contract to any bidder shall not exceed 70% of total working lines of the SSA to ensure minimum two bidder in the SSA. The choice of clusters will rest with successful bidder.

- 1.1 A bid form along with price bid (as per Section-9 Part A& B), with cluster name/s clearly mentioned on the bid envelope if the bidder wishes to participate in more than one cluster. The evaluation of the tender as well as allotment of the work will be done cluster wise.
2. **Purchase of Tender Document:** Tender document can be obtained by downloading it from the website **www.chennai.bsnl.co.in**
- 2.1 The bidders downloading the tender document are required to submit the tender document fee as per Section 1, in case of bidding for more than one cluster refer Section 12 through DD/ Banker's cheque along with their tender bid 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 (Claims), COBA, BSNL, Chennai Telephones"** and payable at Chennai.

The MSE bidders registered with the designated MSME bodies like National Small Scale Industries Corporation etc. are exempted from payment of tender fee. However, they shall furnish a proof regarding registration with bodies under the Ministry of Micro, Small & Medium Enterprises for the construction/Operations/Maintenance services in Telecom Industry / maintenance and installation of OF cables, valid on the date of opening of the tender. The scope of area of the above MSE registered bidders must be for construction/ maintenance of underground telecom cables/ maintenance and installation of OF cables /telecom outdoor network/BTS maintenance GSM/mobile BTS sites, Battery Sets, Power Plants, DG Sets, Installation of Telecom Services etc. MSE bidders claiming exemptions from Tender fee &

EMD as per MSME guidelines must also register their UAM on CPPP and submit proof in this regard along with their bid.

- 3. Availability of Tender Document on the e-tender portal for bid submission:** The tender document shall be available for downloading from BSNL website www.chennai.bsnl.co.in from 17:00 hrs of 08-04-2020. The same tender document is uploaded on BSNL website shall be made available on e-tender portal <http://www.tenderwizard.com/BSNL> from 17:00 hrs of 08-04-2020 onwards for start on online bid submission.

3.1 Physical copy of the tender document would not be available for sale.

3.2 The Tender document shall not be available for download from e-tender portal on its submission / closing date

3.3 Cluster wise data is shown in Section 3 Part A, Clause 3.3.

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

4.1. General Qualification

- 4.1.1 The Bidder must be Indian registered Companies under Companies Act 1956/2013 or an LLP or a Firm registered under applicable Acts.
- 4.1.2 The Bidder must not be black-listed for Telecom business by any Central/ State Governments/ PSUs in India at the time of submission of bid. An undertaking must be submitted in this regard.
- 4.1.3 The Bidder must have a valid PAN & valid registration under GST Act. If the bidder is not registered with GST authority at the time of bid submission, then he shall have to submit GST registration at the time of award of work/ LOI/signing of contract, if declared successful.
- 4.1.4 A self-declaration along with the evidence that the bidder is not black listed by GST authorities.
- 4.1.5 In case the supplier gets black-listed during the tenure of BSNL contract, then adequate indemnity clause should be inserted to ensure that no loss of Input Tax credit is borne by BSNL due to a default of supplier.
- 4.1.6 In case of multiple GST numbers, all the numbers can be provided as Annexure.

4.2 Technical Qualification

- 4.2.1 The Bidder must have an experience of executing works related to provisioning new connection or construction / maintenance of underground telecom cables/maintenance and installation of OF cables/ telecom outdoor network/BTS maintenance of any Telecom Service Providers (holding service license) in the last two financial years i.e. 2017-18, 2018-19.
OR
- 4.2.2 BSNL Franchisee associated with BSNL for more than 5 years.
(Bidders will be required to support claims of their required experience, through certificates issued by any executive with approval of AGM rank officer, in case of PSUs or with approval of Circle Head, in case of private TSPs.)
- 4.2.3 .If a bidder is not meeting the experience criterion as at para 4.2 above then the bid can be submitted through legally bound consortium with a company /firm etc., who has the required experience as at para 4.2 client certificates issued to the consortium partner in this regards as per para 4.2 above .It is clarified that legally bound consortium shall consist two companies/firms etc. only lead bidder & one consortium partner.

4.3 Financial Qualification

4.3.1 The Bidder must have minimum annual turnover of **30%** of annual estimated cost of tender, during each of the consecutive financial years 2017-18 and 2018-19 from telecom business as mentioned in 4.2.1 in Technical Qualification.

OR

4.3.2 For BSNL Franchise, total turnover from franchise business with BSNL in (FY 2017-18) + (FY 2018-19) shall be as below :

| Total working lines in all the Clusters for which tender/bid is submitted by a bidder | Required Turnover from Franchise Business (INR) |
|---|---|
| 3,000 – 5,000 | 1 Crore |
| 5,001 – 10,000 | 2 Crore. |
| 10,001 or more | 3 Crore |

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

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Note 1:-The bidders shall submit necessary documentary proof showing that they meet the eligibility criteria along with their tender bid. All documents submitted will also be self-attested by the bidder.

Note 2:-Work Order(s) will be issued or Contract agreement(s) will be signed only upon successful verification of the eligibility documents submitted in the bid, with the originals of the eligibility documents, which shall have to be produced by successful bidder.

5. Bid Security/EMD:

5.1 The bidder shall furnish the bid EMD, 2% of the estimated cost for each cluster individually in one of the following ways:-

- Demand Draft/ Banker's cheque drawn in favour of "**AO (Claims), COBA, BSNL, Chennai Telephones**" and payable at Chennai for the clusters participated.
- Bank Guarantee(s) from a Scheduled Bank in India, drawn in favour of "AO (Claims), COBA, **BSNL, Chennai Telephones** " which should be valid for **150** days (i.e. one month above the offer/bid validity period) from the tender opening date.
- The MSE bidders registered with the designated MSME bodies like National Small Scale Industries Corporation etc are exempted from payment of bid security. However, they shall furnish a proof regarding registration with bodies under the Ministry of Micro, Small & Medium Enterprises for the construction/Operations/Maintenance services in Telecom Industry / maintenance and installation of OF cables, valid on the date of opening of the tender. The scope of area of the above MSE registered bidders must be for construction/ maintenance of underground telecom cables/ maintenance and installation of OF cables /telecom outdoor network/BTS maintenance GSM/mobile BTS sites, Battery Sets, Power Plants, DG Sets, Installation of Telecom Services etc.

6. Date & Time of Submission of Tender bids: on or before **11.00 Hrs** of **29-04-2020 (tender closing date)**.

6.1 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. Opening of Tender Bids: At 11:30 Hrs of 29-04-2020.

8. Place of opening of Tender bids: Chennai.

8.1 The tenders shall be opened through 'Online Tender Opening Event'. BSNL's Tender Opening Officers as well as authorized representatives of bidders can attend the online Tender Opening Event (TOE) from the comfort of their offices. Kindly refer Section-4 Part C of Tender document for further instructions.

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

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

11. PGMCF, BSNL, CHTD reserves the right to accept or reject any or all tender bids without assigning any reason. He is not bound to accept the lowest bid.

12. The bidder shall furnish a declaration, as per Section 6 (A), in his tender bid that no addition / deletion / corrections have been made in the terms & conditions of the downloaded tender document for which their bid is being submitted and these are identical to the tender document appearing on the website.

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.

12.2 All documents submitted in the bid offer should be preferably in English/Hindi/ State's official language. In case the certificate viz. experience, registration etc. is issued in any other language other than English/Hindi/ State's official language, the bidder shall attach a translation of the same in English/Hindi/ State's official language, duly attested by the bidder & the translator to be true copy in addition to the relevant certificate.

12.3 All computer generated documents should be duly signed/ attested by the bidder/ bidder organization.

13.0 The queries in respect of this bid document, if any, can be submitted through Email latest up to **11-04-2020 (3 days from issue of NIT)**.

| BSNL Contact-1 | |
|-----------------------|-------------------------|
| BSNL's Contact Person | DGM (CP&MM) |
| Telephone& Mobile | 9444153434 |
| E-mail ID | dgmmmchtd@gmail.com |
| BSNL Contact-2 | |
| BSNL's Contact Person | AGM (Tender) |
| Telephone & Mobile | 9444386222 |
| E-mail ID | agmtenderchtd@gmail.com |

SECTION- 2 Tender Information

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

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

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

2. **Bid Validity Period** - The bid will remain valid for **120 days** from the tender opening date

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

a. Techno-commercial envelope shall contain :-

- 1) Scanned copy of EMD.
- 2) Scanned copy of payment of cost of tender document i.e. tender fee.
- 3) Certificate(s) showing fulfillment of the eligibility criteria(s) stated in Clause 4 of the Detailed NIT.
- 4) Power of Attorney (POA)& authorization for executing the power of Attorney in accordance with Clause 14.3 of Section 4 Part A.(not required in case of Proprietary / partnership firm if the proprietor/partnership himself signs the documents) and board resolution in favour of authorized signatory.
- 5) Copy of Articles and Memorandum of Association or Partnership deed or proprietorship deed as the case may be.
- 6) Details of the firm along with List of Directors on the Board of the Company, list of partners, as applicable.
- 7) Attestation of the signature of the authorized signatory, issuing POA, by Bank.
- 8) Bidder's Profile & Questionnaire duly filled & signed as per Section-8.
- 9) Indemnity bond declaration for indemnifying BSNL against any non-compliance by bidder towards all applicable statutory requirements, if work is awarded, as per Annexure-1.
- 10) Letter of authorization for attending bid opening event as per Section -7 Part (C).
- 11) No Near-Relationship Certificate duly filled & signed as per Section-6 Part B.
- 12) Undertaking & declaration duly filled & signed as per Section-6 Part A
- 13) Tender / Bid form-Section 9 Part A.
- 14) Checklist of the documents submitted as per Annexure-2.

b. Financial envelope shall contain:

Price Schedule (as per Section 9 Part-B).One envelope with Cluster number/s clearly mentioned on top of the envelope.

c. Offline Documents :

The following documents are required to be submitted offline (i.e. **offline submissions**) to DGM(CP&MM), BSNL, Chennai Telephones on or before the date & time of submission of bids in a sealed envelope. The envelope shall bear the tender number, name of work and the phrase: "Do Not Open Before (due date & time of opening of tender).

- 1) EMD – Bid security (in original)
- 2) DD/ Banker's cheque of Tender fee (in original). Refer section 12 for details.
- 3) Power of Attorney in accordance with Clause 14. 3 of Section 4 Part A and authorization for executing the power of Attorney.
- 4) Integrity Pact (on plain paper, applicable only if tender's estimated value exceeds the threshold of Rs. 10.0 Crores for applicability of Integrity Pact as per letter No.CA/MMT/15-02/2014 dated 16.10.2018)

4. **Payment terms:**

- 4.1 The bidder should submit the invoice to the officer in-charge of the cluster on receipt of proforma Invoice generated from BSNL IT System. The Tax Invoices are to be submitted by bidder in triplicate.
- 4.2 The charges for provision of new Landline shall be based on the number of new landline provision during the month. Maintenance charges for the new connections shall be payable from the new calendar month after 90 days of date of installation (for connections provided in January'2020 month will be counted from 01-05-2020 for maintenance calculation).
- 4.3 For the purpose of invoice preparation, Number of working connections in a cluster shall be calculated taking the average of **working** connections on the first and last day of the month.
- 4.4 Two proforma Invoices will be generated i.e. IV-1: Invoice Performa for Maintenance Charges and IV-2 : Invoice Performa for Provisioning Charges.
- 4.5 .90% of the payment of the monthly invoices shall be paid on submission of Invoices by the bidder and Balance 10% after 30 days from the payment of 90% of Invoice.
- 4.6 Tax Invoices shall be paid through Electronic Clearance Scheme (ECS) only. The contractor should submit the mandate form for this purpose along with the Agreement while entering into the Contract.
- Note: - All statutory taxes and levies as applicable shall be deducted at source before payment.**
- 4.7 Online generated GST payment details of previous month shall be submitted with the invoice(s) for payments.
- 4.8 Timely uploading of correct and necessary information on GSTN portal is mandatory as prescribed in GST Compliances.

Note :- 1) If the supplier fails to furnish necessary supporting documents i.e. GST invoice / Customs invoices etc. and also fails to upload the information on GSTN in respect of the Duties/taxes for which input tax credit is available, the amount pertaining to such Duties/Taxes will be deducted from the payment due to the supplier.

2) Tax amount will be paid to the supplier only after supplier declares the details of the invoices in its return in GSTR 1 and GSTR-3 uploaded by the supplier and the same is reflected in GSTR-2A of BSNL on GSTN portal

3) TDS/ TCS shall be deducted at the prescribed rate, if any (as the case may be).

4) BSNL can adjust/ forfeit Bank Guarantee obtained from the supplier against any loss of input tax credit to BSNL on account of supplier's default.

5) In case BSNL has to pay GST on reverse charge basis, the supplier would not charge GST on its invoices. Further, the supplier undertakes to comply with the provisions of GST law as may be applicable.

(6) If the supplier fails to perform necessary compliances which would any manner restrict BSNL to claim input tax credit, then the amount pertaining to such Duties, Taxes and Cesses will be deducted from the payment due to the bidder/contractor/vendor.

(7) If the supplier does not disclose the correct details on the invoice or on the GSTN viz. GSTIN, Place of Supply, etc. which restricts BSNL to claim input tax credit, then the amount pertaining to such Duties, Taxes and Cesses will be deducted from the payment due to the supplier.

5. Time line for start of services:

Within one week from the date of issue of Work Order.

6. Duration of Contract (Validity of tender):

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

Rate/Price initially fixed at the time of issue of Work Order shall remain fixed during the entire duration of contract including extension if any.

SECTION- 3

SCOPE OF WORK

In order to ensure that BSNL's fixed line customers get services to their satisfaction and BSNL fixed line network capacity is further utilized by provisioning of new land line / broadband connections; outsourcing of activities based on SLA has been adopted in BSNL. The Policy consists of the outsourcing model for the copper based outdoor network from Pillar to customer. It is expected that this model will improve the customer services experience from the fixed line copper network of BSNL.

Following type of works under external plant from Pillar to Customer premise are covered under scope of this tender:

3.1 Customer Access: Maintenance and provisioning of Landline (LL) and Broadband (BB) copper network from Pillar to Customer Premise with all materials like UG cable, drop wire, jumper wire, CLIP Instruments, LJU & Splitter etc. [50 pair and above UG cables, along with associated accessories and BSNL owned CPE repairing/replacement will be provided by BSNL to bidder] in the enclosed list of exchanges (urban Area) of Chennai Telephones.

3.2 The scope of works shall broadly consist of following:

- 1) Maintenance of Copper Network includes
 - (a) Attending all types of cable faults from 5 pair cable to higher size such as Underground cable break, foreign voltage, earth fault set, faults at pillar and end to end testing. Attending all types of faults in Customer Access Network such as drop wire break and drop wire break down, overhead cable network, foreign voltage faults, cleaning the joints in overhead lines and changing the wires, cables, DP Tag blocks faults etc. Under Ground Cable from pillar means from CT box terminations up to customer end. Underground cable fault clearance from pillar to customer end also the responsibility of bidder).
 - (b) Testing/ jumpering at the MDF for fault repair, pair change, new LL/BB connections.
 - (c) Clearing of fault dockets in the system after clearing of the faults.
 - (d) Attending the Broadband fault at the customer premises including configuration of CPE related issues.
 - (e) Attending ISDN BRI/PRI/Leased Circuits/SIP Trunk copper cable faults and all other services running on Customer Access Network
- 2) Provision of new Landline connections to the customers.
- 3) Provision of New Broadband connections on existing Landline
- 4) Provision of New Broadband connections with new Landline
- 5) Shifting of landline and broadband connection
- 6) Provisioning of New ISDN BRI/PRI/Leased Circuits/SIP Trunk on copper media
- 7) All stores shall be supplied and installed by bidder at own cost, except 50 pair & above UG cables and associated accessories of 50 pair & above UG cables. These costs will be borne by bidder and BSNL will not make any payment for these stores items.
- 8) All stores related to the Maintenance of telecom external plant from the MDF/Pillar/cabinet to the customer terminal viz. Drop-wire. 5 pair cable, 10 pair cable, 20 pair cable, jointing kits and its Accessories, Jumper wires, DP Tag

blocks and other subscriber end line materials are supplied by the successful bidder.

- 9) Storing Packing and transportation of materials shall be done by the bidder.
- 10) Packing and freight charges if any for taking out and return of BSNL provided items like 50 Pair cable and associated accessories etc. shall be borne by the bidder.
- 11) The cluster shall be formed in Urban area. The cluster shall be formed considering contiguous geographical area covering the complete exchange location in such a way that no exchange shall be part of two clusters.
- 12) Material used / provided by out sourced agency for maintenance and provisioning shall become the property of BSNL.
- 13) The CLIP Instruments /CPE or any accessories will be provided by the customer or can be purchased through bidder.

3.3 Working connection of the exchanges/clusters as on dated 19.03.2020

| Cluster Name | Exchange Code | Exchange Name | No LL w/o BB | No of LL With BB | No of ISDN On Copper | No Leased Line On Copper | Total |
|-----------------------|---------------|------------------------|--------------|------------------|----------------------|--------------------------|--------------|
| CNCHN003 | CHNVLR | VALLALARNAGAR | 1117 | 262 | 1 | 8 | 1388 |
| CNCHN003 | CHNWRD | WALLTAXROAD | 1933 | 357 | 3 | 6 | 2299 |
| CNCHN003 | CHNBDW | BROADWAY | 501 | 199 | 0 | 3 | 703 |
| CNCHN003 | CHNHBR | HARBOUR | 7380 | 1339 | 47 | 111 | 8877 |
| CNCHN003 Total | | 4 | 10931 | 2157 | 51 | 128 | 13267 |
| CNCHN005 | CHNSPZ | SPENCERPLAZA | 315 | 113 | 15 | 11 | 454 |
| CNCHN005 | CHNSUN | SUNDRAM FINANCE | 8 | 0 | 0 | 0 | 8 |
| CNCHN005 | CHNARD | ANNAROAD | 8667 | 1936 | 239 | 289 | 11131 |
| CNCHN005 | CHNCOM | COMMISSIONER OF POLICE | 35 | 1 | 0 | 0 | 36 |
| CNCHN005 | CHNDIN | 5 | 1351 | 253 | 12 | 17 | 1633 |
| CNCHN005 Total | | | 10376 | 2303 | 266 | 317 | 13262 |
| CNCHN006 | CHNPET | PETERSROAD | 1015 | 310 | 2 | 2 | 1329 |
| CNCHN006 | CHNTPN | TRIPPLICANE | 2055 | 776 | 10 | 43 | 2884 |
| CNCHN006 | CHNICE | ICEHOUSE | 1227 | 356 | 23 | 6 | 1612 |
| CNCHN006 Total | | 3 | 4297 | 1442 | 35 | 51 | 5825 |
| CNCHN010 | CHNPML | POONAMALLE | 1223 | 706 | 19 | 66 | 2014 |
| CNCHN010 | CHNTMZ | TIRUMAZISAI | 380 | 363 | 4 | 6 | 753 |
| CNCHN010 | CHNTVK | TIRUVERKADU | 496 | 375 | 6 | 13 | 890 |
| CNCHN010 | CHNAGN | AGNI FAIRY | 43 | 41 | 0 | 0 | 84 |
| CNCHN010 | CHNKEN | KENDRIYA VIHAR DLC | 165 | 156 | 0 | 0 | 321 |
| CNCHN010 | CHNKMN | KUMANANCHAVADI | 710 | 595 | 7 | 9 | 1321 |
| CNCHN010 | CHNNEM | NEMAM | 61 | 50 | 0 | 0 | 111 |
| CNCHN010 Total | | 7 | 3078 | 2286 | 36 | 94 | 5494 |

| Cluster Name | Exchange Code | Exchange Name | No LL w/o BB | No of LL With BB | No of ISDN On Copper | No Leased Line On Copper | Total |
|-----------------------|---------------|-------------------|--------------|------------------|----------------------|--------------------------|--------------|
| CNCHN011 | CHNPUL | PULIANTHOPE | 487 | 273 | 1 | 8 | 769 |
| CNCHN011 | CHNPWK | PURASAIVAKKAM | 1316 | 467 | 2 | 13 | 1798 |
| CNCHN011 | CHNAMJ | AMINJIKARAI | 1152 | 317 | 6 | 13 | 1488 |
| CNCHN011 | CHNAYN | AYANAVARAM | 1257 | 656 | 7 | 17 | 1937 |
| CNCHN011 | CHNCHL | CHOO LAI | 900 | 310 | 3 | 4 | 1217 |
| CNCHN011 | CHNKEL | KELLYS | 9344 | 2704 | 33 | 103 | 12184 |
| CNCHN011 Total | | 6 | 14456 | 4727 | 52 | 158 | 19393 |
| CNCHN014 | CHNKAL | KALMANDAPAM | 4539 | 1473 | 15 | 95 | 6122 |
| CNCHN014 | CHNKPT | KALADIPET | 1034 | 697 | 2 | 9 | 1742 |
| CNCHN014 | CHNNJN | NETHAJINAGAR | 436 | 262 | 2 | 4 | 704 |
| CNCHN014 | CHNNWT | NEWWASHERMENPET | 891 | 331 | 1 | 3 | 1226 |
| CNCHN014 Total | | 4 | 6900 | 2763 | 20 | 111 | 9794 |
| CNCHN015 | CHNENR | ENNORE | 1304 | 1061 | 14 | 18 | 2397 |
| CNCHN015 | CHNJTN | JOTHINAGAR | 231 | 225 | 0 | 1 | 457 |
| CNCHN015 | CHNKWA | KATHIWAKKAM | 207 | 169 | 5 | 5 | 386 |
| CNCHN015 | CHNMNL | MANALI | 662 | 322 | 14 | 26 | 1024 |
| CNCHN015 | CHNMNT | MANALINEWTOWN | 102 | 112 | 0 | 4 | 218 |
| CNCHN015 Total | | 5 | 2506 | 1889 | 33 | 54 | 4482 |
| CNCHN019 | CHNROY | ROYAPETTAH | 984 | 220 | 8 | 26 | 1238 |
| CNCHN019 | CHNTCO | TN CGM OFFICE GRD | 214 | 23 | 0 | 0 | 237 |
| CNCHN019 | CHNTML | TIRUMALAIROAD | 2081 | 514 | 12 | 6 | 2613 |
| CNCHN019 | CHNVML | VANIMAHAL | 2977 | 626 | 45 | 48 | 3696 |
| CNCHN019 | CHNCAT | CATHEDRALROAD | 1922 | 487 | 32 | 22 | 2463 |
| CNCHN019 | CHNGOP | GOPALAPURAM | 1020 | 269 | 11 | 11 | 1311 |
| CNCHN019 | CHNGRD | GREAMSROAD | 2158 | 488 | 48 | 62 | 2756 |
| CNCHN019 | CHNINR | INDIAN BANK DLC | 63 | 3 | 0 | 0 | 66 |
| CNCHN019 | CHNITO | INCOMETAXOFFICE | 1474 | 275 | 26 | 8 | 1783 |
| CNCHN019 | CHNNTN | NORTH T NAGAR | 1385 | 372 | 9 | 8 | 1774 |
| CNCHN019 Total | | 10 | 14278 | 3277 | 191 | 191 | 17937 |
| CNCHN020 | CHNMBM | MAMBALAM | 12685 | 2889 | 147 | 212 | 15933 |
| CNCHN020 Total | | 1 | 12685 | 2889 | 147 | 212 | 15933 |
| CNCHN021 | CHNMYL | MYLAPORE | 7309 | 2016 | 66 | 104 | 9495 |
| CNCHN021 Total | | 1 | 7309 | 2016 | 66 | 104 | 9495 |
| CNCHN022 | CHNSIV | SIVAGAMIPURAM | 968 | 314 | 0 | 0 | 1282 |
| CNCHN022 | CHNADY | ADYAR | 9582 | 2998 | 59 | 182 | 12821 |
| CNCHN022 | CHNKOT | KOTTURPURAM | 963 | 270 | 5 | 8 | 1246 |
| CNCHN022 | | 3 | 11513 | 3582 | 64 | 190 | 15349 |

| Cluster Name | Exchange Code | Exchange Name | No LL w/o BB | No of LL With BB | No of ISDN On Copper | No Leased Line On Copper | Total |
|-----------------------|---------------|----------------------|--------------|------------------|----------------------|--------------------------|--------------|
| CNCHN023 | CHNRKN | RKNAGAR | 7547 | 2538 | 54 | 85 | 10224 |
| CNCHN023 | | 1 | 7547 | 2538 | 54 | 85 | 10224 |
| CNCHN024 | CHNPKM | PALAVAKKAM-ADY | 263 | 139 | 0 | 1 | 403 |
| CNCHN024 | CHNTMR | TIRUVANMIYUR | 969 | 405 | 3 | 19 | 1396 |
| CNCHN024 | CHNLPN | LAXMANPERUMALNAGAR | 1678 | 700 | 4 | 7 | 2389 |
| CNCHN024 | CHNNEL | NEELANGARAI | 846 | 398 | 5 | 13 | 1262 |
| CNCHN024 Total | | 4 | 3756 | 1642 | 12 | 40 | 5450 |
| CNCHN025 | CHNPRG | PERUNGUDI | 895 | 304 | 24 | 97 | 1320 |
| CNCHN025 | CHNROZ | ROZALLIA DLC | 81 | 25 | 0 | 0 | 106 |
| CNCHN025 | CHNSER | SERENE ACRES | 132 | 42 | 11 | 0 | 185 |
| CNCHN025 | CHNTHO | THORAIPAKKAM | 171 | 167 | 4 | 8 | 350 |
| CNCHN025 | CHNCEE | CEEBROS | 10 | 10 | 0 | 0 | 20 |
| CNCHN025 | CHNCHA | CHANDRASEKHAR AVENUE | 44 | 43 | 0 | 0 | 87 |
| CNCHN025 | CHNGRN | GREEN ACRES | 140 | 53 | 0 | 0 | 193 |
| CNCHN025 | CHNNEH | NEHRUNAGAR | 549 | 176 | 30 | 3 | 758 |
| CNCHN025 Total | | 8 | 2022 | 820 | 69 | 108 | 3019 |
| CNCHN026 | CHNSAN | SANNADHI STREET | 38 | 0 | 0 | 0 | 38 |
| CNCHN026 | CHNSAT | SATHYABHAMA | 372 | 44 | 0 | 0 | 416 |
| CNCHN026 | CHNSHO | SHOLINGANALLUR | 505 | 243 | 32 | 31 | 811 |
| CNCHN026 | CHNAKK | AKKARAI | 185 | 153 | 3 | 0 | 341 |
| CNCHN026 | CHNCLA | CLASSIC | 54 | 26 | 0 | 0 | 80 |
| CNCHN026 | CHNIMU | IMU | 81 | 61 | 0 | 0 | 142 |
| CNCHN026 Total | | 6 | 1235 | 527 | 35 | 31 | 1828 |
| CNCHN027 | CHNRAM | RAMAVARAM | 876 | 530 | 6 | 12 | 1424 |
| CNCHN027 | CHNEKK | EKKADUTHANGAL | 1192 | 481 | 29 | 8 | 1710 |
| CNCHN027 | CHNGUI | GUINDY | 861 | 389 | 18 | 45 | 1313 |
| CNCHN027 | CHNMUG | MUGALIVAKKAM | 893 | 445 | 31 | 7 | 1376 |
| CNCHN027 Total | | 4 | 3822 | 1845 | 84 | 72 | 5823 |
| CNCHN029 | CHNTGN | THILLAI GANGA NAGAR | 1463 | 683 | 2 | 6 | 2154 |
| CNCHN029 | CHNULG | ULLAGARAM | 1250 | 799 | 1 | 3 | 2053 |
| CNCHN029 | CHNNGL | NANGANALLUR | 3430 | 1521 | 8 | 25 | 4984 |
| CNCHN029 Total | | 3 | 6143 | 3003 | 11 | 34 | 9191 |
| CNCHN030 | CHNKLK | KILKATTALAI | 1446 | 861 | 5 | 7 | 2319 |
| CNCHN030 | CHNKOV | KOVILAMBAKKAM | 580 | 482 | 1 | 5 | 1068 |
| CNCHN030 | CHNMDI | MADIPAKKAM | 1129 | 510 | 5 | 10 | 1654 |
| CNCHN030 Total | | 3 | 3155 | 1853 | 11 | 22 | 5041 |

| Cluster Name | Exchange Code | Exchange Name | No LL w/o BB | No of LL With BB | No of ISDN On Copper | No Leased Line On Copper | Total |
|-----------------------|---------------|--------------------------|--------------|------------------|----------------------|--------------------------|--------------|
| CNCHN031 | CHNTRL | TARAMANI LINK ROAD | 1694 | 535 | 10 | 21 | 2260 |
| CNCHN031 | CHNVII | VIJAYANAGAR | 1162 | 526 | 1 | 8 | 1697 |
| CNCHN031 | CHNPAL | PALLIKARANI | 882 | 368 | 5 | 13 | 1268 |
| CNCHN031 Total | | 3 | 3738 | 1429 | 16 | 42 | 5225 |
| CNCHN035 | CHNPOZ | POZHICALUR | 699 | 610 | 0 | 2 | 1311 |
| CNCHN035 | CHNRNG | RADHA NAGAR | 1361 | 911 | 3 | 9 | 2284 |
| CNCHN035 | CHNHAS | HASTHINAPURAM | 2383 | 1579 | 4 | 17 | 3983 |
| CNCHN035 | CHNPAM | PAMMAL | 1340 | 802 | 5 | 17 | 2164 |
| CNCHN035 Total | | 4 | 5783 | 3902 | 12 | 45 | 9742 |
| CNCHN036 | CHNRJP | RAJAKILPAKKAM | 695 | 672 | 2 | 5 | 1374 |
| CNCHN036 | CHNSEL | SELAIYUR | 1006 | 700 | 1 | 22 | 1729 |
| CNCHN036 | CHNSTK | SELAIYUR TIRUPUR KUMARAN | 46 | 34 | 0 | 0 | 80 |
| CNCHN036 | CHNTAM | TAMBARAM | 1758 | 997 | 0 | 57 | 2812 |
| CNCHN036 | CHNGOW | GOWRIVAKKAM | 585 | 403 | 3 | 4 | 995 |
| CNCHN036 | CHNJJR | JAGAJEEVANRAM NGR | 1363 | 791 | 6 | 11 | 2171 |
| CNCHN036 | CHNMED | MEDAVAKKAM | 767 | 378 | 9 | 27 | 1181 |
| CNCHN036 Total | | 7 | 6220 | 3975 | 21 | 126 | 10342 |
| CNCHN037 | CHNPGL | OLDPERUNGALATHUR | 569 | 664 | 1 | 9 | 1243 |
| CNCHN037 | CHNSSM | SSMR RESIDENCY | 225 | 86 | 0 | 0 | 311 |
| CNCHN037 | CHNVAN | VANDALUR | 356 | 184 | 1 | 15 | 556 |
| CNCHN037 | CHNALP | AALAPAKKAM | 85 | 123 | 0 | 0 | 208 |
| CNCHN037 | CHNNPG | NEW PERUNGALUTHUR | 842 | 875 | 5 | 7 | 1729 |
| CNCHN037 | CHNPAO | POLICE ACADEMY | 21 | 7 | 0 | 0 | 28 |
| CNCHN037 Total | | 6 | 2098 | 1939 | 7 | 31 | 4075 |
| CNCHN046 | CHNSAL | SALIGRAMAM | 2154 | 1072 | 7 | 10 | 3243 |
| CNCHN046 | CHNVAK | VEMBULIAMMANKOILST | 864 | 461 | 3 | 4 | 1332 |
| CNCHN046 | CHNVDP | VADAPALANI | 560 | 242 | 2 | 12 | 816 |
| CNCHN046 | CHNVIR | VIRUGAMBAKKAM | 1455 | 755 | 4 | 11 | 2225 |
| CNCHN046 | CHNVPI | HDFC VADAPALANI | 25 | 0 | 0 | 0 | 25 |
| CNCHN046 | CHNWKK | WEST KKNAGAR | 1283 | 565 | 8 | 7 | 1863 |
| CNCHN046 | CHNGDR | GANDHINAGAR | 929 | 427 | 9 | 5 | 1370 |
| CNCHN046 Total | | 7 | 7270 | 3522 | 33 | 49 | 10874 |
| CNCHN047 | CHNJRD | JONESROAD | 777 | 281 | 1 | 7 | 1066 |
| CNCHN047 | CHNKKN | KKNAGAR | 10277 | 3715 | 43 | 355 | 14390 |
| CNCHN047 Total | | 2 | 11054 | 3996 | 44 | 362 | 15456 |

| Cluster Name | Exchange Code | Exchange Name | No LL w/o BB | No of LL With BB | No of ISDN On Copper | No Leased Line On Copper | Total |
|-----------------------|---------------|-----------------|--------------|------------------|----------------------|--------------------------|-------------|
| CNCHN048 | CHNPOR | PORUR | 640 | 347 | 3 | 43 | 1033 |
| CNCHN048 | CHNTHI | THIRUMUDIVAKKAM | 54 | 39 | 1 | 0 | 94 |
| CNCHN048 | CHNVAL | VALASARAVAKKAM | 2199 | 931 | 8 | 21 | 3159 |
| CNCHN048 | CHNKAR | KARAMBAKKAM | 1879 | 1021 | 22 | 16 | 2938 |
| CNCHN048 | CHNKUN | KUNRATHUR | 205 | 164 | 3 | 17 | 389 |
| CNCHN048 | CHNMLM | MOULIVAKKAM | 405 | 338 | 4 | 4 | 751 |
| CNCHN048 Total | | 6 | 5382 | 2840 | 41 | 101 | 8364 |

3.4 Service Level Agreement(SLA)& Penalties

Key Performance Indicator (KPI): SLA is defined as under:

1. **Repeat fault-** Fault booked for a connection, more than once in a calendar month will be counted as repeat fault. The % of numbers out of total numbers in the fault list appearing as repeat fault shall not exceed 12% in first three months & 10% in onward months.

2. **Mean Time to Repair the Fault (MTTR)should be as under:**

| FMC (Fixed Monthly Charge)in Rs. | 0-300 | 301-600 | 601-800 and above 800 | ISDN PRI/SIP Trunk/Leasing Circuit |
|-----------------------------------|--------|---------|-----------------------|------------------------------------|
| MTTR in Hrs | 12 Hrs | 8 Hrs | 4 Hrs | 3 Hrs |

3. **% Fault Clearance in 24 hours:** More than 95%of the faults booked shall be cleared within 24hrs.
4. **Provisioning of New LL or New BB:** All booked connections shall be provided within 3 days of receiving OB for execution. However bidder shall attempt 75% provisioning within 2 days.
5. **Provisioning of new BB on existing LL :**All booked connection shall be provided within 2 days of receiving OB for execution.
6. **Provisioning of new ISDN PRI/SIP Trunk/Leased Circuits:** All booked connection shall be provided within 3 days of receiving OB for execution.
7. If Telephone/CPE arranged by customer resulting in delay then such delay will be excluded from the total time taken for provisioning. However, maximum 7 days will be excluded.
8. In case of delay due to cable fault (between MDF & Pillar) to the extent that alternate pair could not be arranged,such faults/provisioning will not form part of list considered for adherence of SLAs(MTTR for fault & provisioning time for new LL/BB)
9. The data for computation of Service Level Parameters will be taken from BSNL IT system.

3.5 Incentive :

- 3.5.1 Monthly Incentive for high FMC working numbers (having different MTTR).

FMC - Rs. 301-600 : Rs.17 **plus applicable GST** per customer of FMC of Rs.301 to 600

FMC - Rs. 601-800 :Rs.27 **plus applicable GST** per customer of FMC Rs.601 to 800

FMC – Above Rs. 800:Rs.35 **plus applicable GST** per customer of FMC above Rs.800.

PRI/SIP Trunk/Leased Circuits: Rs.70 **plus applicable GST** per customer of PRI/SIP Trunk /Leased circuits.

3.5.2 Plan up-gradation: Plan Up gradation 50% of difference of upgraded plan FMC with existing plan FMC (one time to be given as incentive as per FMC entry) **plus applicable GST**. No further incentive will be given for the same LL/BB number.

3.5.3 Incentive for a higher provisioning performance (GST as applicable on the provisioning charges will be paid extra).

| SI No | Type of Provisioning work if the Gross provisioning of the month is more than or equal to 1.5%* of Cluster size** | Charges |
|-------|---|----------|
| 1 | Provision of New Land Line | Rs.125/- |
| 2 | Provision of New Broadband including new Landline | Rs.125/- |

*** Note:** No. of lines provisioned will be counted based on no. of only Landlines + No. of Broadband with LL provided in the month. Broadband provisioned in existing Landline will not be counted for calculation of 1.5 %.

**** Note :** Cluster size (no. of only LL + No. of LL with BB) will be taken as on date of issue of Work Order and reviewed after every one year).

3.6 Penalties : Penalties will be levied on monthly KPIs

| KPI | SLA | Penalty |
|--|----------------|--|
| Fault Clearance | 95% in 24 hrs. | 0.2% of invoice value for each 1% of slippage. |
| MTTR | 12 Hrs. | 0.3% of invoice value for each hour of slippage (rounded off) |
| MTTR | 8 Hrs. | 0.5% of invoice value for each hour of slippage (rounded off) |
| MTTR | 4 Hrs. | 1.0% of invoice value for each hour of slippage (rounded off) |
| MTTR | 3 Hrs. | 1.33% of invoice value for each hour of slippage (rounded off) |
| Repeat fault | 10% | 0.5% of invoice value for each 1% of slippage (pro-rata basis). |
| New connection provisioning LL or BB | 3 days | Rs.25/- per day delay (max.Rs.100/-for each connection) for each connection. |
| Provisioning BB on existing LL | 2 days | Rs.25/- per day delay (max.Rs.100/-for each connection) for each connection. |
| Provisioning of new ISDN PRI/SIP Trunk/Leased Circuits or any other services on customer Access NW | 3 days | Rs.50/- per day delay (max.Rs.200/-for each connection) for each connection. |

a) The contract(s) will be terminated & PBG forfeited, upon non-performance & failure to meet all the SLAs i.e. MTTR, Provisioning, fault clearance and repeat faults parameters for consecutive 3 months. Notice shall be served for non-performance in 1st month, 2nd month and 3rd month before final termination.

b) In case partial SLAs are met then also it is liable for termination. However, TENDER/Tender accepting authority reserves the right to grant any relief in action for termination considering the circumstances/nature on the appeal made by the bidder if one or more parameter are met.

- c) Total penalties for network maintenance shall be capped at 15% of invoice value of maintenance work. However penalty for delay in new provisioning will be levied as per actual and shall be in addition to penalties for network maintenance.
- d) GST on penalties on account of fault clearance, MTTR, repeat fault etc would be borne by the bidder.
- e) All faults made over to bidder through APP (or desktop software) after 17:00 Hrs, the time beyond 20:00 Hrs on that day to 08:00 Hrs of next morning, will not be counted in MTTR.
- f) Any delay due to natural calamity or any other conditions beyond control of BSNL or vendor (as a force majeure case) shall be excluded by ITPC after receiving the approval of BA head prior to generation of proforma Invoice.
- g) The bidder shall be responsible for safety of the materials, supplied and/or installed by him or installed by him after being provided by BSNL (U/G PIJF cable of size 50 pair and above). If any theft of the materials installed by bidder occurs then it will be responsibility of the bidder to restore the network at his own cost.

3.7 Sample calculation sheets

- 3.7.1 The maintenance charges shall be paid for a cluster per month based on the number of average working Lines for the month (working lines on 1st and last day of the month added and divided by 2) for which maintenance charges is being calculated irrespective of the number of line/cable faults attended.
- For example: Cluster 1 having 2000 Landlines without BB, 1000 Broadband with LL, 100 PRI/SIP Trunk/Leased circuits on Copper network.

Calculation sheets are attached as per Annexure–I and Annexure-II on next pages **(All the calculation is exclusive of GST):**

Annexure -1A

IV-1 : Invoice proforma for Maintenance charges with unit rate Rs.35/-

| No | Type of work | Units | Rate | Cluster 1 | Amount |
|----|---|----------|------|--------------|---------------|
| | | A | B | C # | D=A*B* C |
| 1 | Monthly maintenance charges for each working LL without BB | 1 | 35 | 2000 | 70000 |
| 2 | Monthly maintenance charges for each working LL with BB | 1+ Rs.17 | 52 | 1000 | 52000 |
| 3 | Monthly maintenance charges for each working ISDN PRI/Leased Circuits/SIP Trunk | 1+Rs.70 | 105 | 100 | 10500 |
| 4 | MDF related work for each working lines (for cluster size <10K lines) | 0.1 | 3.5 | 3100 | 10850 |
| | Monthly Incentive for high FMC working numbers | | | | |
| 5 | FMC Rs.301-600 | | 17 | 500 | 8500 |
| 6 | FMC Rs.601-800 | | 27 | 300 | 8100 |
| 7 | FMC 800+ | | 35 | 200 | 7000 |
| 8 | PRI/SIP Trunk/Leased circuits | | 70 | 100 | 7000 |
| | Total Maintenance charges | | | | 173950 |

IV-2 : Invoice proforma for Provisioning charges

| | | | | |
|---|--|-----|----|--------------|
| 1 | Provision of New Land Line | 210 | 30 | 6300 |
| 2 | Provision of BB only (on existing Landline) | 105 | 20 | 2100 |
| 3 | Provision of New Broadband including new Landline | 280 | 10 | 2800 |
| 4 | Provisioning of ISDN PRI/Leased circuits/SIP Trunk on copper | 350 | 5 | 1750 |
| | Total Provisioning charges | | | 12950 |

Number of working connections in a cluster shall be calculated taking the average working connections in the first and last day of the month.

Sample Calculation where incentive is to be considered for cases where gross provisioning of the month is more than or equal to 1.5% of cluster size.

Cluster Size as on date of issue of work order :

| | |
|---|------|
| No. of Landline without Broadband | 2000 |
| No. of Landline with Broadband | 1000 |
| No. of ISDN PRI/Leased circuits/SIP Trunk on copper | 100 |

So, the monthly target for getting additional incentive is **45**

$$\{1.5\% \text{ of } (2000+1000) = 45\}$$

**Sample Calculation for Provisioning LL/BB if Target of 45 lines is not achieved
(Total provisioning is, say, 40)**

| No. | Type of Provisioning work | Rate | Count | Amount |
|-----|--|------|-------|--------------|
| 1 | Provision of New Land Line | 210 | 30 | 6300 |
| 2 | Provision of BB only (on existing Landline) | 105 | 20 | 2100 |
| 3 | Provision of New Broadband including new Landline | 280 | 10 | 2800 |
| 4 | Provisioning of ISDN PRI/Leased circuits/SIP Trunk on copper | 350 | 5 | 1750 |
| | Total Provisioning charges | | | 12950 |

**Sample Calculation for Provisioning LL/BB if Target of 45 lines is achieved
(Total count of provisioning is, say, 55)**

| No. | Type of Provisioning work | Rate | Count | Amount |
|-----|--|------|-------|--------------|
| 1 | Provision of New Land Line | 335 | 40 | 13400 |
| 2 | Provision of BB only (on existing Landline) | 105 | 30 | 3150 |
| 3 | Provision of New Broadband including new Landline | 405 | 15 | 6075 |
| 4 | Provisioning of ISDN PRI/Leased circuits/SIP Trunk on copper | 350 | 5 | 1750 |
| | Total Provisioning charges | | | 24375 |

**Sample calculation for Penalty for maintenance for maintenance charges of Rs 173950/-
(Refer Annexure-1A,IV-1 : Invoice proforma for Maintenance charges with unit
rate Rs.35/-)**

| S. No. | Parameters | Penalty | SLA | SLA achieved | % of Invoice | Slippage in % or hr | Amount |
|--------|--|---|--------|--------------|--------------|---------------------|-----------------|
| 1 | Fault Clearance (95%) | 0.2% of invoice value for each 1% of slippage | 95% | 90% | 0.2 | 5% | 1739.5 |
| 2 | MTTR 12hrs | 0.3% of invoice value for each hour of slippage (rounded off) | 12 hrs | 18 | 0.3 | 6 | 3131.1 |
| 3 | MTTR 8hrs | 0.5% of invoice value for each hour of slippage (rounded off) | 8 hrs | 9 | 0.5 | 1 | 869.75 |
| 4 | MTTR 4 hrs | 1.0% of invoice value for each hour of slippage (rounded off) | 4 hrs | 4 | 1.0 | 0 | 0 |
| 5 | MTTR 3 hrs | 1.33% of invoice value for each hour of slippage (rounded off) | 3 hrs | 4 | 1.33 | 1 | 2313.535 |
| 6 | Repeat fault(10%) | 0.5% of invoice value for each 1% slippage | 10% | 16% | 0.5 | 6% | 5218.5 |
| | Total Penalty for Maintenance | (max.15% i.e 26092/-) | | | | | 13272.39 |
| | Payable Maintenance charges after Penalty calculation (A) | | | | | | 160677.6 |

Penalty calculation for Provisioning

| S.No | Parameters | Penalty | SLA | Provisioned | SLA Achieved | Delay | Penalty | Amount |
|------|---|---|--------|-------------|--------------|-------|---------|---------------|
| 1 | New LL or BB | Rs.25/- per day delay (max.Rs.100/- for each connection) for each connection. | 3 days | 10 | 4 | 1 | 25 | 250 |
| 2 | New LL or BB | | 3 days | 10 | 5 | 2 | 25 | 500 |
| 3 | New LL or BB | | 3 days | 10 | 6 | 3 | 25 | 750 |
| 4 | New LL or BB | | 3 days | 10 | 10 | 7 | 25 | 1000 |
| 6 | BB on existing LL | Rs.25/- per day delay (max.Rs.100/- for each connection) for each connection. | 2 days | 5 | 1 | 0 | 25 | 0 |
| 7 | BB on existing LL | | 2 days | 5 | 2 | 0 | 25 | 0 |
| 8 | BB on existing LL | | 2 days | 5 | 4 | 2 | 25 | 250 |
| 9 | BB on existing LL | | 2 days | 5 | 8 | 6 | 25 | 500 |
| 10 | New ISDN PRI/SIP Trunk/Leased Circuits | Rs.50/- per day delay (max.Rs.200/- for each connection) for each connection. | 3 days | 5 | 2 | 0 | 50 | 0 |
| | Total Penalty for Provisioning | | | | | | | 3250 |
| | Payable Provisioning charges after Penalty calculation (B) | | | | | | | 9700.0 |

Total Payable Maintenance and Provisioning Charges after penalty (A+B) : Rs. 1,70,377.6/-

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

1. DEFINITIONS

- 1.1 **"The Purchaser"** means the Bharat Sanchar Nigam Ltd. (BSNL), Chennai Telephones,.
- 1.2 **"The Bidder"** means the Company. individual or firm who participates in this tender and submits its bid.
- 1.3 **"The Supplier" or "The Vendor" or "Service Provider"** means the individual or firm awarded the contract.
- 1.4 **"The Services"** means providing maintenance services for external plant which the Supplier is required to supply to the Purchaser under the contract.
- 1.5 **"The Advance Work Order" or "Letter of Intent"** means the intention of Purchaser to place the Work Order on the bidder.
- 1.6 **"The Work Order"** means the order placed by the Purchaser on the Supplier signed by the Purchaser including all attachments and appendices thereto and all documents incorporated by reference therein. The Work order shall be deemed as "Contract" appearing in the document.
- 1.7 **"The contract Price"** means the price payable to the supplier under the work order for the full and proper performance on its contractual obligations.
- 1.8 **"Telecom service Provider "** means any Telecom provider in India, who is licensed by the Department of Telecommunications (DoT), Government of India to provide telecom services to the general public or to the other DoT licensed Telecom operators. "Telecom Service Provider" also refers to any Telecom operator in other countries providing telecom services to general public of that country or to other telecom operators of the same country.
- 1.9 **"Successful Bidder(s)"** means the bidder(s) to whom work in this tender is awarded.
- 1.10 **"Cluster"** means the Group of exchanges/ cluster of contiguous exchanges.
- 1.11 **"SSA"** means Secondary Switching Areas defined by BSNL (generally comprising of one or more revenue districts).
- 1.12 **"BA"** means Business Area comprising of one or more SSA's

2. ELIGIBILITY CONDITIONS

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

3. COST OF BIDDING

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

4. DOCUMENTS REQUIRED

- 4.10 The detailed list of services required to be provided by the bidder, bidding procedures and contract terms and conditions are prescribed in the Bid Documents. The contents of the Bid documents are specified in the covering letter.
- 4.11 The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents and clarifications/ amendments/ addenda, if any. Failure to furnish all information required as per the Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the bid.

5. CLARIFICATION OF BID DOCUMENTS

- 5.10** Prospective bidder, requiring any clarification on the Bid Documents shall notify BSNL in writing by Fax & by Email (both) to tender inviting authority as indicated in the invitation of Bid. BSNL shall respond in writing to any request for the clarification of the Bid Documents, which it receives **latest up to 3 days from issue of NIT** Copies of the query (without identifying the source) and clarifications by BSNL shall be sent to all the prospective bidders who have received the bid documents. (Format for submission of queries in Excel sheet only)
- 5.11** 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

- 6.10** BSNL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify bid documents by amendments prior to the date of submission of Bids with due notification to prospective bidders.
- 6.11** The amendments shall be notified in writing by Fax or Email or by Addendum through e-tendering portal to all prospective bidders on the address intimated at the time of purchase of the bid document from BSNL and these amendments will be binding on them.
- 6.12** In order to afford prospective bidders a reasonable time to take the amendment into account in preparing their bids, BSNL may, at its discretion, extend the deadline for the submission of bids suitably.

7. DOCUMENTS COMPRISING THE BID

The bid prepared by the bidder shall ensure availability of the following components:

- a) Documentary evidence establishing that the bidder is eligible to bid and is qualified to perform the contract if its bid is accepted in accordance with the Clause 2 & 10.
- b) EMD/Bid Security furnished in accordance with Clause 12.
- c) A Bid form and price schedule completed in accordance with Clause 8 & 9.

8. BID FORM

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

9. DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATION -

- 9.1.** The bidder shall furnish, as part of the bid documents establishing the bidder's eligibility, the following documents **or whichever is required as per eligibility terms and conditions of Bid Documents.**

- a) Valid MSE Certificate, if applicable. In case the ownership of such MSE Entrepreneurs happens to be from SC / ST category and/or owned by women, proof in this regard also need to be submitted.
- b) Additional documents to establish the eligibility and qualification of bidder as specified in Section-1.

- c) Power of Attorney as per Clause 14.3 (a) and (d) of this Section and authorization for executing the power of Attorney as per Clause 14.3 (b) or (c) of this Section.
- d) Documentary proof of GST registration. If the bidder is not registered with GST authority at the time of bid submission, then he shall have to submit GST registration at the time of award of work/ LOI/signing of contract, if declared successful.
- e) Certificates from all Directors/ Partners of the bidder Company/firm stating that none of their near relatives are working in BSNL in accordance with Clause 33 of this Section.
- f) Certificate of incorporation / Registration
- g) Article or Memorandum of Association or partnership deed or proprietorship deed as the case may be. List of all Directors including their name(s), Director Identification Number(s) (DIN) and address (es) along with contact telephone numbers of office and residence.

9 .2 Documentary evidence for financial and technical capability.

- (a) The bidder shall furnish audited Annual Report for last two financial years & IT Returns (i.e. 2017-18 and 2018-19) and a certificate from its bankers to assess its solvency/ financial capability **to the tune of 30% of annual estimated cost of tender.**
- (b) The bidder shall furnish documentary evidence about Job capability necessary to perform the contract.

10.0 DOCUMENTS ESTABLISHING SERVICES CONFORMITY TO BID DOCUMENTS

- 10.1** Pursuant to Clause 7 of this Section, the bidder shall furnish, as part of its bid, documents establishing the conformity of its bid to the Bid Documents of all services which he proposes to supply under the contract.
- 10.2** The documentary evidences of the "services" conformity to the Bid Documents may be, in the form of literature, drawings, data etc. and the bidder shall furnish:
 - (a) A Clause-by-Clause compliance on the Purchaser's Job Specifications and Commercial Conditions demonstrating substantial responsiveness to the Job Specifications and Commercial Conditions. In case of deviations, a statement of the deviations and exception to the provision of the Job Specifications and Commercial Conditions shall be given by the bidder. A bid without Clause-by-Clause compliance of the Scope of Work, Section 3, General (Commercial) Conditions & Special (Commercial) Conditions, General Conditions (**Section-5 Part A, B**) shall not be considered.

11. BID SECURITY / EMD

- 11.1.** The bidder shall furnish, as part of its bid, a bid security as mentioned in section-1(DNIT) .
- 11.2** The MSE bidders are exempted from payment of bid security:
 - a) A proof regarding valid registration with body specified by Ministry of Micro, Small & Medium Enterprise for the tendered items will have to be attached along with the bid.
 - b) The enlistment certificate issued by MSME should be valid on the date of opening of tender.
 - c) If a vender registered with body specified by Ministry of Micro, Small & Medium Enterprise claiming concessional benefits and fails to accept AWO/ Lol& submit required performance security or fails to obey any of the contractual obligations after being awarded work; he will be debarred from any further work/ contract by BSNL for one year from the date of issue of such order.

- 11.3 The bid security is required to protect BSNL against the risk of bidder's conduct, which would warrant the forfeiture of bid security pursuant to Para 12.7.
- 11.4 A bid not secured in accordance with Para 12.1 and 12.2 shall be rejected by BSNL being non-responsive at the bid opening stage and archived unopened on e-tender portal for e-tenders and returned to the bidder unopened (for manual bidding process)
- 11.5 The bid security of the unsuccessful bidder will be discharged/ returned as promptly as possible and within 30 days of finalization of the tender or expiry of the period of the bid validity period prescribed by BSNL pursuant to Clause 13.
- 11.6 The successful bidder's bid security will be discharged upon the bidder's acceptance of the advance work order satisfactorily in accordance with Clause 27 and furnishing the performance security, except in case of L-1 bidder, whose EMBG/EMD shall be released only after the finalization of ordering of complete tendered quantity/sites in pursuance to Clause no. 24.4 & 27.3 of this Section.
- 11.7 The bid security may be forfeited:
- a) If the bidder withdraws or amends its bid or impairs or derogates from the bid in any respect during the period of bid validity specified by the bidder in the bid form or extended subsequently; or
 - b) If the bidder does not accept the AWO and/ or does not submit PBG & sign the contract/ agreement in accordance with Clause 28.
- 11.8. Bid Security will not carry any interest

12. PERIOD OF VALIDITY OF BIDS

- 12.1 Bid shall remain valid for period specified in Clause 2 of Tender Information. A bid valid for a shorter period and if on pointing out by BSNL for same, the bidder does not undertake to make his bid valid for required duration, then the bid shall be rejected by BSNL and treated as non-responsive.
- 12.2 In exceptional circumstances, BSNL may request the consent of the bidder for an extension to the period of bid validity. The request and the response thereto shall be made in writing. The bid security provided under Clause 12 shall also be suitably extended. The bidder may refuse the aforesaid request without risk of forfeiture of its bid security. A bidder accepting the request and granting extension will not be permitted to modify its bid.
- 12.3 **Price initially fixed at the time of Work Order shall remain fixed during the entire duration of contract including extension if any.**

13. FORMAT AND SIGNING OF BID

- 13.1 The bidder shall submit his bid online, complying all eligibility conditions, other terms and conditions of tender document to be read along with the clarifications and amendments issued in this respect. All the documents must be authenticated, by hand signatures by the authorized person and then uploaded on e-tender portal. The letter of authorization shall be indicated by written power-of-attorney accompanying the bid.
- 13.2 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed by the person or persons signing the bid. All pages of the original bid, except for un-amended printed literatures, shall be manually signed by the person or persons signing the bid.

13.3 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. In case, authorized signatory of the bid(i.e. POA holder) is different than the person who submits the online bids using digital signatures certificate(DSC), then the power of Attorney should also include the name of this person submitting online bids on e-tender portal.

14. SEALING AND MARKING OF BIDS

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

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

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

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

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

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

- 14.2
- a) The offline envelope shall be addressed to the purchaser inviting the tender:
DGM(CP&MM), 2 Kush Kumar Road, Chennai-34, Bharat Sanchar Nigam Limited, Chennai
Telephones.
 - b) The offline envelope shall bear the name of the tender, the tender number, Cluster Numbers and the words 'DO NOT OPEN BEFORE' (due date & time).
 - c) The inner and outer offline envelopes (in case of manual tendering process) shall indicate the name and complete postal address of the bidder to enable the purchaser to return the bid unopened in case it is declared to be received 'late'.
 - d) Offline envelope should be deposited in the tender box provided by tendering authority or sent by registered post or delivered in person on above mentioned address (address is given in Clause 15.2 (a) above). The responsibility for ensuring that the tenders are delivered in time, would vest with the bidder.

e) Bids delivered in person on the day of tender opening shall be delivered up to specified time & date as stated in NIT toBSNL,..... at the venue (address is given in Clause 15.2 (a) above). The purchaser shall not be responsible if the bids are delivered elsewhere.

f) Venue of Tender Opening: DGM(CP&MM),2,Kush Kumar Road,Chennai-34 at specified time & date as stated in NIT.

If due to administrative reasons, the venue of Bid opening is changed, it will be displayed prominently on BSNL website, e-tender portal(as the case may be).

14.3 If both the envelopes are not submitted as required at para 15.1 and 15.2, the bid shall be rejected.

15. SUBMISSION OF BIDS

15.1 Bids must be submitted online only by the bidders on or before the specified date & time indicated in Clause 6 of Section-I i.e. DNIT.

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

16. LATE BIDS

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

17. MODIFICATION AND WITHDRAWAL OF BIDS

17.1 The bidder may modify, revise or withdraw his bid after submission prior to deadline prescribed for submission of bid.

17.2 The bidder's modification, revision or withdrawal shall have to be online and digitally authenticated (in case of e-tendering) & physically (in case of manual bidding process) as per Clause 15.

17.3 Subject to Clause 20, no bid shall be modified subsequent to the deadline for submission of bids.

18. OPENING OF BIDS BY BSNL

18.1 BSNL shall open bids online (in case of e-Tenders) in the presence of the authorized representatives of bidders online who chose to attend, at time & date specified in Clause 7 of DNIT(Section-1) on due date.

18.2 The bidder's representatives, who are present, shall sign in an attendance register. Authority letter to this effect shall be submitted by the authorized representatives of bidders before they are allowed to participate in bid opening (A Format is given in enclosed in Section-7 C).

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

18.4 Name of envelopes to be opened & information to be read out by Bid Opening Committee
(i) In Single stage bidding & two envelopes system, the bids will be opened in 2 stages i.e. the techno-commercial bid shall be opened on the date of tender opening given in NIT. The financial bid will not be opened on the Date of opening of techno commercial bids in this case & sealed financial bids will be handed over to, BSNL,/ 'MM' cell in circle/ BA/ SSA offices (as applicable) for retention.

Thereafter the CET will evaluate Techno-commercial bids & the report of CET will be approved by competent authority.

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

(ii) The following information should be read out at the time of Techno-commercial bid opening:-

- a) Name of the Bidder
- b) Name of the item
- c) EMD amount & validity and acceptability
- d) Information in respect of eligibility of the bidder.
- e) Details of bid modification/ withdrawal, if applicable.

(iii) The following information should be read out at the time of Financial bid opening:-

- a) Name of the Bidder
- b) Name of the item
- c) Prices quoted in the bid
- d) Discount, if offered
- e) Taxes & levies

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

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

19. CLARIFICATION OF BIDS

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

20. PRELIMINARY EVALUATION

- 20.1 BSNL shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
- 20.2 Arithmetical errors shall be rectified on the following basis. Based on the quoted percentage of taxes, etc. the amounts quoted thereof shall be worked out and rounded off to 2 decimal points.
- 20.3 If there is a discrepancy between words and figures, the amount in words shall prevail. If the supplier does not accept the correction of the errors, its bid shall be rejected.

- 20.4 Prior to the detailed evaluation pursuant to Clause 21, BSNL will determine the substantial responsiveness of each bid to the Bid Document. For purposes of these Clauses, a substantially responsive bid is one which confirms to all the terms and conditions of the Bid Documents without material deviations. BSNL's determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
- 20.5 A bid, determined as substantially non-responsive will be rejected by BSNL and shall not subsequent to the bid opening be made responsive by the bidder by correction of the non-conformity.
- 20.6 BSNL may waive any minor infirmity or non-conformity or irregularity in a bid which doesn't constitute a material deviation, provided such waiver doesn't prejudice or affect the relative ranking of any bidder.

21. EVALUATION AND COMPARISON OF SUBSTANTIALLY RESPONSIVE BIDS -

- 21.1 The BSNL shall evaluate in detail and compare the bids previously determined to be substantially responsive pursuant to clause 21.
- 21.2 The evaluation and comparison of responsive bids shall be done on the basis of Net cost to BSNL on the prices of the services offered excluding GST, as per the price schedule in the Section -9 Part B of the Bid Document after arithmetical correction in the manner laid down in clause 21.2 above.
- 21.3 Vendors should furnish the correct HSN/SAC in the price Schedule. If the supplier fails to furnish necessary supporting documents i.e. GST invoices etc.in respect of the Duties/taxes for which ITC is available to BSNL, the amount pertaining to such Duties/Taxes will be deducted from the payment due to the firm.

22. CONTACTING BSNL

- 22.1 Subject to Clause 20, no bidder shall try to influence BSNL on any matter relating to its bid, from the time of the bid opening till the time the contract is awarded.
- 22.2 Any effort by a bidder to modify its bid or influence BSNL in BSNL's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

23. PLACEMENT OF ORDER

- 23.1 BSNL shall consider placement of orders on those eligible bidders whose offers have been found technically, commercially and financially acceptable and whose Services have been approved / validated by the Purchaser. The Purchaser reserves the right to counter offer price(s) against price(s) quoted by any bidder.
- 23.2 The bidder can participate for any number of clusters but the contract to one bidder shall not exceed 70% of **total working lines of SSA** to ensure minimum of two bidders in the SSA. The choice of clusters will rest with successful bidder. However to ensure two bidders in SSA the final award of clusters will be rest with competent authority.

24. PURCHASER'S RIGHT TO VARY QUANTITIES

- 24.1. The PGM /GM SSA reserves the right to offer the contract to any other tenderer or any other agency in case of unsatisfactory work. The contractor should carry out the work to the satisfaction of BSNL officer in charge and in the event of his failure the contract work will be got done from some other agency at the cost of the contractor and payment will be settled on prorate Basis.
- 24.2. Number of working connections in a cluster shall be calculated taking the average of working connections on the first and last day of the month.
- 24.3. The decision of PGM SSA on any matter connected to this tender is final binding.

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

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

26. ISSUE OF ADVANCE WORKORDER

- 26.1. The issue of an Advance Work Order shall constitute the intention of BSNL to enter into contract with the bidder for a period of two years.
- 26.2 The bidder shall within 14 days of issue of the advance work order, give its acceptance along with performance security in conformity with the proforma provided with the bid document at Section-7B.
- 26.3 L-1 bidder may be issued Advanced Work Order (AWO) in two stages. The first AWO shall be issued for L-1 quantity as defined in Clause above. The second AWO may be issued to L-1 bidder only when the Purchaser exercises the right for placement of order on balance tendered quantity on the bidder with the lowest evaluated price in conformity to Clause 24 of Section 4 Part A.
- 26.4 In the event of withdrawal of AWO/LOI, subsequent claim of bidder for placement of Work Order/signing of contract, shall not be entertained by this office.

27. SIGNING OF CONTRACT

- 27.1 The issue of Work Order (WO) shall constitute the award of contract on the bidder for a period of two years.
- 27.2 Upon the successful bidder furnishing performance security pursuant to Clause 27 of this Section, the Purchaser shall discharge the bid security in pursuant to Clause 12 of this Section, except in case of L-1 bidder, whose EMBG / EMD shall be released only after finalization of ordering of complete tendered quantity in pursuance to Clause nos. 24 & 27 of this Section.

28. ANNULMENT OF AWARD

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

29. REJECTION OF BIDS

- 29.1 While all the conditions specified in the Bid documents are critical and are to be complied, special attention of bidder is invited to the following Clauses of the bid documents. Non-compliance of any one of these shall result in outright rejection of the bid.
- a) Clauses 12.1 & 13.1 of Section- 4 Part A: The bids will be rejected at opening stage if Bid security is not submitted as per Clause 12.1 and bid validity is less than the period prescribed in Clause 13.1 mentioned above.
- b) Clause 2 & 10 of Section-4 Part A: If the eligibility condition as per Clause 2 of Section 4 Part A is not met and/ or documents prescribed to establish the eligibility as per Clause 10 of Section 4 Part A are not enclosed, the bids will be rejected without further evaluation.

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

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

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

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

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

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

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

30. ACTION BY PURCHASER AGAINST BIDDER(S)/ VENDOR(S) IN CASE OF DEFAULT.

As per Appendix-1 to Section 4 Part A.

31. NEAR-RELATIONSHIP CERTIFICATE

31.1. The bidder should give a certificate that none of his/ her near relative, as defined below, is working in the units where he is going to apply for the tender. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the Directors of the company excluding Government of India/ Financial institution nominees and independent non-Official part time Directors appointed by Govt. of India or the Governor of the state and full time Directors of

PSUs both state and central. Due to any breach of these conditions by the company or firm or any other person the tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and BSNL will not pay any damage to the company or firm or the concerned person.

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

31.3 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).

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

32. VERIFICATION OF DOCUMENTS AND CERTIFICATES

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

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

Note for Tender opening Committee:

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

33. 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.

Appendix-1 to Section 4 Part A

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

| S. No. | Defaults of the bidder / vendor. | Action to be taken |
|----------------|---|---|
| 1(b) contd. | (iii) If <i>detection of default after receipt of PG/ SD (DD, BG etc.)</i> . | i) Cancellation of AWO ii) Rejection of Bid & iii) Forfeiture of PG/ SD. However on realization of PG/ SD amount, EMD, if not already released shall be returned. iv) Banning of Business for upto three years which implies Barring further dealing with the vendor for procurement of Goods & services including participation in future tenders invited by BSNL for upto three years from date of issue of banning order. |
| | (iv) If <i>detection of default after issue of WO</i> | i) Termination/ Short Closure of WO and Cancellation of AWO ii) Rejection of Bid & iii) Forfeiture of PG/ SD. However on realization of PG/ SD amount, EMD, if not released shall be returned. iv) Banning of Business for upto three years which implies Barring further dealing with the vendor for procurement of Goods & services including participation in future tenders invited by BSNL for upto three years from date of issue of banning order. |
| | Note 3:- However, settle bills for the services received if pending items do not affect working or use of supplied items. | |
| | Note 4:- No further supplies are to be accepted except that required to make the already supplied items work. | |
| 2 | If vendor or his representative uses violent/ coercive means viz. Physical / Verbal means to threatens BSNL Executive / employees and/ or obstruct him from functioning in discharge of his duties & responsibilities for the following : | Banning of business for 3 years which implies Barring further dealing with the vendor for procurement of Goods & Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order. |
| | a) Obstructing functioning of tender opening executives of BSNL in receipt/ opening of tender bids from prospective Bidders, suppliers/ Contractors. | |
| | b) Obstructing/ Threatening other prospective bidders i.e. suppliers/ Contractors from entering the tender venue and/ or submitting their tender bid freely. | |

| | | |
|--|--|--|
| 3 | Non-receipt of acceptance of AWO and SD/ PG by L-1 bidder within time period specified in AWO. | Forfeiture of EMD. |
| 4.1 | Failure to execute the work at all even in extended delivery schedules, if granted against WO. | i) Termination of WO. ii) Under take work in accordance with Clause 15 Section 5B at the risk of defaulting bidder iii) Recover the excess charges if incurred from the PG/ SD and outstanding bills of the defaulting Vendor. |
| 4.2 | Failure to execute the work in full even in extended delivery schedules, if granted against PO/ WO. | i) Short Closure of WO to the service already received by BSNL and/ or in pipeline provided ii) Under take work in accordance with Clause 15 Section 5B at the risk of defaulting bidder iii) Recover the excess charges if incurred from the PG/ SD and outstanding bills of the defaulting bidder. |
| 5.1 | The site does not meet the Service Levels as mentioned in the WO/Contract. | Undertake recovery of financial penalty from outstanding dues of vendor including PG/ SD. |
| 6 | Submission of claims to BSNL against a contract | i) Recovery of over payment from the outstanding dues of Vendor including EMD/ PG & SD etc. and by invoking 'Set off' Clause 21 of Section 5 Part A or by any other legal tenable manner. ii) Banning of Business for 3 years from date of issue of banning order or till the date of recovery of over payment in full, whichever is later. |
| | (a) for amount already paid by BSNL . | |
| | c) for amount higher than that approved by BSNL for that service. | |
| Note 5:- The claims may be submitted with or without collusion of BSNL Executive/ employees. | | |
| Note 6:- This penalty will be imposed irrespective of the fact that payment is disbursed by BSNL or not. | | |
| 7 | b) Disrupts/ Sabotages functioning of the BSNL network equipments such as exchanges, BTS, BSC/ MSC, Control equipment including IN etc., transmission equipments but not limited to these elements and/ or any other TSP through BSNL. | iv) Legal action will be initiated by BSNL against the Vendor if required. |
| | c) Tampers with the billing related data/ invoicing/ account of the Customer/ User(s) of BSNL and/ or any other TSP(s). | |
| | d) hacks the account of BSNL Customer for unauthorized use i.e. to threaten others/ spread improper news etc. | |

| | | |
|----|---|---|
| | e) Undertakes any action that affects/ endangers the security of India. | |
| 8 | If the vendor is declared bankrupt or insolvent or its financial position has become unsound and in case of a limited company, if it is wound up or it is liquidated. | <p>i) Termination/ Short Closure of the WO.</p> <p>ii) Settle bills for the service received if pending work does not affect the working or use of the services received</p> <p>iii) Under take work in accordance with Clause 15 Section 5B at the risk of defaulting bidder</p> <p>iv) In case of turnkey projects, If the services are provided without any degradation of performance, then settle bills for the acceptable service (or its part).</p> |
| | | Undertake recovery of financial penalty from outstanding dues of vendor including PG/ SD. |
| 9 | In the event of the vendor, its proprietor, Director(s), partner(s) is / are convicted by a Court of Law following prosecution for offences involving moral turpitude in relation to the business dealings. | <p>i) Termination/ Short Closure of the WO.</p> <p>ii) Settle bills for the service received if pending work does not affect the working or use of the services received</p> <p>iii) Under take work in accordance with Clause 15 Section 5B at the risk of defaulting bidder</p> <p>iv) In case of turnkey projects, If the services are provided without any degradation of performance, then settle bills for the acceptable service (or its part).</p> <p>Undertake recovery of financial penalty from outstanding dues of vendor including PG/ SD.</p> |
| 10 | If the vendor does not return/ refuses to return BSNL's dues: | i) Take action to appoint Arbitrator to adjudicate the dispute. |
| | a) in spite of order of Arbitrator. | <p>i) Termination of contract, if any.</p> <p>ii) Banning of business for 3 years which implies barring further dealing with the vendor for procurement of Goods & Services including participation in future tenders invited by BSNL from date of issue of banning order or till the date by which vendor clears the BSNL's dues, whichever is later.</p> <p>iii) Take legal recourse i.e. filing recovery suite in appropriate court.</p> |

| | | |
|--|---|---|
| | b) in spite of Court Orders. | i) Termination of contract, if any. ii) Banning of business for 3 years which implies barring further dealing with the vendor for procurement of Goods & Services including participation in future tenders invited by BSNL from date of issue of banning order or till the date by which vendor clears the BSNL's dues, whichever is later. |
| 11 | If the Central Bureau of Investigation/ Independent External Monitor (IEM) / Income Tax/ GST Authorities / Custom Departments recommends such a course | Take Action as per the directions of CBI or concerned department. |
| 12 | The following cases may also be considered for Banning of business: (a) If there is strong justification for believing that the proprietor, manager, MD, Director, partner, employee or representative of the vendor/ supplier has been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolation, misrepresentation with respect to the contract in question. (b) If the vendor/ supplier fails to execute a contract or fails to execute it satisfactorily beyond the provisions of Para 4.1 & 4.2. (c) If the vendor/ supplier fails to submit required documents/ information, where required. (d) Any other ground which in the opinion of BSNL is just and proper to order for banning of business dealing with a vendor/ supplier. | i) Banning of business for 3 years which implies Barring further dealing with the vendor for procurement of Goods & Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order. |
| Note 7: The above penalties will be imposed provided it does not clash with the provision of the respective tender. | | |
| Note 8:- In case of clash between these guidelines & provision of invited tender, the provision in the respective tender shall prevail over these guidelines. | | |
| Note 9: Banning of Business dealing order shall not have any effect on the existing/ ongoing works which will continue along with settlement of Bills. | | |

SECTION-4 Part B

SPECIAL INSTRUCTIONS TO BIDDERS

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

1. Evaluation

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

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

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

Step III: Selection of Successful Bidder

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

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

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

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

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

1.3. Step II - Evaluation of Bidder's fulfillment of Qualification Requirements as per Clause4 Section 1 DNIT

- 1.3.1. After ensuring EMD with respect to its amount and validity; evaluation of Bid will be carried out based on the information furnished by the Bidder as per the prescribed Formats in Section 7 and related documentary evidence in support of meeting the Qualification Requirements as specified in Clause4 of Section 1 DNIT
- 1.3.2. Price Bid of only those bidders will be opened whose Techno-Commercial qualification requirement, prima facie meets the Qualifying Criteria. However, if at later stage it is found that Techno-Commercial bid doesn't meet the qualification criteria, bid can be rejected at sole discretion of BSNL.

1.4. Step III – Selection of Successful Bidders

- 1.4.1. Only the bids qualifying in Step II above, shall be financially evaluated for respective cluster, in this stage, on basis of their quote as per Financial schedule in Section 9 Part-B.
- 1.4.2. Successful Bidder shall unconditionally accept the AWO, issued by BSNL, within 14 days of issue of AWO.
- 1.4.3. If the Successful Bidder, to whom the AWO has been issued, does not accept the AWO unconditionally, BSNL reserves the right to annul the award of the Letter of Intent to such Successful Bidder and forfeit EMD (in case of L-1 bidder).
- 1.4.4. It shall not be binding upon BSNL to accept the lowest bid as successful.
- 1.4.5. It shall not be obligatory on the part of BSNL to furnish any information or explanation for cause of rejection of Bid or part of the Bid. Notwithstanding anything stated above, BSNL reserves the right to assess the credibility, capability and capacity of the bidders and viability of the Proposal to perform the contract should circumstances warrant such an assessment in the overall interest of BSNL and Bidder shall furnish all other required documents to BSNL.
- 1.4.6. BSNL reserves the right to interpret the Bid submitted by the Bidder in accordance with the provisions of this Bid Document and make its own judgment regarding the interpretation of the same. In this regard BSNL shall have no liability towards any Bidder and no Bidder shall have any recourse to BSNL with respect to the selection process.
- 1.4.7. BSNL shall evaluate the Bids using the evaluation process specified above, at its sole discretion.
- 1.4.8. BSNL's decision in this regard shall be final and binding.

Section- 4 Part C

E-tendering Instructions to Bidders

E-tendering instructions to Bidders

General

The Special Instructions (e-Tendering instructions to bidders) supplement 'Instruction to Bidders', as enclosed in the E-tender Document.

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

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement.

For conducting electronic tendering, BSNL, Chennai Telephones has decided to use the portal (<http://www.tenderwizard.com/BSNL>) through ITI, a Government of India Undertaking.

Benefits to Suppliers are outlined on the Home-page of the portal.

1. Tender Bidding Methodology

Sealed Bid System – 'Single Stage - Two Envelopes, **followed by 'e-Reverse Auction' after opening of Financial-part, if required.**

In case of two envelope system financial and techno-commercial bids shall be submitted by the bidder at the same time through online.

2. Broad outline of activities from Bidders prospective:

1. Procure a Digital Signing Certificate (DSC)
2. Register on Electronic Tendering System® (TENDER WIZARD)
3. Create Users and assign roles on TENDER WIZARD
4. View Notice Inviting Tender (NIT) on TENDER WIZARD
5. Download Official Copy of Tender Documents from TENDER WIZARD
6. Clarification to Tender Documents on TENDER WIZARD
 - Query to BSNL (Optional)
 - View response to queries posted by BSNL
7. Bid-Submission on TENDER WIZARD
8. Attend Public Online Tender Opening Event (TOE) on TENDER WIZARD
 - Opening of Technical-Part
9. Post-TOE Clarification on TENDER WIZARD (Optional)
 - Respond to BSNL's Post-TOE queries.
10. Attend Public Online Tender Opening Event (TOE) on TENDER WIZARD
 - Opening of Financial-Part (Only for Technical Responsive Bidders)
11. Participate in e-Reverse Auction on TENDER WIZARD if required by BSNL.
12. BSNL reserves the right to go for manual negotiation without resorting to e reverse auction in case of only one techno commercially qualified bidder for the cluster.

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

3. Digital Certificates

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

4. Registration and Training

To use the Electronic Tender® portal (<http://www.tenderwizard.com>) vendors need to register on the Portal. Registration of each organization is to be done by one of its senior persons who will be the main person coordinating for the e-tendering activities. In TENDER WIZARD terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and click on the 'Supplier Organization' link under 'Registration' (on the Home Page), and follow further instructions as given on the site.

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

For training of bidders, the bidders shall contact the Tender Wizard's Help Desk.

| Tender Wizard's Helpdesk | Mobile Nos. | E-mail ID |
|--------------------------|-------------|--|
| | 9962676264 | |
| | 8098469169 | twhelpdesk679@gmail.com |
| | 9894191904 | twhelpdesk438@gmail.com |
| | 9941947400 | |

General Help Desk No. 080-40482000

General mail ID: bsnltwhelpdest@gmail.com

BSNL Contact

| BSNL's Contact Person-1 | BSNL's Contact Person-2 |
|---|---|
| <i>DGM CP&MM</i> | <i>AGM Tender</i> |
| Mobile No. 9444153434 | Mobile No. 044- 9444386222 |
| From 10:00 hours to 17:30 hours on working days | From 10:00 hours to 17:30 hours on working days |

5. Bid related Information for this Tender (Sealed Bid)

The entire bid-submission would be online on TENDER WIZARD portal. Broad outline of submissions are as follows:

- ☐ Submission of Bid Security/ Earnest Money Deposit (EMD)
- ☐ Submission of digitally signed / Manually signed scanned copy of Tender Documents / Addendum
- ☐ Two Electronic Envelopes containing
 1. Techno-commercial-Part
 2. Financial-Part

6. Offline Submissions

1. EMD/Bid Security in original
2. Tender fee

3. Letter of Authorization
4. Power of attorney in accordance with 14.3 Sec.4 Part A

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

7. Special Note on Security of Bids

Security related functionality has been rigorously implemented in TENDER WIZARD in a multidimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in Electronic Tender's software. Specifically for Bid Submission, some security related aspects are outlined below:

As part of the Electronic Encrypter™ functionality, the contents of both the 'Electronic Forms' and the 'Main-Bid' are securely encrypted using a Pass-Phrase created by the Bidder himself. Unlike a 'password', a Pass-Phrase can be a multiword sentence with spaces between words (e.g., I love this World). A Pass-Phrase is easier to remember, and more difficult to break. It is recommended that a separate Pass-Phrase be created for each Bid-Part. This method of bid-encryption does not have the security and data-integrity related vulnerabilities which are inherent in e-tendering systems which use Public-Key of the specified officer of a Buyer organization for bid-encryption. Bid-encryption in TENDER WIZARD is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (TOE), even if there is connivance between the concerned tender-opening officers of the Buyer organization and the personnel of e-tendering service provider.

Typically, 'Pass-Phrase' of the Bid-Part to be opened during a particular Public Online Tender Opening Event (TOE) is furnished online by each bidder during the TOE itself, when demanded by the concerned Tender Opening Officer may authorize the bidder to open his bid himself. There is an additional protection with SSL Encryption during transit from the client end computer of a Supplier organization to the e-tendering server/ portal.

Public Online Tender Opening Event (TOE)

TENDER WIZARD offers a unique facility for 'Public Online Tender Opening Event (TOE)'. 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. For this purpose, representatives of bidders (i.e., Supplier organization) duly authorized are requested to carry a Laptop and Wireless Connectivity to Internet.

Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)' has been implemented on TENDER WIZARD. As soon as a Bid is decrypted with the corresponding 'Pass-Phrase' as submitted online by the bidder himself (during the TOE itself), salient points of the Bids are simultaneously made available for downloading by all participating bidders. The work of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'.

TENDER WIZARD has a unique facility of 'Online Comparison Chart' which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Tender. The information in the Comparison Chart is based on the data submitted by the Bidders. A detailed Technical and/ or Financial Comparison Chart enhance Transparency. Detailed instructions are given on relevant screens.

TENDER WIZARD has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/ Downloading'.

There are many more facilities and features on TENDER WIZARD. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the Buyer concerned.

8. E-Reverse Auction

E-Reverse Auction would be conducted item wise on net cost to BSNL value for bid evaluation, subsequently after the opening of the Financial-Part.

The following would be parameters for e-Reverse Auction:

| SI No. | Parameter | Value |
|--------|--|--|
| 1 | Date and Time of Reverse-Auction Bidding Event | Will be intimated to Responsive bidders after the opening of Financial-part. |
| 2 | Duration of Reverse-Auction Bidding Event | One or Two hours |
| 3 | Automatic extension of the 'Reverse-Auction Closing Time', if last bid received is within a Pre-defined Time-Duration' before the 'Reverse-Auction Closing Time' | Yes |
| 3.1 | Pre-defined Time-Duration | 5 minutes |
| 3.2 | Automatic Extension Time-Duration | 10 minutes |
| 3.3 | Maximum no of Auto-Extension | 6 Automatic Extension |
| 4 | Criteria of Bid-Acceptance | 'Beat on Starting Price', as well as, 'Beat on Rank-1 Bid Value' |
| 5 | Entity – Start-Price | L1 of the respective item of Financial-Part |
| 6 | Minimum Bid-Decrement | Will be intimated later |
| 7 | Display of 'Pseudo Identity' of Bidders during bidding | All Bidders, as well as, BSNL's officers. |
| 8 | Display of Bidder's own current Rank | Yes |

Note: Parameters at SI. No. 5 & 6 shall be confirmed after opening and evaluation of financial bid parts.

8.1 BSNL reserves the right to go for manual negotiation without resorting to e reverse auction in case of only one techno commercially qualified bidder for the cluster.

9. Other Instructions

For further instructions, the vendor should visit the home-page of the portal ([https:// www.Tender Wizard.com](https://www.TenderWizard.com)), and go to the User-Guidance Center. The help information provided through 'TENDER WIZARD User-Guidance Center' is available in three categories – Users intending to Register / First-Time Users, Logged-in users of Buyer organizations, and Logged-in users of Supplier organizations. Various links are provided under each of the three categories.

Important Note: It is strongly recommended that all authorized users of Supplier organizations should Thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups, and minimize teething problems during the use of TENDER WIZARD.

The following 'FOUR KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:

1. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on TENDER WIZARD
2. Register your organization on TENDER WIZARD well in advance of your first tender submission deadline on TENDER WIZARD.
3. Get your organization's concerned executives trained on TENDER WIZARD well in advance of your first tender submission deadline on TENDER WIZARD.
4. **Submit your bids well in advance of tender submission deadline on TENDER WIZARD (At least one day before the deadline) (There could be last minute problems due to internet timeout, breakdown, etc).**

While the first three instructions mentioned above are especially relevant to first-time users of TENDER WIZARD, the fourth instruction is relevant at all times.

Important Note

In case of internet related problem at a bidder's end, especially during 'critical events' such as a short period before bid-submission deadline, during e-auction, it is the bidder's responsibility to have backup internet connections. In case there is a problem at the e-Procurement/e-Auction service provider's end (in the server, leased line etc.) due to which all the bidders face a problem during critical events, and this is brought to the notice of BSNL by the bidders in time, then BSNL will promptly re-schedule the affected event(s).

10. Minimum Requirements at Bidders end

- ☐ Computer System with good configuration
(Min P IV, 1 GB RAM, Windows XP–Service pack-III).
- ☐ Broadband connectivity.
- ☐ Microsoft Internet Explorer 6.0 or above.
- ☐ Digital Certificate(s).

– Vendors Training Program

TENDER WIZARD may be contacted for further details.

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

1. APPLICATION

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

2. PATENT RIGHTS

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

3. PERFORMANCE SECURITY

- 3.1 All suppliers (including MSEs who are registered with the designated MSME bodies, like National Small Scale Industries Corporation etc. shall furnish performance security to the purchaser **for an amount equal to 5% of the value of Advance Work Order/ LOI, within 14 days from the date of issue of Advance Purchase Order by the Purchaser.**
- 3.2 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.
- 3.3 The performance security Bond shall be in the form of either FD/DD in favour of AO (Claims), BSNL, Chennai Telephones or in form of Bank Guarantee issued by a scheduled Bank in India **valid for three years** and in the proforma provided in 'Section-7B of this Bid Document .
- 3.4 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.
- 3.5 The performance security deposit with the BSNL will be considered for adjustment against penalties, any other statutory levies and any loss to BSNL properties, if any reported, at the time of final conclusion of the contract and final settlement of account.
- 3.6 In case it is found that a bidder has submitted a fake/ forged bank instrument towards performance security deposit (say PBG), then, actions as per clause 1 (a) of Appendix -1 to Section 4 Part-A shall be applicable.

11. PAYMENT TERMS- Refer Section-2

12. DELAYS IN THE SUPPLIER'S PERFORMANCE- Refer Section-2.

13. PENALTY-- Refer Section-2.

14. FORCE MAJEURE

- 14.1 If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the Purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.
- 14.2 Provided, also that if the contract is terminated under this clause, the Purchaser shall be at liberty to take over from the Supplier at a price to be fixed by the purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture which may be in possession of the Supplier at the time of such termination or such portion thereof as the purchaser may deem fit, except such materials, bought out components and stores as the Supplier may with the concurrence of the purchaser elect to retain.

15. ACTION BY PURCHASER AGAINST BIDDER(S)/ VENDOR(S) IN CASE OF DEFAULT.

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

16. BSNL has the right to recover Input Tax Credit loss suffered by it due to any mis-declaration on invoice by the supplier.

17. ARBITRATION

- 17.1 Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, in connection with construction, meaning, operation, effect, interpretation of the contract or breach thereof which parties unable to settle mutually, the same shall be referred to Arbitration as provided here under.
- 17.2 A part wishing to commence arbitration proceeding shall invoke Arbitration clause by

giving 60 days notice to the designated officer of the other party. The notice invoking arbitration shall specify all the points of disputes with details of the amount claimed to be referred to arbitration at the time of invocation of arbitration and not thereafter, If the claim is in foreign currency, the claimant shall indicate its value in Indian Rupee for the purpose of constitution of the arbitral tribunal.

17.3 The number of the arbitrators and the appointing authority will be as under :

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

17.4 Neither party shall appoint its serving employee as arbitrator.

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

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

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

17.8 Fast Track Procedure –

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

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

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

- (a) The arbitral tribunal shall decide the dispute on the basis of written pleadings, documents and submissions filed by the parties without oral hearing;
- (b) The arbitral tribunal shall have power to call for any further information or clarification from the parties in addition to the pleadings and documents filed

- by them;
- (c) An oral hearing may be held only, if all the parties make a request or if the arbitral tribunal considers it necessary to have oral hearing for clarifying certain issues;
- (d) The arbitral tribunal may dispense with any technical formalities, if an oral hearing is held, and adopt such procedure as deemed appropriate for expeditious disposal of the case.

- 17.8.4 The award under this section shall be made within a period of six months from the date the arbitral tribunal enters upon the reference.
- 17.8.5 If the award is not made within the period specified in sub-section (4), the provisions of sub-Sections (3) To (9) of section 29 A shall apply to the proceedings.
- 17.8.6 The fees payable to the arbitrator and the manner of payment of the fees shall be such as may be agreed between the arbitrator and the parties.
- 17.8.7 The arbitral tribunal shall make and publish the award within time stipulated as under:

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

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

- 17.8.8 In case arbitral tribunal of 3 arbitrators, each party shall be responsible to make arrangements for the travel and stay, etc. of the arbitrator appointed by it. Claimant shall also be responsible for making arrangements for travel / stay arrangements for the Presiding Arbitrator and the expenses incurred shall be shared equally by the parties.
In case of sole arbitrator, BSNL shall make all necessary arrangements for his travel / stay and the expenses incurred shall be shared equally by the parties.
- 17.8.9 The Arbitration proceeding shall be held at New Delhi or Circle or SSA Headquarter(as the case may be).
- 17.8.10 Subject to the aforesaid conditions, provisions of the Arbitration and Conciliation Act,1996 and any statutory modifications or re-enactment thereof shall apply to the arbitration proceedings under this Clause.

18. 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.In case of set off of the security deposit 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, the GST on such set off will be borne by the supplier.

GST would not be liable on security deposit. But if supplier set off the security deposit 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, then GST would be levied.

19. COURT JURISDICTION

- 19.1 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.
- 19.2 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 Courts at Chennai only”.

20. General Guidelines:-

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

GST Invoice and Compliances.

GST Invoice:

21.1 All the details of bidder/contractor/vendor (name, address, GSTIN/unregistered bidder/contractor/vendor, place of supply, SAC/ HSN code etc.) and other mandatory details shall be mentioned on the invoice.

21.2 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.

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

21.4 It would be the responsibility of the bidder/contractor/vendor to declare correct information on invoice and GSTN viz. the invoice number, 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 bidder/contractor/vendor, the same would be recovered by BSNL from the bidder/contractor/vendor.

21.5. Registered location of the both the parties i.e. BSNL and bidder/contractor /vendor should be mentioned in the agreement with GSTIN No. Further, bidder/contractor/ vendor 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

21.6. BSNL could at any time instruct the bidder/contractor/vendor to raise its invoices at a particular location of BSNL

21.7. It is the responsibility of the bidder/contractor/vendor 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 bidder/contractor/vendor shall intimate to BSNL and give adequate time before raising of the

invoice.

21.8. E-waybill number should be mentioned on the invoices.

21.9. Bidder/contractor/vendor shall be responsible for timely issuance and delivery of invoice/ DN/ CN to enable BSNL to claim tax benefit on or before the stipulated time period provided by the GST law.

(a) It is the responsibility of the bidder/contractor/vendor to ensure that outward supply return (GSTR-1) would be filed correctly. If not, than cost would be borne by bidder/contractor/vendor.

(b) Reporting of correct outward supply by bidder/contractor/vendor in the outward return (GSTR-1) is the responsibility of the bidder/contractor/vendor. In case of mismatch because of bidder/contractor/vendor's fault, prompt amendments must be made by the bidder/contractor/vendor else bidder/contractor/vendor would be required to indemnify BSNL of the loss of credit due to mis-match. The compliances to be adhered by bidder/contractor/vendor includes (but is not limited to) the following:

(i) Uploading appropriate invoice details on the GSTN within the stipulated time;

(ii) Issuing GST compliant invoice / CN/ DN. PO issued by BSNL should be referred by bidder/contractor/vendor for capturing information on the invoice.

(iii) Bidder/contractor/vendor needs to pay the entire self-assessed tax on timely basis.

(iv) Where invoice is not uploaded or incorrect upload of invoice detail of GSTN by bidder/contractor/vendor then credit on such invoice will be given provisionally subject to matching. So, acceptance of changes made by BSNL on GSTN on account of non-upload or incorrect upload of invoice details on GSTN is to be submitted by bidder/contractor/vendor. Such changes w.r.t. the mismatch are required to be accepted by bidder/contractor/vendor within the time limit prescribed under the GST law. It should be noted that in case bidder/contractor/vendor does not accept such changes within the time limit prescribed under GST law, the loss of input tax credit (if any) would be recovered from the bidder/contractor/vendor. In case of mismatch because of Bidder/contractor/vendor's fault, prompt amendments must be made by the bidder/contractor/vendor else bidder/contractor/vendor would be required to indemnify BSNL for the losses of credit and interest paid due to mismatch.

(v) Bidder/contractor/vendor to issue all necessary documentation and perform all necessary compliances for BSNL to be eligible to claim the input tax credit of GST tax to them. In case BSNL is unable to claim the input tax credit, the amount w.r.t. GST charged by the bidder/contractor/vendor would be recovered from the bidder/contractor/vendor.

(vi) A self-declaration along with evidence that the bidder is not blacklisted by GST authorities. In case bidder/contractor/vendor gets black listed during the tenure of BSNL contract, then bidder/contractor/vendor must indemnify BSNL to ensure that no loss of input tax credit is borne by BSNL due to default of bidder/contractor/vendor.

21.10 Refer Annexure below(**placed as Annexure- A1-placed opposite/Vendor Form**) for clause stating that all the details of bidder/contractor/vendor (name, address, GSTN/ unregistered bidder/contractor/vendor, place of supply, SAC/ HSN code etc.) and other mandatory details shall be mentioned on the invoice

21.11. 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.

21.12 It shall be the responsibility of the bidder/contractor/vendor to mention State of place of supply of goods/services in the invoice issued to BSNL.

SECTION –5 Part B

SPECIAL (COMMERCIAL) CONDITIONS OF CONTRACT (SCC)

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

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

2. **Safety of Labour and BSNL property:-**

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

- 2.1 The contractor shall obtain / purchase all required insurances and make all safety arrangements required for the labourer engaged by him at his own cost. All consequences due to negligence or due to lapse of security/safety or otherwise shall remain with the contractor. BSNL shall not be responsible for any mishap, injury, accident or death of the contractor's staff directly or indirectly. All liabilities arising out of accident or death while on duty shall be borne by the contractor. No claims in this regard shall be entertained / accepted by the BSNL.
- 2.2 The contractor shall take all precautions to avoid all accidents by exhibiting necessary caution boards / flags and providing barriers etc. He shall be responsible for all damages and accidents caused due to negligence on his part. No hindrance shall be caused to traffic during the execution of work. Nothing extra shall be paid on this account.
- 2.3 Contractor shall be fully responsible for any damages caused to BSNL / Government/ private /other operators property / Injuries public at large/ loss of life by him or his Labourer in carrying out the work and the same shall be rectified / compensated by the contractor at his own cost.
- 2.4 It will be sole responsibility of the contractor that the men deployed for the purpose of maintenance of the external plant with BSNL are to be trained to avoid any mishap, directly or indirectly.
- 2.5 On account of security considerations or on account of convenience of office staff, there could be some restrictions on the working hours or movement of vehicles for transportation of materials. The contractor shall be bound to follow all such restrictions and just the program for execution accordingly.
- 2.6 The contractor should carry out the work to the satisfaction of BSNL officer in charge and in the event of his failure the tendering authority reserves the right to offer the contract to any other tenderer or any other agency in case of unsatisfactory work at the cost of the contractor and payment will be settled on prorata Basis.

- 2.7** The contractor should engage workers with proven integrity to carry out the contract work. He/His worker should vacate premises after the completion of contract work.
- 2.8** The contractor shall be solely responsible for payment and compensation under WC act 1923 as in force from time to time applicable in the event of accident causing injury/death to his workers and PGM SSA shall not involve in any manner.
- 2.9** **No documents, towards compliance of aforesaid requirements, will be required to be submitted by bidder to BSNL paying authority for settlement of their payment invoices but the contractor must comply all requirements as per applicable Law/ Acts etc.**
- 2.10** The decision of PGM SSA on any matter connected to this tender is final & binding on bidder.

SECTION-6

UNDERTAKING & DECLARATION

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

a) Certified that:

1. I/ We have read, understood and agree with all the terms and conditions included in the tender documents & offer to execute the work as per tender terms & conditions (without any deviation) and at the rates quoted by us in the tender form.
2. If I/ We fail to enter into the agreement & commence the work in time, the EMD/Performance linked Security Deposit/PBG deposited by us will stand forfeited to the BSNL.

b) The tenderer hereby covenants and declares that:

1. All the information, Documents, Photo copies of the Documents/ Certificates enclosed along with the Tender/Bid offer are correct.
2. In case of any correction/ addition/ alteration/ omission of the terms & conditions in the tender document, our tender / bid shall be treated as non-responsive and shall be rejected summarily.
3. If anything is found false and/or incorrect and/or reveals any suppression of fact at any time, BSNL reserves the right to debar our tender offer/ cancel the LOI/ Purchase/ work order if issued and forfeit the EMD/ Performance linked Security Deposit/ PBG / Bill amount pending with BSNL. In addition, BSNL may debar the contractor from participation in its future tenders.

Date:

.....
Signature of Tenderer

Place:

Name of Tenderer
Along with date & Seal

6 (B) – NEAR RELATIONSHIP CERTIFICATE:

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

The format of the certificate to be given is "*I.....s/o.....r/o.....hereby certify that none of my relative(s) as defined in the tender document is/are employed in **BSNL ,Chennai Telephones** as per details given in tender document. In case at any stage, it is found that the information given by me is false/ incorrect, BSNL shall have the absolute right to take any action as deemed fit/without any prior intimation to me.*"

Signature of the tenderer
With date and seal

OR

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

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

SECTION- 7

PROFORMAS

7(A) For the BIDSECURITY/EMD Guarantee

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

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

Whereas M/s having registered office at
..... (Hereafter referred to as Bidder) has approached
us for giving Bank Guarantee of Rs./- (hereafter known as the "B. G.
Amount") valid up to/...../ 20.... (hereafter known as the "Validity date") in favour of
..... (Hereafter referred to as BSNL) for participation in the tender
of work of vide tender no.
.....

Now at the request of the Bidder, We Bank
.....Branch having
..... (Address) and Regd. office address as
.....
..... (Hereinafter called "the Bank") agrees to give this guarantee as hereinafter
contained:

2. We the Bank do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the BSNL stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the BSNL by reason of breach by the said bidder(s) of any of terms or conditions contained in the said Agreement or by reason of the bidder (s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of the BSNL in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding the "B. G. Amount".
3. We undertake to pay to the BSNL any money so demanded notwithstanding any dispute or disputes raised by the bidder(s) in any suit or proceeding before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The Payment so made by us under this bond shall be valid discharge of our liability for payment there under and the bidder(s) shall have no claim against us for making such payment.
4. We the Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the BSNL under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till BSNL Certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said bidder(s) and accordingly discharge this guarantee. Unless a demand or claim under this guarantee is made on us in writing or before the expiry of Validity date from the date hereof, we shall be discharged from all liability under this guarantee thereafter.

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 in favour of "AO (Claims)-COBA,BSNL,Chennai Telephones" payable at Chennai.
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(hereafter referred to as BSNL) has issued an AWO no. Dated/...../20.... awarding the work of to M/s R/o (hereafter referred to as "Bidder") and BSNL has asked him to submit a performance guarantee in favour ofof 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 BSNL, the Bidder has in any way failed to observe or perform the terms and conditions of the said agreement or has committed any breach of its obligations there-under, the Bank shall on demand and without any objection or demur pay to the BSNL the said sum limited to P.G. Amount or such lesser amount as BSNL may demand without requiring BSNL to have recourse to any legal remedy that may be available to it to compel the Bank to pay the same.
3. Any such demand from the BSNL shall be conclusive as regards the liability of Bidder to pay to BSNL or as regards the amount payable by the Bank under this guarantee. The Bank shall not be entitled to withhold payment on the ground that the Bidder had disputed its liability to pay or has disputed the quantum of the amount or that any arbitration proceeding or legal proceeding is pending between Bidder and BSNL regarding the claim.
4. We, the Bank further agree that the guarantee shall come into force from the date of its issue and shall remain in full force 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(Claims)-,2 Kush Kumar Road, BSNL, Chennai Telephones" payable at Chennai.

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 the Meeting Room, O/o
.....

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

.....

Signature of the Representative

.....

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

Name of the Representative

.....

Signature of the alternative Representative

.....

Name of the alternative Representative

Above Signatures Attested

- Note** 1: Only one representative will be permitted to attend the Bid opening
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

SECTION- 8

Bidder's profile & Questionnaire.

Tenderer / Bidder's Profile & Questionnaire

(To be filled in and submitted by the bidder)

A) Tenderer's Profile

1. Name of the Individual/ Firm:

2. Present Correspondence Address

Telephone No. Mobile No. FAX No.

3. Registered Office

Telephone No. Mobile No.

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

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

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

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

.....

7.A Permanent Account No. :

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

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

(a) Beneficiary Bank Name:.....

(b) Beneficiary branch Name:.....

(c) IFSC code of beneficiary Branch.....

(d) Beneficiary account No.:.....

(e) Branch Serial No. (MICR No.):.....

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

.....
.....

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

SECTION-9 Part-A

BID FORM

To

From,

.....

.....

<complete address of the purchaser>

<complete address of the Bidder>

.....

.....

.....

.....

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

Ref:Your Tender Enquiry No.dated

1. Having examined the above mentioned tender enquiry document including amendment/ clarification/corrigenda / addenda Nos. 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 properly sealed and prepared so as to prevent any subsequent alteration and replacement.
3. We agree to abide by this Bid for a period of **120 days** 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/ Work Order of Contract is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Dated: day of 2020

Signature

Witness

Name

Signature.....

In the capacity of

Name

Duly authorized to sign the bid for and on

Address

behalf of

SECTION 9 PART-B**Financial Schedule:****Name of the Circle:**

| Base Price Per Unit * | Quote +/- % age of the Base price per unit (in figures) | Quote +/- %age w r t Base price per unit (in words) |
|--|---|---|
| Rs.35 (Rupees Thirty Five Only) *Excluding GST | | |

(Note :1. The bidders has to quote +/- %age of Base price per unit. All other rates are fixed by BSNL C.O. For each Cluster, rate to be quoted separately).

GST Rate applicable%

Applicable SAC (6 Digit)

| Sl No | Type of maintenance work (fixed rate) | Basic Rate equivalent to(Units) |
|-------|---|---------------------------------|
| 1 | Monthly maintenance charges for each working LL without BB | 1 unit |
| 2 | Monthly maintenance charges for each working LL with BB | 1 unit +Rs.17/- |
| 3 | Monthly maintenance charges for each working ISDN PRI/Leased Circuits/SIP Trunk | 1 unit +Rs.70/- |
| 4 | MDF related work for each working lines (for cluster size <10K lines) | 0.1 |
| 5 | MDF related work for each working lines (for cluster size >10K lines) | 0.07 |

| Sl No | Type of Provisioning work (fixed rate) | Charges |
|-------|--|----------|
| 1 | Provision of New Land Line | Rs.210/- |
| 2 | Provision of BB only (on existing Landline) | Rs.105/- |
| 3 | Provision of New Broadband including new Landline | Rs.280/- |
| 4 | Provisioning of ISDN PRI/Leased circuits/SIP Trunk on copper | Rs.350/- |

ANNEXURE - 1

DEED OF INDEMNITY

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

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

TO AND IN FAVOUR OF

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

WHEREAS

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

NOW THIS DEED OF INDEMNITY WITNESSETH AS FOLLOWS:

1. The Bidder shall, in consideration of the Purchaser making payment under and in accordance with the Tender Document, hereby agrees to indemnify the Purchaser against any costs, loss, damages and claims from third parties or liabilities suffered by the Purchaser and directly arising out of the following reasons:
 - a. Any illegal or unauthorized use or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms by the Bidder or any of its sub-contractor in the process of fulfillment of required obligations during contract period.

- b. The Bidder shall protect, defend, indemnify and hold harmless to BSNL and its employees from and against any and all liabilities, damages, fines, penalties and cost (including legal costs and disbursements) arising from:
- I. Any breach of any statute, regulation, direction, orders or standards from any Governmental body, Agency or regulator issued with respect to the product /services being supplied/provided under this Tender.
 - II. Any claim made by third parties arising out of the use of the services of BSNL being provided using the equipment/services supplied under the Tender to the extent these are attributable solely to the poor quality or non-compliance of the products/services to the respective specifications.
 - III. Any claims arising from other utility / service providers in connection with interruptions or degradation of their services due to services provided by bidder under this Tender.
2. The bidder also declares that in case bidder is blacklisted by GST Authorities in future & which results in loss of Input Tax Credit (ITC) to BSNL, then BSNL shall have right to recover any such loss of ITC arising on account of such black-listing.
3. This Deed of Indemnity shall stand terminated on expiry of or early termination of the contract period as envisaged in the above said Tender requirement.
4. The Deed of Indemnity shall constitute the entire indemnity provided by the Bidder for the indemnities asked in said Tender.
5. This Deed of Indemnity shall be governed by and construed in accordance with Indian law.

(Authorized Signatory)

Date:

Place:

<< Name of the Bidder>>

Witness 1:

Witness 2:

ANNEXURE-2

CHECK LIST FOR THE BIDDERS

Please ensure that all documents are fully authenticated by the Authorized Signatory with his signature with official seal, as per the eligible bidder's criteria. Offer is liable to be rejected, if enclosed documents are not authenticated.

Documents forming part of the bid: -

| Sl. No. | DOCUMENTS | Submitted / Not Submitted (If Not Applicable, reason in brief) |
|---------|---|---|
| 1 | <p>of the tender document (₹____/-)</p> <p>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.</p> <p>The address mentioned in the Registration Certificate & MSME certificate must be the same. The enlistment certificate issued by MSME should be valid on the date of opening of tender.</p> | |
| 2 | <p>Bid Security in the form of Bank Guarantee for ₹____/- valid up to 180 days from the date of tender opening.</p> <p>Or</p> <p>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.</p> <p>The address mentioned in the Registration Certificate & MSME certificate must be the same. The enlistment certificate issued by MSME should be valid on the date of opening of tender.</p> | |
| 3 | Scanned copy of Bid Form in Section-9 Part A and Price Schedule in Section-9 Part B duly filled up and signed. | |
| 4 | Scanned Copy of Certificate of Incorporation/ Registration of firms etc. as applicable | |
| 5 | Scanned copy of Power of Attorney attested by Notary Public or Registered with Sub Registrar in favour of the signatory signing the offer and documents as per Clause no. 14.3 of Section-4 Part A . | |
| 6 | Scanned Copy of board resolution, authorizing a person for executing power of attorney in the name of person, who is signing the bid document. (In case of Company/Institution/Body Corporate) | |
| 7 | Scanned Copy of Memorandum of Association (or Partnership deed, if not a proprietor firm). | |

| | | |
|-----------|---|--|
| 8 | Scanned copy of Credentials regarding experience as per clause 4.2 | |
| 9 | Scanned copy of Documents related to financial capabilities of the bidder as per clause 4.3 | |
| 10 | Scanned copy of 'No Deviation' statement or Clause-by-Clause compliance statement pursuant to Clause 11.2 (a) of Section-4 Part A. | |
| 11 | Scanned copy of a list of all Board of Directors of the company (In case of Limited Company). | |
| 12 | Scanned copy of Near Relationship Certificate as per Section 6 Part (B) | |
| 13 | Declaration that the firm is not black listed by GST Authorities agreement as per clause 4.1.2 of Section -1 | |
| 14 | Letter of Authorization to attend Bid opening event | |
| 15 | Valid PAN Card | |
| 16 | Valid Goods and Services Tax Registration Certificate(s) | |
| 17 | Indemnity as per Clause-4.1.2 of Section -1. | |
| 18 | Undertaking and Declaration as per Section-6 Part A duly filled up and signed | |
| 19 | Scanned copy of attestation of the specimen signature of the authorized by the Bank as per Clause 14.3 Section -4 Part A. | |
| 20 | Bidder's Profile & Questionnaire as per Section-8 duly filled up and signed. | |
| 21 | Indemnity Bond as per Annexure-1. | |
| 22 | Any other supporting documents asked for in bid document. | |
| 23 | This Check list | |

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

Signature and Name of the Authorized signatory of the Company

Company rubber stamp/seal

Place:.....

Date:.....

BSNL
ERP
Towards a paperless world

(The details listed will be used for making all payments against POs / WOs, refund of EMDs / SDs, intimation of payments by email, issue of TDS certificates, C Form for CST purchases etc.)

Title*

| | | | |
|-----|-----|-----|-----|
| Mr. | Ms. | M/s | Dr. |
|-----|-----|-----|-----|

•

Name*

[illegible]

•

Address *

[illegible][illegible][illegible]

•

[illegible]

Town/District*

[illegible][illegible]

City*

•

[illegible]

•

[illegible]

State*

■

| | | | | | |
|--|--|--|--|--|--|
| | | | | | |
|--|--|--|--|--|--|

Country*

[illegible]

| | | | |
|------------------|--|--|--|
| | | | |
| Postal/Pin code* | | | |

■

Contact Details:

| | | | |
|------------------|---------|---|--|
| | Fax No. | : | |
| Telephone Number | : | | |

| |
|--|
| |
|--|

Email_id :
(Mandatory for E-Tendering)

| | | | | | | | | | | | | | | | | | |
|------------------------|------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | Mobile No. | | | | | | | | | | | | | | | | |
| Name of Contact Person | : | | | | | | | | | | | | | | | | |

| | | | | | | | | | | | | | | | | | |
|--------------------------|------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | Mobile No. | | | | | | | | | | | | | | | | |
| Alternate Contact Person | : | | | | | | | | | | | | | | | | |

Tax information:

| | | | | | | | | | | | | | | | | | |
|-----|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | | |
| PAN | : | | | | | | | | | | | | | | | | |

| | | | | | | | | | | | | | | | | | |
|----------------------|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | | |
| Service Tax reg. no. | : | | | | | | | | | | | | | | | | |

| | | | |
|-------------------------|-------------|---|--|
| | CST Reg. No | : | |
| LST (Local VAT reg.No.) | : | | |

| |
|---|
| |
| Tax Registration no. (for Foreign Vendors) |

Income Tax Exemption details:

| | | | |
|------------------|-------------------|---|--|
| | IT exemption rate | : | |
| IT exemption no. | : | | |

| | | | | | | | | | | | | | | | | | |
|-------------------|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | | |
| IT Exemption date | : | | | | | | | | | | | | | | | | |

| | | | | | | | | | | | | | | | | | |
|------------------------|----------------------|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | IT exemption date to | : | | | | | | | | | | | | | | | |
| IT exemption date from | : | | | | | | | | | | | | | | | | |

Excise Details:

[illegible]

Excise reg. no. :

| |
|--|
| |
|--|

Excise Range :

| |
|--|
| |
|--|

Excise Division :

| |
|--|
| |
|--|

Excise Commissionerate :

Payment Transaction/Bank Details:[illegible]

| | |
|--------------|---|
| Bank Country | : |
|--------------|---|

[illegible]

| | |
|-----------|---|
| Bank Name | : |
|-----------|---|

Bank Address :

[illegible]

| | |
|-------------|---|
| Bank A/c No | : |
|-------------|---|

[illegible]

| | |
|-----------|---|
| Bank IFSC | : |
|-----------|---|

Account holder's Name :

Current (11)

Current (11)

7

Type of Account

Savings (10)

[illegible]

| | |
|------------|---|
| SWIFT Code | : |
|------------|---|

(for Foreign Vendors)

[illegible]

IBAN :

(for Foreign Vendors)

(Enclose a blank Cheque / a photocopy of the Cheque to verify A/c No. & Bank details)

Industry Status:

☐ No ☐
 Micro/ SSI Status : Yes

1. I/We hereby authorize BSNL to make all payments to us by cheque /direct credit to our bank account details which are specified above.
2. I/We hereby authorize BSNL to deduct bank charges applicable for such direct bank payments.

Note: 1. If PAN is not provided; TDS @20% will be deducted wherever applicable.

1 If Excise Registration/Service Tax Registration/VAT Registration Number is not provided, then the taxes will not be paid wherever applicable.

3. If Bank Particulars are not provided, the payment will be made by Cheque only.

4. If the relevant documents for Micro/SSI status are not provided, then the relevant . exemptions will not be given

Company / Vendor Authorized Signatory / Designation

Date:

Company Seal

(For Office Use)

Payment Method :

Vendor Account Group :

TDS Code - Invoice :

TDS Type - Invoice :

| | | | |
|----------------------|-------------------------|------------------------------|----------------------|
| checked by: | Authorized by (Finance) | SAP Vendor Master Created on | SAP Vendor Code |
| | | | |

SECTION 11

(To be submitted on plain paper)

INTEGRITY PACT

Between

Bharat Sanchar Nigam Limited (BSNL)/hereinafter referred to as "The Principal"

and

.....hereinafter referred to as "The Bidder/contractor"

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for -----The Principal values full compliance with all relevant laws, rules and regulations, and economic use of resources, and of fairness and transparency in its relations with its Bidder(s) AND / OR Contractor(s).

In order to achieve these goals, the Principal will appoint an Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the principal

- (1) The principal commits itself to take all measures necessary to prevent corruption and to observe the following principles
 - (a) no employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand take a promise for or accept, for self or third person in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which he/she is not legally entitled to.
 - (b) The Principal will, during the tender process treat all Bidder(s) with equity and reason. The principal will in particular, before and during the tender process provide to all Bidder(s) the same information and will not provide to any Bidders(s) confidential /additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - (c) The principal will exclude from the process all known prejudiced person
- (2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the relevant Anti-corruption Laws of India, or if there be a substantive suspicion in this regard, the Principal will inform its Vigilance Office and in addition can initiate disciplinary actions.

Section 2- commitments of the bidder(s) /Contractor(s)

- (1) The Bidder(s) /Contractor(s) commit themselves to take all measures necessary to prevent corruption . The Bidder(s)/Contractor(s) commit themselves to observe the following principles during his participation in the tender process and during the Contract execution.
- (a) The bidders(s)/contractor(s) will not, directly or through any other person or firm offer promise or to give any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or immaterial benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind what so ever during the tender process or during the execution of the contract.
 - (b) The Bidder(s) /Contractor(s)) will not enter with other Bidders into any undisclosed agreement or understanding. whether formal or informal. This applies in particular to prices, specifications, certifications ,subsidiary contracts ,submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - (c) The Bidder(s) /Contractor(s) will not commit any offence under the relevant Anticorruption Laws of India:further the the Bidders(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain ,or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically and commit any **offense under Indian Penal Code(IPC)/ Prevention of corruption (PC)Act.**
 - (d) The Bidders(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidders(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.
 - (e) The Bidders(s)/Contractor(s) will, when presenting their bid disclose any and all payments made, is committed to or intends to make to agents, brokers or any other in connection with the award of contract .
 - (f) Bidders(s)/Contractor(s) who have signed the integrity pact shall not approach the Courts while representing the matter **to Independent External Monitors(IEMs)** and shall wait for their decision in the matter.
 - (g) To disclose and transgression with any other company that may impinge on the anti-corruption principle.
- (2) The bidders(s)/contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from tender process and exclusion from future contracts

If the Bidders(s)/Contractor(s), before contract award or during execution has committed a transgression through a violation of section 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidders(s)/Contractor(s) from the tender process or take action as per the defined procedure in BSNL Procurement Manual, **which is in-force on the date of Publication of tender.**

Section 4 – Compensation for damages

- (i) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit / Bid Security.
- (ii) If the Principal has terminated the contract according to Section 3, or if the principal is entitled to terminate the contract according to section 3, the principal shall be entitled to demand and recover from the Contractor the amount equivalent to liquidated damages (LD) of the contract value or the amount equivalent to **Security Deposit / Performance Bank Guarantee (PBG)** in addition to any other penalties / recoveries as Per terms and conditions of the tender.

Section 5 – Previous transgression

- i) The Bidder declares that no previous transgression occurred in the last 3 years with any other Company in any country conforming to the Anti-corruption approach or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.
- ii) If the bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the defined procedure.

Section 6 – Equal treatment of all Bidders/Contractors/Subcontractors

- (i) The Principal will enter into agreements with identical conditions as this one with all Bidders /Contractors.
- (ii) The Bidder(s)/Contractor(s) undertake(s) to demand from all Sub contractors, a commitment in conformity with this Integrity Pact.
- (iii) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal Charges against violating Bidder(s)/Contractor(s)/Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or subcontractor, which constitutes corruption, or if the Principal has substantive suspension in this regard, the Principal will inform the same to Chief Vigilance Officer.

Section 8– External Independent Monitor / Monitors

1. Principal appoints competent and credible Independent External Monitor for this pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access in all contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/She reports to the CGM ,BSNL .
3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor ,upon his request and demonstration of valid interest, unrestricted and unconditional access to his project documentation. the same is applicable to Subcontractors. The monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/Subcontractor(s) with confidentiality.

Notwithstanding anything contained in this Section, the Bidder(s)/Contractor(s) shall have no obligation whatsoever to provide any internal costing mechanisms or any internal financial or commercial data pursuant to any audit or review conducted by or on behalf of the Principal. Further, the Bidder(s)/Contractor(s) shall not be required to provide any data relating to its other customers, or any personnel or employee related data.

4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality. the monitor has also signed declarations on “ Non-disclosures of confidential information” and of “Absence of Conflict of interest”. In case of any conflict of interest arising at a later date, the Independent External Monitor (IEM) shall inform CGM BSNL and recuse himself/herself from that case.
5. The principal will provide to the Monitor sufficient information about all the meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he Will so inform the Management of Principal and request the management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The monitor will submit a written report to the Chairperson of the Board of the Principal within 4 to 6 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic Situations.

8 .If the Monitor has reported to the CGM of the BSNL,a substantiated suspicion of an Offence under relevant Anti-corruption of Laws of India,and the BSNL has not,within Reasonable time,taken visible action to proceed against such offence or reported it to the Corporate vigilance office,the Monitor may also transmit this information directly to the Central vigilance commissioner,Government of India.

9.The word 'Monitor'would include both singular and plural.

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it.It expires for the Contractor 12 months after the last payment under the contract,and for all other Bidders 6 months after the contract has been awarded.Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made/lodged during this time,the same shall be binding and continue to be valid despite the lapse of this pact as specified above,unless it is discharged/determined by CGM,BSNL.

Section 10 – Other provisions

1. This agreement is subject to Indian Law. Place of Performance and Jurisdiction is the Registered office of the Principal ,i.e .Chennai. The Arbitration clause provided in the tender document /Contract shall not be applicable for any issue/dispute arising under Integrity Pact.
2. Changes and supplements as well as termination notices need to be made in writing.Side agreements have not been made.
3. If the contractor is a partnership or consortium, this agreement must be,signed by all Partners or consortium members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of This agreement remains valid. In this case, the parties will strive to come to an agreement to their original intensions.
5. Issues like Warranty /Guarantee etc.,shall be outside the purview of IEMs.

For the Principal

For the Bidder/Contractor

Place -----

Witness 1:-----

Date-----

Witness 2

Section -12

PRICE OF BID DOCUMENT

| SL.NO | Estimated Procurement cost | Bid Document cost with GST 18% (in Rs) |
|-------|----------------------------|---|
| 1 | 50 lakhs to 1 crore | 1180 |
| 2 | 1 crores to 10 crores | 2360 |
| 3 | 10 crores to 50 crores | 4720 |
| 4 | 50 crores to 150 crores | 9440 |

SECTION -13

AGREEMENT

This agreement for outsourcing of Maintenance and provisioning of Landline & Broadband service connection work for External plant of Copper Network in Urban Area vide Tender **TE NO. AGM/TENDER/CFA/OUTSOURCE-URBAN/2020-21 /dated 06-04-2020** in following cluster IDs

| Business Area, Chennai TD | Name of Cluster | Cluster ID | Rate excluding GST |
|---------------------------|-----------------|------------|--------------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

IS EXECUTED ON the

By and in between BSNL (Bharat Sanchar Nigam Limited), a Government of India Enterprise (hereinafter referred to as “BSNL” which expression shall, unless it is repugnant to the subject or context thereof, include its successors, affiliates and permitted assigns)

AND

(Contractor)

(Whereas BSNL and Contractor shall hereinafter be jointly referred to as the ‘Parties’ and individually as a ‘Party’ to this Agreement).

WHREAS

- A. BSNL is A Govt. of India Enterprise to establish, operate and maintain telecommunication facilities and to provide telecommunication services and other related value added services, in various telecom circles in India.
- B. BSNL in connection with providing telecommunication services has established an copper cable network (“copper”) and intends to appoint the Contractor (as defined hereinafter) for the purpose of Maintenance and provisioning of Landline & Broadband for External plant of Copper Network in Urban Area as per **Schedule in Section 3 Part-A** hereunder, on terms and conditions set forth in this Agreement.

On BSNL tender terms and conditions and on the acceptance of the same by the Contractor and has issued a letter of intent ("LOI") NO : ----- to the Contractor. A copy of LOI issued to Contractor is enclosed as Annexure-I.

| Business Area, Chennai TD | Name of Cluster | Cluster ID | Rate excluding GST |
|---------------------------|-----------------|------------|--------------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

C. In pursuance of the above, BSNL has agreed to avail the Services of the Contractor on exclusive basis and the Contractor has agreed to provide the same, on terms and conditions as contained herein below.

1. During the contract period the BSNL has every right to terminate the contract at anytime with 15 days of notice.
2. Maintenance of Customer Access Network includes Maintenance of landline and Broadband network from Last pillar to Customer Premise with all materials like UG cable, drop wire, jumper wire, CLIP Instruments, LJU & Splitter etc. [50 pair and above UG cables as well as BSNL owned Broadband CPE repairing/replacement will be provided by BSNL to bidder.
 - a) Attending all types of faults in Customer Access Network such as drop-wire break and drop cable break down, overhead cable break, foreign voltage faults, cleaning the joints in overhead lines and changing the wires, cables DP Tag blocks faults etc.
 - b) Attending all types of cable faults from 5 pair cable to higher size as Under ground cable break, foreign voltage, earth faults etc, faults at pillar and end to end testing.
 - c) Testing/jumpering at the MDF for fault repair, pair change, new LL/BB connections.
 - d) Clearing of fault dockets in the system after clearing of the faults.
 - e) Attending the Broadband fault at the customer premises including configuration of CPE related issues.
 - f) Attending ISDN PRI/Leased Circuits/SIP Trunk Copper cable faults and all other services running on Customer Access Network.
3. Provision of new Landline connections to the customers.
4. Provision of New Broadband connections on existing Landline.
5. Provision of New Broadband connections with new Landline.
6. Shifting of landline and broadband connection.
7. Provisioning of New ISDN PRI/Leased Circuits/SIP Trunk on copper media.

8. All stores shall be supplied and installed by bidder at own cost expect 50 pair and above UG cables. These cost will be borne by bidder and BSNL will not make any payment for these stores items.
9. All stores related to the Maintenance of telecom external from the last pillar/cabinet to the customer terminal viz. Drop-wire 5 pair cable, 10 pair cable, 20 pair cable, joining kits and its Accessories. Jumper wires DP Tag blocks and other subscriber end line materials be supplied by the bidder.
10. Storing Packing and transportation of materials shall be done by the bidder.
11. Packing and freight charges if any for taking out and return of BSNL provided items like 50 Pair cable etc. shall be borne by the bidder.
12. Material used/Provided by the out sourced agency for maintenance and provisioning shall become the property of BSNL.
13. The line should be checked for the proper working after attending the Fault.
14. All the pairs to be checked with MDF for proper working if cables faults attended in a cable.
15. Faults register should be maintained and get signature from the officer/ official for attending the faults who will order the faults.
16. Reinstatement work should be done properly after completing the cable Faults.
17. Necessary identity cards should be issued by the contractor to the servicing personnel for getting entries to the concerned Telephone exchanges/offices/sub exchanges/offices/sub premises.
18. The contractor shall comply the labour enactments scrupulously without any deviation in respect of their workers, including the Bonus Act, Minimum Wages Act, Employee Provident Fund Act and any other labour welfare enactments in force as on date. Indemnity bond may be furnished to cover the Loss due to non-compliance of any of the above acts on the part of the Bidder
19. The NIT (Notice Inviting Tender), Bid documents (Qualifying and financial), Letter of intent, approved rates, annexed hereto and such other additional Particulars, addendums, corrigendum, instructions, drawings, work orders as may be found requisite to be given during execution of the work shall be deemed and taken to be an integral part of the contract and shall also be deemed to be included in the expression "The Agreement" or "The Contract" wherever herein used.
20. Whereas the contractor has agreed to execute the work at the approved rate (Unit price for monthly maintenance charge for LL without Broadband in Rs. xxxxxxxx as per letter of intent (offer letter) No.:-----
21. I/We execute the agreement with PGM (CFA), Chennai TD, for the work as specified in the tender on work contract basis and in accordance with the specifications, terms and conditions and instructions annexed hitherto or that may be given by on behalf of PGM Business Area, Chennai TD or by his representative in consideration of the payment that will be made at the rate quoted by me/us as above.
22. I/We agree to abide by the terms and conditions of the Tender.
23. I/We do hereby abide by the conditions that the Earnest Money Deposit already remitted will be forfeited, if I/We withdraw the Tender at any stage before or after finalization of the Tender.
 1. I/We will not claim any interest on the Earnest Money Deposit or Security Deposit while it is in the control of BSNL, Chennai TD.
 2. I/We have personally visited and assessed the area and other particulars of the

Exchanges/Offices before quoting the rates.

3. I/We agree that we will be held fully responsible to reimburse the cost of the loss/ damages incurred due to the negligence of our staff and the decision of the BSNL to the loss and negligence is final.
4. I/We agree to provide any feedback information as and when require by the BSNL at our cost.
5. I/We agree to undertake the work within the stipulated time mentioned in the tender.
6. I/We agree to submit the License from the concerned Labour authority with in one month from the date of award of the work.
7. I/We agree that if the services are found to be satisfactory or if we are unable to fulfil the agreement, the BSNL reserves the right to terminate the contract giving 15 days notice, with the forfeiture of Security Deposit besides blacklisting.
8. I/We understand that Tender will be terminated for violation of any of the above condition.
9. I/We agree to the following SERVICE CONDITIONS.
 - i. The agency should be capable of providing all the services mentioned in the schedule of works.
 - ii. The actual nature and quantum of work will be assigned by the controlling officer of the place/cluster.
10. I/We agree that in case of any dispute, the decision of the PGM (CFA), BSNL, Chennai TD regarding the meaning and effects of this Tender and the Agreement shall be final and legally binding.
11. I/We agree that the decision of the PGM, respective Business Area, BSNL, Chennai TD regarding the disputes that may arise out of the execution of the works and settlements of my/our claims, shall be final and legally binding.
12. I/We agree that to settle the disputes, the matter should be referred to an Arbitrator so appointed by the BSNL for the purpose and the decision of the arbitrator will be final and binding on both the parties in accordance with the tender conditions.
13. Any Legal litigation is to be restricted to Chennai District jurisdiction.
14. I/We agree to submit the bills within 15th days of every month for the previous month completed work.
15. The period of Contract will be for TWO YEARS with effect from the date of award of contract and PGM, Business Area reserves the right for further extension of one year in steps of six months if necessary on mutual acceptance.

BHARAT SANCHAR NIGAM LIMITED
AGM (Tender), O/o PGM (CFA), Chennai TD

SIGNEE

SIGNEE

Witnesses:

Witnesses:

Witness 1:

Witness 1:

Witness 2:

Witness 2