

SECTION – 1 PART A

DETAILED NOTICE INVITING E-TENDER (DNIT)

BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)

**Bharat Ratna Bhim Rao Ambedkar Institute of Telecom Training, Ridge
Road,
Jabalpur–482001**

Digitally sealed online tenders [E-tenders (Digitally Signed)], on rupee payment basis are invited by **General Manager BRBRAITT Jabalpur** in Single Stage Bidding and Two stage Opening using two Electronic Envelopes [Techno-Commercial (Qualifying Bid) & Financial Bid] for and on behalf of BSNL from the experienced contractors, for the following works:

1. Name of Work: Design, Development and Implementation of Customer / Citizen Centricity Program For Bharat Sanchar Nigam Limited.
2. Scope and Jurisdiction of work: The scope of this work is the design, development, and satisfactory implementation of a Customer/ Citizen Centricity program, for the employees of BSNL. For Details please refer Section 3 Part A

Sl. No.	Tender No.	Price of Bid Document (in Rs)- including 18% GST	Bid Security/ EMD ((in Rs)
1	MM/8/20/2021-22	590/-	1,00,000 (One Lakh)

Note-1:“The quantities (Number of Master trainers and support of training for BSNL frontline staff to Master trainers) stipulated in the tender are estimated and the BSNL reserves the right to vary the value of works to the extent of -25% to + 25% of contract value during contract period at the same rates and terms & conditions with prior approval of the tender approving authority.

3 Date of sale of tender document, Last date of submission of bid, Date of opening of Bids:

The tender document shall be available for downloading from the websites <https://etenders.gov.in/eprocure/app> or www.bsnl.co.in or www.brbraitt.bsnl.co.in.

Availability of tender Document Online on e-tendering portal	Deadline for Submission of Physical Envelope to BRBRAITT BSNL Jabalpur and e-Bids Online on e-tendering E tender portal	Date & Time of opening of Physical Envelope	Date of Opening of Bids Online	
			Technical Bid	Financial Bid
From 15-02-2022 15: 00 Hrs to 14-03-2022 up to 11.00 hrs	Up to 11:00 hrs on 14-03-2022*	At 12:00 hrs on 15-03-2022	At 14:00 hrs on 15-03-2022	To be notified later

*Please refer "Note" at page no 14 for detail information

- 3.1 If the date of opening of the bids happens to be holiday, the tenders will be opened on the next working day at the same time and the same venue.
- 3.2 The tender is invited through e-tendering process through the e-tender portal
- 3.3 Kindly refer **Section-4 Part-C** of Tender document for further instructions on e-tendering. Prospective bidders should get their registration done well in time on the e-tender portal and obtain the Digital Signature Certificate (DSC) from authorized CA, which is essential for participating in the tendering process through e-tender portal.
- 3.4 As the tender is invited through e-tendering process, physical copy of the tender document would not be available for sale. The bidder needs to download the tender document using the link as mentioned above.
- 3.5 All the documents in Qualifying Bid –Part-A and Financial bid-Part B are to be uploaded in the respective electronic envelopes/parts on e-tender portal including proof of deposit of cost towards e-payment (RTGS/NEFT) or DD/Banker's

Cheque/ towards cost of tender and e-payment (RTGS/NEFT) or DD/Banker's Cheque/BG towards EMD. MSE bidders claiming exemptions from tender fee & EMD must upload their registration certificate UAM/Udyam etc

3.6 The Tender document shall not be available for download from e-tender portal after closing date and time.

4. ELIGIBILITY CRITERIA

4.1 General Eligibility Criteria

- I. The bidder shall be either a Proprietorship firm, Partnership firm, Company registered under Indian Companies Act 1956/2013, LLPs (Limited Liability Partnerships) or Registered Societies.
- II. The bidder shall fulfill requirement of Rule 144(xi) of GFR 2017. Any bidder from a country which shares a land border with India will be eligible to bid if the bidder is registered with the competent authority as specified in Annexure-I of F.No.6/18/2019-PPD dated 23rd July 2020 from Department of Expenditure, Ministry of Finance. A declaration as per Format under Section-7 Annexures 15 shall be submitted by bidder for meeting this eligibility condition.
- III. The bidder should be in the business of Professional Management/ Consultancy and should have been in existence for at least 5 years (as on 31st March, 2021)
- IV. The bidder should be eligible to operate in conformity with the provisions of the laws in India and shall have a registered office within India.
- V. Bid under consortium or Joint Venture is not allowed for this tendered works.
- VI. A bidder can submit only one bid in the bidding process. Submission of more than one bid by the bidder will result in the disqualification of all the bids submitted by the bidder.
- VII. The bidder must produce documentary evidence for eligibility criteria.

- VIII. Valid Permanent Account Number (PAN) of the bidder from Income Tax authorities and EPF/ESIC registration certificate.
- IX. The bidder shall have valid GSTIN registration certificate.
- X. The Bidder shall not be under a declaration of ineligibility/ banned/ blacklisted/ debarred by any State/ Central Government/ PSU/ any other Government institutions in India for corrupt or fraudulent practices or for non-performance as on last date of submission of the Bid.

4.2 Technical Eligibility Criteria

- I. The bidder should have minimum 20 professional employees on its payroll in Consultancy and related Services such as Capacity Building/ Change Management/ soft Skill Training/ Organisational Transformation/ Mindset Change cum Customer Centricity (as on 31st March 2021).
- II. The bidder should have satisfactorily completed* one similar single service contract** for a minimum value of INR 14 lakh, in the last three financial years 2018-19, 2019-20 & 2020-21 and the current financial year(2021-22) up to Q3 of FY 2021-22.
 - * Completed service contract includes on-going service contracts subject to payment of bills amounting to at least INR 14 Lakh.
 - ** Similar service contract means any contract of “Capacity Building/ Change Management/ soft Skill Training/ Organisational Transformation/ Mindset Change cum Customer Centricity project using IT platforms in India”.
- III. As per DPIIT guidelines only class-I and class-II Local suppliers are allowed to participate in tender. Preference will be given to Class-I Local suppliers for award of work. Bidders are required to submit declaration vide Form-1 attached in Section-7 Annexure 14 with Local content of offered products/services.

Note 1:“ Guidelines on Public Procurement (Preference to Make in India), Order 2017 as amended on 16/09/2020 shall be applicable for this procurement tender”

Note 2: “Any bidder from a country which shares land border with India will be eligible to bid if the bidder is registered with the competent authority as specified in Annexure-I of O.M. No. 6/18/2019-PPD Dated 23.07.2020 from Department of Expenditure, Ministry of Finance. The bidders shall submit an undertaking as per Format in this regard.[For details F. No. 6/18/2019-PPD Department of expenditure Public procurement Division dated 23rd July 2020 may be referred.]”

4.3 Financial Eligibility Criteria

- I. T1- Financial Turnover: The bidder should have a minimum average turnover of Rs 60 lakh, during the last three financial years 2018-19, 2019-20 & 2020-21 and the current financial year (2021-22) up to the Q3 of 2021-22. The audited balance sheet reflecting financial turnover certified by chartered accountant with her stamp, signature and membership number shall be considered. To substantiate the requisite financial turnover, the tenderer can also submit attested Certificate from the Chartered Accountant (CA)/ concerned department / client. Client certificate should be duly supported by Form 16A/26AS generated through TRACES of Income Tax Department of India
- II. T-2 Liquidity: The bidder should have access to or has available liquid assets, lines of credit and other financial means to meet cash flow that is valued at 5% of the bid value net of applicant’s commitments for other contracts. The audited balance sheet and/or banking reference certified by chartered accountant with her stamp, signature and membership number shall be submitted by the bidder along with bid. Banking reference should contain in clear terms the amount that bank will be in a position to lend for this work to the applicant. In case the Net current Assets (as seen from the Balance Sheets) are

negative, only the banking reference will be considered. Otherwise, the aggregate of the Net Current Assets and submitted Banking references will be considered for working out the liquidity. The banking reference should be from a scheduled bank in India and it should not be more than 3 months old as on the date of submission of bids. The format of the Banking Reference is at Annexure 5 of tender document.

5. BIDSECURITY/EMD:

5.1 A) The bidder shall furnish the bid security/EMD in one of the following manner:-

- I. RTGS/NEFT/Demand Draft/ Banker's cheque of Rs 1,00,000/- (One Lakh only) drawn in favour of "ACCOUNTS OFFICER (Cash), BRBRAITT, BSNL, Jabalpur," and payable at, Jabalpur.
- II. Bank Guarantee of 1,00,000 /-(One Lakh only) from a scheduled bank drawn in favour of "ACCOUNTS OFFICER (Cash), **BRBRAITT, BSNL, Jabalpur**", which should be valid for 210 (30 days more than bid validity date) days, from the tender opening date.

"Customer Name: AO (Cash) BRBRAITT Jabalpur

BSNL bank A/C No: 39313818571

IFSC Code: SBIN0050701

Name of the Bank: SBI

Address of the Bank: JAWAHARGANJ, JABALPUR

5.1B) The (MSE)Micro & Small Enterprise bidders registered with the designated bodies of Ministry of MSE bodies like National Small Scale Industries Corporation etc and having UAM or Udyam Registration 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 Consultancy and related Services such as Capacity Building/ Change Management/ soft Skill Training/ Organisational Transformation/ Mindset Change cum Customer Centricity etc. using IT platform. The scope of area of the above MSE registered bidders must be for in Consultancy and related Services such as Capacity Building/ Change Management/ soft Skill Training/ Organisational Transformation/ Mindset Change cum Customer Centricity etc. using IT Platform.

- 6. Date & Time of Submission of Tender bids:** The tender shall be processed on the E-Platform i.e. <https://etenders.gov.in/e procure/app>, as per detailed procedure given in Section 4 Part C (**E- Tendering instructions to bidders**) and a physical bid in sealed envelope to be submitted to AGM (MM), R. N. 008, Admin Building, BRBRAITT, Ridge Road, Jabalpur-482001 along with the Earnest Money as per BSNL Tender Norms and required tender fee as prescribed in clause 5.1 and 2 above, on or before 14/03/2022 **up to 11:00hrs.**

Note: 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.

7. OPENING OF TENDERBIDS:

7.1 Physical bid.....15/03/2022 at 12:00hrs.

7.2 Techno-commercial bid(on E-Platform) 15/03/2022 at 14:00hrs.

7.3 Financial bid (on E-platform). The date will be intimated to the responsive bidders only, later on.

8. PLACE OF OPENING OF TENDERBIDS:

8.1 Since tender has been invited through e-tendering process, the tender shall be opened through ‘Online Tender Opening Event . BRBRAITT’s

Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices.

8.2 In addition, authorized representatives of bidders can attend the TOE at “**R. N. 008, Admin Building, BRBRAITT, Ridge Road, BSNL, Jabalpur-482001**”, where BRBRAITTs Tender Opening Officers would be conducting Public Online and manual Tender Opening Event (TOE).

9. Tender bids received in offline mode after due time & date will not be accepted.(E-tender portal will allow submission of bids only up to stipulated date & time).
10. Incomplete, ambiguous, Conditional, illegible tender bids are liable to be rejected.
11. The purchaser i.e. BSNL, reserves the right to accept or reject any or all tender bids without assigning any reason. The purchaser is not bound to accept the lowest tender.
12. The bidder shall furnish a declaration in his tender bid that no addition / deletion / corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on the website.
 - 12.1 In case of any correction/ addition/ alteration/ omission in the tender document / its terms & conditions, 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. In case the certificate viz. experience, registration etc. is issued in language other than English, the bidder shall attach an English translation of the same duly attested by the bidder & the translation to be true copy in addition to the relevant certificate.
 - 12.3: All computer-generated documents should be duly signed/digitally signed/ attested by the bidder/ vendor organization.

- 13 The units registered under single point registration scheme of NSIC /MSE units for works mentioned in Technical Qualification (Clause 4.2 of Section-I PART A) are exempted from depositing the price of tender document and from payment of earnest money deposit (EMD). Such bidder shall have to upload the document in proof of registration of valid NSIC/MSE for carrying out works mentioned in Technical Qualification (Clause 4.2 of Section-I PART A) along with bid document.
- 14 The successful bidder including NSIC/MSE bidders shall furnish performance security deposit to the purchaser for an amount equivalent to **3% of the total value of Advance Work Order / Advance Purchase Order.** *(For more details please refer clause No. 2 of Section- 5 Part-A)*
- 15 If an MSE vendor registered with body specified by Ministry of Micro, small and medium enterprise claiming concessional benefits (such as exemption from Tender Fee and EMD) is awarded work by BSNL and subsequently fails to obey any of the contractual obligation, he may be debarred from any further work /contract by BSNL for one year from the date of issue of such order and MSE authority issuing the certificate, shall also be informed for taking suitable action against MSE bidder.
- 16 The supplier has to indemnify BSNL against loss of input tax credit to BSNL on account of blacklisting of supplier during tenure of contract.
- 17 BSNL has the right to recover input tax credit loss suffered by it due to any mis-declaration on invoice by supplier.
- 18 The Bidders should ensure that their queries regarding bid document should reach to DGM (TM) BRBRAITT, Jabalpur by email (dgm_tm_brbraitt@bsnl.co.in) within 14 days of issue of this NIT i.e. on or before 15:00 hours 02/03/2022.

19 Contact details of BSNL executives are as below:

BSNL Contact-1	
BSNL's Contact Person	SmtSonuGurnani
Telephone/ Mobile	Tel: 0761-2601658/ 9425801016 [between 10:00 hrs to 17:30 hrs on working days]
E-mail ID	sonugurnani@bsnl.co.in
BSNL Contact-2	
BSNL's Contact Person	K.K. Chourasia
Telephone/ Mobile	Tel: 0761-2605150/9425800790 [between 10:00 hrs to 17:30 hrs on working days]
E-mail ID	kkchourasia1975@bsnl.co.in

AGM (MM & ES)
O/o GM BRBRAITT,
Jabalpur
Tel: 0761-2601658 Fax: 0761-2600301
e-mail: sonugurnani@bsnl.co.in