



Bharat Sanchar Nigam Ltd.
(A Govt. of India Enterprise)

**EOI Document
for
Empanelment
of
System Integrator
For Establishment and Maintenance of
Customer's Private Network**

**Enterprise Business Cell,
Kerala Telecom Circle**

Price: Rs. 2360/- (2000+ GST 18%)
(Non-refundable)



BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)

O/O CHIEF GENERAL MANAGER, KERALA TELECOM CIRCLE
THIRUVANANTHAPURAM-695033

No:-EB/2-18/2017-18/23

Dated at Thiruvananthapuram, the 20th Sep' 2017

NOTICE INVITING EOI (EXPRESSION OF INTEREST) For Empanelment of System Integrator for Establishment and Maintenance of Customer's Private Network

Sealed EOIs are invited by the Chief General Manager Telecom, Kerala Circle, Thiruvananthapuram-695033 on behalf of BSNL from eligible bidders for Empanelment of System Integrator for establishment and maintenance of Customer's Private Network. The empanelment shall be applicable for a period of five years.

1.	Name of Work	Empanelment of System Integrator (SI) for establishment and maintenance of Customer's Private Network.
2.	Cost of the form	Rs. 2360/- (2000+ GST 18%)
3.	Sale of form	Can be downloaded from www.Kerala.bsnl.co.in
4.	Security Deposit	<ul style="list-style-type: none"> i) For National SI - Rs. 1,00,000 /- (Rupees One Lakh only) in the form of Bank Guarantee from any scheduled bank. ii) For Circle SI - Rs. 50,000/- (Rupees Fifty Thousand only) in the form of Bank Guarantee from any scheduled bank. iii) For Circle Silver SI - Rs. 10,000/- in the form of Bank Guarantee from any scheduled bank or a cash receipt. Validity of Bank Guarantee in above three cases - One year The format of Bank Guarantee is attached as annexure-II.
5.	Last date and time of submission of applications (EOIs)	Open Ended
6.	Receipt of EOI	EOI Opening & Evaluation
	EOIs Received up to end of a quarter	Normally EOIs Shall be opened and evaluated on quarterly basis (Ex: EOIs received from Jan to Mar shall be evaluated from 1 st April onwards). However, BSNL reserves right to open EOI(s) as per its requirement.

EOI documents should be submitted in duly sealed cover with clear superscription "EOI for Empanelment of System Integrator" addressed to AGM (EB), Office of CGM, BSNL, Kerala Telecom Circle, Thiruvananthapuram - 695033 along with the necessary documents.

Asst. General Manager (EB),
O/o CGM Telecom, KERALA Circle, Thiruvananthapuram
Ph No- 0674-2501900

Signature of bidder
with official seal & date

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1. Introduction

- 1.1. Bharat Sanchar Nigam Limited (BSNL) is one of the largest & leading public sector units providing comprehensive range of telecom services in India. BSNL offers all kinds of telecommunication services like Basic (both fixed and wireless), Cellular, Data, National long distance, Internet etc. Keeping pace with the technological trend to provide latest and varied value added services to its customers, BSNL has deployed state of the art Multi Protocol Label Switching (MPLS) based Virtual Private Networks (VPN).
- 1.2. Growth in industrial and IT sectors in India during last few years has created new business opportunities in telecom sector. BSNL has leveraged its widespread telecom network resources in India to tap these business opportunities and provide customized network solutions and services to its clients. Enterprise Business Cell is formed in every circle of BSNL to undertake such new business activities in India.
- 1.3. The basic objective of this EOI is to enable BSNL to provide complete end-to-end solution to its esteemed enterprise customers. BSNL intends to have a tie up with System Integrators who can supply, configure, integrate and maintain Customer's End Equipments, their network on LAN / WAN etc. for the Data Services offered by BSNL. In case required, they will also do all the operations and maintenance activities related to customer end & co-ordination with concerned agencies.
- 1.4. Some of the Customers are also inviting bids through open tender for setting up of WAN for them. In order to acquire the new business, BSNL, Kerala Circle has to participate and compete in the tender with other service providers. In such cases also BSNL requires services of System Integrator, who will be responsible to supply network equipments and related items, configuration and integration with existing network, operation, maintenance and support related to customers. The successful System Integrator should not enter into any agreement with other competitors of BSNL in this regard for the same work.
- 1.5. The System Integrators as per this EOI shall be categorized as National, Circle and Circle-Silver System Integrators. While National System Integrators shall have presence throughout the country, the Circle and Circle-Silver System Integrator shall have presence in the State of Kerala.
- 1.6. The successful system integrator should enter into an agreement with BSNL Kerala Telecom Circle for establishment of WAN for implementation/installation on turnkey basis including supply, installation, integration and maintenance of networking equipments and related items.

2. Scope of Work

The General Scope of Work of System Integrators (SI) is given below, but not limited to as it depends on the requirement of the customer.

- 2.1. Design of the entire Network, LAN/MAN/WAN, Supply, Configure, Installation, Commissioning of the required network components like Routers, Switches, Leased line Modems, servers and other items required for the provisioning of the requirements desired by the customer. If required by the customer, any existing LAN should be

- integrated with the proposed WAN.
- 2.2. SIs will also arrange to provide relevant equipments free of cost for demonstrating the capability of solution, if the same is required by the customer.
 - 2.3. Provisioning of service to customer:
 - 2.3.1. BSNL and SI will jointly address the network requirements of the customer along with any other services required by the customer.
 - 2.3.2. For providing last mile connectivity to the customer, SI will coordinate and pursue with concerned BSNL authorities as well as other agencies / Departments (Like regional offices of BSNL) to enable the same and complete the project in time.
 - 2.3.3. To get the commissioning reports signed by the customers.
 - 2.3.4. To give basic training to customer representatives at the sites regarding operation, testing and the configuration of equipment.
 - 2.3.5. To carry out the annual operation & maintenances such as with or without consumables, spares, testing instruments, installation jigs etc., certain quality of service is to be guaranteed. Imprest stock of consumables and spares needs to be maintained to ensure the committed uptime. Besides routine/ preventive maintenance and operations, such projects usually require up gradation of the maintained systems during the contract period.
 - 2.3.6. Also to provide necessary up gradation and modification on both software and hardware to meet the customer requirements from time to time.
 - 2.4. The smooth functioning of the various applications and software provided by the customer should be ensured by the System Integrator.
 - 2.5. Smooth Data connectivity between the WAN Connected Premises and the Central Location is to be ensured.
 - 2.6. SI will also conduct technical seminar for BSNL Officers to make them conversant about their product capabilities vis-à-vis customer requirement.
 - 2.7. Maintenance, Support Services, Annual Maintenance Contract etc. in respect of equipments supplied to the customer.

3. Eligibility Criteria for System Integrators

Category of SI	Basic Criteria		Scope of Service
National	Average Turnover (for IT/Networking business) for last two years	Rs.20 Cr.	All the business of the Circle.
	Bank Guarantee (BG)	Rs. 15 Lakh	
	Minimum Experience of WAN implementation on turnkey basis.	20 Projects*	
	Minimum Support Centre	**	
Circle	Average Turnover (for IT/Networking business) for last two years	Rs. 3 Cr.	All business, of the Circle provided, execution limited to three Circles#.
	Bank Guarantee (BG)	Rs.3 Lakh	
	Minimum Experience of WAN implementation on turnkey basis.	5 projects*	
	Minimum Support Centre	**	
Circle-Silver*	Average Annual Income as per ITR or Turnover as per balance sheet as applicable, for last two years	Rs. 20 Lakh	All business, of the Circle provided, execution limited to home Circle or part of Circle
	Bank Guarantee (BG)	Rs. 50,000	
	Minimum Experience of WAN implementation on turnkey basis.	2 Projects*	
	Minimum Support Centre	**	

#In case the particular business needs the delivery in more than three Circles and the Circle, despite of all efforts could not empanel any National SI; the condition can be waived on satisfaction of CGM on case to case basis.

*Experience in EB Core Business including Computer Networking, ILL/MPLS-VPN/MNS etc.having number of projects equal to the respective criterion of the System Integrator as mentioned above, with work per FY equivalent to minimum BG.

**For Support Centers, applicant needs to give undertaking as per its category that SI shall work on PAN India(National SIs) or PAN Circle basis(Circle and Circle-Silver Sis) as applicable.

***The eligibility criterion for Circle-Silver Category can be relaxed by CGMs in consultation with the standing committee for the applicants such as qualified Engineers, experienced telecom/IT professionals etc. The monetary limit for any project would be Rs.50 Lakhs in this category.

3.1 Detailed Eligibility and operational Criteria of SI:

S N	National & Circle SIs	Circle-Silver SIs
a	SI shall be an IT/Networking sector company.	SI may be an Individual or Proprietorship/partnership Concern.
b	SI or its parent company should be a public limited or private limited company registered in India.	SI may be an Individual/Proprietor/partnership Concern/LLP/Company and registered as per commercial laws to undertake the activities mentioned in scope of empanelment.
c	The SI should have a valid CST/State VAT/TIN/GST registration certificate as applicable. (Copies of relevant tax/registration certificates to be submitted before any work order to SI).	
d	Each applicant for its empanelment as SI will need to submit refundable Security Deposit (SD) of Rs.1Lakh and Rs.50,000 for National and Circle Level empanelment respectively, in the form of a Bank Guarantee from any scheduled bank valid for One year	Each applicant for its empanelment as SI in Circle-Silver category will submit refundable Security Deposit (SD) of Rs.10,000 in the form of Bank Guarantee from any scheduled bank valid for One year or a cash receipt of BSNL for this purpose.
e	SI shall be a direct owner of technology or have a direct teaming agreement with each of technology companies directly or with their authorized channels that form the core building block for WAN or related project implementation. The core building blocks may be classified as servers, computers, computer peripherals, routers, LAN Switches/hubs, firewall, leased line modems, ISDN backup devices, connectors and basic computer related software etc.	SI shall have tie up and technical arrangement directly with the technology company or through its authorized dealer whose equipment has been used in delivery of the WAN/LAN so as to ensure long term support to the core building block for WAN/LAN or related project implementation. The core building blocks may be classified as servers, computers, computer peripherals, routers, LAN Switches/hubs, firewall, leased line modems, ISDN backup devices, connectors and basic computer related software etc.
f	The SI should provide letters of support from OEM or its authorized channels of OEM stating that their solution will be supported on the platform proposed by SI for minimum two years and as per customer requirement.	The SI should provide letters of support from OEM or through its dealer/associate stating that the solution/equipment will be supported at all standard platforms for minimum two years and as per customer requirement.
g	SI shall provide 24X7 help center either web-based or IVR based. SI shall ensure consultation, assistance and advice within four hours or as defined in SLA entered with customer. In other cases, complaint may be attended within eight hours.	SI shall maintain 24X7 help number. SI shall ensure consultation, assistance and advice within four hours or as defined in SLA entered with customer. In other cases, complaint may be attended within eight hours.
h	The technical team of SIs will assist BSNL in coming out with the cost effective solution for the customers and will be required to give joint presentation with BSNL to customers.	

i	Once a SI is empanelled in National Category in any of the Circle, it can get empanelled in any other Circle with a consent letter (Appendix-A). Consent would authorize its home Circle to revoke its BG on the advice of the additional consented Circle. Also, a Circle SI can become SI of any other Circle(s) of its choice on submitting a consent letter as above with an additional BG of Rs.1 Lakh per Circle.
j.	ISP should not be allowed to become SI, and if any SI after registration becomes ISP then the SI agreement should be cancelled. Accordingly, previously empanelled SIs also to be reviewed.
k.	Validity of the empanelment agreement shall be Five years, initially and renewed for two years, based on performance.

4. Other Terms and Conditions

- 4.1. The software upgradation shall be provided free of cost by the SI for the minimum period of first year or for higher period which shall be agreed by BSNL and the SI on a project to project basis. However, SI shall continue to provide software up gradation on chargeable basis for subsequent years.
- 4.2. System Integrator will ensure availability of all spare parts for five years period.
- 4.3. BG for Empanelment: National, Circle and Circle-Silver System Integrator shall submit Bank Guarantee (BG) of Rs 15 lakhs, Rs.3 lakhs and Rs.50,000/- respectively for five and half years from any scheduled bank for abiding by general rules of empanelment agreement. The refundable security deposit submitted at the time of application for empanelment would stand released thereafter.

BG should be submitted before signing the agreement on issue of letter of intent, for ensuring full compliance of agreement conditions. Initially, the BGs shall be valid for at least five and half years from the date of issue of letter of intent and shall be renewed from time to time till six months beyond the expiry of agreement and till all outstanding dues to BSNL, if any, have been fully paid and its claims are satisfied or discharged and also discharge of all responsibilities with regard to supply, configure and maintenance of customer end equipment for the full period of warranty / AMC as applicable. The validity of the BG will be six months more than the project duration. The Project duration includes warranty and AMC, if any required by the customer.

- 4.4. System Integrator should submit additional PBG of at least 5% of the P.O. value, or value as desired by the end customer whichever is higher, whenever a work is awarded to System Integrator valid for the duration required for the project. Alternatively, where no PBG is to be submitted by BSNL to customer, BSNL may allow at its discretion in situations if felt necessary for the recovery of 5% of PO value from running bills instead of PBG for works requiring PBG up to the amount mentioned in above para 4.3 and will be refunded on completion of warranty period as required in the concerned project. However, in tender cases System Integrator shall submit EMD/PBG as per customer requirement on back to back basis.
- 4.5. System Integrator shall support SLA requirements of BSNL customers and ensure its compliance. In case SLA commitments are not met, System Integrator shall be responsible for payment of penalties, if any, imposed by the customer.
- 4.6. System Integrators shall carryout quarterly preventive visit to each WAN site or as per the customer requirement which will be notified in the terms and conditions for respective project.

- 4.7. The empanelment of System Integrators will be on a Non-exclusive basis. The agreement shall not restrict BSNL from contracting for identical or similar services from any other person /party. Also BSNL intends to empanel multiple number of SIs through this present empanelment process. BSNL reserves the right to appoint any number of SIs in this category or sell directly or through other channels also. BSNL also reserves the right to create other categories of SIs to serve a particular segment of customers.
- 4.8. The empanelled System Integrator should necessarily submit the quote whenever called for. Even within short notice if the quote is called for, the same has to be given either through email or fax. In case, SI is not able to quote for any particular project, reasons for not quoting should be clearly submitted to BSNL, failure to submit the quote consecutively for three projects without proper reason may entail the removal of SI from empanelment and BG shall be forfeited.
- 4.9. The SI should supply the equipment within a short period, which will be indicated in the PO on project to project basis. The delivery must be completed not later than the dates specified in the Purchase order. Extension will not be given except in exceptional circumstances. Should, however, deliveries be made after expiry of the contracted delivery period, without prior concurrence of the purchaser and be accepted by the consignee, such delivery will not deprive the purchaser of his right to recover liquidated damage as below.
- a. Should the supplier fails to deliver the store or any consignment thereof within the period prescribed for delivery, the purchaser shall be entitled to recover 0.5% of the value of the delayed supply for each week of delay or part thereof for a period up to first Ten weeks and thereafter at the rate of 0.7% of the value of the delayed supply for each week of delay or part thereof for another TEN weeks of delay. In the case of package supply where the delayed portion of the supply materially hampers installation and commissioning of the systems, L/D charges shall be levied as above on the total value of the concerned package of the purchase Order. Quantum of liquidated damages assessed and levied by the purchaser and decision of the purchaser thereon shall be final and binding on the supplier. Further, the same shall not be challenged by the supplier either before Arbitration, Tribunal or before the Court. The same shall stand specifically excluded from the purview of the Arbitration clause, as such shall not be referable to arbitration.
 - b. The above clause is a general one. However if BSNL is participating in any tender, the LD clauses as given in the tender document of the customer will be binding of the system Integrator and any liquidity damages arising out of late delivery during the performance of the contract which BSNL need to pay to the customer shall be borne by the system integrator, as per the customer tender document.
 - c. BSNL may also deduct the amount at actual which BSNL needs to pay to the customer on account of non-adherence to SLA from System Integrators from balance payment or SD/BG, if due to the failure on part of System Integrators, BSNL could not meet the SLA condition.
 - d. Without prejudice to its rights of any other remedy, BSNL may encash Bank Guarantee in case of any breach in terms and conditions of the agreement by the System Integrator or in case of business loss suffered by BSNL due to failure of service on part of the System Integrator.
- 4.10. For a specific project, the selected SI shall give an undertaking to BSNL stating that they will not participate in the tender either directly / indirectly for the projects. If BSNL subsequently comes to know that the empanelled vendor/SI had participated in any

tender either directly/indirectly, BSNL reserve the right to delete the name of the System Integrator from the list of empanelment, in addition to forfeiture of Security deposit/BG.

- 4.11. SI should give on site warranty of twelve months from the date of commissioning. Warranty cost will be included in the cost of equipment. After warranty support, SI should also provide the AMC of the customer end equipment. Annual AMC charges should be quoted separately.

5. PROCEDURE FOR EMPANELMENT

- a) An initial screening of all the applications will be undertaken by Screening Committee.
- b) The Screening Committee, after evaluation of all the applications, if required, may recommend the name of the system integrators who could be called for presentation on a specified date, time and venue before the Standing committee. The presentation will comprised briefly on Company/firm Profile, Projects Undertaken for BSNL/ other organizations, companies, Agreements/Ties up with OEMs, Typical solution for Target Markets/ Customer requirements, Present & future Business opportunities in Kerala & BSNL etc.
- c) System Integrators will then be empanelled based on the various factors such as :
 - i. Past experience in Networking,
 - ii. Financial strength,
 - iii. Their presence in various parts of the country/Kerala.
 - iv. Their tie-up with various Networking equipment suppliers, etc.
- d) A panel of System Integrators will be selected thereon based on final ranking and will be issued a letter of award.

6. DURATION OF EMPANELMENT

The agreement shall be valid for a period of Five years, from the date of signing the Agreement unless revoked earlier for whatever reasons. If at any stage during the tenure of this agreement, it comes to the notice of BSNL, directly or through some other complaint, that the System Integrator had misrepresented the facts or submitted any false information or hidden any information, which could have affected the signing of this agreement with the System Integrator, this agreement shall stand terminated immediately under intimation to the System Integrator.

Extension of Agreement: The period of agreement may be extended by BSNL beyond the initial period of 5 years. The period of extension shall be TWO YEARS at one time depending on satisfactory performance of the empanelled System Integrator.

7. Method of Job Allocation:

- i) When any project is to be executed, bids can be obtained from the System Integrators and work awarded to any of them following normal selection procedure.
- ii) SIs can also bring to BSNL its customers for providing networking requirement using BSNL's infrastructure. The following preference will be given to SIs who brings in the customers to BSNL, subject to their empanelment in desired category.

The SI who brings in customer to BSNL (incumbent SI) shall be given a choice by way of providing "First Right of Refusal" at the L1 rates determined by normal selection procedure if he is eligible. In case the incumbent SI is non L1 and chooses not to accept L1 rates, the L1 SI has to work on his quoted rates. In case of L1 SI refuses to work, then he shall be debarred for one year to participate in RFPs/quotation calls from date of refusal, along with other penal actions under empanelment.

8. PAYMENT TERMS & CONDITIONS

- a) Normally, all the offers to the customer will be in the name of BSNL and by the BSNL.
- b) The customer will make all payments towards project cost to BSNL.
- c) Back to back payment arrangement will be there from BSNL to System Integrator for procurement, installation, configuration, commissioning, O&M of the equipment at the customer sites.
- d) For each requirement of Customer's Private Network, BSNL will issue a purchase order (P.O.)/Work Order (W.O.) to SI containing details of equipment along with agreed price, terms & conditions.
- e) Payment to the System Integrator will be made in installments depending upon the payment that the BSNL will get from the Purchaser.
- f) The AMC payment, wherever entered will be made on quarterly basis and after the expiry of quarter subject to fulfillment of Service Level Agreement (SLA) and maintenance schedule.
- g) Depending on customer, market position, BSNL will be charging a commission/profit margin on the SI invoices value.

9. SUBMISSION OF APPLICATION

- a) EOI document can be downloaded from web site www.kerala.bsnl.co.in Separate Demand Draft of Rs.2360/-(cost of EOI document) payable at Thiruvananthapuram, drawn from any nationalized /scheduled Bank, in favor of AO(A&P), O/o CGMT, BSNL, Kerala Telecom Circle, Thiruvananthapuram – 695 033 should be submitted along with the downloaded EOI Document. The fee for the application is neither transferable nor refundable. The details of the application fee should be clearly mentioned in the application form.
- b) The bidder shall duly filled in Annexure-I with documents as specified in it (documents should be placed by bidder as annexure-1 to 10 in properly sealed envelope) with signature and seal on each page. The bidder shall also submit DD towards cost of EOI document as above and bid security. The copies of supportive documents/certificates should also be with signature and seal on each page.
- c) All costs & expenses associated with submission of application shall be borne by the company/firm submitting the application and BSNL shall have no liability in any manner in this regard or if it decides to terminate the process of short-listing for any reason whatsoever.
- d) The right to suspend the short-listing process or part of the process to accept or reject any or all applications at any stage of the process and / or to modify the process or any part thereof at any time without assigning any reason therefore is reserved by BSNL without any obligation or liability whatsoever.
- e) If any one of the above documents required to be submitted along with EOI is found

wanting, the offer may be liable for rejection at that stage. However, BSNL may at its discretion call for any clarification regarding the documents submitted by the bidder. BSNL may also ask for submission of any additional/missing document within a stipulated time period. In such case(s), the bidder shall have to comply the BSNL's requirement within the specified time. In case of non-compliance to such queries, the EOI of the bidder will be out rightly rejected without entertaining further correspondence in this regard.

10. Check List:

- a) Application form in Annexure-I with documents as per annexure-1 to annexure-10
- b) Cost of EOI Document of Rs.2360/-
- c) Security Deposit

Annexure-I**APPLICATION FOR EMPANELMENT OF SYSTEM INTEGRATOR (SI)**

	PART A	GENERAL INFORMATION
01	Name the company/ proprietorship/partnership concern/Limited Liability Partnership (LLP)/Individual	
02	Type of Entity (company/ proprietorship/partnership concern/Limited Liability Partnership (LLP)/Individual)	
03	Year of Incorporation as applicable	
04	Application for Category : National SI / Circle SI / Circle Silver	
05	<u>Registered Office:</u>	
a)	Address of the Registered office	
b)	Website Address	
c)	Phone No.	
d)	FAX NO.	
e)	Contact Person Name	
f)	Designation	
g)	Mobile No.	
h)	Email address	
i)	GST NO	
06	<u>Head office in KERALA:</u>	
a)	Address for communication	
b)	Contact Person	
c)	Name	
d)	Designation	
e)	Phone No.	
f)	FAX NO.	
g)	Mobile No.	
h)	Email address	
07	Are you Associated with BSNL recently or in the past, if so, please attach copy of appointment of empanelment.	
08	Infrastructure facility available with the System Integrator:	
a)	Whether IT and Sales/ Marketing Dept. Exists.	
b)	Whether sufficient skilled persons working to meet the project's requirement (Particularly for local office)	head

c)	Details of team members for necessary co-ordination with BSNL.	
d)	Whether the company / proprietorship etc has letter of support from OEMs (Original Equipment Manufacturer) or its authorized channels. If so attach the list in detail	
e)	Whether the entity is a direct owner of technology or have a direct teaming agreement with each of technology companies that form core of building block of WAN or related project implementation.	
f)	Whether company / proprietorship etc is a ISO 9001:2000 or above certified	
g)	No. of clients' companies empanelled with for similar type of works	
h)	No. of companies tied up with for equipment procurement, supply etc	
i)	Any other relevant information in support of above subject.	

PART B:		
PART B1: Details of payment towards cost of EOI document		
	Amount of Draft	Rs.2360/-
1	Issue Date	
2	D.D. No.	
3	Name of the bank	
4	Branch	
PART B2: Details of Security Deposit		
1	Issue Date	
2	Amount	
3	BG No	
4	Name of the bank	
5	Branch	

PART C: APPLICATION DETAILS			
Sl No.	Required Information	Indicative Documents to be attached in Annexure	Enclosed (Yes/No)
1.	Name and address of the Person Signing the document	i) <u>In case of Company:</u> a) Power of Attorney attested by Notary b) Copy of the board Resolution certified by the Company secretary for appointing the Power of Attorney. ii) <u>In other cases:</u> Credential of person signing the document	

		The bidders are requested to attach the documents as Annexure 1 of their bid document.	
2. a	Whether the company is a public limited or a Private limited company or proprietorship , registered in India	<u>In case of company:</u> a) A Corporate brochure of the company. b) Certificate of Incorporation c) Memorandum and Article of Association d) Details of Directors e) Annual report for last 2 financial years	
b.	Area of business: IT/Networking	<u>In case of proprietorship/others:</u> Details of Proprietorship/others with proof of registration or applicable documents. The bidders are requested to attach the documents as Annexure 2 of their bid document.	
3. a	Whether the entity is a direct owner of technology or have a direct teaming agreement or have a tie up and technical arrangement directly with the technology company or through its authorized dealer for the core building block for WAN/LAN.	Letters from OEM (Original Equipment Manufacturer) or its authorized channels or its dealer/associate stating that they will support the product/solution through the System Integrator for the next two years. The bidders are requested to attach the documents as Annexure 3 of their bid document.	
b	Letter of Support from OEM or its authorized channels or its dealer/associate		
4.	ISO 9001:2000 or higher certification for services	Copy of the ISO Certification document. The bidders are requested to attach the document as Annexure 4 of their bid document.	
5.	Annual Turnover(for IT/networking business) for last two years	Profit and Loss Account for the last 2 financial Years certified by Chartered Accountant FY ____: Rs._____, FY____: Rs._____ The bidders are requested to attach the documents as Annexure 5 of their bid document.	
6.	Experience of WAN implementation.	a) P O copies b) Satisfactory Completion Certificate from the end Customer (Attach details as per Format A) The bidders are requested to attach the documents as Annexure 6 of their bid document.	
7.	a) Number of Support Centers in Kerala b) No. of Support centers in India	a) Organizational Chart and infrastructure details with the list of support centers in Kerala and India. Details of support centers (Address, Contact Tel No. , No of staffs etc.) b) Addresses of the Support Centers with supporting documents like rent agreement, landline bill etc. (Format B for reference) The bidders are requested to attach the documents as Annexure 7 of their bid document.	

8.	GST Registration No.	Copy of the GST Registration The bidders are requested to attach the documents as Annexure 8 of their bid document.	
9.	Income TAX PAN No.	Copy of PAN The bidders are requested to attach the document as Annexure 9 of their bid document.	
10.	Acceptance of all terms and conditions in the EOI	A copy of the EOI document signed, in the bottom of all pages as a token of acceptance of all terms and conditions. The bidders are requested to attach the documents as Annexure 10 of their bid document.	

All documents should be signed and stamped by the authorized signatory of the bidder in each page of the document submitted.

I/we hereby certify that all the particulars given above are correct and true to the best of my knowledge.

Signature _____

(Authorized Representative)

Full Name _____

Designation _____

Address _____

Note:

- 1) If needed, the bidder can use separate sheets for explaining the above points.
- 2) BSNL reserves the rights to verify the facts given by the bidder, with the authorities, if so required.

FORMAT-A

(Experience of WAN implementation on turnkey basis)

Sl. No	Information required	Details
01.	Name of the Bidder	
02.	Name of the Project	
03.	P.O Date	
04.	Commissioning Date	
05.	Role of the Bidder	
06.	Number of Geographically separated WAN Nodes	
07.	Value of the Project	
08.	Contact details of the Customer	
09.	Brief Description of the Project & Scope of Work (Implementation , Operation and Maintenance)	
10.	Testimonial Attached on Satisfactory Completion of the Project	

FORMAT-B

(Number of Support Centers)

Sl. No	Name of the Town/City	Postal address	Name of the Contact Person	Fixed Telephone Number, Fax No, Email ID etc

Annexure-II

BID SECURITY FORMAT

To

The Chief General Manager,
BSNL, Kerala Circle,
Thiruvananthapuram.

Dear Sirs,

In accordance with your EOI enquiry No..... dated M/s..... having its registered office at (hereinafter called the 'Bidder') wish to participate in the said EOI for.....

As an irrevocable Bank Guarantee against Bid Guarantee for an amount of Rs. 1 (One) lakh / Rs.50,000/- / RS.10,000/- valid up to..... (up to 365 days) is required to be submitted by the Bidder as a condition preset for participation in the said EOI, which amount is liable to be forfeited on the happening of any contingencies mentioned in the EOI/ bid documents.

We, theBank at having our head office at guarantee and undertake to pay immediately on demand by BSNL the amount (in figures and words) without any reservation, protest, demur and recourse. Any such demand made by said owner shall be conclusive and binding on us irrespective of any dispute or differences raised by the Bidder.

This guarantee shall be irrevocable and shall remain valid upto (upto 365 days). If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instruction from M/s. on whose behalf guarantee is issued.

In witness whereof the Bank, through its authorized officer has set its stamped on this Day of20__at

Designation.....

Bank's Seal.....

Attorney as per power of

Attorney No.....

Witness Signature.....

Name

AGREEMENT**Annexure-III**

THIS AGREEMENT made on this _____ day of _____, 20__, at Thiruvananthapuram between Bharat Sanchar Nigam Limited having its Regd. Office at Bharat Sanchar Bhawan, Harish Chandra Mathur Lane, Janpath, New Delhi – 110001 (hereinafter referred to as "BSNL") which expression shall include its successors and assigns on the one part and

M/s _____ (hereinafter referred to as "System Integrator") which expression shall include its successors and assigns on the other part.

WHEREAS BSNL intends to empanel System Integrators for establishment and maintenance of customized private Wide Area Network (WAN) at client's premises.

AND WHEREAS the said System Integrator who is having all the wherewithal is hereby empanelled as **National / Circle / Circle-Silver** System Integrator (*strike out which ever is not applicable*) to undertake all such jobs as and when assigned by BSNL on the terms and conditions as set out in this agreement.

WHEREAS both the parties to the Agreement agree to the following terms and conditions:

01. The System Integrator shall nominate the team, their name(s), address (es) and telephone nos. (Residence included) for better co-ordination.
02. The System Integrator shall make available the complete contact address of its Directors and local heads as applicable to BSNL.
03. BSNL being a service organization, many of the requirements could be of emergency nature. The agencies have to respond to such demands despite holidays/beyond office hours.
04. Mere empanelment does not confer automatic rights to a System Integrator to secure/procure jobs.
05. BSNL will not pay any extra charges related to presentation at BSNL and customer premises and training to client's representatives for operation & maintenances.
06. The turnkey projects will involve supply, execution and O&M subcontracts. Therefore at the project proposal preparation stage itself, back up offers from the prospective subcontractors should be obtained. The needed agreements should be signed immediately on award of the contract. These agreements should clearly define the deliverables, terms, schedules, penalties, and guarantees so as to protect the BSNL's interests.
07. BSNL shall invite sealed quotations/bids/Proposals from empanelled SIs for various types of projects related to Customer's Private Network for finalization of the rates. The quotation/bid/Proposal shall specify validity of the prices, delivery period, penalty, AMC etc. The rates for such project costs shall be finalized after observing all the formalities. Depending upon the requirements, order could be placed on the empanelled SIs at the finalized rates. However, before placement of Purchase Order, the prices may be negotiated taking into account the reasonableness with reference to prevailing market price.

08. For participation in Projects through open tender, in order to be competitive, standing committee can further negotiate the rates with the empanelled vendors.
09. It may not be possible to fix the prices of all the items as depending upon the requirement of the customers, there may be slight variations in the specifications. BSNL could negotiate the prices of such items with these selected vendors and place orders on any of the empanelled vendor at negotiated price.
10. In a situation when the customer desires to expand the existing network, the procurement of add on equipment becomes proprietary in nature. Keeping in view the requirement of the customer and the fact that ultimately the customer will be paying for the cost of equipment, the BSNL may finalize the prices of proprietary equipments after negotiations.

11. Process and Payment Terms

- i. Normally, all the offers to the customer will be in the name of BSNL and by the BSNL.
 - ii. The customer will make all payments towards project cost to BSNL.
 - iii. Back to back payment arrangement will be there from BSNL to System Integrator for procurement, installation, configuration, commissioning, O&M of the equipment at the customer sites.
 - iv. For each requirement of Customized WAN solution, BSNL will issue a purchase order (P.O.) to SI containing details of equipment along with agreed price, terms & conditions.
 - v. Payment to the System Integrator will be made in installments depending upon the payment that the BSNL will get from the Purchaser.
 - vi. The AMC payment, wherever entered will be made on quarterly basis and after the expiry of quarter subject to fulfillment of Service Level Agreement (SLA) and maintenance schedule.
 - vii. Depending on customer, market position, BSNL will be charging a commission on the SI invoices value.
12. The terms and conditions in the EOI document No _____ shall form a part of this agreement.
13. Commencement & Duration:
- a. This agreement shall commence from the ____ Day of _____, 20__ for a period of five years up to _____.
 - b. BSNL may extend, if deemed expedient, the period of agreement by TWO YEARS at one time depending on satisfactory performance of the empanelled system integrators.
14. Modifications in terms: Any changes in the terms and conditions contained herein shall have effect only prospectively, and shall be valid only if recorded in writing and signed by the authorized officers of the BSNL and the SI.

15. Termination:

- a. Either party may terminate this agreement by giving three months notice in writing to the other. The obligations of the parties shall continue during the notice period.
- b. However, if the services of the System Integrator are not found satisfactory, BSNL shall have the right to cancel the contract at any time without assigning any reason and without any financial compensation to the SI.

16. Dispute Resolution/Arbitration

a. All the disputes, differences, controversies / differences of opinions, breaches and violation arising from or related to the agreement arises out of this Agreement between parties then such party or parties shall make a request to the other party or parties to amicably settle such differences or disputes and parties shall thereupon make every effort to settle the same amicably by mutual discussions / reconciliations in good faith and the same shall be resolved within a period of 60 (sixty) days from the date of making of such request.

If the dispute, difference, controversies / differences of opinion, breaches and violation arising from or related to the agreement cannot be resolved through conciliation/ discussions within 60 (sixty) days of commencement of reconciliations / discussions, then such question, dispute or difference (except as to the matters, the decision to which is specifically provided under this agreement) shall be referred to a sole arbitrator (Chosen from the name(s) provided by BSNL), to be mutually decided by the parties, as per the provisions of the Arbitration and conciliation Act, 1996, any amendment thereof , and any notification issued or rules made there under from time to time. The parties to dispute will share equally the cost of arbitration as intimated by the Arbitrator.

The Arbitration and Conciliation Act, 1996 and the rules made there under or any statutory modification or re-enactment there of or any rules made thereof shall be deemed to apply to the arbitration proceeding under this clause.

The Arbitration proceeding shall be in English language.

The Venue of the arbitration proceeding shall be the office of the..... BA Headquarters or such other places as the arbitrator may decide.

b. In the event of any dispute or difference relating to the interpretation and application of the provisions of commercial contracts(s) between Central Public Sector Enterprises(CPSEs)/ Port Trusts inter se and also between CPSEs and Government Departments/ Organizations (excluding disputes concerning Railways, Income Tax, Customs& Excise Departments) such dispute or difference shall be taken up by either party for resolution through AMRCD as mentioned in DPE OM No.4(1)/2013-DPE(GM)/FTS-1835 dated 22.05.2018. The parties to dispute will share equally the cost incurred for the dispute resolution. (Applicable in the case of any dispute between BSNL and Government departments/ Organisations.)

IN WITNESSETH whereof the parties have put their hand on this Agreement on the day and year first above written.

BSNL

SYSTEM INTEGRATOR through its authorized representative

WITNESSES:

Annexure-IV**FORMAT OF THE BANK GUARANTEE**

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

Re: Bank Guarantee in respect of Agreement subsequent to letter of intent vide no-_____ dated _____ against EOI no-_____ dated _____ between Bharat Sanchar Nigam Limited, (BSNL in short) (A Government of India Enterprise), at Bharat Sanchar Bhawan, Harish Chandra Mathur Lane Janpath, New Delhi – 110001 (hereinafter referred to as "BSNL") and M/s _____, A company registered under The Companies Act, 1956 and having its Registered Office at _____ (*may be suitably changed in case of proprietor/ partnership Concern/LLP/ Individual*) (hereinafter called "System Integrator") whereby BSNL has agreed to empanel System Integrator (SI in short) for execution of Customer's Private Network on turnkey basis on the terms and conditions exclusively mentioned therein.

It has been agreed between the parties that a Bank Guarantee for Rs..... /- (**Rupees**) shall be given by the System Integrator in favour of the BSNL for due and faithful performance of the terms and conditions of the said agreement.

_____ Bank having its office at _____ has at the request of the System Integrator (M/s _____), decided to give the guarantee as hereinafter contained:

01. We, _____ (hereinafter called "the Bank") do hereby undertake and assure to the BSNL that if in the opinion of the BSNL, the System Integrator 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 of Rs..... /- (**Rupees.....only**) or such lesser amount as BSNL may demand without requiring BSNL to have recourse to any legal remedy that may be available to it compel the Bank to pay the same.
02. Any such demand from the BSNL shall be conclusive as regards the liability of System Integrator 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 System Integrator 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 System Integrator and BSNL regarding the claim.

- 03. We, the Bank further agree that the guarantee shall come into force from the date hereof and shall remain in full force and effect for the period up to _____ from the date of commencement of the agreement or the term of this guarantee whichever is later. But if the period of the said agreement is extended either pursuant to the provisions in the said Agreement or by mutual agreement between the System Integrator and the BSNL, the Bank shall renew the period of the Guarantee for such period which expires 6 (six) months after the renewed period of the said agreement failing which it shall pay to the BSNL the said sum of Rs/- **(Rupees..... only)** on written demand by BSNL demanding the payment of the above sum.
- 04. 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 System Integrator 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 System Integrator or through any forbearance, act or omission on the part of BSNL or any indulgence by BSNL to System Integrator 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.
- 05. The Bank further agrees that in case this Guarantee is required for a larger period and it is not extended by the Bank beyond the period specified above in Clause 3, the Bank shall pay to BSNL on written demand by BSNL having to demand the payment of the said sum of Rs./- **(Rupees.....only)** on the last day on which the Bank Guarantee is due to expire.
- 06. Notwithstanding anything herein contained;
 - (a) The liability of the Bank under this guarantee is restricted to Rs/- **(Rs.only)** and it will remain in force for a period of days i.e. up to _____.
 - (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 _____.
- 07. The Bank guarantees under its constitutional power to give this guarantee and _____ who have signed it on behalf of the Bank have authority to do so.

(Authorized Signature of the Bank Official)
Power of Attorney Number:

Appendix-A

**Self Declaration / Letter of Intent and Consent
For the Empanelment of existing System Integrators in other Circle/Units**

TO
CGMT,
-----Circle,

SUBJECT: Request for Empanelment as Circle/National SI

As per the “*Guidelines on Establishment of Customer’s Private network on Turnkey basis through System / Network Integrator (SIs)*” of BSNL for providing turnkey solutions to its enterprise customers, the existing System Integrators (SI) may request for the empanelment in other Circles. In this regard, it is submitted,

- (i) That, my firm/organization/company, ----- (herein after called applicant), is already empanelled as a System Integrator in - (Name of Home Circle) ----- Circle as National/Circle Level System Integrator.
- (ii) That, the applicant is interested to get empanelled as SI of your Circle also.
- (iii) That, the applicant is eligible under this policy to be empanelled as National/Circle SI.
- (iv) That, the applicant on appointment as SI, would abide by the procedure as decided from time to time by BSNL and its officers in executing the network assignments as approved for the purpose.
- (v) It is declared that the intended additional empanelment in your Circle would not affect the quality and speed of the works in my existing empanelled Circle.
- (vi) It is well understood, that Enterprise Business leads are of utmost importance and has got commercial value for BSNL and would not be mis utilized in any form which may be detrimental to the Business interests of BSNL.
- (vii) That the quotes given by me against the queries of BSNL would be firm and to be abided by me.
- (viii) That, the acceptance of my offer against any goods or services would be at the sole discretion of BSNL and my Company would have no claim or right on any business.
- (ix) That all the terms and conditions as applicable to me in my home Circle of empanelment would be enforceable in your Circle mutatis mutandis.
- (x) That, the policy is non exclusive in nature and the applicant can’t claim any right to any business, customer, area or product etc.
- (xi) That, the applicant is aware of the empanelment is mutual and can be cancelled by either side on a due notice as per policy of BSNL.
- (xii) The applicant authorizes existing Home Circle Head to have lien on the BG submitted by me for any non performance committed in your Circle. For this purpose CGM of home Circle would act as per the advice of your Circle.
- (xiii) The applicant is well aware that if at any stage/juncture it is established that the applicant as SI has misrepresented BSNL and acted in a manner detrimental to the business interests of BSNL, BSNL would be free to make good its losses from the applicant without prejudice to any other legal remedies it may have.

Dated:**At:**

(-----)

Copy: CGMT, (Home Circle),.....