



Bharat Sanchar Nigam Limited
(A Government of India Enterprises)
Office of the General Manager Telecom,
Manipur SSA, Imphal – 795001

No. GMT-IP/DATA-ENTRY/2015-16/18-19/31

Dated, the 24.01.2019

LIMITED-TENDER FOR OUTSOURCING DAY-TO-DAY COMPUTER RELATED DATA ENTRY OPERATORS IN CCN AND COMMERCIAL SECTION (GSM / WiMAX) OF OFFICE OF THE GENERAL MANAGER TELECOM DISTRICT, MANIPUR SSA, IMPHAL.

<u>Date of Issuing Tender document</u>	<u>02.02.2019</u>
<u>Final Date & Time of Issuing Tender document</u>	<u>Upto 14:00 Hrs of 18.02.2019</u>
<u>Final Date & Time of Submission of Tender</u> (To be dropped at the TENDER BOX kept at the chamber of the AGM (Admn))	<u>At 15:00 Hrs of 18.02.2019</u>
<u>Date of Opening of Tender</u>	<u>At 15:30 Hrs of 18.02.2019</u>

<u>Table of Contents</u>	<u>Page</u>
1. NIT	02-03
2. Information related to Tenderer	04
3. Terms & Conditions	05-07
4. Scope of Work	08
5. Price Schedule	09
6. Check List	10
7. Format of Agreement	11
8. Agreement Letter	12
9. Declaration regarding blacklisting/debarring	13
10. Family/Relatives declaration	14
11. Letter of authorization for attending Bid opening	15



Bharat Sanchar Nigam Limited
(A Government of India Enterprises)
Office of the General Manager Telecom,
Manipur SSA, Imphal – 795001

No. GMT-IP/DATA-ENTRY/2015-16/00

Dated the 24.01.2019

Notice Inviting Tender

1. The General Manager Telecom, Manipur SSA, Imphal on behalf of CMD/BSNL, invites sealed tenders (2 bid systems) for **OUTSOURCING DAY-TO-DAY COMPUTER RELATED DATA ENTRY OPERATORS in CCN AND COMMERCIAL SECTION (GSM/WiMAX)** of the office of the General Manager Telecom District, Manipur SSA from firms having experience in computer works in BSNL as detailed below:

Sl. No.	Details of work	Estimated cost for 12 months	Earnest Money @ 2% of Total cost of Tender	Cost of Tender Document
1.	Day-to-day computer related data entry operator works in CCN & COMMERCIAL SECTION (GSM) of the office of the GMTD, Manipur SSA	Rs. 3,50,000/-	Rs7000/-	Rs. 500/-

2. Tender documents containing terms and conditions and other details may be downloaded from the website <https://www.ne2.bsnl.co.in> The cost of the tender documents (i.e. Rs 500/-) may be deposited by Demand Draft drawn from any Nationalized Bank in favour of A.O. (Cash), BSNL O/o GMTD Imphal. This demand draft and the Hard copies of all the documents of Tender bids must be submitted to the AGM (A & P) O/o the GMTD, Imphal. The tender will be opened at 15:30 hrs of 13-02-2019 in presence of Tenderers/bidders/authorized representatives.

3. Earnest money amounting to Rs. 7000/- (Rupees Seven thousand) only in the form of Demand Draft from any Nationalized Bank issued in favour of A.O. (Cash), BSNL, O/o the GMTD Imphal must be submitted with the tender.

4. The firm should have experience for carrying out the work of Data entry or work of similar nature in central/state Govt/PSU preferably BSNL for at least an amount totaling Rs 1,00,000/- (Rupees One Lakhs) only during the last two consecutive financial years in a PSU/Govt. department preferably BSNL. A certificate to the effect of satisfactory performance not below the rank of class I officer of central/State Govt./PSU must be enclosed.

5. The main envelope should contain two separately wax sealed envelope containing “technical bid” and “financial bid”.

The **Technical Bid** should contain the following document.

- (a) DD of cost of Tender document for Rs 500/- & EMD of Rs. 7000/-
- (b) Valid attested copy of registration certificate of Firm/or Attested Deed of partnership/or sole proprietorship.
- (c) Attested copy of PAN.
- (d) Valid Labour Licence
- (e) Experience certificate of Rs. 1, 00,000/- during the years 2017 -18 and 2018-19 in a PSU/Govt. department, preferably BSNL.
- (f) Diploma /equivalent certificate in computer applications of bidder.
- (g) Certificate for non participation of near relative.
- (h) Declaration regarding blacklisting/debarring from taking part in Government Tender by DOT/BSNL/Govt. Dept/PSU.
- (i) Valid Service Tax Registration number.

The **Financial Bid** will contain only Schedule of Rate to be submitted to the AGM (A & P) O/o the GMTD, Imphal.

6. The General Manager Telecom District, Manipur reserves the right to accept/reject any/all the tenderer/tenders without assigning any reason.

AGM (A & P)
O/o the GMTD, BSNL,
Manipur SSA, Imphal

SECTION - I

Information related to Tenderer and his eligibility

Name of firm

Firm address

Telephone No. OfficeResidence

Is the firm proprietary/Partnership/Ltd./Pvt/Ltd.

Name of Proprietor or Partners/Directors.

Firms Registration Particulars

Valid Labour Licence

Income TAX (PAN No.) details if any.

Service Tax registration particular.

Work Experience in Data Entry or software work of similar nature in Central/State Govt./PSU for Rs. 1,00,000/- (Rupees One Lakhs) or more issued by class one officers.

<u>Details of work place</u>	<u>Unit</u>	<u>Period</u>	<u>Amount</u>
------------------------------	-------------	---------------	---------------

I hereby solemnly affirm that declaration furnished above is true to the best of my knowledge and belief.

SECTION - II

Annexure-I

Terms and Condition

The word "Data Entry" in these terms and conditions include entries of text, tables, graphs & drawings etc on computers in English as per requirement. The data entry is to be done on various application software packages such as SANCHARSOFT, MS OFFICE, FOXPRO based software and other packages like scanning documents, rack entry etc. which come into use in the BSNL offices. Experienced Individuals or reputed firms having experience in the field of Data Entry in CDR & DOTSOFT Package preferably in BSNL may take part in the tender.

2. Attested copies of the following documents must be submitted with the tender.
 - (a) Copy of Registration certificate of the firm.
 - (b) Valid Labour Licence
 - (c) Pan Card
 - (d) Copy of the work experience in Data Entry in computer worth Rs. 1,00,000/- during the last two consecutive financial years. A certificate to the effect of satisfactory performance from not below the rank of class one officer of Central/State Govt./PSU.
3. Earnest money amounting Rs. 7000/- (Rupees Seven thousand) only in term of Demand Draft Drawn in favour of A.O. (Cash), BSNL, O/o the GMTD Imphal must be submitted with the tender otherwise tender will be summarily rejected.
4. Rates must be quoted both in words and figures inclusive of all taxes, duties, levies etc. In case of any discrepancy, the rate quoted in words will be considered. Conditional offer will summarily be rejected.
5. Rate must be quoted after assessing the work value and no excuse will be entertained later for any faults/defects/missing of spares etc. after agreement is signed.
6. No participation is permissible by near relatives or by members of a Hindu Undivided family of all BSNL working employees (Non executive employees working in the office of the GMTD Imphal, executive employees also called Group A & Group B officer working in the O/o the GMTD Imphal) either directly recruited or on deputation.

They are husband & wife.

Or, one is related to the other in the manner as father, mother, son (s), Son's wife (daughter-in-law), daughter(s) & daughter's husband (son-in-law), brothers & brother's wife, Sister(s) & sister's husband (brother-in-law).
7. The General Manager Telecom District, Manipur reserves the right to accept/reject any/all the tender/tenders without assigning any reason.
8. The successful tenderer will have to deposit 10 % of estimated cost towards security deposit prior to execution of agreement within the given period. EMD will form the part of SD for the successful tenderers.
9. The estimated cost (tender value) for a year is Rs. 3,50,000/- which may be increased or decreased.
10. Tender will be valid for one year and may be further extended up to one year within the limit of estimated cost with mutual consent & satisfactory performance during the period of contract.
11. The work during period in noted in price schedule.
12. A penalty of Rs. 100/- per 24 hrs or part thereof can be imposed by Section incharge if the Data entry is prolonged for more than 8 hrs.

14. All statutory taxes leviable as per rule will be deducted from the bill of the contractor.
15. Security deposit will be taken @ 10% of the approved tender amount prior to execution of agreement. Earnest Money will form part of the SD for the successful bidder.
16. No interest will be payable on EMD/SD.
17. SD will be refundable after expiry of agreement after observing departmental formalities and on submission of "No Dues" certificate by the contractor.
18. During the performance of the contract, the tenderer will be responsible for doing the work as per instruction of his incharge officers.
19. The payment will be made on monthly basis. The contractor will submit the bill to the AD (COM-MOBILE) & AD (CCN) who will forward the bill to the office of the GMTD Imphal after furnishing the following certificate duly counter signed by AGM (CM) or any controlling officer.

I) Certified that work has been done satisfactorily during the month of To As per detailed below.

II) There has been lapses fromToduring the quarter.

III) No expenditure has been incurred by the BSNL during the month for such work done by agency.

20. The tender will be decided on the basis of L1 on rate per data to be entered.

21. In the event of breach of any condition of the agreement including the delayed executing of work/bad performance, loss or damage of equipment, misbehaviors by the staff of the Contractor, the BSNL Manipur shall have the power to adopt any or all of the following best suited in the interest to the BSNL.

a) To rescind the agreement and in such case the SD of the contractor will stand forfeited to the BSNL.

b) For loss or damage of the equipment, the contractor will have to make good of the loss as decided by the BSNL.

c) In case of delay in execution/taking over of work the BSNL may impose penalty @ 1 % per week subject to maximum of 10 % of value of work along with recovery of amount incurred by the BSNL for the work being done by other agency or otherwise.

22. The GMTD Imphal reserves the rights to terminate the agreement by giving one month's notice without assigning any reason.

23. Force Majure

If anytime during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reason of any war, or hostility act or the public enemy, civil commotion, sabotage, fires, flood, explosions, epidemics, quarantine, restrictions, strikes, lockout, or act of God (have in after 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 events be entitled to terminate this contract nor shall either party have any such claim for damage against the other in respect of such non-practicable or delay in performance and deliveries under the contract shall be resume as soon as practicable after such event may 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 provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may at this option terminate the contract.

24. Arbitration : -

In the event of any question, dispute or arising under this agreement or in connection there with (except as to the matters the decision of which specifically provided under this agreement) the same shall be referred to sole arbitration of the General Manager, Manipur SSA, Imphal or in case his designation is changed or this office is abolished then in such case to the sole arbitration of the officer for the time being entrusted whether in addition to the function of the General Manager, Manipur SSA, Imphal or whatever designation such officers may be called (hereinafter referred to as the said officer) and if the General Manager, Manipur SSA, Imphal or the said officer is unable or unwilling to act as such to the sole arbitration or some other person appointed by the General Manager, Manipur SSA, Imphal or the said officer.

There will be no objection to any such appointment that the arbitrator is Government Servant or that he has to deal with the matter. To which the agreement relates or that in the course of his duties as Government Servant he has expressed views on all or any of the matter under dispute. The award of the arbitrator to whom the matter is final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred, being transferred or vacating his officer or being unable to act for any reasons whatsoever such General Manager, Manipur SSA, Imphal or the said officer shall appoint another person to act as arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

The arbitrator may from time to time with the consent of parties enlarge the time for making and Publishing the award. Subject to aforesaid Indian Arbitration Act, 1940 and the Rules made there under any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

The venue of the arbitration proceedings shall be the office of the General Manager, Manipur SSA, Imphal or such other places as the arbitrator may decide.

25. Set Off.

Any sum of money due and payable to contractor (including security deposit refundable to him) under this contract may be appropriated by the BSNL and set off the same against any claim of BSNL for payment of a sum of money arising out of this contract or any other contract made by the contractor with the BSNL.

26 Workmen's Compensation : -

In every case in which by virtue of the provision of Section 12 and sub-section (1) of the workmen's compensation act 1923. BSNL is obliged to pay compensation to a workman.

Employed by the contractor in execution of work BSNL will recover from the contractor the amount of compensation as paid and without prejudice to the right of the BSNL.

Under Section 12 Sub-section (2) of the said Act, the BSNL will be at liberty to recover such amount or any part thereof by deducting it from the SD or any sum due by the BSNL to the contractor whether by this contract or otherwise. The BSNL shall not be bound to contest any claim made against it under Section 12 Sub-section (1) of the said Act. Except on written request of the contractor and upon his/her giving to the BSNL might become liable in consequence of contesting such claim.

SECTION - III

SCOPE OF WORK

1. Data entry of every subscriber as per CCN Database (Subscribers' Information Management – Foxpro Based) which also includes all softwares of MS Office for record keeping, editing/modifying & updating of existing database for all GSM & WiMAX connections, storage and backup of database, report generation & office record maintenance.
2. GSM Prepaid & Postpaid Sanchar soft data entry for Imphal CSR.
3. GSM Prepaid & Postpaid internal data entry in the Mobile Subscriber Information Management Software for Manipur SSA (Foxpro based).
4. GSM Prepaid & Postpaid CAF Rack entry for easy sorting from CAF.

SECTION -IV

Annexure-II

SCHEDULE OF RATE

Sl. No.	PARTICULARS	Quantity (approx)	RATE	AMOUNT for 12 months (approx)
1.	Day-to-day computer related data entry operator works in CCN & COMMERCIAL SECTION (GSM/CDMA/WiMAX) of the office of the GMTD, Manipur SSA	175176 nos. data in 12 Months	Rs. 1.81 (Rs. one and eighty one paise) only per Data/CAF/Subscriber information	Rs. 3,50,000.00
Total Annual Amount				Rs. 3,50,000.00

Rate to be quoted by the Tenderer

- (a) At par with schedule -
- (b) % above -
- (c) % below -

SECTION - V

CHECKLIST

1. Whether the following papers are enclosed :
 - (A) Whether DD for cost of Tender document of Rs 500/- & DD for EMD of Rs. 7000/- has been submitted in the office.
 - (C) No near relatives certificate has been submitted or not.
 - (D) Valid attested copy of registration certificate of Firm/or Attested Deed of partnership/or sole proprietorship.
 - (E) Attested copy of PAN.
 - (F) Attested copy of Valid Labour Licence.
 - (G) Experience certificate of Rs. 1,00,000/- during the year 2017-18 and 2018-19 in a PSU/Govt. department, preferably BSNL.
 - (H) Letter of authorization for attending Bid opening.
 - (I) Declaration regarding blacklisting/debarring from taking part in Government Tender by DOT/BSNL/Govt.Dept/PSU.
 - (J) Diploma or equivalent certificate in computer applications of bidder.



Bharat Sanchar Nigam Limited

**(A Government of India Enterprises)
Office of the General Manager Telecom District,**

Manipur SSA, Imphal – 795001

SECTION - VI

No. Dated

Agreement

1. Agreement No.:
2. Name of Work: Outsourcing Day to day data entry operators in CCN & Commercial Section (GSM) of office of the General Manager Telecom District, Imphal.
3. Name of Contractor :
4. Validity period : One year from date of taking over charge of Data Entry in BSNL.



Bharat Sanchar Nigam Limited

(A Government of India Enterprises)

Office of the General Manager Telecom District,

Manipur SSA, Imphal – 795001

SECTION - VII

AGREEMENT

This agreement is made on this day of 20___ between the General Manager Telecom District, Imphal under the BSNL (herein called the first party) on one part and M/s (hereinafter called the second party).Whereas M/s..... has liability contracted with the General Manager Telecom District, BSNL, Imphal for Data entry & Computer related work in BSNL office under Manipur SSA as per specification and approved rates shown in ANNEXURE – II and on terms and conditions mentioned in ANNEXURE – I.

In the witness whereof the said contractor and the said General Manager Telecom District, Imphal acting in promises as aforesaid have set their respective hands and seals on the agreement on the present date

Signature:

Signature:

Name:
(Contractor)

Name:
(For & on behalf of BSNL)

This agreement signed in the presence of the following witnesses:

1. Witness one

2. Witness two.

Signature: -----

Signature: -----

Name & address: -----

Name & address: -----

SECTION - VIII

DECLARATION REGARDING BLACKLISTING / DEBARRING
FROM TAKING PART IN GOVERNMENT TENDER
BY DOT / BSNL / Govt. Dept. / PSU

(To Be Executed On stamp paper Of Rs. 200/- by the tenderer)

I / We Proprietor / Partner (s) / Director(s) of M/S.....
hereby declare that the firm / company namely M/S
has not been blacklisted or debarred in the past by DOT /BSNL /PSU/any other
Government or Semi-Government organization from taking part in Government tenders.
was blacklisted or debarred by *.....
from taking part in Government tenders for a period of Years w.e.f. The period
is over on...and now the firm / company is entitled to take part in Government tenders.

In case the above informations found false I / we are fully aware that the tender / contract will be rejected / cancelled by General Manager Telecom District, Imphal shall be forfeited

In addition to the above General Manager Telecom District, Imphal will not be responsible to pay the bills for any completed / partially completed works.

Signature

Name:

Capacity in which as signed

Name & address of the firm

SECTION - IX

FAMILY / RELATIVES DECLARATION

I/We.....resident of.....hereby

Certify the none of my relative(s) as defined in the tender document is/are employed in BSNL unit as per details given in tender document. In case at any stage, it is found that the information given by me is false/incorrect, BSNL shall have the absolute right to take any action as deemed fit without any prior intimation to me.

Signature of the tenderer with Seal

Clarification:-

As per Government of India's CCS conducted rule 4. no. Government servant shall in the discharge of his/her official duties deal with any matter or sanction any contract to any company or for any other person if any member of his/her family is employed in that company or firm or under that person if he/she or any member of his/her family is interested in such matter or contract in any other manner and the Govt. Servant shall refer very such matter or contract to his official superior. This clause is applicable to all BSNL employees and in view of this as soon as any BSNL employee becomes aware of the above subject. He must intimate this to the prescribed authority.

Therefore, it has been decided that the near relatives of all BSNL Employee either directly recruited or on deputation are prohibited from participation in tender and execution of the work in the different units of BSNL. The detail guidelines in this regard are given in the following paragraphs.

The near relatives for this purpose are defined as:

- (a) Members of 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(s)) & daughter's husband (Son-in-law) brother(s) & brother's wife, sister(s) & sister's husband (brother-in-law).

SECTION - X

LETTER OF AUTHORIZATION FOR ATTENDING BID OPENING

To,

The AGM (Admn)
O/o the GMTD, IMPHAL.

Tender Number _____

Subject :

Authorization for attending bid opening on _____(date) in the tender of

Following person is hereby authorized to attend the bid opening for the tender mentioned above on behalf of _____ (Bidder) in order of preference given below.

Order of Preference	Name	Specimen Signatures
---------------------	------	---------------------

I

Alternate

Representative

Signatures of bidder

Or

Officer authorized to sign the bid Documents on behalf of the bidder.

No.1. Maximum of one representative will be permitted to attend bid opening.

2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not recovered.