



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)

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

O/o the Principal General Manager, BSNL, Tirunelveli BA.

BID DOCUMENT

**E-TENDER for Office / Infra Upkeeping and General Conservancy work at
Tirunelveli BA consisting Tirunelveli SSA and Tuticorin SSA**

TNTVL-11/12(14)/6/2021-ADMIN UNIT -TNTVL dt 08.11.2021

DOCUMENT NUMBER:

BIDDERS NAME & ADDRESS:

NEFT details

Name of the Bank : Union Bank of India

Branch : Tirunelveli Junction

Name of the A/c holder : Accounts Officer (Cash) BSNL, Tirunelveli

Account no : 336001010931297

IFSC code : UBIN0533602



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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 on or before date & time specified in Clause 6 of Detailed NIT.



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

O/o the Principal General Manager, BSNL, TIRUNELVELI BA

TNTVL-11/12(14)/6/2021-ADMIN UNIT -TNTVL dt 08.11.2021

1. Cost of Tender Form : **Rs.590/-**
(Rupees Five Hundred and Ninety only)
2. Name of the Work : **Office / Infra Upkeeping and General Conservancy work at**
Tirunelveli BA consisting Tirunelveli and Tuticorin SSAs.
3. Period of contract : One year, which can be extended further for one year
depending upon the requirements of BSNL.
4. Tender No. & Date : TNTVL-11/12(14)/6/2021-ADMIN UNIT -TNTVL dt 08.11.2021
5. Date from Document may be downloaded : **10:00Hrs on 19.11.2021**
6. Last Date for Submission of Tender Forms : **11:30Hrs on 03.12.2021**
7. Time and Date of opening Tender : **11:30Hrs on 04.12.2021**

TO BE FILLED BY TENDERER

1. Name and address of the tenderer :
2. Bid security declaration to be submitted
3. RATES are to be quoted in : **ONLINE MODE ONLY**
4. PAN number, GST Number & IT return Copy for the Assessment year 2019-20 or 2020-2021 :
5. Address of local office & BSNL phone no. :

SECTION- 1
Detailed NOTICE INVITING TENDER

TNTVL-11/12(14)/6/2021-ADMIN UNIT -TNTVL dt 08.11.2021

FOR AND ON BEHALF OF BHARAT SANCHAR NIGAM LIMITED, the Principal General Manager, Telecommunications, TIRUNELVELI BA invites digitally sealed tender from eligible experienced / reputed Company / Firm / established Contractor/ BSNL Franchisee for **General Office / Infra Upkeeping and conservancy work in Tirunelveli BA consisting Tirunelveli & Tuticorin SSAs, for a period of 1 year commencing in FY 2021-22. The tenderer should have not less than one year previous experience in successfully carrying out similar contract in Central/ State Government Departments or PSU organizations with** required infrastructure, and sufficient number of trained work force. They should meet required statutory provisions of the State Government, Central Government and Local Bodies relevant to the tendered works. They should also have valid labour license, EPF code, ESI code and GST registration. **The estimated requirement of various units may vary plus or minus 25% (+/- 25%) according to the requirement.**

The details are described below.

1.0 Description of Work

The scope of the work includes

1.1 OFFICE / INFRA UPKEEPING AND ALLIED WORKS:

1. Filling water in the water drums and containers, cleaning and proper maintaining of water cooler, jugs, tumblers, flasks and supply of drinking water to the staff whenever required by them
2. Cleaning of electrical fittings such as fans, lights, switch boards etc.,
3. Cleaning of doors, windows, curtains, sofas, sofa covers, table covers, table tops, furniture, file racks, cupboards, almirahs, dustbins etc. and always keep them free from dust and moisture.
4. Maintenance and stacking of files, registers, books, old records, serviceable and unserviceable stores etc., in their appropriate locations
5. Cleaning telephone instrument with anti-septic lotion
6. Cleaning of office equipment such as telephone instruments, computer peripherals etc.,
7. Cleaning and maintenance of batteries, power plants, engine alternators, AC plants, computer peripherals and fire extinguishers
8. Attending to the works of special nature during power failure
9. Dispatch work through post office/ RMS/ courier, distribution of DAK and files, and routine office works relating to use of stationery
10. Additional works that may become necessary during festival seasons, Melas, conferences, inspections, meetings, bandhs and strikes called by trade unions etc.,
11. Assisting and extending a helping hand to the BSNL staff while they perform their duties
12. Carrying/delivering of faulty/repared cards for repair/maintenance.
13. Regular cleaning of equipment room
14. Water motor operations and water pipe cleaning maintenance in exchanges, quarters and offices.
Inspection Quarters(Wherever available)
 - a) Taking care of guest round the clock.
 - b) Keeping the cutlery's vessel in proper conditions.
 - c) Maintaining the entry register and remittance of money to the in-charge.

- d) Upkeep of bath and convenience room twice a day.
 - e) Changing of bedspread and pillow covers every time after the guest vacating the room.
 - f) Arranging of washing of bedspread and pillow covers every time after the guest vacating the room.
 - g) Upkeep of Ac units and electrical fittings.
15. Any other work assigned by the staff based on site requirement if any then and there.
 16. Driving of departmental vehicle as and when required for the company with respect to maintenance of the network.
 17. Cleaning of vehicles, fuel refilling with the petrocard supplied by the officer concerned, reporting in time for audits, inspection and office works, as and when required on round the clock.
 18. Scanning of documents and assisting the staff to collect forms.
 19. Arrangements for meeting & related works
 20. Assisting the staff in the counter.
 21. Assisting the staff for attending and solving customer complaints thro telephone and in person
 22. Helping the customers towards concerned staff / units
 23. Assisting the customers and staff towards resolving the issues and helping them to fill up the Forms
 24. Assisting the CSC counter staff & officers towards their office upkeep.
 25. Maintaining gate pass & stock
 26. Any other works assigned by the staff & officers that may be incidental and related to Customer Service activities

NOTE:

- 1. The person who handles pumps should have adequate knowledge in pump operation**
- 2. Bidder shall deploy sufficient number of personnel to support the services as per this contract. Personnel should be placed in such a way that they are able to carry out the day-to-day activities as mentioned in relevant clauses of this section.**

1.2 EXCHANGE INFRA MONITORING & SURVEILLANCE

1. Monitoring of Power Plants, Batteries, AC Temperature in switch rooms.
2. Switching on / off of DGs, Pumping of water.
3. Cleanliness, Gate pass records.
4. Monitoring customer movements.
5. Any other work that may be required to be attended as may be directed by the BSNL officers.

NOTE: Bidder shall deploy sufficient number of personnel to support the services as per this contract. Personnel should be placed in such a way that they are able to carry out the day-to-day activities as mentioned in relevant clauses of this section.

1.3 GENERAL CONSERVANCY SERVICES

1. Sweeping and cleaning, every morning before commencement of office hours and when occasion demands, with water (and with soap wherever and whenever required) of the entire premises and open space including water coolers, staircases, verandah, dining halls and furniture therein.
2. Appropriate cleaning, every morning and before lunch breaks, of conveniences including urinals, toilets, wash basins etc., with soap, phenyl etc., and placing odonils, naphthalene etc., wherever required in the premises and open spaces with the materials supplied by Vendor
3. Maintaining roads, pavements, pathways etc in the premises and open ground free from mud.
4. Maintaining and keeping the premises including inside and outside walls, ceiling, terrace, open space and open ground neat and tidy and always keep them free from

cobwebs, unwanted bushes etc.

5. Maintaining free flow of sewage waters, outlets, septic tanks, water soak pits etc., and maintaining them in good working condition free from water clogging, stinking etc.
6. Maintenance of garden, applying manures and pesticides in the garden and to the garden plants, wherever gardens are maintained, clearing the open area of wild bushes etc.,
7. pruning of hedges, tree branches etc., wherever necessary.
8. Cleaning and washing of water sumps/overhead tanks using bleaching powder.
9. Sweeping Car/Scooter/Cycle sheds, pump house and the entire compound fortnightly.
10. Cleaning of walls, ceiling, terrace and removing cobwebs once in fortnight(Saturday/Sunday)
11. Cleaning of electrical fittings such as fan,lights,switch boards once in fortnight.
12. Additional works that may become necessary during festival seasons, Melas, conferences, inspections, meetings, bandhs and strikes called by trade unions etc.,
Any other conservancy work that may be required to be attended as may be directed by the BSNL officers.

NOTE :

1. **Same persons should not be employed for water carrying and cleaning of toilets.**
2. **The cleaning materials having good quality should be used. The quoted rate should be inclusive of the cost of cleaning materials used for the above works. The contractor has to provide all necessary consumables/cleaning materials such as Broom, Mopstick, Duster Cloth, Phenyl, Detergent, Soap, Oil, Acid, Cleaning Powder, Dettol, Naphthalene etc to the personnel deployed.**

Description of Work	Estimated Quantity	Estimated Cost in Rs	Bid Security
As stated above	Tirunelveli SSA and Tuticorin SSA	49,00,000	Declaration

Note 1: The quantity of various units stated above is estimated one and the BSNL reserves the right to vary the quantity in the various units to the extent of -25% to +25% of specified quantity/quantum in respect of count or cost or location or unit as required by BSNL without any change in unit price and other terms & conditions.

The dates involved in E-Tender process of download/upload, & submission are given below.

- (i) Tender floating online Date &Time : **19.11.2021 10:00 Hrs**
- (ii) Pre-Bid Meeting Date &Time : **25.11.2021 11:30 Hrs**
- (iii) Last Date &Time for Tender submission : **03.12.2021 11:30 Hrs**
- (iv) Technical Bid open Date & Time : **04.12.2021 11:30 Hrs**
- (v) Finance Bid open Date & Time : Will be intimated later
- (vi) Tender Documents form can be downloaded/uploaded from the CPP Portal <https://etenders.gov.in/eprocure/app>. Tender documents shall be available only for viewing by using the link available in the website : www.tamilnadu.bsnl.co.in.
As tenders are invited through e-tendering process, physical copy of the tender document would not be available for sale.

2.0 Purchase of Tender Document

- (i) The Tenderer should submit the cost of the tender document (**Rs.590/-**) in the form of NEFT (bank details mentioned in the 1st page of the tender document. The Tender which is not accompanied for cost of Tender document and Bid Security Declaration shall be summarily rejected. However bidders having valid MSME/NSIC registration are exempted from the payment of Cost of Tender document but submission of bid security declaration is mandatory.

- (ii) Amendments if any to the Tender document will be notified in the above website as and when they are made. It is the responsibility of the vendors who have downloaded the tender document to note these amendments and submit tenders accordingly.
- iii) The mandatory / eligibility documents mentioned in the tender document should be scanned and uploaded in the e-tender portal , non-receipt of any of the mandatory documents, is liable for rejection.
- iv) Late and delayed tenders shall not be considered.
- v) If the tender opening day happens to be a holiday, the tender will be opened at the same time on the next working day.
- vi) The tenderer will be bound by all terms, conditions and specifications as detailed in this Tender document.

3.0 Cost of tender document

It is neither refundable nor transferable. This office is not responsible for any delay or untoward hurdle in downloading or uploading the Tender documents in the portal.

4.0 Eligibility Criteria

(a) The desirous participant must be an eligible experienced /reputed Company /Firm /established Contractor/BSNL Franchisee. **The established contractor/ Franchisee, should have not less than one year previous experience in successfully carrying out similar contract in Central/State Government Departments or PSU organizations,** required infrastructure, and sufficient number of trained work force. Certificate to that effect shall be obtained from the officer not below the rank of a Divisional Engineer /Assistant General Manager and the same must be enclosed in the Tender Document failing which the tender shall be rejected summarily.

(b) The Annual Turn Over of the firm should have **not less than 30%** of the estimated cost during any one of the last 3 financial years. Proof for the same duly certified by CA wherever applicable should be attached with the Tender Document.

(c) Self-Attested copy of Valid EPF Registration Certificate.

(d) Self-Attested Copy of Valid ESI Registration Certificate.

(e) Self-attested copy of Chartered Accountant certificate stating Profit & Loss Account for any one of the last 2 Financial Years .

(f) Valid PAN No and IT Return for the AY 2019-20 and 2020-21

(g) Valid Goods and Services Tax Registration Certificate No.

(h) Self declaration along with the evidence that the contractor is not Black listed by GST authorities.

(i) Intimate all GST registration numbers to BSNL, where contractor holds multiple GST numbers.

(j) In case of MSME bidders, necessary valid certificate obtained from MSME/NSIC is to be submitted.

The bidders shall submit necessary documentary proof showing that they meet the eligibility criteria along with their tender bid. All documents submitted should also be self-attested by the bidder. Non-submission of any above documents shall be liable for rejection. Incomplete, ambiguous, Conditional, unsealed tender bids shall be rejected summarily.

Any reason such as delayed submission due to technical snag or what so ever will not be entertained. It is the duty of the bidder to ensure that the required documents are submitted online completely compliant to the eligibility and qualification criteria.

However, BSNL reserves the right to clarify or ratify on any of the above documents.

5.0 Bid Security

Bidder has to submit the declaration as specified in Section- 7 (A)

6.0 Date & Time of submission of tender bids through online: on or before 11:30 Hrs of 03.12.2021

6.1 Note: In case the date of opening of bid is declared to be a holiday, the date of 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.

6.2 Opening of Tender Bids: (TOE) 11:30 Hours on 04.12.2021.

7.0 Specification As per Section-4: Part-B of tender document.

8.0 Place of opening of Tender

BSNL's Tender Opening Officers as well as authorized representatives of bidders can attend the E-Tender Opening Event (TOE) from the comfort of their offices. However, if required, authorized representatives of bidders (i.e. Contractor organization) with Proper Authorization can attend the TOE at the O/o the Principal General Manager, BSNL, Tirunelveli Business Area, Tirunelveli-627001 where BSNL's Tender Opening Officers would be conducting E-Tender Opening Event (TOE) in accordance with the guidelines of Government of India with respect to pandemic situation.

9.0 Incomplete, ambiguous, Conditional, unsealed tender bids shall be rejected summarily.

10.0 The Principal General Manager ,BSNL, Tirunelveli BA reserves the right to accept or reject any or all tender bids without assigning any reason. The Principal General Manager ,BSNL, Tirunelveli BA is not bound to accept the lowest tender.

11.0 The bidder shall furnish a declaration in his tender bid that no addition /deletion / corrections have been made in the tender document being submitted and it is identical to the tender document purchased from BSNL.

12.0 In case if the bidder makes any correction/ addition/ alteration/ omission in the tender document/documents sought for, the bid shall be treated as non-responsive and shall be rejected summarily. Further action will also be initiated against the bidders deemed fit apart from blacklisting from participation in any of the Tender floated by BSNL in Tamil Nadu Circle.

NOTE 1 : The bidder must comply the restrictions under Rule 144(xi) of the General Financial Rules (GFRs) 2017. The bidders shall submit an undertaking as per Section 6(E) in this regard.

NOTE 2 : All documents submitted in the bid offer should be preferably in English. In case the certificate viz. experience, registration etc. is issued in any other language other than English, the bidder shall attach an English translation of the same duly attested by the bidder & the translator to be true copy in addition to the relevant certificate.

NOTE 3: All computer-generated documents should be duly signed/ attested by the bidder/ vendor organization.

**Asst General Manager (Admin)
O/o Principal General Manager,
BSNL, Tirunelveli BA.**

SECTION-2

Instructions to bidders for online bidding

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://etenders.gov.in/eprocure/app>

REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID/Password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e- mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders.

Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee as applicable and enter details of the instrument.
- 4) Bidder should submit the Bid Security Declaration as per the instructions specified in the tender document. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected. 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 6) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained there in should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender. Contact no: 0462-2336400 / 9486103798 /9486103825 from 10:00 hrs to 17:00 hrs on working days. Mail id: tvlbsnl@gmail.com
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

Helpdesk

Further, User Organization may also avail help at:

- 1) For any Technical Query/Clarification, send E-Mail to : cphp-nic@nic.in
- 2) For any Policy/Functionality/Feature related query/clarification, send E-Mail to : cphp-doe@nic.in
- 3) For Telephonic Help Support, call 24 x 7 Help Desk Number +91 0120- 4001002, +91 0120-4001005.

Registration

The Tender document can be downloaded from the website: (eprocure.gov.in/eprocure/app) and to be submitted in the e format. Amendments, if any, to the tender document will be notified in the above website as and when such amendments are notified. It is the responsibility of the bidders who have downloaded the tender document from the website to keep themselves abreast of such amendments before submitting the tender document.

SECTION-3
INSTRUCTIONS TO THE BIDDERS

A. INTRODUCTION

1. DEFINITIONS:

- a. **"The Purchaser"** means the Principal General Manager, Bharat Sanchar Nigam Ltd. (BSNL), Tirunelveli Business Area
- b. **"The Bidder"** means the individual or firm who participates in this tender and submits its bid.
- c. **"The Contractor"** means the individual or firm supplying the goods/services under the contract.
- d. **"The Goods"** means all the equipment, machinery, and/or other materials which the contractor is required to supply to the Purchaser under the contract.
- e. **"The Purchase Order"** means the order placed by the Purchaser on the Contractor signed by the Purchaser including all attachments and appendices thereto and all documents incorporated by reference therein. The purchase order shall be deemed as **"Contract"** appearing in the document.
- f. **"The Contract Price"** means the price payable to the Contractor under the purchase order for the full and proper performance of its contractual obligations.
- g. **"Telecom Service Provider"** means any Telecom operator 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.

2. ELIGIBLE BIDDER

Kindly refer to Section-I NIT

3. COST OF BIDDING

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

B. THE BID DOCUMENTS

4. DOCUMENTS REQUIRED

- 4.1 The goods and services required to be supplied, 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.
- 4.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents. **Failure to furnish all information required as per the Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the bid.**
- 4.3 **However BSNL is at liberty to seek clarification on any documents at its discretion.**

5. CLARIFICATION OF BID DOCUMENTS

- 5.1 A prospective bidder, requiring any clarification on the Bid Documents shall notify the Purchaser in writing or by FAX at the Purchaser's mailing address indicated in the invitation of Bid. The Purchaser shall respond in writing/email to any request for the clarification of the Bid Documents, which it receives **not later than 3 days prior to the date of opening of the Tenders**. Copies of the query (without identifying the source) and clarifications by the Purchaser shall be sent to all the prospective bidders who have received the bid documents.
- 5.2 Any clarification issued by BSNL in response to query raised by prospective bidders shall form an integral part of bid documents and it may amount to an amendment of relevant clauses of the bid documents.

5.3 The format in which the clarifications sought are to be sent via Email is

S.No.	Section	Clause	Brief Description of the clause	Ref Page no. in bid	Comments / Query of Bidder

6. AMENDMENT OF BID DOCUMENTS

- 6.1 At any time, prior to the date of submission of Bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify bid documents by amendments.
- 6.2 The amendments shall be notified in writing or by email to all prospective bidders on the address intimated at the time of purchase of the bid document from the purchaser and these amendments will be binding on them.
- 6.3 In order to afford prospective bidders a reasonable time (min 7 days) to take the amendment into account in preparing their bids, the purchaser may, at its discretion, extend the deadline for the submission of bids suitably.

C. PREPARATION OF BIDS

7. DOCUMENTS COMPRISING THE BID

7.1 The bid prepared by the bidder shall comprise of the following documents

SELF ATTESTED COPIES OF:

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

- Valid MSME/NSIC Certificate, if applicable. In case the ownership of such NSIC/MSME Entrepreneurs happens to be from SC/ST category, proof in this regard also need to be submitted.
- Additional documents to establish the eligibility and qualification of bidder as specified in Section-I
- Power of Attorney and authorization for executing the power of Attorney
- Documentary proof of applicable rate of CGST / SGST / IGST etc.
- Undertaking duly signed by front bidder and its technology/ consortium partner stating that both of them shall be liable for due performance of the contract jointly and severally.
- Certificates from all Directors / Partners of the bidder stating that none of their near relatives are working in BSNL .
- Certificate of incorporation.
- Article or Memorandum of Association or partnership deed or proprietorship deed as the case may be.
- Registration certificate from State Director of Industries or from Secretariat for Industrial Assistance (SIA), Ministry of Industries, Government of India.

All documents submitted should also be self-attested by the bidder. Non-submission of any above documents shall be liable for rejection. However BSNL reserves the right to evaluate the essentiality of the above documents as applicable.

It is the duty of the bidder to ensure that the required documents are submitted online completely compliant to the eligibility and qualification criteria.

Documentary evidence for financial and technical capability

- 7.2 The cost of tender document is neither refundable nor transferable.
- 7.3 All the mandatory / eligibility documents mentioned in the tender document should be scanned and uploaded in the e-tender portal and non-receipt of any of the mandatory documents is liable for rejection.

8. BID FORM

The bidder shall complete the bid form and appropriate Price Schedule furnished in the Bid Documents.

9. BID PRICES

9.1 The basic price inclusive of all charges except GST (SGST/CGST/UGST/IGST) shall be quoted in the schedule. The bidder shall quote the rate for all the items of works in schedule; if rate is not quoted for any of the works in the schedule of requirements, will lead to disqualification of the bidder from the Tender. The total financial implications for BSNL will be the criteria for deciding L-1. The cash outgo for BSNL is the factor of decision. **BSNL reserves the right to employ one or more bidders for it's need which will be finalized at the time of finalization.**

9.1.1. In case of single bidder, all the work will be allotted to L-1.

9.1.2. In case of additional requirement of bidders, L-2 will also be provided with 30% of the total work allotted at L-1 rates. However, decision of the PGM, BSNL, Tirunelveli Business Area stands final.

9.2 Prices indicated in the Price Schedule shall be entered in the following manner:

9.2.1 The Basic Unit price of the items inclusive of all charges except GST shall be quoted separately item wise.

9.2.2 The Contractor shall quote as per price schedule given in Section 9 part B for all the items given in schedule.

9.3 A bid submitted with an adjustable price quotation will be treated as non-responsive will be rejected summarily.

9.3.1 The prices quoted by the bidder shall be with sufficient detail to enable the Purchaser to arrive at the price of equipment/ system offered.

9.3.2 The bidders should upload Techno-commercial Bids & Financial bids simultaneously. The bids will be evaluated Techno-commercially first and thereafter Financial bids of Techno-commercially compliant bidders only shall be opened.

9.3.3 If the bidders submit the bids only on hard copies and not online will be summarily rejected.

10. BID SECURITY DECLARATION

Bidder has to submit the declaration as per Section 7(A)

11. PERIOD OF VALIDITY OF BIDS

11.1 Bid shall remain valid for period of 180 days from the date of opening of bids prescribed by the purchaser. **A bid valid for a shorter period shall be rejected by the purchaser being non-responsive.**

11.2 In exceptional circumstances, the purchaser may request the consent of the bidder for an extension to the period of bid validity. The request and the response there to shall be made in writing. The bidder may refuse the request or accepting the request and granting extension will not be permitted to modify his bid.

12. FORMAT AND SIGNING OF BID

12.1 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.

12.2 All the pages of the bid shall be signed by the bidder or a person duly authorized to bind the bidder to the contract. The letter of authorization shall be accompanying the bid.

D. 13. SUBMISSION OF BIDS

13.1 **Bids must be submitted Online by the bidder as per instructions in Section 2 not later than the specified date & time indicated in the NIT.**

13.2 E-Tender document can be downloaded / uploaded from the E-Procurement CPP portal <https://etenders.gov.in/e procure/app>. Tender documents may be available only for viewing by using the link available in the website: www.tamilnadu.bsnl.co.in. As tenders are invited through E-tendering process, physical copy of the tender document would not be available for sale. However, the bidders interested to participate in tender should register in the e-

- procurement portal.
- 13.3 The Purchaser may, at its discretion, extend this deadline for the submission of bids by amending the Bid Documents in which case all rights and obligations of the purchaser and bidders previously subject to the deadline will thereafter be subjected to the deadline as extended.

14 **LATE BIDS**

- 14.1 No bid shall be accepted online by the e-Tendering platform after the specified deadline for submission of bids prescribed by the purchaser.

15 MODIFICATION AND WITHDRAWAL OF BIDS

- 15.1 The bidder may modify, revise or withdraw his bid after submission prior to the deadline prescribed for submission of bid.
- 15.2 The bidder's modification, revision or withdrawal shall have to be online and digitally authenticated.
- 15.3 Subject to the above, no bid shall be allowed for modification subsequent to the deadline for submission of bids.

E. BID OPENING AND EVALUATION

16 OPENING OF BIDS BY PURCHASER

- 16.1 The purchaser shall open bids online in the presence of bidders or their authorized representatives who chose to attend, at time specified in Section-I - Notice Inviting Tender on due date. The bidder's representatives, who are present, shall sign in an attendance register. Authority letter to this effect shall be submitted by the bidders before they are allowed to participate in bid opening with declaration as specified at Section 7(C).
- 16.2 A maximum of two representatives of any bidder shall be authorized and permitted to attend the bid opening.
- 16.3 The bidder's names, Bid prices, modifications, bid withdrawals and such other details as the purchaser, at its discretion, may consider appropriate will be announced at the time of opening.
- 16.4 The date fixed for opening of bids, if subsequently declared as holiday by the BSNL, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.

17 CLARIFICATION OF BIDS

To assist in the examination, evaluation and comparison of bids, the purchaser may, at its discretion ask the bidder for the clarification of its bid. The request for the clarification and the response shall be in writing. **However, no post bid clarification at the initiative of the bidder shall be entertained.**

18 PRELIMINARY EVALUATION

- 18.1 Purchaser 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.
- 18.2 Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the purchaser. If there is a discrepancy between words and figures, the amount in words shall prevail. **If the supplier does not accept the correction of the errors, his bid shall be rejected.**
- 18.3 Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each bid to the Bid Document. For purposes of these clauses, a substantially responsive

- bid is one which confirms to all the terms and conditions of the Bid Documents without material deviations. The purchaser's determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
- 18.4 A bid, determined as substantially non-responsive will be rejected by the purchaser and shall not subsequent to the bid opening be made responsive by the bidder by correction of the non-conformity.
- 18.5 The Purchaser 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 effect the relative ranking of any bidder.

19 EVALUATION AND COMPARISON OF SUBSTANTIALLY RESPONSIVE BIDS

- 19.1 The Purchaser shall evaluate in detail and compare the bids previously determined to be substantially responsive pursuant to clause 9.1.
- 19.2 The evaluation and comparison of responsive bids shall be done on the basis of the total financial outgo of BSNL for all the quantified works as per Schedule Of Requirement.
- 19.3 (a)The purchaser reserves the right to ask the bidders to submit documentary proof confirming the correctness of any document submitted in the bid.
- 19.4 (b) The purchaser reserves the right to evaluate and finalize the award of tender as a whole or partly item-wise depending on his requirement and comparison with the qualified bids or market standard.
- 19.5 The Principal General Manager, BSNL, Tirunelveli BA, has the right to call the Lowest bidder and conduct negotiations if felt necessary.

20 CONTACTING THE PURCHASER

- 20.1 No bidder shall try to influence the Purchaser on any matter relating to its bid, from the time of the bid opening till the time the contract is awarded.
- 20.2 Any effort by a bidder to modify his bid or influence the purchaser in the purchaser's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

F AWARD OF CONTRACT

21 PLACEMENT OF ORDER

The purchaser reserves the right for the placement of order of entire tendered quantity on the bidder with the lowest evaluated price as furnished in Clause 9.1

21.1 PURCHASER'S RIGHT TO VARY QUANTITIES

21.1.1 BSNL reserves the right to increase or decrease up to 25% of the quantity of goods and services item wise or as a whole in terms of quantity or amount as specified in the schedule of requirements without any change in the unit price or other terms and conditions at the time of award of contract.

21.1.2 BSNL reserves the right to short close the Tender as a part or as a whole depending upon its administrative requirements.

The Purchaser shall consider placement of orders for commercial supplies only on those eligible bidders whose offers have been found technically, commercially and financially acceptable and whose goods have been type approved/validated by the purchaser. The Purchaser reserves the right to counter offer price(s) against price(s) quoted by any bidder.

22 PURCHASER'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.

23 ISSUE OF LETTER OF ACCEPTANCE

- 23.1 The issue of a letter of acceptance shall constitute the intention of the purchaser to enter into contract with the bidder.
- 23.2 The bidder shall within 15 days of issue of the letter of acceptance, give his acceptance along with performance security in conformity with proforma enclosed in Section 7(B) provided with the bid document.

24 SIGNING OF CONTRACT

- 24.1 The issue of purchase order shall constitute the award of contract on the bidder.

25 ANNULMENT OF AWARD

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

26 OUT RIGHT REJECTION OF BIDS

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 to any one of these shall result in outright rejection of the bid.

- 26.1 If the eligibility condition as per Section I – NIT are not met and/or documents prescribed to establish the eligibility are not enclosed, the bids will be rejected without further evaluation.
- 26.2 Prices are not filled in as prescribed in price schedule.
- 26.3 Before outright rejection of the Bid by Bid-opening team for non-compliance of any of the provisions, 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.
- 26.4 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.
- 26.5 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 competent authority PGM Tirunelveli BA 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 P.O. against the instant tender.
- 26.6 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 desirous participants to be present on the occasion.

27 DISQUALIFY / BLACK LISTING OF VENDOR

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

28 NO NEAR RELATIVES CERTIFICATE

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 as per Section (6B).

- 28.1 In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners. 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.
- 28.2 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.
- 28.3 The company or firm or the person will also be debarred for further participation in the concerned unit.
- 28.4 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).
- Please refer to the Performa enclosed in Annexure-II.

29 VERIFICATION OF DOCUMENTS AND CERTIFICATES

"The bidder will verify the genuineness and correctness of all documents and certificates, including experience/performance certificates, issued either by the bidder or any other firm/associate before submitting them in the bid. The onus of proving genuineness of the submitted documents would rest with the bidder.

As per requirement of the tender's conditions, if any document / paper /certificate submitted by the participant bidder is found to be false/fabricated/tempered /manipulated at any stage during bid evaluation or award of contract, then action will be taken as per bid security(EMD) declaration that is ,action would also be taken for banning of business dealing with the defaulting firm. In case contract has already awarded to the bidder, then PBG would be forfeited and the contract would be rescind/annulled and BSNL would be at liberty to procure the ordered goods and services from any other source at the risk and cost of the defaulting bidder. Action would also be taken for banning business dealing with the defaulting firm.

To obviate any possibility of doubt and dispute and maintain veracity of the documents/ papers/ certificates, the documents conforming to eligibility part will be submitted by the participant bidder duly authenticated digitally by the authorized signatory along with EMD (bid security) declaration and will be checked at the time of tender opening. The documents/papers to be submitted in respective bid part will be explicitly mentioned in Section -10. This bid part (already digitally signed by the authorized representative of the bidder company during bid submission) will be digitally signed by the in-charge of the tender opening team and will be kept preserved along with the bid submitted on line. In case of any dispute these papers will be treated as authentic one".

30 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.

**SECTION 4
GENERAL CONDITIONS OF CONTRACT**

1. APPLICATION

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

2. PERFORMANCE SECURITY DEPOSIT

- a. The successful bidder shall deposit an amount equal to 3% of the value of Purchase order towards Security Deposit at the time of signing of the contract within **15 days** from the date of issue of acceptance letter by the Purchaser. The SD shall be payable by cash or by crossed DD drawn in favour of Accounts Officer(Cash), O/o PGM, BSNL, Tirunelveli obtained from Nationalized /Scheduled Bank.
- b. The security deposit can also be given in the form of Bank Guarantee for a period of 30 (Thirty) months, obtained from a Nationalized Bank in favour of Accounts Officer(Cash),O/o PGM, BSNL, Tirunelveli.
- c. If the successful bidder fails to deposit the Security Deposit within 15 days, his Tender will automatically be treated as lapsed and action taken as per bid security Declaration Section 7(A). No separate notification will be given to the bidder in this regard.
- d. 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.
- e. The Security Deposit of the successful bidder will be forfeited by the BSNL if after acceptance of the tender the bidder violates or fails to carry out the job in accordance with the terms and conditions of the tender.
- f. The security deposit shall be refundable after payment of final bill provided there are no recoveries to be made and satisfactory performance of work and strict compliance of statutory Act/Regulations, during the contract period.

SECTION 4 : PART A

3. SCOPE OF WORK

The scope of the work shall be referred to detailed NIT under Section 1 (1.1 to 1.3)

Scope of Tender The Contract Period is normally valid for **One Year** however, PGM BSNL Tirunelveli BA, reserves the right to extend the tender period further as required to a maximum of One Year. In case of any unexpected emergency, BSNL reserves the right to extend for further six months in the interest of BSNL without any change in unit price and other terms & conditions.

SECTION- 4 : PART B
B1.WORK SPECIFICATION:
OFFICE / INFRA UPKEEPING AND ALLIED WORKS

SI No	Details of Work	Unit / period
1	For office, IQ and infra maintenance for Sripuram Office, Tirunelveli	Per Month
2	For office and infra maintenance for DE Office, Palayamkottai	Per Month
3	For office and infra maintenance for Accounts Office, Tirunelveli	Per Month
4	For office and infra maintenance for Electrical Unit, Tirunelveli	Per Month
5	For office and infra maintenance for the office of PGM, Tirunelveli	Per Month
6	For infra maintenance, Lift Operations, Locking / Opening of offices at all the floors and Water Pump operations for Vannarpettai Admin Bldg	Per Month
7	For infra maintenance and Pump operations for VM Chatram Quarters	Per Month
8	For office and infra maintenance for JTO(IT) Tirunelveli	Per Month
9	For office and infra maintenance for PGM/ DGM's Tuticorin.	Per Month
10	For office and infra maintenance for CAO(PLG), AO (PLG) & AO(Sales), Tuticorin	Per Month
11	For office and infra maintenance for AGM(A/HR), SDE (Legal / Genl) Office, Tuticorin	Per Month
12	For office and infra maintenance for SDE(EB) Tuticorin	Per Month
13	For office and infra maintenance for AGM(Plg/ L&B) Tuticorin	Per Month
14	For office and infra maintenance for JTO(Computer) Tuticorin	Per Month
15	For office and infra maintenance for AGM(Sales)/ SDE (RMC), Tuticorin	Per Month
16	For office and infra maintenance for JTO (FM/CAF) Tuticorin	Per Month
17	For office and infra maintenance for AO (Drawal) / AO (TRA), Tuticorin	Per Month
18	For infra maintenance, and IQ for DE(IM) Tuticorin Main exchange	Per Month
19	Maintenance of staff quarters, Pump operation, water loading on overhead tanks and underground sumps in Kovilpatti.	Per Month
20	For office and infra maintenance for AGM(TX) Tuticorin	Per Month
21	CSC Tuticorin as per quantum of work mentioned mentioned in the NIT Section 1 (1.1)	Per Month
22	CSC Kovilpatti as per quantum of work mentioned in the NIT Section 1 (1.1)	Per Month

SECTION- 4 : Part B
B2.WORK SPECIFICATION:

EXCHANGE INFRA MONITORING & SURVEILLANCE IN TIRUNELVELI BA

SI No	Details of Work	Unit / period
1	24 x 7 Surveillance, Monitoring of Power Plants, Batteries, AC Temperature in switch rooms, switching on / off of DGs, Pumping of water, Cleanliness, Gate pass records of Vallioor Exchange as per laid down guidelines.	Per Month
2	24 x 7 Surveillance, Pumping of water, Cleanliness of the compound, Gate Pass Mtce of Tirunelveli Exchange as per laid down guidelines.	Per Month
3	24 x 7 Surveillance, Pumping of water, Cleanliness of the compound, Gate Pass Mtce of Palayamkottai Exchange as per laid down guidelines.	Per Month
4	24 x 7 Surveillance, Switching on / off of DGs, Monitoring customers movement, Gate pass records of Vannarpettai Admin Bldg as per laid down guidelines.	Per Month

SECTION- 4 : Part B**B3.WORK SPECIFICATION:
GENERAL CONSERVANCY IN TIRUNELVELI BA**

SI No	Location	Details of Work	Unit / period
1	TVL	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Vallioor Exchange inclusive of all cleaning materials	
2	TVL	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Sripuram Exchange inclusive of all cleaning materials	
3	TVL	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Palayamkottai Exchange inclusive of all cleaning materials	
4	TVL	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Vannarpettai Administrative Building inclusive of all cleaning materials	
5	TVL	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Ambasamudram Exchange inclusive of all cleaning materials	
6	TVL	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Sankarankoil Exchange inclusive of all cleaning materials	
7	TVL	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Tenkasi Exchange inclusive of all cleaning materials	
8	TVL	Cleaning the storeyard and stacking the materials along with Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area inclusive of all cleaning materials within the Melapalayam Stores except telephone exchange and backyard.	
9	TT	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Tuticorin Main Exchange inclusive of all cleaning materials	
10	TT	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Telegraph office campus & AO Cash section Tuticorin. inclusive of all cleaning materials	
11	TT	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Telephone exchange old building, Tiruchendur inclusive of all cleaning materials	
12	TT	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Telephone exchange new building, Tiruchendur inclusive of all cleaning materials	
13	TT	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Telephone Exchange, Kovilpatti inclusive of all cleaning materials	
14	TT	Conservancy works for drainage cleaning for 518 feet/pumping work for Rajiv Nagar staff quarters, Kovilpatti	

This Contract is for the scope of the work includes all works mentioned as per the scope of tender.

The Contractor will have to execute the work immediately as and when assigned by the BSNL officials in charge of the units.

All the works specified under B-1 should be carried out simultaneously in all the units on all working days, Sundays & Holidays. B1 normal business hours is from 09:30 Hrs to 18:00 Hrs. On emergent requirements and special occasions, the works assigned are to be carried out at any time as requested by BSNL or its representatives.

All the works specified in B-2 are of 24x7 nature and is to be carried out by the contractor from the commencement period onwards throughout the entire period of contract, irrespective of business hours.

All the works specified under B-3 should be carried out simultaneously in all the units on all working days, Sundays & Holidays. B3 normal business hours is from 08:00 Hrs to 11:00 Hrs. On emergent requirements and special occasions, the works assigned are to be carried out at any time as requested by BSNL or its representatives.

Contractor shall necessarily ensure completion of any work assigned by any unit officer / section immediately at all the time of business hours and beyond as required failure of which shall invite invoking of penalty clause and termination of tender as specified by BSNL. The work should be completed and complied with the officials in time. Any failure to do so will attract penalty and / or withdrawal of part or whole of the work.

The approved tenderer will have to sign all the extra clauses and conditions enforced by the BSNL from time to time, during the currency or extension of tender period. No tools or additional materials will be issued.

SECTION- 4 : PART C

**SCHEDULE OF REQUIREMENT C-1 (In accordance with NIT Sec 1:1)
OFFICE / INFRA UPKEEPING AND ALLIED WORKS**

Sl no	Details of Work	Unit / period	Amount per Month in Rs (A)
1	For office, IQ and infra maintenance for Sripuram Office, Tirunelveli	Per Month	9000
2	For office and infra maintenance for DE Office, Palayamkottai	Per Month	9000
3	For office and infra maintenance for Accounts Office, Tirunelveli	Per Month	9000
4	For office and infra maintenance for Electrical Unit, Tirunelveli	Per Month	9000
5	For office and infra maintenance for the office of PGM, TVL	Per Month	9000
6	For infra maintenance, Lift Operations, Locking / Opening of offices at all the floors and Water Pump operations for Vannarpettai Admin Bldg	Per Month	9000
7	For infra maintenance and Pump operations for VM Chatram Quarters	Per Month	9000
8	For office and infra maintenance for JTO(IT) Tirunelveli	Per Month	9000
9	For office and infra maintenance for PGM/ DGM's Tuticorin.	Per Month	9000
10	For office and infra maintenance for CAO(PLG), AO (PLG) & AO(Sales), Tuticorin	Per Month	9000
11	For office and infra maintenance for AGM(A/HR), SDE (Legal / Genl) Office, Tuticorin	Per Month	9000
12	For office and infra maintenance for SDE(EB) Tuticorin	Per Month	9000
13	For office and infra maintenance for AGM(Plg/ L&B) Tuticorin	Per Month	9000
14	For office and infra maintenance for JTO(Computer) Tuticorin	Per Month	9000
15	For office and infra maintenance for AGM(Sales)/ SDE (RMC), Tuticorin	Per Month	9000
16	For office and infra maintenance for JTO (FM/CAF) Tuticorin	Per Month	9000
17	For office and infra maintenance for AO(Drawal) / AO (TRA), Tuticorin	Per Month	9000
18	For infra maintenance, and IQ for DE(IM) Tuticorin main exchange	Per Month	9000
19	Maintenance of staff quarters, Pump operation, water loading on overhead tanks and under ground sumps.	Per Month	9000
20	For office and infra maintenance for AGM(TX) Tuticorin	Per Month	9000
21	CSC Tuticorin as per quantum of work mentioned mentioned in the NIT Section 1 (1.1)	Per Month	18000
22	CSC Kovilpatti as per quantum of work mentioned in the NIT Section 1 (1.1)	Per Month	18000

**SCHEDULE OF REQUIREMENT C-2
EXCHANGE INFRA MONITORING & SURVEILLANCE IN TIRUNELVELI BA
(In accordance with NIT Sec 1:2)**

SI No	Details of Work	Unit / period	Amount per Month in Rs (A)
1	24 x 7 Surveillance, Monitoring of Power Plants, Batteries, AC Temperature in switch rooms, switching on / off of DGs, Pumping of water, Cleanliness, Gate pass records of Vallioor Exchange as per laid down guidelines.	Per Month	18000
2	24 x 7 Surveillance, Pumping of water, Cleanliness of the compound, Gate Pass Mtce of Tirunelveli Exchange as per laid down guidelines.	Per Month	18000
3	24 x 7 Surveillance, Pumping of water, Cleanliness of the compound, Gate Pass Mtce of Palayamkottai Exchange as per laid down guidelines.	Per Month	18000
4	24 x 7 Surveillance, Switching on / off of DGs, Monitorig customers movement, Gate pass records of Vannarpettai Admin Bldg as per laid down guidelines.	Per Month	18000

SCHEDULE OF REQUIREMENT C-3
GENERAL CONSERVANCY IN TIRUNELVELI BA(In accordance with NIT Sec 1:3)

SI No	Details of Work	Unit / period	Amount per Month in Rs (A)
1	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Vallioor Exchange inclusive of all cleaning materials	Per Month	5000
2	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Sripuram Exchange inclusive of all cleaning materials	Per Month	20000
3	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Palayamkottai Exchange inclusive of all cleaning materials	Per Month	7000
4	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Vannarpettai Exchange inclusive of all cleaning materials	Per Month	10000
5	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Ambasamudram Exchange inclusive of all cleaning materials	Per Month	5000
6	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Sankarankoil Exchange inclusive of all cleaning materials	Per Month	5000
7	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Tenkasi Exchange inclusive of all cleaning materials	Per Month	7000
8	Cleaning the storeyard and stacking the materials along with Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area inclusive of all cleaning materials within the Melapalayam Stores except telephone exchange and backyard.	Per Month	5000
9	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Tuticorin Main Exchange inclusive of all cleaning materials	Per Month	13500
10	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Telegraph office campus & AO Cash section Tuticorin. inclusive of all cleaning materials	Per Month	13500
11	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Telephone exchange old building, Tiruchendur inclusive of all cleaning materials	Per Month	4500
12	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Telephone exchange new building, Tiruchendur inclusive of all cleaning materials	Per Month	4500
13	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Telephone Exchange, Kovilpatti inclusive of all cleaning materials	Per Month	13500
14	Conservancy works for drainage cleaning for 518 feet/pumping work for Rajiv Nagar staff quarters, Kovilpatti	Per Month	9000

Same persons should not be employed for water carrying and cleaning of toilets

SECTION-5
COMMERCIAL CONDITIONS OF CONTRACT

1.0 PERFORMANCE SECURITY:

All suppliers/contractors (including MSEs who are registered with the designated MSME/ NSIC bodies, like National Small Scale Industries Corporation etc. shall furnish performance security to the purchaser for an amount equal to 3% of the value of Letter of Intent (LOI)/APO/AWO within 15 days from the date of issue of LOI by the Purchaser.

The performance security shall be in the form of Demand Draft or Bank Guarantee issued by a Nationalized/Scheduled Bank drawn in favour of Accounts Officer (Cash), O/o PGM BSNL, Tirunelveli payable at Tirunelveli in case of DD or PBG as per the proforma provided in Section-7B of this Bid Document (in case of PBG).

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.

2.0 PAYMENT TERMS:

Payment will be processed by BSNL on submission of invoices by the successful bidder after satisfactory completion of the work duly certified by the field units. Normally the successful bidders shall submit the invoices on completion of every calendar month which will be taken up for processing as per the rules in force.

2.1 Mode of payment: No advance payment will be made. The payment is governed by the normal department practice through NEFT/RTGS only. No Interest/Penalty is payable for any delay in payment from BSNL Side.

3.0 PRICES:

3.1 The basic price exclusive of all GST (SGST/CGST/UGST/IGST) shall be quoted in the schedule.

3.2 The bidder shall quote the rate for all the items of works in all schedules; if rate is not quoted for any of the works in any of the schedules will lead to disqualification of the bidder from the Tender.

4.0 LIQUIDATED DAMAGES AND PENALTY CLAUSE:

4.1 The works comprised in this tender are to be executed immediately as and when assigned by the unit officers at that instance itself. Normally the works shall be within the business hours. However on emergencies, the work shall be assigned beyond business hours also. Since the communication service is brought under Essential Services Maintenance, the same has to be complied. BSNL reserves the right to impose penalty, modify the requirement or terminate the tender as a part or as a whole depending upon its requirements.

4.2 If the services are not provided by the contractor, proportionate deduction will be made on pro rata basis for the units where service was not rendered, subject to a maximum of 100% in a calendar month, apart from any other action as deemed fit.

4.3 In case of any assigned work are not completed and complied immediately, BSNL reserves the right to have it executed through other means available. In such cases, BSNL shall recover the incurred expenditure from the contractor in the monthly invoices over and above the penalty and deductions calculated vide 4.2 above.

4.4 The contractor will be entirely responsible for any or all damages caused to BSNL in the premises and out of the premises during the course of works and will make good the damages at his own expense. In the event of his refusing to do so, the cost of damages shall be recovered from the Contractor by BSNL from any amount due or that may become due to the contractor.

4.5 Quantum of Liquidated Damages assessed by the BSNL shall be final and non-challengeable by the contractor. Decision of PGM Tirunelveli BA is final.

4.6 The contract is purely on Work Contract system and BSNL has no binding on the workers deployed by the contractor for executing the Tendered work. Any statutory claims and issues arising out of the workmen of Contractor due to any accident/deaths of his labourers or any other loss to third party caused by the contractor's negligence is purely the responsibility of the contractor. The compensation payable in all such cases should be borne by the Contractor.

5.0 FORCE MAJEURE:

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.

6.0 Termination of Default : Action by Purchaser against Bidder(s)/Vendor(s) in case of Default.

The PGM , BSNL Tirunelveli BA may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Tenderer, terminate this contract in whole or in part:

In case of default by Bidder (s) / Vendor(s) such as

- a) Failure to deliver the services within the time periods specified in the contract.
- b) Failure to perform any other obligation(s) under the contract and;
- c) In either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as the purchaser may authorize in writing) after receipt of the default notice from PGM, Tirunelveli Business Area, Tamil Nadu Circle.
- d) BSNL reserves the right to terminate the tender in part for select items of work or as a whole at any point at it's discretion.
- e) In case of any orders by Circle Office or Corporate Office of BSNL towards specified work, those specified items will not be covered under this contract / Tender.

7.0 TAX Indemnity Clause:

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

8.0 ARBITRATION:

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 hereunder.

1. A party 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.
2. The Sole arbitrator is to be appointed from a panel of arbitrators of BSNL.
3. CGMT of BSNL, TN Circle will be the appointing authority. 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.
4. If the Arbitrator so appointed absconds, no more, resigns, becomes incapacitated or withdraws for any reason from the proceedings, it shall be lawful for CGMT, BSNL, TN Circle 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.
5. Parties agree that neither party shall be entitled for any pre-reference or pendentelite interest on its claims. Parties agree that any claim for such interest made by any party shall be void.

6. 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 upto Rs. 5 crores.

[29B. Fast Track Procedure – (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).

(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.

(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.

7. The award under this section shall be made within a period of six months from the date the arbitral tribunal enters upon the reference.

8. If the award is not made within the period specified in sub-section(4), the provisions of sub-sections (3) to (9) of Section 29A shall apply to the proceedings.

9. 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.

10. The Arbitration proceeding shall be held at Tirunelveli (as the case may be).

11. 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.

9.0 SET OFF:

Any sum of money due and payable to the supplier / contractor (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 and on such set off will be borne by the supplier excluding GST.

10.0 COURT JURISDICTION:

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 Tirunelveli from where the NIT/ tender has been issued.

11.0 GST Invoice:

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

11.2 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.

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

11.4 It would be the responsibility of the supplier to declare correct information on invoice and GSTN viz. the amount, the place of supply, rate of tax etc. In case the eligibility of input tax credit is

questioned or denied to BSNL on account of default by the supplier, the same would be recovered by BSNL from the supplier.

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

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

11.7 Supplier 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 supplier to ensure that outward supply return (GSTR-1) would be filed correctly, if not then cost would be borne by the supplier.

(b) Reporting of correct outward supply by supplier in the outward return (GSTR-1) is the responsibility of the supplier. In case of mismatch because of supplier's fault, prompt amendments must be made by the supplier else supplier would be required to indemnify BSNL of the loss of credit due to mis-match.

11.8 Refer Section 11 below for clause stating that the details of supplier (name, address, GSTN/ unregistered supplier, place of supply, SAC/HSN code etc) and other mandatory details which shall be mentioned on the invoice.

11.9 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.

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

12.0 OPERATIONAL CONDITIONS:

12.1 Required work force, tools and equipments for the work are to be deployed by the contractor.

12.2 All the work should be carried out at any time immediately as and when assigned by the BSNL officers of the unit. Immediate execution is to be ensured by the contractor by making available his materials & man power simultaneously at all the units as and when instructed by the BSNL officials.

12.3 The contractor shall ensure the work is carried out with the safety measures insisted in the industry and as envisaged by the Government of India. BSNL is no way responsible for any of the lapses by the contractor or workers deployed by the contractor.

12.4 The Contractor(s) should take all necessary precautions for the safety of the persons and other properties. The workers should be insured under Insurance for any type of compensation in case of any injury or death to any person(s).

12.5 Successful tenderer shall register themselves with Assistant labour Commissioner (central) as per contract labour (regulation and abolition) Act (Central) 1972 and Contract Labour Rules (Central) 1971 as applicable and obtain all required licenses etc., before the commencement of work after getting the work order.

12.6 All the Labor laws in force are to be strictly followed by the contractor. Statutory commitments, with respect to the workers supplied by the contractor(s) are to be fulfilled by the contractor. BSNL is not a party for any of the lapse by the contractor. The tender is purely on work contract basis.

12.7 The contractor shall comply with the provisions of the payment of wage Act 1936, payment of wages (Amendment) Act 2017, Minimum Wages Act 1948, Minimum Wages (Central) Rules 1950, Employees Liability Act 1938, Workmen's Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefits Act 1964 Bonus Act 1965, Bonus Amendment Act 2015 and the Contractor's Labour (Regulation and Abolition) Act 1970 or the modifications thereof or any other laws relating thereto and the rules made there under from time to time for his workers.

12.8 BSNL is purely in agreement with the contractor(s) only on work contract basis and does not have any relation with the workers engaged by the contractor(s) and BSNL will not have any binding over the workers engaged by the contractor(s).

12.9 Cleaning materials essential for the office, equipments & allied items will be supplied by the BSNL.

12.10 All the works specified under B-1 should be carried out simultaneously in all the units on all working days, Sundays & Holidays. B1 normal business hours is from 09:30 Hrs to 18:00 Hrs. On emergent requirements and special occasions, the works assigned are to be carried out at any time as requested by BSNL or its representatives.

12.11 All the works specified in B-2 are of 24x7 nature and is to be carried out by the contractor from the commencement period onwards throughout the entire period of contract, irrespective of business hours.

12.12 All the works specified under B-3 should be carried out simultaneously in all the units on all working days, Sundays & Holidays. B3 normal business hours is from 08:00 Hrs to 11:00 Hrs.

12.13 Contractor shall necessarily ensure completion of any work assigned by any unit officer / section immediately at all the time of business hours and beyond as required failure of which shall invite invoking of penalty clause and termination of tender as specified by BSNL. The work should be completed and complied with the officials in time. Any failure to do so will attract penalty and / or withdrawal of part or whole of the work.

13.0 TERMINATION

13.1 BSNL shall, at any time terminate the contract by giving written notice in advance not less a month for its administrative reasons and requirements. BSNL shall terminate the agreement in case of any violation of contract agreement or breach of contract.

13.2 PGM, BSNL, Tirunelveli may, at any time, terminate the Contract by giving written notice to the Tenderer, without compensation to the Tenderer. If the Tenderer becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the PGM BSNL, Tirunelveli Business Area, Tamilnadu Circle.

SECTION-6 PART A

6(A)- UNDERTAKING & DECLARATION

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

To

The Principal General Manager,
BSNL Tirunelveli BA

It is Certified that:

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

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

3. I/ We _____ hereby covenants and declares that:

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

3.2 If anything is found false and/or incorrect and/or reveals any suppression of fact at any time, BSNL reserves the right to debar our tender offer/ cancel the LOA/ Purchase/ work order if issued and forfeit the SD/ Bill amount pending with BSNL. In addition, BSNL may debar the contractor from participation in its future tenders.

Date:

Place:

Signature of Tenderer

Name of Tenderer along with date & Seal

SECTION-6 PART B

6 (B) NO-NEAR-RELATIONSHIP CERTIFICATE

(Format of the Certificate to be given by the bidder in respect of status of employment of his/ her near relation in BSNL)

To
The Principal General Manager,
BSNL Tirunelveli

I _____ / We _____
S/O _____ residing at / having my office at _____
_____ hereby certify that none of my relative(s), as defined in Clause 28 of Section 3 of the Tender document, are employed in BSNL Tirunelveli BA. 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

Date :
Station :

SECTION-6 PART C

6 (C) INDEMNITY CLAUSE :

To

The Principal General Manager,

BSNL Tirunelveli

I / We _____

S/O (M/S) _____ declare and it is agreed with BSNL that in case any GST and /or CESS liability, interest, penalties or any other tax/duty/amount/charge/liability/professional costs related to litigation becomes payable by BSNL or input tax credit is denied to BSNL due to failure of the supplier to comply with the relevant laws/regulations applicable in India or overseas, Supplier undertakes to indemnify BSNL for an amount equal to amount payable by BSNL and the same shall be recovered by BSNL without any prior intimation to me or my office.

Signature of the tenderer

With date and seal

Date :

Station :

SECTION-6 PART D

6 (D) EXPERIENCE CERTIFICATE

Sl.No	Name of the Work	Name of the Authority for whom the work was executed	Date of commencement	Date of completion	Tendered Amount in Rs
1					
2					
3					

I hereby certify that the above information is true to the best of my knowledge.

Necessary supportive documental proof is enclosed herewith.

Signature of the tenderer
With date and seal

Date :

Station :

SECTION 6 (E)

6(E) GFR DECLARATION w.r.t Rule 144 (XI) of 2017

Certificate to be submitted by Bidders (On Company's Letter Head)

Ref 1 : BSNL Tender Enquiry Noissued on.....

Ref 2: Department of Expenditure Office Memorandums (OMs) No. 6/18/2019 -PPD dated 23rd July 2020 and its Clarification dated 24/07/2020.

I _____, in capacity of authorized signatory of M/s _____ (Name of the company) having Regd. office at _____ being a participant bidder in BSNL T.E cited at reference 1 above, do hereby declare that I have read and understood all the clauses regarding Restrictions under Rule 144(xi) of the General Financial Rules (GFRs) 2017 on grounds of Defense of India and National Security issued vide OM cited at reference 2 above, on procurement from bidders from a country or countries which shares a land border with India. It is declared that we fulfill all the requirements in this regard and are eligible to be considered for the Tender Enquiry under reference 1 above.

Further, we undertake that we will also abide by all the requirements of cited OMs during the entire contract period.

(Name of the authorized signatory) Signature

Designation in Company Seal /

Stamp of Company

Counter signed by Company Secretary of the
Company with seal / stamp

SECTION 6 (F)

6(F) LOCAL CONTENT (LC) DECLARATION

Certificate to be submitted by Bidders (On Company's Letter Head)

I _____, in capacity of authorized signatory of M/s _____ (Name of the company) having Regd. office at _____ do hereby solemnly affirm and declare as under

That I agree to abide the terms and conditions of Department of Telecommunications, Government of India notifications with respect to Local Content for (LC) for Telecom Products, Services or Works and the information furnished hereinafter is correct to best of my knowledge and belief and I undertake to produce relevant records before the procuring entity or any other authority so nominated by the department of Telecommunications, Government of India for the purpose of assessing the LC.

That the LC for all inputs which constitute the said Telecom Product/Services/Works has been verified by me and I am responsible for correctness of the claims made therein. That in the event of the LC of the Telecom Product/Services/Works mentioned herein is found to be incorrect and not meeting the prescribed LC norms, based on the assessment of an authority so nominated by the Department of Telecommunications, Government of India and I will be liable as under clause 9 (f) of Public Procurement (Preference to Make in India) Order 2017.

I agree to maintain all information regarding my claim for LC in the Company's record for a period of 2 years and shall make this available for verification to any statutory authorities as and when required.

- i. Name and details of the Local supplier (Registered Office, Manufacturing unit location, nature of legal entity)
- ii. Date on which this certificate is issued.
- iii. Telecom Product/Services/Works for which the certificate is produced.
- iv. Procuring agency to whom the certificate is furnished.
- v. Percentage of LC claimed.
- vi. Name and contact details of the unit of the manufacturer.
- vii. Sale price of the product.
- viii. Ex-Factory Price of the product.
- ix. Freight, insurance and handling
- x. Total Bill of Material.
- xi. List and total cost value of inputs used for manufacturing the Telecom Product / Services/Works.
- xii. List and total cost of inputs which are locally sourced. Please attach LC certificate from local suppliers, if the input is not in-house.
- xiii. List and cost of inputs which are imported, directly or indirectly

For and on behalf of (Name of Firm/Entity) :
Authorized signatory :
Name :
Designation :
Contact No :
Date :

SECTION- 7 PART A

**7(A) BID SECURITY DECLARATION
(TO BE SUBMITTED BY THE BIDDER)**

I/We hereby undertake that, if our firm is selected as L1 bidder and fails to deposit the performance security or refuses to accept the tender then our firm is liable to be barred for one year in participation of any tender floated by BSNL.

I/We also hereby undertake that the information furnished above is true, complete and correct to the best of my knowledge and belief. I understand that in the event of my information being found false or incorrect at any stage, my candidature / bid offer/contract agreement shall be liable to cancellation / termination without notice or any compensation in lieu thereof. I will have no objection for that.

Dated:

Authorised Signatory:

Name :-

Seal :-

SECTION-7 PART B

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

Dated: _____

Whereas PGM, BSNL, Tirunelveli BA , Tamilnadu Circle R/o _____
(hereafter referred to as BSNL) has issued an APO no. _____ dated __ / __
/2021 the supply of _____ for
M/s _____

R/o _____ (here after referred to as "Bidder") and
BSNL has asked him to submit a performance guarantee in favour of PGM, BSNL, Tirunelveli
BA of Rs _____ /- (Rupees _____ only)
(hereafter referred to as "P.G. Amount") valid up to __ / __ /2023 (hereinafter referred to
as "Validity Date")

Now at the request of the Bidder, We _____ Bank
_____ Branch

Functioning at _____ (Address) and
having the Regd. office at _____
(Hereinafter called 'the Bank') agreed to give this guarantee as hereinafter contained:

2. We, " Name of 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.

Signature of the bidder

5. The Bank further agrees that the BSNL shall have the fullest liberty without the consent of the Bank and without affecting in any way the obligations hereunder to vary any of the terms and conditions of the said agreement or to extend the time for performance of the said agreement from any of the powers exercisable by BSNL against the Bidder and to forebear to enforce any of the terms and conditions relating to the said agreement and the Bank shall not be relieved from its liability by reason of such failure or extension being granted to Bidder or through any forbearance, act or omission on the part of BSNL or any indulgence by BSNL to Bidder or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of relieving or discharging the guarantor.

6. Notwithstanding anything herein contained ;

(a) The liability of the Bank under this guarantee is restricted to the P.G. Amount and it will remain in force up to its Validity date.

(b) The guarantee shall stand completely discharged and all rights of the BSNL under this Guarantee shall be extinguished if no claim or demand is made on us in writing on or before its validity date.

7. In case BSNL demands for any money under this bank guarantee, the same shall be paid through banker's Cheque in favour of "AO (Cash), BSNL, Tirunelveli, payable at Tirunelveli.

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.

9.

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 :

Email ID :

SECTION-7 PART C

7 (C) Letter of Authorization for attending Bid Opening Event

(To be typed preferably on letter head of the company)

I/ We Mr. /Ms. _____ have submitted our bid for the Tender no. _____ in respect of _____ (Item of work) which is due to open on 06.12.2021 at the office of PGM BSNL, Tirunelveli Business Area, Tirunelveli.

We hereby authorize Mr. / Ms. _____ as representative and Mr. / Ms _____ as alternative representative whose signatures are attested below, to attend the bid opening for the tender mentioned above on behalf of our company / myself.

Signature of representative for bidder :
authorized to sign

Name of the representative for bidder :
authorized to sign

Signature of the alternative Representative :

Name of the alternative Representative :

Above Signatures are Attested :

Signature of the tenderer

With date and seal

Date :

Station :

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.

Signature of the bidder

SECTION-7 PART D

7 (D) PROFORMA OF AGREEMENT

This Agreement is made on **this** _____ **Day of** _____ **2021** between M/s _____ (Here in after called the contractor whose term includes its successors and assignees) whose registered office is at _____ and is registered under _____ and acting through its authorized official Shri _____

AND Bharat Sanchar Nigam Limited (herein after called the BSNL whose term includes its successors and assignees) whose registered office is situated at Bharat Sanchar Bhavan, Harish Chandra Mathur Lane, Janpath, New Delhi –110 001 and acting through its authorized officer i.e. The Principal General Manager ,Tirunelveli Business Area, Tamilnadu Circle.

The Contractor will cater the services for **Office / Infra Upkeeping and General Conservancy work** office maintenance and conservancy work for Tirunelveli BA (Tirunelveli SSA and Tuticorin SSA) on the terms and conditions herein contained, and Specifications as mentioned in the tender schedule vide letter No: TNTVL-11/12(14)/6/2021-ADMIN UNIT -TNTVL dt 08.11.2021 and rates as mentioned in acceptance letter and Section-5.

Now these present witnesses and it is hereby agreed and declared by and between the parties to these present as followings.

The contractor has deposited Rs _____ (Rupees _____ only) as interest free performance Security for a period of thirty Months or till successful completion of contract.

I / We agree to abide by and fulfill all the terms and conditions of this TNTVL-11/12(14)/6/2021-ADMIN UNIT -TNTVL dt 08.11.2021 shall form part and parcel of this agreement.

This agreement will remain by and between for the period from ___ / ___ / 2021 to ___ / ___ / 2022 and the extended period of contract as applicable.

Signature of the CONTRACTOR

Signature of BSNL

Name:

Designation with stamp:

WITNESSES:

Signature: 1.

Name (Block letters)

Address

WITNESSES:

1.

Signature: 2.

Name (Block letters)

Address

2.

Signature of the bidder

SECTION- 8
Tenderer / Bidder's Profile
(To be filled in and submitted by the bidder)
Tenderer's Profile

1. Name of the Individual/ Firm :
 2. Present Correspondence Address :
 :
 :
 3. Telephone No :
 4. Mobile No :
 5. FAX No :
 6. Email ID :
 7. Address at the place of Works :
 :
 8. Telephone No :
 9. Mobile No. :
 10. State the Type of Firm : **Proprietorship/ Partnership firm/ Pvt Ltd Co**
 (Tick the appropriate one)

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

S No	Name	Father's Name	Designation

12. 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):

a. Name :

b. S/O or D/O :

13. PAN No. :

14. GSTIN :

15. 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.) :

Signature of the tenderer

With date and seal

Date :

Station :

SECTION-9 Part-A
BID FORM

To

The Principal General Manager ,
BSNL, Tirunelveli BA

Bidder's Reference No _____ dated _____
Ref: Your Tender Enquiry No. _____ dated _____

1. Having examined the above mentioned tender enquiry document including amendment/ clarification/ addenda Nos. datedthe receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the products / services in conformity with the terms and 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 180 days from the date fixed for Bid opening or for subsequently extended period, if any, agreed to by us. After success of bid, the bid shall remain binding upon us up to the aforesaid contract period. The bid rates are offered for the entire contract period mentioned in the Tender Document including extension of contract period as per the Tender Document.
4. We understand that BSNL is not bound to accept the lowest or any bid, you may receive.
5. If our BID is accepted, a performance guarantee from a Scheduled Bank for a sum @ 3% of the contract value for the due performance of the contract will be submitted by us.
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 Tender.
7. Until a formal Award of Work 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.

Signed on the _____ day of _____ 2021

Witness Signature:
Name :
Address

Signature :
Name :
In the capacity of

duly authorized to sign the bid for and on
behalf of (Seal of the company)

**SECTION 9 PART B
PRICE SCHEDULE PROFORMA**

FINANCIAL BID

Sl No	Details of Work	Unit / period	Amount per Month in Rs (A) [Excluding GST]	Amount per year in Rs B=Ax12	Amount per year (B) in Rs. in words (Excluding GST)
1	B1 OFFICE / INFRA UPKEEPING AND ALLIED WORKS IN TIRUNELVELI BA				
1.01	For office, IQ and infra maintenance for Sripuram Office, Tirunelveli	Per Month			
1.02	For office and infra maintenance for DE Office, Palayamkottai	Per Month			
1.03	For office and infra maintenance for Accounts Office, Tirunelveli	Per Month			
1.04	For office and infra maintenance for Electrical Unit, Tirunelveli	Per Month			
1.05	For office and infra maintenance for the office of PGM, Tirunelveli	Per Month			
1.06	For infra maintenance, Lift Operations, Locking / Opening of offices at all the floors and Water Pump operations for Vannarpettai Admin Bldg	Per Month			
1.07	For infra maintenance and Pump operations for VM Chatram Quarters	Per Month			
1.08	For office and infra maintenance for JTO(IT) Tirunelveli	Per Month			
1.09	For office and infra maintenance for PGM/ DGM's Tuticorin	Per Month			
1.10	For office and infra maintenance for CAO(PLG), AO (PLG) & AO(Sales), Tuticorin	Per Month			
1.11	For office and infra maintenance for AGM(A/HR), SDE(Legal/Genl) office, Tuticorin	Per Month			
1.12	For office and infra maintenance for SDE(EB) Tuticorin	Per Month			
1.13	For office and infra maintenance for AGM(Plg/ L&B) Tuticorin	Per Month			
1.14	For office and infra maintenance for JTO(Computer) Tuticorin	Per Month			
1.15	For office and infra maintenance for AGM(Sales)/ SDE (RMC), Tuticorin	Per Month			
1.16	For office and infra maintenance for JTO (FM/CAF) Tuticorin	Per Month			
1.17	For office and infra maintenance for AO(Drawal) / AO (TRA), Tuticorin	Per Month			
1.18	For infra maintenance, and IQ for DE(IM) Tuticorin main exchange	Per Month			
1.19	Maintenance of staff quarters, Pump operation, water loading on overhead tanks and under ground sumps.	Per Month			

Signature of the bidder

1.20	For office and infra maintenance for AGM(TX) Tuticorin	Per Month			
1.21	CSC Tuticorin as per quantum of work mentioned in the NIT	Per Month			
1.22	CSC Kovilpatti as per quantum of work mentioned in the NIT	Per Month			
2	B2 EXCHANGE INFRA MONITORING & SURVEILLANCE IN TIRUNELVELI BA				
2.01	24 x 7 Surveillance, Monitoring of Power Plants, Batteries, AC Temperature in switch rooms, switching on / off of DGs, Pumping of water, Cleanliness, Gate pass records of Vallioor Exchange as per laid down guidelines.	Per Month			
2.02	24 x 7 Surveillance, Pumping of water, Cleanliness of the compound, Gate Pass Mtce of Tirunelveli Exchange as per laid down guidelines.	Per Month			
2.03	24 x 7 Surveillance, Pumping of water, Cleanliness of the compound, Gate Pass Mtce of Palayamkottai Exchange as per laid down guidelines.	Per Month			
2.04	24 x 7 Surveillance, Switching on / off of DGs, Monitoring customer movement, Gate pass records of Vannarpettai Admin Bldg as per laid down guidelines.	Per Month			
3	B3 GENERAL CONSERVANCY IN TIRUNELVELI BA				
3.01	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Vallioor Exchange inclusive of all cleaning materials	Per Month			
3.02	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Sripuram Exchange inclusive of all cleaning materials	Per Month			
3.03	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Palayamkottai Exchange inclusive of all cleaning materials	Per Month			
3.04	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Vannarpettai Exchange inclusive of all cleaning materials	Per Month			
3.05	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Ambasamudram Exchange inclusive of all cleaning materials	Per Month			

TO BE FILLED IN
ONLY

3.06	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Sankarankoil Exchange inclusive of all cleaning materials	Per Month			
3.07	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Tenkasi Exchange inclusive of all cleaning materials	Per Month			
3.08	Cleaning the storeyard and stacking the materials along with Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area inclusive of all cleaning materials within the Melapalayam Stores except telephone exchange and backyard.	Per Month			
3.09	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Tuticorin Main Exchange inclusive of all cleaning materials	Per Month			
3.10	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Telegraph office campus & AC Cash section Tuticorin. inclusive of all cleaning materials	Per Month			
3.11	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Telephone exchange old building, Tiruchendur inclusive of all cleaning materials	Per Month			
3.12	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Telephone exchange new building, Tiruchendur inclusive of all cleaning materials	Per Month			
3.13	Conservancy works for cleaning the toilets, wash basins, urinals, floors of buildings, open area within the exchange campus of Telephone Exchange, Kovilpatti inclusive of all cleaning materials	Per Month			
3.14	Conservancy works for drainage cleaning for 518 feet/pumping work for Rajiv Nagar staff quarters, Kovilpatti	Per Month			
Total Amt for one year in Figures exclusive of GST					
Total Amt for one year Quoted in words exclusive of GST					

TO BE FILLED IN
ONLINE
ONLY

SECTION -10
CHECK LIST OF MANDATORY DOCUMENTS TO BE SUBMITTED

I) TECHNICAL BID

1. Bid security declaration
 2. Cost of the tender document i.e. Tender fee of Rs 590/- (inclusive of GST@18%)or valid MSME/NSIC
 3. Certificates showing fulfillment of the eligibility criteria stated in the NIT.
 - a. Experience certificate
 - b. Annual turnover of the firm should have not less than 30% of the estimated cost during any one of the last 3 financial years. Proof for the same duly certified by CA.
 - c. Self Attested copy of Valid EPF Registration Certificate
 - d. Self Attested copy of Valid ESI Registration Certificate
 - e. Self attested copy of Chartered Accountant certificate stating Profit & Loss Account for any one of the last 2 Financial Years
 - f. Valid PAN No and IT Return for the AY 2019-20 and 2020-21
 - g. Valid Goods and Services Tax Registration Certificate No
 - h. A Self declaration along with the evidence that the contractor is not Black listed by GST authorities
 - i. Intimation of all GST registration numbers to BSNL, where contractor holds multiple GST numbers
 4. Power of Attorney & authorization for executing the power of Attorney.
 5. Bidder's Profile duly filled & signed.
 6. No Near Relation Certificate duly filled & signed.
 7. GFR Declaration
 8. LC Declaration
 9. Undertaking & declaration duly filled & signed including indemnity clause
 10. Documents stated in Section-1
 - a. Valid MSME/NSIC certificate (if applicable). In case the ownership of such NSIC/MSME Entrepreneurs happens to be from SC/ST category, proof in this regard also need to be submitted.
 - b. Certificate of Incorporation
 - c. Article or Memorandum of Association or Partnership Deed or Proprietorship deed as the case may be.
 - d. Registration certificate from State Director of Industries or from Secretariat for Industrial Assistance (SIA), Ministry of Industries, Government of India.
 11. Bid document duly signed at the end of each section for having read it and accepted.
 12. Tender / Bid form as in Section 9 Part A
 13. Any other Document the Bidder wants to submit relevant to the Tender
- 2. FINANCIAL BID to be submitted online**
Price Schedule as per price Bid Template/Form (Section 9 Part-B (B-1, B-2,B-3)).

SECTION -11 VENDOR MASTER FORM TEMPLATE



VENDOR MASTER FORM



(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.)

(*) Minimum Required Fields to be Filled by the Company/Vendor. Please Attach copies of the supporting documents.

Title* :

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

Name* :

Address* :

Town/District* :

--	--	--	--

City* :

--	--	--	--

State* :

--	--	--	--

Postal/Pin code* :

--	--	--	--

 Country* :

--	--	--	--

Contact Details:

Telephone Number :

--	--	--	--

 Fax No. :

--	--	--	--

Email_id :

--	--	--	--

(Mandatory for E-Tendering)

Name of Contact Person :

--	--	--	--

 Mobile No. :

--	--	--	--

Alternate Contact Person :

--	--	--	--

 Mobile No. :

--	--	--	--

Tax information:

PAN :

--	--	--	--

Service Tax reg. no. :

--	--	--	--

LST (Local VAT reg.No.) :

--	--	--	--

 CST Reg. No :

--	--	--	--

Tax Registration no. :

--	--	--	--

(for Foreign Vendors)

Income Tax Exemption details:

IT exemption no. :

--	--	--	--

 IT exemption rate :

--	--	--	--

IT Exemption date :

--	--	--	--

IT exemption date from :

--	--	--	--

 IT exemption date to :

--	--	--	--

Excise Details:

Excise reg. no. :

Excise Range :

Excise Division :

Excise Commissionerate :

Payment Transaction/Bank Details:

Bank Country :

Bank Name :

Bank Address :

Bank A/c No :

Bank IFSC :

Account holder's Name :

Type of Account : Savings(10) Current(11)

SWIFT Code :
(for Foreign Vendors)

IBAN :
(for Foreign Vendors)

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

Industry Status:

Micro/ SSI Status : Yes No

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.

2. If Excise Registration/GST Registration/GST 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)

Vendor Account Group : Payment Method :

TDS Type - Invoice : TDS Code - Invoice :

Checked by: Authorized by (Finance) SAP Vendor Master Created on SAP Vendor Code

*****END OF DOCUMENT*****

Signature of the bidder