



BHARAT SANCHAR NIGAM LIMITED

(A Govt. Of India Enterprise)

O/o General Manager ,Telecom ,Anantapur BA,ANANTAPUR-515001

BID DOCUMENT

“Outsourcing of Mobile BTS sites and Rural Telephone Exchanges maintenance including maintenance & provisioning of Landline/Broadband for external plant of copper Network in Anantapur Business Area.”

File No: ATPBA-20/16(11)/03/2021-PLG/OP/ATP-TX-part1

Dated: 22 May 2023

DUE TO OPEN ON: 14 JUN 2023

Register & Corporate Office: Bharat Sanchar Bhawan, H.C.Mathur Lane, Janpath, New Delhi-110001

Corporate Identity Number (CIN): U74899DL2000GO1107739

www.bsnl.co.in

BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)

O/o General Manager Telecom Distt. Anantapur (AP) Tel.:

08554-241300, E-Mail: sdeopatpap@gmail.com

E-Tender Notice

From:

AGM (OP), BSNL
O/o GM, Anantapur BA
Anantapur (AP)

To

All Prospective Bidders

File No: ATPBA-20/16(11)/03/2021-PLG/OP/ATP-TX-part1

Dated: 22 May 2023

Sub: - Tender document for Outsourcing of Mobile BTS sites and Rural Telephone Exchanges maintenance including maintenance & provisioning of Landline/Broadband for external plant of copper Network in ATP&KDP OAs of Anantapur Business area.

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

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

AGM (OP), O/o GMTD, Anantapur

Tel.: 08554-241300 & E-Mail: sdeopatpap@gmail.com

SECTION – 1

DETAILED NOTICE INVITING E-TENDER (DNIT)
BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)
O/o General Manager Telecom Distt. Anantapur
Tel.: 08554-241300,
E-Mail: sdeopatpap@gmail.com

On behalf of GMTD, BSNL Anantapur, Digitally Sealed Tenders are invited for “**Outsourcing of Mobile BTS sites and Rural Telephone Exchanges maintenance including maintenance & provisioning of Landline/Broadband external plant of copper Network in ATP & KDPOA of Anantapur Business area** ” for a period of 2 years (extendable by 1 year on sole discretion of BSNL).

Name of OA	Cluster Name	Type of works	Estimated units (Excluding GST)	Estimated Value of work (Excluding GST) in Rs.	EMD (in INR) cluster wise In Rs.	Tender Fee inRs.
ATP	ATP010	BTS/ Mobile site (2G and/or 3G and/or 4G) & Infrastructure Maintenance for BSNL sites (Excluding IP sites)	23 nos	61,93,656	1,54,841	1180
		BTS/ Mobile site (2G and/or 3G and/or 4G) & Infrastructure Maintenance for Non-BSNL sites (Excluding IP sites)	53 nos			
		Maintenance and provisioning of Landline and Broadband for external plant of copper network in Urban/Semi urban/Rural exchanges of DE(NWO) Guntakal & Anantapur Rural in Anantapur OA	1129 lines (MDF)			
ATP	ATP011	BTS/ Mobile site (2G and/or 3G and/or 4G) & Infrastructure Maintenance for BSNL sites (Excluding IP sites)	20 nos	61,74,000	1,54,350	1180
		BTS/ Mobile site (2G and/or 3G and/or 4G) & Infrastructure Maintenance for Non-BSNL sites (Excluding IP sites)	46 nos			
		Maintenance and provisioning of Landline and Broadband for external plant of copper network in Urban/Semi urban/Rural exchanges DE(NWO) Puttaparthi in Anantapur OA	1448 lines (MDF)			
KDP	DE(NWO) PDTR	BTS/ Mobile site (2G and/or 3G and/or 4G) & Infrastructure Maintenance for BSNL sites (Excluding IP sites)	0 nos	62,49,216	1,56,230	1180
		BTS/ Mobile site (2G and/or 3G and/or 4G) & Infrastructure Maintenance for Non-BSNL sites (Excluding IP sites)	87 NOs			

		Maintenance and provisioning of Landline and Broadband for external plant of copper network in Urban/Semi urban/Rural exchanges of DE(NWO) Proddatur in Kadapa OA	1431 lines (MDF)			
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Name of OA	Cluster Name	Type of works	Estimated units (Excluding GST)	Estimated Value of work (Excluding GST) in Rs.	EMD (in INR) cluster wise In Rs.	Tender Fee in Rs.
KDP	DE(NWO) RCTY	BTS/ Mobile site (2G and/or 3G and/or 4G) & Infrastructure Maintenance for BSNL sites (Excluding IP sites)	0 nos	28,48,392	71,210	590
		BTS/ Mobile site (2G and/or 3G and/or 4G) & Infrastructure Maintenance for Non-BSNL sites (Excluding IP sites)	45 nos			
		Maintenance and provisioning of Landline and Broadband for external plant of copper network in Urban/Semi urban/Rural exchanges under DE(NWO) Rayachoty in Kadapa OA	507 lines (MDF)			

***Note:-Anticipated incentive on account of new provisioning of Rs.6,12,000/-(240000+192000+120000+60000) is also included in estimated value of work.**

Note 1: Cluster means group of BTS/Exchanges having 2G,3G,4G BTS and land line, land line with broadband, ISDN PRI's/Leased Circuits/SIP Trunk on copper.

Note 2: The quantity /number/ Sites stated above are estimated and BSNL reserves the right to vary the quantity without any change in unit price or other terms & conditions. Looking at the dynamic nature of Maintenance & upkeep, BSNL may review the ordered quantity as required under different work category/type based on actualoperational requirement.

Note 3: Each bidder can participate for any number of clusters.

Note 4: One Cluster will have only one successful bidder.

1.1 A separate bid form along with price bid (as per Section-9 Part A & B) for each cluster should be filled if the bidder wishes to participate in more than one cluster. The evaluation of the tender as well as allotment of the work will be done cluster wise.

2. Purchase of Tender Document: Tender document can be obtained by downloading it from the website https://ap.bsnl.co.in/tenders_active.php and CPPP E-TENDER portal www.etenders.gov.in/eprocure/app

The bidders downloading the tender document are required to submit the tender fee of amount **Rs1180 for each cluster except cluster DE(NWO)RCTY which is RS 590(INR)** through DD/ Banker's cheque along with their tender bid failing which the tender bid shall be left archived unopened/ rejected. The DD/ banker's cheque shall be drawn from any Nationalized/ Scheduled Bank in favour of **"AO (Cash), O/o GMTD, BSNL, Anantapur** and payable at Anantapur.

The MSE bidders registered with the designated MSME bodies like National Small Scale Industries Corporation etc. are exempted from payment of tender fee. However, they shall furnish a proof regarding registration (Udyam

Registration Number) with bodies under the Ministry of Micro, Small & Medium Enterprises for the construction/Operations/Maintenance services in Telecom Industry / maintenance and installation of OF cables, valid on the date of opening of the tender. **URN certificate should broadly cover** the scope of area of the above MSERegistered bidders must be for construction/ maintenance of underground telecom cables/ maintenance and installation of OF cables /telecom outdoor network/BTS maintenance GSM/mobile BTS sites, Battery Sets, Power Plants, DG Sets, Installation of Telecom Services etc.

3. Availability of Tender Document on the e-tender portal for bid submission: The tender document shall be available for downloading from BSNL website https://ap.bsnl.co.in/tenders_active.php from 22-05-2023 onwards. The same tender document is uploaded on BSNL website shall be made available on e-tender portal (CPPP E-TENDER portal www.etenders.gov.in/eprocure/app) from 22-05-2023 from 18.00Hrs onwards for start on online bid submission.

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

The Tender document shall not be available for download from e-tender portal on its submission / closing date Cluster wise data can be obtained from https://ap.bsnl.co.in/tenders_active.php and CPPP E-TENDER portal www.etenders.gov.in/eprocure/app.

4. Eligibility Criteria: Following are the eligibility criteria to participate in the tender.

The Bidder shall be a company registered in India under the companies Act 1956/ 2013 or a Partnership firm/proprietorship firm registered in India.

Average Annual financial turnover (to be submitted along with Annual Accounts report i.e Profit& Loss/ Balance Sheet certified by CA) during the last 3 years i.e. 2019-20, 2020-21 & 2021-22 should be at least 30% of the total estimated cost. Audited Annual Accounts report i.e. Profit& Loss/ Balance Sheet for this is to be enclosed along with the bid to substantiate eligibility in this regard and a certificate from its bankers to assess its solvency/ financial capability to the tune of 30% of annual estimated cost of tender

The company should have valid PAN Number and valid registration under GST Act, EPF and ESI.

The Bidder should not have been black-listed by central/state governments/ PSUs at the time of submission of bid.

Bidders should have office in the state of AP. Valid proof of office address is to be submitted.

The Bidder should NOT be a Licensed Telecom Service Provider to provide Basic Services/Cellular Telephony Services / Internet Services/ UASL/ NLD/ ILD Services anywhere in India, undertaking to that effect may be submitted by bidder.

The Bidder should also submit the following documents in Technical Bid –

- (i) EPF/ESI Registration Certificate along with latest EPF/ESI payment certificate.
- (ii) Income tax return for the financial year 2019-20, 2020-21 & 2021-22.
- (iii) Valid PAN Number.
- (iv) Valid Goods and Services Tax Registration Certificate No(s).
- (v) A self-declaration that the bidder is not black listed by GST authorities.
- (vi) An undertaking that the bidder has not been black-listed by central/ state governments/ PSUs at the time of submission of bid,
- (vii) An undertaking that the Bidder is NOT be a Licensed Telecom Service Provider to provide Basic Services /Cellular Telephony Services / Internet Services/ UASL/ NLD/ ILD Services anywhere in India.

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

Experience in terms of Technical Parameter

Bidder should have successfully executed similar/related works related to Mobile segment covering at least 300 sites simultaneously with Telecom service provider/Telecom Infra Provider for One year period or more during or after the year 2018. The site count of 300 sites may be achieved with the same operator or with multiple operators, but shall be with overlapping/concurrent period.

OR

Bidder should have successfully executed similar/related works related to maintenance & provisioning of Landline/Broadband segment covering at least 5000 lines equipped capacity Landline exchanges for One year period or more during or after the year 2018 for the works related to Landline segment. The equipped capacity count of 5000 Landline may be achieved with the same operator in one or multiple sites or with multiple operators on one or multiple sites, but shall be with overlapping/concurrent period.

The documentary proof certifying the same from the concerned Telecom service provider for this shall be submitted by the bidder, signed by the authorized signatory of the company, (on company's Letterhead) for the said period of service performed by the Bidder in the technical bid itself.

Experience in terms of Financial Parameter

Experience possessed by the bidder in respect of contracts executed on value terms on works of BTS/Exchange Maintenance or similar/related works (as described in 'Scope of Works') shall conform to the following requirement and the bidder shall have to submit experience certificate for either of the following:

(a) Three completed contracts **each** costing not less than the amount equal to 40% of the estimated cost (of cluster / tender cost for which bidding) during or after year 2018.

OR

(b) Two completed contracts **each** costing not less than the amount equal to 50% of the estimated cost (of cluster / tender cost for which bidding) during or after year 2018.

OR

(c) One completed contract costing not less than the amount equal to 80% of the estimated cost (of cluster /tender cost for which bidding) during or after year 2018.

Bidders will be required to support claims of their financial qualification through their audited financial statements duly certified by their CA.UDIN must be mentioned in certificate/document attested by chartered accountants

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

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

5. Bid Security/EMD:

The bidder shall furnish the bid EMD in one of the following ways:-

- a. Demand Draft/ Banker's cheque drawn in favour of "**AO (Cash), O/o GM,ATP BA,BSNL, Anantapur**" and payable at Anantapur separately for each cluster participated.
- b. Bank Guarantee(s) from a Scheduled Bank in India, drawn in favour of "**AO (Cash), O/o GMTD, BSNL, Anantapur**" which should be valid for **150** days (i.e. one month above the offer/ bid validity period) from the tender opening date.

C The MSE bidders registered with the designated MSME bodies like National Small Scale Industries Corporation etc. are exempted from payment of tender fee. However, they shall furnish a proof regarding registration (Udyam Registration Number) with bodies under the Ministry of Micro, Small & Medium Enterprises for the

construction/Operations/Maintenance services in Telecom Industry / maintenance and installation of OF cables, valid on the date of opening of the tender. **URN certificate should broadly cover** the scope of area of the above MSE registered bidders must be for construction/ maintenance of underground telecom cables/ maintenance and installation of OF cables /telecom outdoor network/BTS maintenance GSM/mobile BTS sites, Battery Sets, Power Plants, DG Sets, Installation of Telecom Services etc.

6. Date & Time of Submission of Tender bids: on or before 13:00Hrs of 13-06-2023. (Tender closing date).

In case the date of submission (opening) of bid is declared to be a holiday, the date of submission (opening) of bid will get shifted automatically to next working day at the same scheduled time. Any change in bid opening date due to any other unavoidable reason will be intimated to all the bidders separately.

7. Opening of Tender Bids: At 15:00 Hrs of 14-06-2023.

8. Place of opening of Tender bids: AGM (OP) , , 1st Floor O/o GM,ATP BA, Subash Road , Anantapur (AP)515001

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

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

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

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

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

In case of any correction/ addition/ alteration/ omission in the tender document, the tender bid shall be treated as non-responsive and shall be rejected summarily.

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

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

UDIN must be mentioned if any certificate/document is being attested from chartered Accountant.

13. The queries in respect of this bid document, if any, can be submitted through Email latest upto.....
(3 days from issue of NIT).

14. Pre-Bid Meeting: Asst General Manager(OP), Anantapur will conduct pre-bid meeting with all the prospective bidders at 11:00 hrs of 05.06.2023 in the chamber at O/o General Manager, BSNL, Anantapur to elicit the views/queries of bidders and to explain the measures to be taken by successful vendors to maintain the fault rate and MTTR within the permissible limits i.r.o copper network and down time i.r.o of BTS sites.

The clarifications issued in response to the queries raised by the prospective bidders in the pre-bid meeting shall become part and parcel of this NIT document and shall be uploaded in the CPP portal on the same day/very next day in the form of a corrigendum.

BSNL Contact-1	
BSNL's Contact Person	Sh. G Balaji AGM(OP)

Telephone& Mobile	08554-241300 (Between 10:00 hrs to 17:30 hrs on working days)
E-mail ID	sdeopatpap@gmail.com
BSNL Contact-2	
BSNL's Contact Person	Sh. P Viswanath
Telephone & Mobile	08554-224400 (Between 10:00 hrs to 17:30 hrs on working days)
E-mail ID	sdeopatpap@gmail.com

SECTION- 2

Tender Information

1. Type of tender: Single stage submission & two stage opening.

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

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

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

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

a. **Techno-commercial** envelope shall contain :-

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

b. **Financial envelope** shall contain:

- 1) Price Schedule (as per Section 9 Part-B)

c. Offline Documents :

The following documents are required to be submitted offline (i.e. **offline submissions**) to **AGM (OP) , Ist Floor O/o GM,ATP BA,BSNL, Subash Road, Anantapur (AP)515001** or before the date & time of submission of bids in a sealed envelope. The envelope shall bear the tender number, name of work and the phrase: “Do Not Open Before (due date & time of opening of tender).

- 1) EMD – Bid security (in original)
- 2) DD/ Banker’s cheque of Tender fee (in original).
- 3) Power of Attorney in accordance with Clause 14. 3 of Section 4 Part A and authorization for executing the power of Attorney.
- 4) Experience certificate, Solvency Certificate, Turnover certificate, MSE bodies certificate Udyam Registration Number (URN) in case of exemption from tender fee and EMD. Certificate(s) showing fulfillment of the eligibility criteria
- 5) Integrity Pact as per Sec-10 ANNEXURE -2.
- 6)Letter of authorization for attending bid opening as per Section-7 (Part-C) of the tender document. Applicable if, the bidder wants to facilitate his representative to attend in Bid opening.

4. Payment terms

The bidder should submit the invoice with the supporting documents to the officer in-charge of the cluster on receipt of Performa Invoice generated from BSNL IT System. The Tax Invoices are to be submitted by bidder in triplicate.

For the purpose of invoice preparation, Number of Mobile BTS sites in a cluster for a particular type of work done will be on actual number of days basis for which work has been executed.

The charges for provision of new connection shall be based on the number of new connection provisioned during the month. Maintenance charges for the new connections shall be payable from the 1st day of the following month of customer activation.

For the purpose of invoice preparation, Number of working connections in a cluster shall be calculated taking the average of working connections on the first and last day of the month.

Two Performa Invoices will be generated i.e. IV-1: Invoice Performa for Maintenance work Charges and IV-2: Invoice Performa for Provisioning Charges i.r.o CFA (Rural exchange & external plant maintenance & provisioning). Separate invoice for BTS (BSNL, NBSNL & IP Site) maintenance, Rigger activities & associated activities etc.

90% of the payment of the monthly invoices shall be paid on submission of Invoices by the bidder and Balance 10% after 30 days from the payment of 90% of Invoice.

Tax Invoices shall be paid through Electronic Clearance Scheme (ECS) only. The contractor should submit the mandate form for this purpose along with the Agreement while entering into the Contract.

Note: - All statutory taxes and levies as applicable shall be deducted at source before payment.

Online generated GST payment details of previous month shall be submitted with the invoice(s) for payments.

EPF & ESIC (as applicable), its deposited challan proof to be submitted in the following month invoice.

5. Time line for start of services:

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6. Duration of Contract (Validity of tender):

Initially agreement will be signed for one year, however, extension for one year or part thereof will be considered, on the sole discretion of BSNL, keeping in view the various factors such as exigency of service, satisfactory performance of the firm with the same terms and conditions of the tender.

SECTION- 3

Expression of Interest (EOI)

1. Introduction

BHARAT SANCHAR NIGAM LIMITED (BSNL), a Public Sector Enterprise, 100% owned by Government of India, with the dominant market share in the Wire line Telephony, Wireless Telephony, Broadband & Internet services besides other data services like MPLS- VPN, Leased circuits etc. BSNL is the largest Internet Service Provider (ISP) of India. As a leading telecom player, BSNL controls a wide range of telecom infrastructure such as Main Exchange Buildings, RSU Exchange Buildings, Transmission Centre Buildings, BTS sites, billing centers, customer care centers etc. For more details about BSNL, please log on to www.bsnl.co.in.

2. Purpose of the EOI

BSNL (from here on BSNL means SSA/BA Head or Competent Authority floating the EOI) intends to invite Expression of Interest (EOI) from interested parties Maintenance and Operation of BTS Sites/Exchanges and Maintenance and provisioning of Landline & Broadband for External plant of Copper Network in specified clusters. After evaluation of EOIs, agreements will be entered with the successful Bidder(s) for a period of Two years, which can be extended further up to a period of another one year on the same rates, terms and conditions on sole discretion of BSNL.

3. General requirement

BSNL intends to contract for Maintenance and Operation of BTS Sites/Exchanges and Maintenance and provisioning of Landline & Broadband for External plant of Copper Network in specified cluster No./Nos. These may be required for different time frames at different installations as per requirement annexure below. Bidder(s) need to bid for the provision of services at all sites in a unit/Cluster. The others terms and conditions have been explained in other sections of the tender documents.

SCOPE OF WORK

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

Outsourcing of Maintenance and Operation of Mobile BTS Sites & Rural Telephone Exchanges, Rigger activities related works of Mobile sites and Maintenance and provisioning of Landline & Broadband for External plant of Copper Network.

Note: - Looking at the dynamic nature of Maintenance & upkeep, BSNL may review the ordered quantity as required under different work category/type based on actual operational requirement.

This tender is for carrying out Up-keeping, Housekeeping, Operation & Maintenance of Equipment at BTS sites 2G and / or 3G and / or 4G or a combination of them in **BA/OA Name**, which consists of the following works.

List of Activities Covered under BTS & Infrastructure Maintenance for Outsourcing

- A. BTS & Infrastructure Maintenance for BSNL sites
- B. BTS & Infrastructure Maintenance for Non-BSNL sites
- C. Scope related to Maintenance and provisioning of Landline and Broadband for external plant of copper network in exchanges of ATP & KDP OAs

BSNL sites: BTS co-located with telephone exchange site

Non BSNL sites: BTS site without any co-located telephone exchange site

A. BTS & Infrastructure Maintenance for BSNL sites with collocated Telephone exchange(2G and/or 3G and/or 4G)

1. These are the sites housing Mobile site collocated with Telephone Exchange (2G and/or 3G and/or 4G or a combination of them AND Telephone Exchange).
 2. Maintenance of Exchanges ¹
 3. **Site security/ caretaking:** Security of equipment and infrastructure at sites. Providing a security guard is not mandatory. Use of technology/alternate arrangement is allowed as deemed appropriate by approved bidder without compromising on security. BSNL equipment includes Landline Exchanges, DSLAM, transmission equipments, USO Wi-Fi Hot Spots & other Exchanges equipments, BTS/Transmission/ infra Elements (Battery, Power Plant, DG, AC units etc), RF, CPRI & Power cables, electrical fittings, tower material, earthing wires and earth strips should be taken care under housekeeping and watch & ward scope of vendor. Any damage /Mis-handling during transportation, missing and theft of BSNL equipment will be the responsibility of vendor. In case of the above, the corresponding loss will be recovered from vendor bills.
 4. **Up-keeping:** Cleaning, security (to the extent of alerting any abnormal observation at the site during visits, intimating police authorities promptly w.r.t. any incident, ensuring functioning of lock & key and up-keeping of the site including all equipment, tower surroundings, shelter/OD cabinet, Media equipment, DG etc. This includes bush cutting in the BTS sites/ Exchanges in open areas. All tools & Cleaning material to be provided by the bidder.
 5. Exchange/ BTS site cleaning including BTS & Exchange equipment's, Roof Area, Compound Area. Cleaning to be carried out by blower etc.(Equipments for cleaning to be provided by the Vendor)
 6. All BTS/Node-B/e Node-B site related infra alarms which are mandatory (DG_ON_LOAD, MAINS_FAIL, RECTIFIER_FAIL and BTS Battery low etc.) to be extended up to OMCR within one month from the issuance of work order. Equipment required for Alarm Extension to be provided by Vendor for mandatory alarms.
 7. All left over BTS related infra (external) alarms other than mandatory alarms, if any need to be made functional and to be extended up-to OMCR as instructed by the BSNL site in-charge within one month. Equipment required for Alarm Extension to be provided by BSNL in case of other than mandatory alarms.
 8. Prompt action on receipt of instructions (by call or by SMS) from concerned officer regarding manual assistance in rectification of alarms/ faults in BTS site/ Exchange, DSLAM, other equipment.
 9. The bidder must ensure that the staff attending the BTS site will never engage into any argument with landlords for BSNL sites. If site technician/security/caretaker refuses to allow access to site
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during both Normal and odd hours, the staff should immediately report to Site In-charge and mustnot leave site until the Site in-charge gives permission to do so

10. The Bidder should ensure that fault is attended even in case of water-logging due to rain etc., the maintenance staff should be provided necessary accessories/gum-boots etc
11. Replacement of the faulty modules/Cards/units with repaired ones including Transportation as per instructions of Site In-charge.
12. In case of BTS/Exchange outages due to card faults of BTSs / NODE-Bs/ e Node-Bs/ Exchange/Transmission Equipment/OLT/NGN Equipment, replace the fault items with the spare module/ cards as per instructions of BSNL Site In-charge immediately.
13. Faulty card/ units of BTS sites and other equipments need to be deposited at designated centre as per requirement and collection of repaired unit. It will be the responsibility of bidder to transport equipment with utmost care and during transportation no cards/units get damaged.
14. In case of BTS/ exchange outages due to card faults of rectifier modules fault of power plant etc, replace the faulty items with the spare module /cards available from normal spare availability location or from nearby sites as directed. The card/module extraction/insertion and transport shall be as per the recommended practice of the OEM/guidance of BSNL.
15. Any Mini Link/ OFC failure to be intimated to site In-charge for prompt restoration of OFC fault, details of visual alarm noticed to be communicated to the maintenance In-charge.
16. To check Earth Connectivity is available at BTS/ Node-B/ e Node-Bs. All measuring instruments to be provided by the vendor.
17. Vendor personnel should be provided with photo ID cards by Outsourcing Vendor.
18. The field staff being deployed should be provided with 2 SIMs one of BSNL & other from private TSPs for communication when BTS site is down. The list of same shall be provided at the time of Agreement. In case of any change in staff during the contract, the same shall be updated. BSNL employees too will share their 2 Mobile nos. of BSNL and other TSP
19. Maintaining EMF related boards and help in providing data for Biennial/Triennial submission of EMF Radiation for Mobile sites.(Bidder shall assist in Biennial/Triennial related activities likegetting photograph & uploading to BA/OA BSNL Team etc.).
20. Assistance in handling of minor store items.
21. Ensure working of Power plant alarms with OMC-R.
22. First line maintenance of power plants, battery and any problem reported (Any problem to be reported within 1Hr.)
23. Bidder to perform Preventive Maintenance activities as per the PM Annexure, will maintain the register for this activity and will submit the copy of the same duly verified by concerned unit-in- charge along with monthly bill.
24. Periodically check-up power plant modules working, load sharing and ensuring sufficient Modules are available for Equipment in consultation with Site In-charge and Charging of Battery.
25. Tightening of all nuts/ screws in interconnecting point of power cable from EB panel board to each equipment
26. To ensure the power plant/ control card is functioning properly so that battery do not go to deep discharge.
27. In case of any Power Plant outages due to fault in control card, intimation to be given to Site In- charge for attending the same on priority.
28. The bidder has to supply and maintain a log book in every site/ Exchange. It is the responsibility of the bidder to update the logbook promptly. All the log books get signed by the concerned officer In-charge in the first week of next month and submit with the invoice.

29. Conducting Battery Backup test with Existing Load at least quarterly & record the same in LogBook.
30. Bidder has to provide related testing equipments and necessary conveyance to discharge the functions listed in the tender.
31. Air filter cleaning in BTS/ Node-B/e Node-B, every month and entry in log book of site.
32. Routine check of free cooling systems available at site and DG set and other Equipments i.e. BTS/ Media etc., and record the same in log book as per the periodicity defined for the visit. Reporting of any alarms/faults/untoward incident to the concerned officer
33. Monitoring of Power Plant voltage and smooth change over in the absence of electricity.
34. To provide assistance under various exchange site activities includes minor civil and electrical works such as repair/replacement of MCB, & Switch, Aviation bulb, EB service cable, armoured AC cable replacement up to DG, repair/replacement of parts of LT panel/ lighting fixtures/ smoke & fire alarm system / site earthing/ surge protection/ AC unit etc.
35. Preventive checks and maintenance of Earthing & Lightning Protection systems including periodic checking/correction of these systems to ensure that all equipments are protected against surge/lightning related damages. This includes augmentation of the existing earthing/ lightning system where ever required, replacement of any rusted components, tightening of joints, replacement of lightning damaged components in infra equipments/electrical circuitry including ELCBs/surge protection devices/fuses/cables etc.
36. Maintenance of Tower Aviation light. Bidder has to ensure working of Aviation light.
37. Due to heavy dust, temperature of BTS increases and efficiency degrades. Hence, cleaning of all types of BTS/ Exchange equipment & other infrastructure need to be carried out. This should be done using proper tools (to be arranged by the bidder) including vacuum cleaner and under supervision.
38. Assistance to transmission media team for extension of loop test, observation of alarm indicators, giving reset etc for troubleshooting shall be done. Testing of E1/FE/GE and other media activities from BTS site to BSC /RNC related equipment (looping/ measuring of Optical power) as and when required
39. Periodicity of visit to be at least once in 3 days for BSNL sites
40. Site visit/ inspection/ cleaning activity proof to be provided at least once in a month to Site In- charge
41. Report EB failure of sites to concerned EB unit and intimate the docket no: if any, to concerned BSNL official. Constant coordination with Electricity Board/Corporation for restoration of power in consultation with BSNL Site In-charge and after restoration of EB power, ensure proper working of PP/DG.
42. BSNL may allocate work of collection of EB bills and submission to the concerned site In-charge, note down the closing electricity meter reading every month in every site and will intimate the same to the field officer along with entry in log book. Abnormal meter reading cases is to be immediately brought to the notice of the Concerned BSNL-in-charge. Electricity Bill collection/ correction (if wrong/ average) and intimation to concerned site In-charge. Regarding Replacement of faulty electrical meter, case to be immediately reported to the Concerned BSNL-in-charge.
43. Prevent misuse of electricity from the site. Penalty to be imposed if theft/misuse of electricity is detected as assessed by BSNL. This will be over and above the other penalties and will not be subject to capping if any
44. Sanction from EB/ police authorities to be arranged by the Vendor wherever necessary.
45. The fire & smoke cum intruder detection systems installed in BTS sites are to be maintained by the bidder for its proper working. Periodic checking for the proper working of these systems and necessary repair/ replacement of faulty units are to be carried out by the bidder. The bidder shall maintain the fire extinguisher of CO2 in all BTS/exchange sites under maintenance.

46. Routine check and Maintenance of Earth of power plant /BTS/ exchange and record the same in log book.
47. Watering earth pit and ring earth of the tower.
48. Battery cell replacement shall be done by the Bidder as & when required. This may involve rearrangement of the cells from other sites. Periodical check-up of power plant modules working, load sharing and ensuring sufficient Modules are available for Equipment in consultation with Site In-charge and Charging of Battery
49. Transportation of faulty module/cards of AC Panel and work support for Replacement of AC unit/Free cooling unit at BSNL BTS sites issued by BSNL in-charge. Routine check and change over of AC units on daily basis and record the same in log book.
50. Bidder to deploy the skilled resources for cluster maintenance minimal per 6 to 8 sites for better maintenance and fault rectification. These numbers could be fixed by the respective BA based on area specific condition. A minimum of one BA/OA coordinator of Vendor should be posted for planning the cluster technicians & for coordinate and maintenance of outsourcing activities in the clusters. BTS outsourcing vendor coordinator should report daily to the BSNL In-charge at BA/OA HQ.
51. In case of any loss or theft of any material/equipment at BTS site, concern person of bidder at BTS site is liable to lodge the complaint within one hour for the same to Police Authority and get FIR from police authorities. Primary responsibility is of bidder, if required BSNL site In-charge will extend the help.
52. Bidder has to take "Take Over Certificate" of a BTS site along with all hardware /equipment details before commencement of contract from concern site In-charge of BSNL
53. For any tendered work not attended in time, BSNL will have the right to get it done from external resources and payment made to them will be recovered from bidder.
54. OPERATION & MAINTENANCE OF DG Sets at BSNL sites:
 - 1) Manual Operation and running of DG sets during EB supply failure / low voltage. Regular checking of DG battery voltage and Battery Charger at site and record the same in log book and reporting of any alarms /faults/untoward incident to the concerned officer.
 - 2) Transportation of fuel (Diesel) to the site and Diesel filling by monitoring fuel level. Fuel will be supplied by BSNL through petro card.
 - 3) Assisting for top up of lubrication oil & coolant in DG sets. Top up of electrolyte & distilled water of DG starting Battery. Necessary material will be supplied by BSNL
 - 4) Running of DG sets as and when required at any time of the day or night. Assistance in handling of minor store items.
 - 5) During the availability of main electric supply, DGs are not to be run. The operator shall keep the track of drainage of exchange/BTS battery voltage and shall start only when the voltage drops to 49 V.
 - 6) In the event of EB supply failure, operator shall operate DG after verifying the sufficient drainage of Exchange/BTS battery voltage. If power is not resumed within two hour, he may stop the EA Set and again allow the exchange battery voltage to drain sufficiently. The same sequence should continue till resumption of power supply.
 - 7) DG hour meter and KWH meter and AMF panel incorporated in DG to be kept in working condition and any tampering / fault will entail penalty as well as action for recovery of losses to BSNL.
 - 8) DG battery should be maintained, safeguarded and kept In-charged condition at the site so as to start the DG at the time of main supply outage.
 - 9) A-check of DGs including its test operation, monitoring of fuel/ oil/ coolant level, check leakage if any, test operation of changeover of EB/DG supply etc shall be done. All alarms of DG such as Low fuel level, DG on load shall be kept up-to-date for verifying log book entries.

10) If any fraudulent activity by the personnel deployed in filling of diesel/ running of DG in Mobile sites is detected by BSNL authorized personnel/officer, then the bidder (s) is liable to pay penalty as assessed by BSNL i.e. the cost of consequential damages to installation (s) /DG set (s) would be deducted at actual, from the bidder's bill. This will be over and above the other penalties and will not be subject to capping if any.

11) For any tendered work not attended in time, BSNL will have the right to get it done from external resources and payment made to them will be recovered from bidder.

DG Set Maintenance Activities

Weekly/ monthly DG check schedule need to be followed and any problem need to be communicated to Mobile/Exchange site In-charge. Weekly/ monthly schedule along with the maintenance activities to be covered will be communicated by Mobile/ Exchange site In-charge. Suggestive activities are as below:

1. Make sure there are no fluid leaks.
2. Run the generator (typically no load, automatic transfer switch exercise cycle).
3. Verify that the unit ran and has no alarms or warnings.
4. Ensure adequate fuel levels.
5. Ensure that the generator is in "Auto" mode, for automatic startup.
6. Check engine coolant level.
7. Check engine oil level.
8. Check the battery charger.
9. Run the generator (with load, automatic transfer switch exercise cycle).
10. Manual assistance in changeover of EB/DG supply and attending to minor faults like tripping of switches, manual changeover in AC units, swapping of power plant unit etc.
11. Routine check of DG, Power plant, Battery and equipment and record the same in log book as per the instructions given in the log book. Reporting of any alarms/ faults/ untoward incident to the concerned officer.
12. Assisting in Diesel filling in the DG Set available at the site.
13. Check the DG battery electrolyte level and specific gravity.
14. Check battery cables and connections.
15. Inspect drive belts.
16. Inspect the coolant heater.
17. Check coolant lines and connections.
18. Check for oil leaks and inspect lubrication system hoses and connectors.
19. Check for fuel leaks and inspect fuel system hoses and connectors.
20. Inspect the exhaust system, muffler and exhaust pipe.
21. Check and clean air cleaner units.
22. Inspect air induction piping and connections.
23. Inspect the DC electrical system, control panel and accessories.
24. Inspect the AC wiring and accessories.

For the BTS site proposed for outsourcing where there is no DG / DG is in faulty condition /not working, the payment for that BTS site may be restricted to the 90% of the approved rate per site per month against the work order issued by BA/OA. As and when DG set is made operational in that BTS site, the payment may be enabled to the extent of the support given by the vendor on pro rata basis against the BTS site for the corresponding period.

Field units have to submit the DG working status report including fuel and run Hours details (Appendix-V) to the concerned AGM in-charge of Mobile Network in that BA/OA.

For the BTS site working with DG sets, vendor has to support all the O&M activities of DG sets as mentioned above. However, 10% penalty amount should be recovered against that BTS site where no support is provided by the vendor for the DG sets. This will be over and above the maximum penalty capping of the contract.

B. BTS & Infrastructure Maintenance for Non-BSNL sites(2G and/or 3G and/or 4G)

1. These are the sites housing only Mobile sites 2G and/ or 3G and/ or 4G or a combination of them.
2. **Site security/ caretaking:** Security of equipment and infrastructure at sites. Providing a securityguard is not mandatory. Use of technology/alternate arrangement is allowed as deemed

appropriate by approved bidder without compromising on security. BSNL equipment includes BTS/Transmission/ infra Elements (Battery, Power Plant, DG, AC units etc), RF, CPRI & Power cables, electrical fittings, tower material, earthing wires and earth strips should be taken care under housekeeping and watch & ward scope of vendor. Any damage / mis-handling during transportation, missing and theft of BSNL equipment will be the responsibility of vendor. In case of the above, the corresponding loss will be recovered from vendor bills.

3. **Up-keeping:** Cleaning, security (to the extent of alerting any abnormal observation at the site during visits, intimating police authorities promptly w.r.t. any incident, ensuring functioning of lock & key) and up-keeping of the site including all equipment, tower surroundings, shelter/OD cabinet, Media equipment, DG etc. This includes bush cutting in the BTS sites in open areas. All tools & Cleaning material to be provided by the bidder
4. All BTS/Node-B/e Node-B site related infra alarms which are mandatory (DG_ON_LOAD, MAINS_FAIL, RECTIFIER_FAIL and BTS Battery low etc.) to be extended up to OMCR within onemonth from the issuance of work order. Equipment required for Alarm Extension to be provided by Vendor for mandatory alarms.
5. All left over BTS related infra (external) alarms other than mandatory alarms, if any need to be made functional and to be extended up to OMCR as instructed by the BSNL site in-charge within one month. Equipment required for Alarm Extension to be provided by BSNL.
6. Prompt action on receipt of instructions (by call or by SMS) from concerned officer regarding manual assistance in rectification of alarms/ faults in site.
7. The Bidder should ensure that fault is attended even in case of water-logging due to rain etc., the maintenance staff should be provided necessary accessories/gum-boots etc.
8. The bidder must ensure that the staff attending the BTS site will never engage into any argument with landlords for NBSNL sites. If site technician/security/caretaker refuses to allow access to site during both Normal and odd hours, the staff should immediately report to Site In-charge and must not leave site until the Site in-charge gives permission to do so
9. Replacement of the faulty modules/Cards/units with repaired ones including Transportation as per instructions of Site In-charge
10. In case of BTS outages due to card faults of BTSs/ NODE-Bs/ e Node-Bs, replace the fault items with the spare module/ cards as per instructions of BSNL Site In-charge.
11. Faulty card/ unit to be deposited at designated centre as per requirement & collection of repaired unit.(It will be the responsibility of bidder that during transportation no cards/units get damaged).
12. In case of BTS outages due to faults of rectifier modules, fault of power plant etc, replace the faulty items with the spare module /cards available from normal spare availability location or from nearby sites as directed. The card/module extraction/insertion and transport shall be as per the recommended practice of the OEM/guidance of BSNL
13. Any Mini Link/ OFC failure to be intimated to site In-charge for prompt restoration of OFC fault, details of visual alarm noticed to be communicated to the maintenance In-charge.
14. To check Earth Connectivity is available at BTS/ Node-B/ e Node-Bs (All measuring instruments to be provided by the vendor).
15. Vendor personnel should be provided with photo ID cards by Outsourcing Vendor
16. **The field staff being deployed should be provided with 2 SIMs one of BSNL & other from private TSPs** for communication when BTS site is down. The list of same shall be provided at the time of Agreement. In case of any change in staff during the contract, the same shall be updated. BSNL employees too will share their 2 Mobile nos. of BSNL and other TSP
17. Maintaining EMF related boards and help in providing data for Biennial/Triennial submission of EMF Radiation for Mobile sites.(Bidder shall assist in Biennial/Triennial related activities like getting photograph & uploading to BA/OA BSNL Team etc.).
18. Assistance in handling of minor store items.

19. Ensure working of Power plant alarms with OMC-R.

20. First line maintenance of power plants, battery and any problem reported (Any problem to be reported within 1 Hr)

21. Bidder to perform Preventive Maintenance activities as per the PM Annexure, will maintain the register for this activity and will submit the copy of the same duly verified by concerned unit-in-charge along with monthly bill.

22. Periodically check-up power plant modules working, load sharing and ensuring sufficient Modules are available for Equipment in consultation with Site in-charge and Charging of Battery.

23. Tightening of all nuts/ screws in interconnecting point of power cable from EB panel board to each equipment.

24. To ensure the control card is functioning properly so that battery do not go to deep discharge.

25. In case of any Power Plant outages due to fault in control card, intimation to be given to Site In-charge for attending the same on priority.

26. The bidder has to supply and maintain a log book in every site. It is the responsibility of the bidder to update the logbook promptly. All the log books get signed by the concerned officer in the first week of next month and submit with the invoice

27. Conducting Battery Backup test with Existing Load at least in quarterly & record the same in Log Book.

28. Bidder has to provide related testing equipments & necessary conveyance to discharge the functions listed in the tender.

29. Air filter cleaning in BTS/ Node-B/ e Node-B, every month and entry in log book of site.

30. Routine check of free cooling systems available at site and DG set and other Equipments i.e. BTS/Media etc., and record the same in log book as per the periodicity defined for the visit. Reporting of any alarms/faults/untoward incident to the concerned officer.

31. Monitoring of Power Plant voltage and smooth change over in the absence of electricity.

32. To provide assistance under various BTS site activities includes minor civil and electrical works such as repair/replacement of MCB, & Switch, Aviation bulb, EB service cable, armoured AC cable replacement up to DG, repair/replacement of parts of LT panel/ lighting fixtures / smoke & fire alarm system / site earthing/ surge protection/ A/C unit etc.

33. Preventive checks and maintenance of Earthing & Lightning Protection systems including periodic checking/correction of these systems to ensure that all equipments are protected against surge/lightning related damages. This includes augmentation of the existing earthing/ lightning system where ever required, replacement of any rusted components, tightening of joints, replacement of lightning damaged components in infra equipments/electrical circuitry including ELCBs/surge protection devices/fuses/cables etc

34. Maintenance of Tower Aviation light. Bidder has to ensure working of Aviation light.

35. Due to heavy dust, temperature of BTS increases and efficiency degrades. Hence, cleaning of all types of BTS equipment & other infrastructure need to be carried out. This should be done using proper tools (to be arranged by the bidder) including vacuum cleaner and under supervision.

36. Assistance to transmission media team for extension of loop test, observation of alarm indicators, giving reset etc for troubleshooting shall be done. Testing of E1/FE/GE and other media activities from BTS site to BSC/ RNC related equipment (looping/ measuring of Optical power) as and when required.

37. Periodicity of visit is to be at-least once in 3 days for NBSNL sites

38. Site visit/ inspection/ cleaning activity proof to be provided at least once in a month to the Site In-charge

39. Report EB failure of sites to concerned EB unit and intimate the docket no: if any, to concerned BSNL official. Constant Coordination with Electricity Board/ Corporation for restoration of power in consultation with BSNL Site In-charge and after restoration of EB power, ensure proper working of PP/DG.
40. BSNL may allocate work of collection of EB bills and submission to the concerned site In-charge, note down the closing electricity meter reading every month in every site and will intimate the same to the field officer along with entry in log book. Abnormal meter reading cases is to be immediately brought to the notice of the Concerned BSNL-in-charge. Electricity Bill collection/ correction (if wrong/ average) and intimation to concerned site In-charge. Regarding Replacement of faulty electrical meter, case to be immediately reported to the Concerned BSNL-in-charge.
41. Prevent misuse of electricity from the site. Penalty to be imposed if theft/misuse of electricity is detected as assessed by BSNL. This will be over and above the other penalties and will not be subject to capping if any
42. Sanction from EB/ police authorities to be arranged by the Vendor wherever necessary
43. The fire & smoke cum intruder detection systems installed in BTS sites are to be maintained by the bidder for its proper working. Periodic checking for the proper working of these systems and necessary repair/replacement of faulty units are to be carried out by the bidder. The bidder shall maintain the fire extinguisher of CO2 in all BTS sites under maintenance.
44. Routine check and Maintenance of Earth of power plant / BTS and record the same in log book.
45. Battery cell replacement shall be done by the Bidder as & when required. This may involve rearrangement of the cells from other sites. Periodical check-up of power plant modules working, load sharing and ensuring sufficient Modules are available for Equipment in consultation with Site In-charge and Charging of Battery
46. Transportation of faulty module/cards of AC Panel and work support for Replacement of AC unit/Free cooling unit at BTS sites issued by BSNL in-charge. Routine check and change-over of AC units on daily basis and record the same in log book.
55. Bidder to deploy the skilled resources for cluster maintenance minimal per 6 to 8 sites for better maintenance and fault rectification. These numbers could be fixed by the respective BA based on area specific condition. A minimum of one BA/OA coordinator of Vendor should be posted for planning the cluster technicians & for coordinate and maintenance of outsourcing activities in the clusters. BTS outsourcing vendor coordinator should report daily to the BSNL In-charge at BA/OA HQ.
47. In case of any loss or theft of any material/equipment at BTS site, concern person of bidder at BTS site is liable to lodge the complaint within one hour for the same to Police Authority and get FIR from police authorities. Primary responsibility is of bidder, if required BSNL site in-charge will extend the help.
48. Bidder has to take "Take Over Certificate" of a BTS site along with all hardware /equipment details before commencement of contract from concern site In-charge of BSNL.
49. For any tendered work not attended in time, BSNL will have the right to get it done from external resources and payment made to them will be recovered from bidder.
50. OPERATION & MAINTENANCE OF DG Sets at NBSNL sites:
 - 1) Manual Operation and running of DG sets during EB supply failure / low voltage. Regular checking of DG battery voltage and Battery Charger at site and record the same in log book and reporting of any alarms /faults/untoward incident to the concerned officer.
 - 2) Transportation of fuel (Diesel) to the site and Diesel filling by monitoring fuel level. Fuel will be supplied by BSNL through petro card.
 - 3) Assisting for top up of lubrication oil & coolant in DG sets. Top up of electrolyte & distilled water of DG starting Battery. Necessary material will be supplied by BSNL
 - 4) Running of DG sets as and when required at any time of the day or night. Assistance in the handling of minor store items.

- 5) During the availability of main electric supply, DGs are not to be run. The operator shall keep the track of drainage of exchange/BTS battery voltage and shall start only when the voltage drops to 49 V.
- 6) In the event of EB supply failure, operator shall operate DG after verifying the sufficient drainage of Exchange/BTS battery voltage. If power is not resumed within two hour, he may stop the EA Set and again allow the exchange battery voltage to drain sufficiently. The same sequence should continue till resumption of power supply.
- 7) DG hour meter and KWH meter and AMF panel incorporated in DG to be kept in working condition and any tampering / fault will entail penalty as well as action for recovery of losses to BSNL.
- 8) DG battery should be maintained, safeguarded and kept In-charged condition at the site so as to start the DG at the time of main supply outage.
- 9) A-check of DGs including its test operation, monitoring of fuel/ oil/ coolant level, check leakage if any, test operation of changeover of EB/DG supply etc shall be done. All alarms of DG such as Low fuel level, DG on load shall be kept up-to-date for verifying log book entries.
- 10) If any fraudulent activity by the personnel deployed in filling of diesel/ running of DG in Mobile sites is detected by BSNL authorized personnel/officer, then the bidder (s) is liable to pay penalty as assessed by BSNL i.e. the cost of consequential damages to installation (s) /DG set (s) would be deducted at actual, from the bidder's bill. This will be over and above the other penalties and will not be subject to capping if any.
- 11) For any tendered work not attended in time, BSNL will have the right to get it done from external resources and payment made to them will be recovered from bidder.

DG Set Maintenance Activities

Weekly/ monthly DG check schedule need to be followed and any problem need to be communicated to Mobile/Exchange site In-charge. Weekly/ monthly schedule along with the maintenance activities to be covered will be communicated by Mobile/ Exchange site In-charge. Suggestive activities are as below:

1. Make sure there are no fluid leaks.
2. Run the generator (typically no load, automatic transfer switch exercise cycle).
3. Verify that the unit ran and has no alarms or warnings.
4. Ensure adequate fuel levels.
5. Ensure that the generator is in "Auto" mode, for automatic startup.
6. Check engine coolant level.
7. Check engine oil level.
8. Check the battery charger.
9. Run the generator (with load, automatic transfer switch exercise cycle).
10. Manual assistance in changeover of EB/DG supply and attending to minor faults like tripping of switches, manual changeover in AC units, swapping of power plant unit etc.
11. Routine check of DG, Power plant, Battery and equipment and record the same in log book as per the instructions given in the log book. Reporting of any alarms/ faults/ untoward incident to the concerned officer.
12. Assisting in Diesel filling in the DG Set available at the site.
13. Check the DG battery electrolyte level and specific gravity.
14. Check battery cables and connections.
15. Inspect drive belts.
16. Inspect the coolant heater.
17. Check coolant lines and connections.
18. Check for oil leaks and inspect lubrication system hoses and connectors.
19. Check for fuel leaks and inspect fuel system hoses and connectors.
20. Inspect the exhaust system, muffler and exhaust pipe.
21. Check and clean air cleaner units.
22. Inspect air induction piping and connections.
23. Inspect the DC electrical system, control panel and accessories.
24. Inspect the AC wiring and accessories.

For the BTS site proposed for outsourcing where there is no DG / DG is in faulty condition /not working, the payment for that BTS site may be restricted to the 90% of the approved **rate** per site per month against the work order issued by BA/OA. As and when DG set is made operational in that BTS site, the payment may be enabled to the extent of the support given by the vendor on pro rata basis against the BTS site for the corresponding period.

Field units have to submit the DG working status report including fuel and run Hours details (Appendix-V) to the concerned AGM in-charge of Mobile Network in that BA/OA.

For the BTS site working with DG sets vendor has to support all the O&M activities of DG sets as mentioned above. However, 10% penalty amount should be recovered against that BTS site where no support is provided by the vendor for the DG sets. This will be over and above the maximum penalty capping of the contract.

Number of BTS Sites proposed, number of cluster technicians and location of

BSNL O&M Teams are mentioned below:

S I	BA/OA	Cluster	NBSNL	BSNL	Total	No. of Sub clusters	Name of sub Cluster	No of Cluster Technicians required
1	ATP	ATP010 DE(NWO)GTL	25	51	76	1 to 4	Anantapur Rural & Garladinne	4
						5	Gooty and Guntakal	3
						6,7	Kalyandurg and Kambadur	2
						8	Rayadurg	2
						9,10	Yellanuru and Tadipatri	2
						11	Uravakanoda	1
		Total				11		14
2	ATP	ATP010 DE(NWO)PSL	23	43	66	1,2	Dharmavaram & Kanaganapally	2
						3,4	Hindupur	2
						5,6	Kadiri and Tanakallu	2
						7,8	Madakasira	2
						9,10	Mudigubba, Puttaparthi and Penukonda	3
		Total				10		11
	KDP	DE (NWO), Proddutur	67	22	89	1	Kadapa Groups	1
						2,3,4,5	Badvel	4
						6,7	Jammalamadugu	2
						8,9	Proddutur	2
						10,11	Pulivendula	2
						12	Vempally	1
						13	Yerraguntla	1
		Total				13		13
	KDP	DE (NWO), Rayachoty	35	8	43	14,15	Kodur	2
						16	Rajampeta	1
						17,18,19,20	Rayachoty	4
		Total				07		07

The cluster wise/Sub cluster wise details of BSNL/NBSNL BTS locations are shown in the ANNEXURE placed at last page of this document. The Successful Tenderer shall employ well qualified persons, preferably ITI qualified persons as Sub Cluster Technicians

NOTE: The quantity/no. of sites stated above or specified anywhere in the tender document are only indicative and restrictive. **BSNL reserves the right to vary the quantity/no. of sites to the extent of -25 % to +25 % of specified quantity at the time of award of the contract or during the contract period without any change in unit price or other terms & conditions as per requirement of BSNL from time to time.**

Schedule of Requirement (SOR)

Name of The BA/OA	No of Sites @ Regular Up-keeping of BTS Sites Including Tower to be Carried Out	No of Sites @ Operation And Maintenance of BTS & Media Equipments to be Carried Out	No of Sites @ Operation And Maintenance of Infra Elements (Power Plant & Battery, AC Units And Electrical Items) to be Carried Out	Base rate per DEL/BTS Site in Rs.
Anantapur OA	142	142	142	2189
Kadapa OA	132	132	132	2202
The Base Rate(Monthly Maintenance charges for each working LL without BB (1 Unit)) for LandLine is Rs.35 per DEL for all the clusters in both OAs				

The quantity indicated in the SoR is purely indicative and for evaluation purposes only.

SECTION-III (PREVENTIVE MAINTENANCE)

Appendix-I (PM checklist)

1	Power Plant Testing	Monthly	To be done as per Appendix-II
2	AMF/AC-DB Panel Checking	Monthly	
3	Battery Bank Testing	Quarterly	
4	Air Conditioner Testing	Monthly	
5	External Alarm Testing	Weekly	
6	General Inspection	Monthly	
7	Earthing Value test	Six monthly	
8	DG Set Checking	Weekly	
9	Cleaning	Monthly	
10	Grass Cutting and External Cleaning	Weekly	
11	Pre Monsoon Checkups	Quarterly	

APPENDIX-II

PREVENTIVE MAINTENANCE WORKS TO BE CARRIED OUT IN THE PRESENCE OF BSNL SITE IN-CHARGE

S.No.	Equipment Type	Work to be done
1	Power Plant Testing	Proper working of Power Plant with the existing Modules, Dust cleaning, Tightening of Input and output terminals, replacement of burnt lugs and connections, earthing, Alarms, etc.
2	AMF/ACDB Panel Checking	Tightening of Input and output terminals, replacement of burnt lugs, fuses and connections in ACDB, removal of excess sagging of service wire from pole to ACDB, dry joints at poles in co-ordination with EB officials, AMF panel with Alarms, etc.
3	Battery Bank Testing	Battery cells physical checking with voltage after disconnecting EB mains supply, cleaning of Batteries and battery terminals, tightening of all the Battery terminals, providing of jelly to the terminals, Test discharge of Battery. Log book entry to be made for battery voltage value.
4	Air Conditioner Testing	Checking of Proper working of AC unit through control panel, filter cleaning, working of Temperature sensor, checking of all the electrical connections, etc.,
5	External Alarm Testing	Extension of external alarms and Checking of proper working of external alarms. The current list is being attached. The list of alarms to be updated by BSNL CO from time to time.
6	General Inspection	Inspection of BTS site including all the equipments along with BSNL team, Checking of all the log books/records maintained in the site, condition of signage boards (EMF related), checking of proper working of all the doors/door hinges of BTS, DG and Shelter/Room.
7	Earthing Value test	Exchange/BTS/Tower earth check. Checking of earth resistance of AC and DC as per the standard value
8	DG Set Checking	Checking of proper working of DG set by test run, Tightening of Input and output terminals, replacement of burnt lugs and connections, dust cleaning, checking of oil leakages, checking of DG related Alarms, etc.,
9	Cleaning	Cleaning of Room/Shelter/Compound Area, Filter & dust cleaning of BTS/Exchange and other equipment.
10	Grass Cutting and External Cleaning	Regular maintaining of BTS site/Tower/Exchange by Cleaning and removing of vegetation/Grass/Bush/creepers.
11	Pre Monsoon Checkups	Checking of proper working of DG, preservation of fuel for DG with sufficient quantity, checking and cleaning of EB connections from electrical pole to ACDB in co-ordination with EB officials.

APPENDIX III GENERAL INSPECTION

(To be done once in a Month)

Name of the Site:

Site ID:

BA/OA:

Last Date of General Inspection:

Sl	Check List	Specifications	Observations/ Remarks
1	Shelter properly cleaned	yes/no	
2	Any Extra material inside shelter	yes/no	
3	DG Set / canopy properly cleaned	yes/no	
4	VRLA Battery Bank	ok/not ok	
5	General site cleaning	done/not done	
6	Aviation Light & its functioning	ok/not ok	
7	Lightening Arrestors and its connection	ok/not ok	
8	DG silencer and Earth-pit paint	ok/not ok	
9	Shelter outside cleaning	ok/not ok	
10	Grass cutting	ok/not ok	
11	Outside cleaning	ok/not ok	
12	Light system indoor & outdoor	ok/not ok	
13	Proper shading of Energy Meter	ok/not ok	
14	Sheeting to avoid overheating of Energy Meter	ok/not ok	
15	Earth pit condition	ok/not ok	
16	Any leakage inside/ outside the DG	ok/not ok	
17	Any Waste material at site like used lube oil used filters, old clothes.	yes/no	

APPENDIX-IV

PENALTY CALCULATION SHEET

(TO BE SUBMITTED WITH BILL)

Name of the Vendor:

For the Month of _____

Name of BA/OA: _____

Penalty Imposed (Please refer Clause no.16, section-5 Part-A of tender document) :

Type of Penalty	Penalty Rate	No.of sites/ occasions/ instance	Total Amt.of Penalty.
TOTAL			
PENALTY TO BE IMPOSED			
TOTAL PENALTY FOR THE MONTH			

SDE (CM)
(signature with seal)

C/s DE (CM)
(signature with seal)

AGREED

Signature & seal of vendor

APPENDIX-V

DG working status Report for the Month of.....

S.No	Name of the BTS site	DG working status	Diesel filled in litres with date	DG run Hours	Remarks

SDE (CM) / Cluster Incharge
(signature with seal)

C/s DE (CM)
(signature with seal)

SECTION-II (PENALTY)

S.N.	Activity		Timelines for attending/ rectification	Penalties (per site)	Severity level
A	Complete outage	<ul style="list-style-type: none">Satisfactory support in Site upkeep and prompt action for rectification of alarms/faults in siteReplacement of faulty BTS/Mini-Link cards /Rigger activity/ PP modules / Cables incase of complete outage.	< 2 hrs	No Penalty	Critical
			>2 to 4< hrs	Rs 30/hr	
			>4 to 8< hrs	Rs 50/hr	
			>8 to 12< hrs	Rs 100/hr	
			>12 hrs	Rs 200/hr	
B	Partial outage	<ul style="list-style-type: none">Satisfactory support in Site upkeep and prompt action for rectification of alarms/faults in siteReplacement of faulty BTS /Mini-Link cards / Rigger activity/PP modules / Cables in case of partial outage. (sector down due to VSWR)	<12 hrs	No Penalty	Major
			>12 to 24< hrs	Rs 20/hr	
			>24 hrs	Rs 30/hr	
C	QoS	Attending/rectification the fault related to (rigger activity, VSWR, Tilt, Orientation, Antenna height adjustment, swapping etc.)	<24 hrs	No penalty	Major
			>24 to 48< hrs	Rs 10/hr	
			>48 hrs	Rs 30/hr	
D	Alarm	BTS/PP/INFRA related ALARM EXTENSION upto OMCR, ensure working of alarms	one month of docket booking	No Penalty	Major
			more than one month	Rs 50/day	
		Attending/rectification the fault related to BTS/PP/INFRA related Alarm	<24 hrs	No Penalty	
			>24 to 48< hrs	Rs 10/hr	
			> 48 hrs	Rs 30/hr	
E	Misc	Faulty card/units to be deposited at designated centre and collect repaired unit	1 day	No Penalty	Major
			>1 day	Rs 50/day	
		Removal of bird/honey bee/wasp nest, Aviation lamp	7 days of docket booking	No Penalty	
			>7 day	Rs 50/day	
		cleaning/bush cutting at site within week per instances per site	7 days of docket booking	No Penalty	
			>7 day	Rs 50/day	
		Periodical check-up of PP & battery charging	7 days of docket booking	No Penalty	
			>7 day	Rs 50/day	
		Maintaining EMF related boards and help in providing data for Biennial/Triennial submission of EMF Radiation for Mobile sites.	7 days of docket booking	No Penalty	
			>7 day	Rs 50/day	
		Ordered Diesel filling	1 day of intimation	No Penalty	
			>1 day	Rs 100/day	

F	DG Operation	Starting of DG set as required/ power failure	<3 hrs	No penalty	Critical
			>3 hrs	Rs. 100/hr	
		filling of Diesel at the site/exchange resulting in site/exchange being fully / partially down	<3 hrs	No penalty	
			>3 to 6< hrs	Rs 50/hr	
			>6 to 12< hrs	Rs 100/hr	
			>12 hrs	Rs 200/hr	
G	PM	PM activity as listed in Annexure	Beyond the timeline defined in PM Annexure	Rs 100 /week	Minor
H		First line maintenance/ reporting	<3 hrs	No penalty	Minor
			>3 hrs	Rs. 20/Hr	
		Any other single instance of non-completion of ordered activity & single instance of performance deviation as per tender, unless defined in the above penalties	>1 day delay	Rs. 30/day	Minor
General: Performance deviation due to BSNL reasons will be exempted from Penalties					
1	Missing/damage/theft of the card/unit after taking custody of the same from BSNL till deployment in BTS / Equipment will be vendor's responsibility and the actual cost of the card will be recovered from the bill.				
2 (i)	Penalties attributable to the bidder will be capped to 20% of the total contracted value for the services of the relevant invoice period. However, if total penalties reaching the capping limit (i.e. 20%) consequently for 3 months in such cases the capping limit will be revised to 40% of the invoice and it will be restored back to original 20% when the penalties is below 20% for three consequent months.				
(ii)	If the total penalties reaching the capping limit consecutively for 3 Month, BSNL will have the right to terminate the contract of the concerned BA/ SSA without any further notice.				
3	If any fraudulent activity by the personnel deployed in filling of diesel in GSM sites or in site Maintenance activities, is detected by BSNL authorized personnel/officer, then the bidder is liable to pay penalty i.e. The cost of consequential damages to any BSNL equipment/installation(s)/DG set(s) would be deducted at actual, from the service provider's bill. This will be over and above the other penalties and will not be subject to capping if any.				

G) Maintenance and provisioning of Landline and Broadband for external plant of copper network in exchanges of ATP & KDP OAs:-

SCOPE OF WORK

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

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

3.1 Local Access cum customer access Copper Network:

a)Customer Access : Maintenance and provisioning of Landline (LL) and Broadband(BB) network from Last pillar to Customer Premises

b)Local access : Maintenance and laying of underground cable from MDF to last pillar.

In urban clusters and rural clusters, both the customer access and local access copper network maintenance to be done by the successful bidder. In case of Semi Urban/Rural Clusters, upkeep, Maintenance and watch and ward of rural exchanges also should be done by successful bidder.

3.2(a) The scope of works shall broadly consist of following:

- 1) Maintenance of Customer Access and Local access Network includes
 - a) Attending all types of faults in Local and customer Access Network such as drop-wire break and Drop cable break-down, overhead cable break, foreign voltage faults, cleaning the joints in overhead lines and changing the wires, cables, DP Tag blocks faults etc. from MDF to Customer premises. For the maintenance of Local Access and customer access Copper Network, U/G cables (Except 5 pr cable) and TSF Kits will be provided by BSNL.
 - b) Attending all types of cable faults from 5 pair cable to higher size such as Underground cable break, foreign voltage, earth faults etc, faults at pillar and end to end testing.
 - c) Testing/ jumpering at the MDF for fault repair, pair change, new LL/BB connections.
 - d) Clearing of fault dockets in the system after clearing of the faults.
 - e) Attending the Broadband fault at the customer premises including configuration of CPE related issues.
 - f) Attending ISDN PRI/Leased Circuits/SIP Trunk over copper cable faults and all other services running on Local and Customer Access Network
 - g) Maintenance of Customer Access Network includes-CP has to maintain beyond last pillar including any mini-pillar and other network components between last pillar and customer premises.
- 2) Provision of new Landline connections to the customers.
- 3) Provision of New Broadband connections on existing Landline
- 4) Provision of New Broadband connections with new Landline
- 5) Shifting of landline and broadband connection-Shifting work will be treated as provisioning work. However delay in execution of the shifting order would attract same penalty as new connection
- 6) Provisioning of New ISDN PRI/Leased Circuits/SIP Trunk on copper media
- 7) All stores shall be supplied and installed by the contractor at own cost, (except 50 pair & above UG cables and

associated accessories of 50 pair & above UG cables.)
any payment for these stores items.

These costs will be borne by contractor and BSNL will not make

- 8) Storing Packing and transportation of materials shall be done by the bidder.
- 9) Packing and freight charges if any for taking out and return of BSNL provided items shall be borne by the bidder.
- 10) Deleted
- 11) Material used / provided by out sourced agency for maintenance and provisioning shall become the property of BSNL.
- 12) Connections which are located in same building of exchange/MDF will not be included for cluster count of working lines with exclusion of maintenance of these numbers from the scope of cluster.
- 13) Suitable flag will be updated in the system to identify such numbers clearly.
- 14) Provision of Up Keep services, maintenance and Watch and ward of Exchanges.

*Working/Active connections will not include DNP/Voluntary closure pending orders if completed at Indoor, Safe custody cases, IC barred/ Suspended NP. Connections which are located in same building of exchange/MDF will not be included for cluster count of working lines with exclusion of maintenance of these numbers from the scope of cluster. Suitable flag will be updated in the system to identify such numbers clearly.

3.2(b) working connection of the exchanges/clusters as on dated 01.03.2023

Sno	Cluster name	Name of Telephone Exchange	No of LL only (Land Line)	No of BB (Broad band)
1	ATP010	Atmakur	4	1
	DE(NWO)GTL	Bugga	17	69
		Garladinne	3	1
		Kuderu	2	3
		Narpala	8	7
		New Pennanagar	3	11
		Old Pennanagar	10	12
		Pappur	1	7
		Rapthadu	1	1
		Rayalacheruvu	6	11
		Svpuram	7	18
		Tadipatri	214	111
		Yadiki	4	8
		Guntakal	200	78
		Gooty	59	5
		Pamidi	7	2
		Gummagatta	1	1
		Kambadur	3	6
		Kundurpi	3	2
		Kanekal	2	1
		Kalyandurgam	28	15
		Rayadurgam	39	15
		Setturu	3	3
		Uravakonda	10	10
2	ATP011	Bathalapalli	76	1
	DE(NWO)PTP	Chennekothapalli	2	4
		Dharmavaram	92	130
		Kanaganapalli	0	5
		Ramagiri	0	1
		Tadimarri	0	2

		Chilamatur	1	3
		Gorantla	5	5
		Hindupur	379	40
		Lepakshi	1	1
		Thumakunta	2	1
		Texport	36	0
		Gandlapenta	3	7
		Kadiri	225	108
		Npkunta	1	2
		Gutturu	3	3
		Penukonda	31	12
		Prashanthinilayam	162	38
		Roddam	3	3
		Somandepalli	0	1
3	DE(NWO) PDTR	MUDDANUR	10	2
		KHAJIPET	20	13
		KAMALAPURAM	12	3
		PEDDAMUDIUM	4	1
		YERRAGUNTALA	38	29
		THONDUR	3	3
		ONIPENTA	1	6
		B.MATTAM	11	9
		BADVEL	51	14
		PULIVENDULA	80	26
		IDUPULAPAYA	4	21
		VEERAPUNAYUNIPALLI	6	5
		KALASAPADU	13	25
		MYDUKUR	11	5
		CHILAMAKUR	10	4
		NARASAPURAM	2	4
		SIMHADRI PURAM	6	2
		PORUMAMILLA	36	53
		PRODDATUR	420	43
		LINGALA	3	2
		VAIMPALLI	28	16
		URANIUM CORP OF INDIA LTD	17	0
		PANDIRLAPALLI	1	3
		SIDDAVATAM	10	9
		CHAPADU	3	0
		KALAMALLA	36	8
		VASANTHAPETA	115	21
		MYLAVARAM	4	3
		JAMMALAMADUGU	60	30
		INDLURU	2	1
		DUVVUR	5	2
		KONDAPURAM	1	0
4	DE(NWO)RCTY	KODUR	98	42
		RAYACHOTY	48	11
		NANDALUR	15	1
		CHITVEL	23	6

		OBULAVARIPALLE	8	2
		PULLAMPETA	15	14
		C.K.N.PET	6	2
		MANGAMPETA	9	2
		L.R.PALLI	3	0
		RAJAMPET	133	46

3 Service Level Agreement(SLA) & Penalties

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

- Repeat fault-** Fault booked for a connection, more than once in a calendar month will be counted as repeat fault. The % of numbers out of total numbers in the fault list appearing as repeat fault shall not exceed 12% in first three months & 10% in onward months.
- Mean Time to Repair the Fault (MTTR) should be as under:**

Urban Clusters:

FMC (Fixed Monthly Charge) in Rs.	0-300	301-600	601-800 and Above 800	ISDN PRI/SIP Trunk/ Leased circuit
MTTR in Hrs	12 Hrs	6 Hrs	4 Hrs	3 Hrs

Rural Clusters:

Service type	Landline / Broadband	ISDN PRI/SIP Trunk/ Leased circuit
MTTR in Hrs	12 Hrs	6 Hrs

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

During the running period of contract either party shall have right to terminate this as per the following conditions.

A. By Partner : by giving BSNL written notice 90 days in advance but only after completion of one year of the contract **for one cluster or more clusters or total clusters of the tender .**

B. By BSNL: by giving the Bidder written notice 30 days in advance **for one cluster or more clusters or total clusters of the tender .**

A. By Partner: In case of advance notice by partner, PBG will be forfeited if any termination notice(s) is already served

by BSNL. The termination date will be decided by BSNL authority as per the field and administrative convenience. In case of advance notice by partner where no termination notice is served by BSNL, the PBG shall not be forfeited.

B. By BSNL: BSNL may also terminate the contract without assigning any reason whatsoever in the following instances (in case of SLA failure “ the existing 3 consecutive notices” (clause 13(b) below) would be continued):

- (i) Insolvency or Bankruptcy of the successful Bidder(s), however, the PBG may not be forfeited and BSNL authority reserves the right to decides on this.
- (ii) Change of ownership of the business of the successful bidders, however, the PBG may not be forfeited and BSNL authority reserves the right to decides on this.
- (iii) Breach of the any of the terms/ conditions of the Tender documents and this agreement. PBG forfeiture would be governed by existing tender clauses,
- (iv) For any other reasons as mentioned in other relevant sections of the BID document. . PBG forfeiture would be governed by existing tender clauses.

11.Duration of Contract:

Initially agreement will be signed for 2 years with one+one year extension subject to the performance of the partner and approval the competent authority in case of the calculated penalty (not levied as Capped) for preceding 3 months (all 3 months) prior to the date of end of contract, is less than or equal to 15% then the extension for an year will be mandatory subject to partner consent.

12) Incentive :

A) Monthly Incentive for high FMC working numbers (for MTTR adherence).

FMC - Rs. 301-600	: Rs.17 per customer of FMC Rs.301 to 600
FMC - Rs. 601-800	: Rs.27 per customer of FMC Rs.601 to 800
FMC – Above Rs. 800	: Rs.35 per customer of FMC above Rs.800
PRI/SIP Trunk/Leased Circuits	: Rs.70 per customer of PRI/SIP Trunk/Leased circuits

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

Additional incentives for achieving the following parameters:

- i). If Repeat fault <=5%-- Incentive of 1% of the Invoice value.
- ii) For gross connection in a month more than or equal to 0.5% of Cluster size— Incentive of 1% of the Invoice value.
- iii) If Provisioning <=3 days for all the provisions in a month (min 0.5% gross connection of cluster size)—Incentive of 1% of the Invoice value.

Upon achieving all the above three parameters in a month, an incentive of 4% of the invoice value in place of 3% (for all three incentives).

* Note: No. of lines provisioned will be counted based on no. of only Landlines + No. of Broadband with LL provided in the month. Broadband provisioned in existing Landline will not be counted for calculation of 0.5 %.

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

13) Penalties :

a) Penalties will be levied on monthly KPIs

Urban Clusters:

KPI	SLA	Penalty
Fault Clearance	95% in 24 hrs.	0.2% of invoice value for each 1% of slippage.
MTTR	12 Hrs.	0.3% of invoice value for each hour of slippage (rounded off)
MTTR	8 Hrs.	0.5% of invoice value for each hour of slippage (rounded off)
MTTR	4 Hrs.	1.0 % of invoice value for each hour of slippage (rounded off)

MTTR	3 Hrs.	1.33% of invoice value for each hour of slippage (rounded off)
Repeat fault	10%	1% of invoice amount for each 1% of slippage, capped at maximum 3%. This penalty within main SLA penalty capping, not over and above main penalty
New connection provisioning LL or BB	3 days	Rs.25/- per day delay (max.Rs.100/-for each connection) for each connection.
Provisioning BB on existing LL	2 days	Rs.25/- per day delay (max.Rs.100/-for each connection) for each connection.
Provisioning of new ISDN PRI/SIP Trunk/Leased Circuits or any other services on customer Access NW	3 days	Rs.50/- per day delay (max.Rs.200/-for each connection) for each connection.

Rural Clusters:

KPI	SLA	Penalty
Fault Clearance	95% in 24 hrs.	0.2% of invoice value for each 1% of slippage.
MTTR	12 Hrs.	0.3% of invoice value for each hour of slippage (rounded off)
MTTR	6 Hrs.	0.6% of invoice value for each hour of slippage (rounded off)
Repeat fault	10%	1% of invoice amount for each 1% of slippage, capped at maximum 3%. This penalty within main SLA penalty capping, not over and above main penalty.
New connection provisioning LL or BB	3 days	Rs.25/- per day delay (max.Rs.100/- for each connection) for each connection.
Provisioning BB on existing LL	2 days	Rs.25/- per day delay (max.Rs.100/- for each connection) for each connection.
Provisioning of new ISDN PRI/SIP Trunk/Leased Circuits or any other services on customer Access NW	3 days	Rs.50/- per day delay (max.Rs.200/-for each connection) for each connection.

- b) The contract(s) will be terminated & PBG forfeited, upon non-performance & failure to meet all the SLAs i.e. MTTR, Provisioning, fault clearance and repeat faults parameters for consecutive 3 months Notice **for one cluster or more clusters or total clusters of the tender** shall be served for non-performance in 1st month, 2nd month and 3rd month before final termination.
- c) In case partial SLAs are met then also it is liable for termination. However, EOI/Tender accepting authority reserves the right to grant any relief in action for termination considering the circumstances/nature on the appeal made by the bidder if one or more parameter are met.
- d) Total penalties for network maintenance shall be capped at 15% of invoice value of maintenance work. But if penalty charges exceed more than 40% of invoice value then additional 5% penalty shall also be levied in addition to capped penalty 15%. **However penalty for delay in new provisioning will be levied as per actual and shall be in addition to penalty for network maintenance.**
- e) If newly provisioned connections except temporary connections are surrendered by 20% or more within 90 days of provisioning, 50% of provisioning charges of such surrendered connections should be recovered from cluster partner's next

bill.

- f) If Landline/Broadband faults continue unattended for more than 7 days then Rs.5 per day penalty (levied for each such fault from 8th day from date of booking till fault closure date) or If leased ckt faults continue unattended for more than 7 days then Rs.15 per day penalty (levied for each such fault from 8th day from date of booking till fault closure date) will be imposed and this penalty will be above the penalty capping of 15%. In case fault remain pending till last day of the month then penalty to be levied till last day of the month for current month and again from 1st day of next month till date of closure in next month.
- g) All faults made over to bidder through APP(or desktop software) after 17:00 Hrs, the time beyond 20:00 Hrs on that day to 08:00 Hrs of next morning, will not be counted in MTTR.
- h) Any delay due to natural calamity or any other conditions beyond control of BSNL or vendor (as a force majeure case) shall be excluded by ITPC after receiving the approval of BA head prior to generation of proforma Invoice.
- i) The bidder shall be responsible for safety of the materials, either supplied and/or installed by him or installed by him after being provided by BSNL(U/G PIJF cable of size 10 pair and above). If any theft of the materials installed by bidder occurs then it will be responsibility of the bidder to restore the network at his own cost.

3.7 Sample calculation sheets

3.7.1 The maintenance charges shall be paid for a cluster per month based on the number of average working Lines for the month (working lines on 1st and last day of the month added and divided by 2)for which maintenance charges is being calculated irrespective of the number of line/cable faults attended.

For example: Cluster 1 having 2000 Landlines without BB, 1000 Broadband with LL, 100 PRI/SIP Trunk/Leased circuits on Copper network

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

Annexure – I A

Note: All the calculations are exclusive of GST

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

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

Total Maintenance charges			173950
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IV-2 : Invoice proforma for Provisioning charges

1	Provision of New Land Line	500	30	15000
2	Provision of BB only (on existing Landline)	250	20	5000
3	Provision of New Broadband including new Landline	650	10	6500
4	Provisioning of ISDN PRI/Leased circuits/SIP Trunk on copper	1000	5	5000
	Total Provisioning charges			31500

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

- Same provisioning charges will be applicable for the execution of shifting work order also with same penalty clause as applicable as new connection. Shifting work should be treated as provisioning work. However, delay in execution of the shifting orders would attract same penalty as new connection.
- For a new connection If the loop length is more than 150 meters then for provisioning of such NTC/shift, an additional amount of Rs.150 will be given to Cluster Partner. This will be applicable for length from 150 Meters to reasonably maintainable distance.

Annexure – II A

Sample calculation for Penalty for maintenance

S. No.	Parameters	Penalty	SLA	SLA achieved	% of Invoice	Slippage in % or hr	Amount
1	Fault Clearance (95%)	0.2% of invoice value for each 1% of slippage	95%	90%	0.2	5%	1739.5
2	MTTR 12hrs	0.3% of invoice value for each hour of slippage (rounded off)	12 hrs	18	0.3	6	3131.1
3	MTTR 8hrs	0.5% of invoice value for each hour of slippage (rounded off)	8 hrs	9	0.5	1	869.75
4	MTTR 4hrs	1.0 % of invoice value for each hour of slippage (rounded off)	4 hrs	4	1	0	0
5	MTTR 3hrs	1.33 % of invoice value for each hour of slippage (rounded off)	3 hrs	4	1.33	1	2313.535
6	Repeat fault(10%)	1% of invoice amount for each 1% of slippage, capped at maximum 3%. This penalty within main	10%	16%	1	6% (maxi. Capping 3%)	5218.5

		SLA penalty capping, not over and above main penalty					
	Total Penalty for Maintenance	If penalty exceeds 40% of invoice value then addl.5%penalty shall also be levied in addition to capped penalty of 15%. In this case, penalty is less than 40% of invoice value. Therefore, 15% capping is imposed. ie Rs.26092/-					13272.39
	Payable Maintenance charges after Penalty calculation (A)						160677.6

Annexure – II B

Penalty calculation for Provisioning

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

SECTION-4 Part A

GENERAL INSTRUCTIONS TO BIDDERS (GIB)

1. DEFINITIONS

"The Purchaser" means the Bharat Sanchar Nigam Ltd. (BSNL), APasthan Telecom Circle, Anantapur SSA.

"The Bidder" means the Company, individual or firm who participates in this tender and submits its bid.

"The Supplier" or "The Vendor" or "Service Provider" means the individual or firm awarded the contract.

"The Services" means providing maintenance services for external plant which the Supplier is required to supply to the Purchaser under the contract.

"The Advance Work Order" or "Letter of Intent" means the intention of Purchaser to place the Work Order on the bidder.

"The Work Order" means the order placed by the Purchaser on the Supplier signed by the Purchaser including all attachments and appendices thereto and all documents incorporated by reference therein. The Work order shall be deemed as **"Contract"** appearing in the document.

"The Contract Price" means the price payable to the Supplier under the Work order for the full and proper performance of its contractual obligations.

"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. "Telecom Service Provider" also refers to any Telecomoperator in other countries providing telecom services to general public of that country or to other telecom operators of the same country.

"Successful Bidder (s)" means the bidder(s) to whom work in this tender is awarded.

"Cluster" mean the Group of BTS/exchanges / cluster of contiguous BTS/exchanges.

"SSA/OA" means Secondary Switching Areas/Operation Area defined by BSNL (generally comprising of one or more revenue districts).

"BA" means Business Area comprising of one or more SSA's /OA's

2. ELIGIBILITY CONDITIONS:

Kindly refer to Clause 4 of Section-1 i.e. detailed NIT.

Bidder is expected to obtain clearance from Reserve Bank of India, wherever applicable.

The Bidder must furnish the documentary evidence to meet the eligibility conditions laid down in general, technical, and financial qualification criteria.

3. COST OF BIDDING

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

4. DOCUMENTS REQUIRED

The detailed list of services required to be provided by the bidder, bidding procedures and contract terms and conditions are prescribed in the Bid Documents. The contents of the Bid documents are specified in the covering letter.

The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents and clarifications/ amendments/ addenda, if any. Failure to furnish all information required as per the Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the bid.

5 CLARIFICATION OF BID DOCUMENTS

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

Any clarification issued by BSNL in response to query raised by prospective bidders shall form an integral part of bid documents and shall amount to an amendment of the relevant Clauses of the bid documents.

6 AMENDMENT OF BID DOCUMENTS

BSNL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify bid documents by amendments prior to the date of submission of Bids with due notification to prospective bidders.

The amendments shall be notified in writing by Fax or Email or by Addendum through e-tendering portal to all prospective bidders on the address intimated at the time of purchase of the bid document from BSNL and these amendments will be binding on them.

In order to afford prospective bidders a reasonable time to take the amendment into account in preparing their bids, BSNL may, at its discretion, extend the deadline for the submission of bids suitably.

7 DOCUMENTS COMPRISING THE BID

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

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

8 BID FORM

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

9 BID PRICES

The bidder(s) shall quote price inclusive of all Levies & Taxes except applicable Goods and service tax under the contract in words and as well as in figures in the attached BOQ/Price Schedule as per the price schedule given in Section 9 Part B. The offer shall be firm in Indian Rupees.

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

Income tax and all other taxes (except GST) enforce time to time or at present rates will be deducted from the bills of the contractor. Any other statutory tax or levies introduced by the Govt. of India/ State Govt. shall be borne by the contractor.

10 DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATION -

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

- a) Valid MSE Certificate, if applicable. In case the ownership of such MSE Entrepreneurs happens to be from SC / ST category and/or owned by women, proof in this regard also need to be submitted.
- b) Additional documents to establish the eligibility and qualification of bidder as specified in Section-1.
- c) Power of Attorney as per Clause 14.3 (a) and (d) of this Section and authorization for executing the power of Attorney as per Clause 14.3 (b) or (c) of this Section.
- d) Documentary proof of GST registration. If the bidder is not registered with GST authority at the time of bid submission, then he shall have to submit GST registration at the time of award of work/ Lol/signing of contract, if declared successful.
- e) Certificates from all Directors/ Partners of the bidder Company/firm stating that none of their near relatives are working in BSNL in accordance with Clause 33 of this Section.
- f) Certificate of incorporation / Registration
- g) Article or Memorandum of Association or partnership deed or proprietorship deed as the case may be. List of all Directors including their name(s), Director Identification Number(s) (DIN) and address (es) along with contact telephone numbers of office and residence.

10 .2 Documentary evidence for financial and technical capability.

The bidder shall furnish audited Annual Report for last three financial years & IT Returns (i.e. 2018-19, 2019-20 and 2021-22) and a certificate from its bankers to assess its solvency/ financial capability to the tune of 30% of annual estimated cost of tender.

The bidder shall furnish documentary evidence about Job capability necessary to perform the contract.

11 DOCUMENTS ESTABLISHING SERVICES' CONFORMITY TO BID DOCUMENTS

Pursuant to Clause 7 of this Section, the bidder shall furnish, as part of its bid, documents establishing the conformity of its bid to the Bid Documents of all services which he proposes to supply under the contract.

The documentary evidences of the "services" conformity to the Bid Documents may be, in the form of literature, drawings, data etc. and the bidder shall furnish:

A Clause-by-Clause compliance on the Purchaser's Job Specifications and Commercial Conditions demonstrating substantial responsiveness to the Job Specifications and Commercial Conditions. In case of deviations, a statement of the deviations and exception to the provision of the Job Specifications and Commercial Conditions shall be given by the bidder. A bid without Clause-by-Clause compliance of the Scope of Work, Section 3, General (Commercial) Conditions & Special (Commercial) Conditions, General Conditions (**Section-5 Part A, B**) shall not be considered.

12. BID SECURITY / EMD

The bidder shall furnish, as part of its bid, a bid security as mentioned in Section-1 (DNIT).

The MSE bidders are exempted from payment of bid security:

- a) A proof regarding valid (**Udyam registration Number**) registration with body specified by Ministry of Micro, Small & Medium Enterprise for the tendered items will have to be attached along with the bid.
- b) The enlistment certificate issued by MSME should be valid on the date of opening of tender.
- c) If a vendor registered with body specified by Ministry of Micro, Small & Medium Enterprise Claiming concessional benefits and fails to accept AWO / Lol & submit required performance security or fails to obey any of the contractual obligations after being awarded work; he will be

debarred from any further work/ contract by BSNL for one year from the date of issue of such order.

The bid security is required to protect BSNL against the risk of bidder's conduct, which would warrant the forfeiture of bid security pursuant to Para 12.7.

A bid not secured in accordance with Para 12.1 and 12.2 shall be rejected by BSNL being non-responsive at the bid opening stage and archived unopened on e-tender portal for e-tenders and returned to the bidder unopened(for manual bidding process)

The bid security of the unsuccessful bidder will be discharged/ returned as promptly as possible and within 30 days of finalization of the tender or expiry of the period of the bid validity period prescribed by BSNL pursuant to Clause 13.

The successful bidder's bid security will be discharged upon the bidder's acceptance of the advance work order satisfactorily in accordance with Clause 27 and furnishing the performance security, except in case of L-1 bidder, whose EMBG/EMD shall be released only after the finalization of ordering of complete tendered quantity/sites in pursuance to Clause no. 24.4 & 27.3 of this Section.

The bid security may be forfeited:

- a) If the bidder withdraws or amends its bid or impairs or derogates from the bid in any respect during the period of bid validity specified by the bidder in the bid form or extended subsequently; or
- b) If the bidder does not accept the AWO and/ or does not submit PBG & sign the contract/ agreement in accordance with Clause 28.

13. PERIOD OF VALIDITY OF BIDS

13.1 Bid shall remain valid for period specified in Clause 2 of Tender Information. A bid valid for a shorter period and if on pointing out by BSNL for same, the bidder does not undertake to make his bid valid for required duration, then the bid shall be rejected by BSNL and treated as non-responsive.

13.2 In exceptional circumstances, BSNL may request the consent of the bidder for an extension to the period of bid validity. The request and the response thereto shall be made in writing. The bid security provided under Clause 12 shall also be suitably extended. The bidder may refuse the aforesaid request without risk of forfeiture of its bid security. A bidder accepting the request and granting extension will not be permitted to modify its bid.

14. FORMAT AND SIGNING OF BID

The bidder shall submit his bid online, complying all eligibility conditions, other terms and conditions of tender document to be read along with the clarifications and amendments issued in this respect. All the documents must be authenticated, by hand signatures by the authorized person and then uploaded on e-tender portal. The letter of authorization shall be indicated by written power-of-attorney accompanying the bid.

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed by the person or persons signing the bid. All pages of the original bid, except for un-amended printed literatures, shall be manually signed by the person or persons signing the bid.

Power of Attorney

- a. The power of Attorney should be submitted and executed on the non-judicial stamp paper of appropriate value as prevailing in the concerned states(s) and the same be attested by a Notary public or registered before Sub-registrar of the state(s) concerned.
- b. The power of Attorney be executed by a person who has been authorized by the Board of Directors of the bidder in this regard, on behalf of the Company/ institution/ Body corporate.

- c. In case of the bidder being a firm, the said Power of Attorney should be executed by all the partner(s) in favour of the said Attorney.
- d. In case, authorized signatory of the bid (i.e. PoA holder) is different than the person who submits the online bids using digital signatures certificate (DSC), then the power of Attorney should also include the name of this person submitting online bids on e-tender portal.

15. SEALING AND MARKING OF BIDS

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

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

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

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

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

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

a) The offline envelope shall be addressed to the purchaser inviting the tender:

.....

AGM (OP) ,1st Floor O/o GMTD, Subash Road, Anantapur (AP) 515001

.....

- b) The offline envelope shall bear the name of the tender, the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).
- c) The inner and outer offline envelopes (in case of manual tendering process) shall indicate the name and complete postal address of the bidder to enable the purchaser to return the bid unopened in case it is declared to be received 'late'.
- d) Offline envelope should be deposited in the tender box provided by tendering authority or sent by registered post or delivered in person on above mentioned address (address is given in Clause 15.2 (a) above). The responsibility for ensuring that the tenders are delivered in time, would vest with the bidder.
- e) Bids delivered in person on the day of tender opening shall be delivered upto specified time & date as stated in NIT to **AGM (OP) ,1st Floor O/o GM,ATP BA,BSNL, Subash Road Anantapur (AP) 515001**, at the venue (address is given in Clause 15.2 (a) above). The purchaser shall not be responsible if the bids are delivered elsewhere.
- f) Venue of Tender Opening: **AGM (OP) ,1st Floor O/o GM,ATP BA,BSNL,Subash Road Anantapur (AP) 515001**at specified time & date as stated in NIT.

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

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

16. SUBMISSION OF BIDS

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

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

17. LATE BIDS

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

18. MODIFICATION AND WITHDRAWAL OF BIDS

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

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

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

19. OPENING OF BIDS BY BSNL

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

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

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

Name of envelopes to be opened & information to be read out by Bid Opening Committee

(i) In Single stage bidding & single stage Opening (single envelope) system; techno-commercial bid & financial Bid will be opened on the date of tender opening given in NIT-(**Not Applicable for this tender**)

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

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

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

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

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

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

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

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

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.

20. CLARIFICATION OF BIDS

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

If any of the documents, required to be submitted along with the technical bid is found wanting, the offer is liable to be rejected at that stage. However BSNL at its discretion may call for any clarification regarding the bid document within a stipulated time period. In case of non-compliance to such queries, the bid will be outrightly rejected without entertaining further correspondence in this regard.

21. PRELIMINARY EVALUATION

BSNL shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.

Arithmetical errors shall be rectified on the following basis. Based on the quoted percentage of taxes, etc. the amounts quoted thereof shall be worked out and rounded off to 2 decimal points.

If there is a discrepancy between words and figures, the amount in words shall prevail. If the supplier does not accept the correction of the errors, its bid shall be rejected.

Prior to the detailed evaluation pursuant to Clause 21, BSNL will determine the substantial responsiveness of each bid to the Bid Document. For purposes of these Clauses, a substantially responsive bid is one which confirms to all the terms and conditions of the Bid Documents without material deviations. BSNL's determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.

A bid, determined as substantially non-responsive will be rejected by BSNL and shall not subsequent to the bid opening be made responsive by the bidder by correction of the non-conformity.

BSNL may waive any minor infirmity or non-conformity or irregularity in a bid which doesn't constitute a material deviation, provided such waiver doesn't prejudice or affect the relative ranking of any bidder.

"During the evaluation process, the documents may be classified in two categories :-

- a. **Essential documents:-** Experience certificate, Solvency Certificate, Turnover certificate, EMD & cost of tender document or MSE bodies certificate in case of exemption from tender fee and EMD which makes the bid valid.
- b. **Other documents:-** All other document like GST, EPF,ESI,PAN card etc except essential documents. TEC reserve right to collect documents other than essential documents directly from the bidder within time frame and submit conclusive report to tendering authority. In absence of essential documents bid shall be treated as invalid"

22. EVALUATION AND COMPARISON OF SUBSTANTIALLY RESPONSIVE BIDS -

The BSNL shall evaluate in detail and compare the bids previously determined to be substantially responsive pursuant to clause 21.

The evaluation and comparison of responsive bids shall be done on the basis of Net cost to BSNL on the prices of the services offered excluding GST, as per the price schedule in the Section -9 Part B of the Bid Document after arithmetical correction in the manner laid down in clause 21.2 above.

Vendors should furnish the correct HSN/SAC in the price Schedule. If the supplier fails to furnish necessary supporting documents i.e. GST invoices etc. irrespective of the Duties/taxes for which ITC is available to BSNL, the amount pertaining to such Duties/Taxes will be deducted from the payment due to the firm.

23. CONTACTING BSNL

Subject to Clause 20, no bidder shall try to influence BSNL on any matter relating to its bid, from the time of the bid opening till the time the contract is awarded.

Any effort by a bidder to modify its bid or influence BSNL in BSNL's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

24. PLACEMENT OF ORDER

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

The bidder can participate for any number of clusters. The choice of clusters will rest with successful bidder. However to ensure two bidders in SSA the final award of clusters will be rest with competent authority.

25. PURCHASER'S RIGHT TO VARY QUANTITIES

The GM, Anantapur BA reserves the right to offer the contract to any other tenderer or any other agency in case of unsatisfactory work. The contractor should carry out the work to the satisfaction of BSNL officer in charge and in the event of his failure the contract work will be got done from some other agency at the cost of the contractor and payment will be settled on prorated Basis.

The decision of GM, Anantapur BA on any matter connected to this tender is final binding.

Tender's estimated quantity and cost can be varied by $\pm 50\%$.

BSNL also reserves the right for placement of additional order or up to 50% of the additional quantities and cost contained in the running tender/ contract within a tender period from the date of acceptance of first APO in the tender at the same rate and same terms & conditions.

26. BSNL'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

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

27. ISSUE OF ADVANCE WORK ORDER

27.1. The issue of an Advance Work Order shall constitute the intention of BSNL to enter into contract with the bidder.

The bidder shall within 14 days of issue of the advance work order, give its acceptance along with performance security in conformity with the proforma provided with the bid document at Section-7B.

L-1 bidder may be issued Advanced Work Order (AWO) in two stages. The first AWO shall be issued for L-1 quantity as defined in Clause above. The second AWO may be issued to L-1 bidder only when the Purchaser exercises the right for placement of order on balance tendered quantity on the bidder with the lowest evaluated price in conformity to Clause 24 of Section 4 Part A.

In the event of withdrawal of AWO/ Lol, subsequent claim of bidder for placement of Work Order / signing of contract, shall not be entertained by this office.

28. SIGNING OF CONTRACT

The issue of Work Order (WO) shall constitute the award of contract on the bidder.

Upon the successful bidder furnishing performance security pursuant to Clause 27 of this Section, the Purchaser shall discharge the bid security in pursuant to Clause 12 of this Section, except in case of L-1bidder, whose EMBG / EMD shall be released only after finalization of ordering of complete tendered quantity in pursuance to Clause nos. 24 & 27 of this Section.

29. ANNULMENT OF AWARD

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

30. QUALITY ASSURANCE (QA) REQUIREMENTS – This Clause is not applicable

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

- a) Clauses 12.1 & 13.1 of Section- 4 Part A: The bids will be rejected at opening stage if Bid security is not submitted as per Clause 12.1 and bid validity is less than the period prescribed in Clause 13.1 mentioned above.
- b) Clause 2 & 10 of Section-4Part A: If the eligibility condition as per Clause 2 of Section 4 Part A is not met and/ or documents prescribed to establish the eligibility as per Clause 10 of Section 4 Part A are not enclosed, the bids will be rejected without further evaluation.
- c) Clause 11.2 (c) of Section-4 Part A: If Clause-by-Clause compliance as well as deviation statements as prescribed are not given, the bid will be rejected at the stage of primary evaluation.– This Clause is Not Applicable
- d) While giving compliance to Section-5 Part A, General Commercial conditions, Section-4 Part B, Special Instructions to Bidders, Section-5B Special (Commercial) Conditions of Contract and Section-3 Technical Specifications ambiguous words like "Noted", "Understood", "Noted & Understood" shall not be accepted as complied. Mere "Complied" will also be not sufficient, reference to the enclosed documents showing compliances must be given.
- e) Section-9 Price Schedule: Prices are not filled in as prescribed in price schedule.

Before outright rejection of the Bid by Bid-opening team for non-compliance of any of the provisions mentioned in Clause 31.1(a), 31.1(b) of Section-4 PartA, 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.

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.

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

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

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

As per Appendix-1 to Section 4 Part A.

33. Clause deleted.

34. NEAR-RELATIONSHIP 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. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the Directors of the company excluding Government of India/ Financial institution nominees and independent non-Official part time Directors appointed by Govt. of India or the Governor of the state and full time Directors of PSUs both state and central. Due to any breach of these conditions by the company or firm or any other person the tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and BSNL will not pay any damage to the company or firm or the concerned person.

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

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).

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

35. VERIFICATION OF DOCUMENTS AND CERTIFICATES

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

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

Note for Tender opening Committee:

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

36. Security Clause as per latest guidelines and requirement –

Mandatory Licensing requirements with regards to security related concerns issued by the Government of India from time-to-time shall be strictly followed and appropriate Clauses shall be added in all bid documents. Necessary guidelines in this regard shall be issued separately.

37. Deleted: not applicable

38 Contractor's Obligations:-

The contractor will make the payment to the laborers in 1st week of every month at his own level, whether the cheque not issued by the BSNL due to late funds/lack of funds or any other reason. There will be no excuse that "The payment has not been made by the BSNL"

All contractor/representatives will report to competent Authority through the nodal Officer appointed by SSA Head/Competent Authority.

The contractor shall comply with all applicable laws, by Laws, rules, regulations, orders, directions, notifications etc of the Govt./Court/ Tribunals and shall also comply with all directions issued by BSNL and provide BSNL with all information and cooperation that BSNL may reasonably require from time to time.

The contractor has to fully cooperate with BSNL to investigate any complaint from the public/staff. If any penalty imposed by consumer forum or Court etc. for customer complaint due to his negligence will be borne by contractor.

The contractor will be liable for all payments of wages, Salary etc to its employees & shall comply with all statutory laws, Labour laws rules, relating to employment, wages, EPF, ESI, acts etc.
Deleted.

The Contractor agrees to protect, defend, indemnify and hold harmless BSNL and its employees, officers, directors, agents or representatives from and against any and all liabilities, damages, fines, penalties and costs (including legal costs and disbursements) arising from or relating to Any breach of any statute, regulation, direction, orders or standards from any governmental body, agency, telecommunications operator or regulator applicable. Any breach of the terms and conditions in this agreement by Contractor This clause shall survive even on the termination or expiry of this agreement.

BSNL Shall not be liable for any act of commission or omission of any third party. The Contractor's representatives will have to abide by the policy rules, regulations & instructions of BSNL as revised/modified from time to time, without any prior notice to the Contractor in respect of all matters including security deposit /payment to the contractor etc.

The Contractor will be bound by all the aspects and legal issues relating to the labour laws.

- a. The employee detail of ESI subscription A/c wise is to be submitted along with the bill. ESI will be applicable in whole of the SSA
- b. The employee detail of EPF subscription A/c wise is to be submitted along with the bill.
- c. Attested copy of wage register is to be submitted with the bill. The department may get it cross verified bi-monthly at it's own discretion from the concerned office .The monthly return of EPF is also to be submitted along with bill.
- d. The payment will be made subject to availability of funds after processing through ERP System.
- e. The company reserves the right to with hold or delay the payment for the contractor in case of any pending disputes.

39. BSNL will not have obligation:-

No liability whatsoever for payment of wages/salaries other benefits and allowances to his personnel that might become applicable under any Act or Order of the Govt. in this regard and the Service Providers shall indemnify BSNL against any/all claims which may arise under the provisions of various Acts, Government Orders etc. and any breach of such laws or regulations shall be deemed to be breach of this contract.

39.2.1 Not be responsible for theft, burglary, fire or any mischievous deeds by his staff.

39.3 Service Provider shall be the employer for his workers and BSNL will not be held responsible fully or partially for any dispute that may arise between the service provider and his workers.

40. OPERATIONAL CONDITIONS:

- a) The Bidder(s) shall adjust the manpower in such a way that KPI/network availability of BTSs/Exchanges to be maintained as detailed in Scope of Work and also comply with the labour laws.
- b) Vendor will not engage manpower below the age of 18 years.
- c) The contractor shall not claim any extra amount for travelling/overtime allowances and charges for materials used by him and will not be entitled to get compensation for any extra payment and charges for labour he will employ at his own cost or for idle labour and transport or loss or deterioration of materials.
- d) For all intent and purposes, the contractor shall be the "Employer" within the meaning of different Labour Legislations in respect of manpower deployed for contractual services.
- e) The contracting Company/Firm/Agency shall furnish the following documents in respect of the individual Persons who will be deployed by it in BSNL before the commencement of work
- f) List of Attendants short listed by agency for deployment in the BSNL full details i.e. date of birth, marital status, addresses; Bio-data of the persons with qualification certificate copies.
- g) In case, the person employed by the successful Company/Firm/Agency commits any act of omission/commission that amounts to misconduct/indiscipline/ incompetence and security risks, the successful Company/Firm/Agency will be liable to take appropriate disciplinary action against such persons, including their removal from site of work, if required by the BSNL within 2 days of being brought to their notice.
- h) The BIDDER(s) shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative/organizational matters are not divulged or disclosed to any person by its personnel deployed in the BSNL.
- i) BSNL shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation. The contractor shall be fully responsible for it.

- j) The manpower deployed by the contractor shall not have any claims of Master and Servant relationship with BSNL, nor shall have any principal and agent relationship with or against the BSNL. The man power deployed by the contractor for the contract shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc, regular/confirmed manpower during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be entitled to or/ and will have any claim for absorption in the regular/ otherwise capacity in the BSNL. The Contractor should make it known the above to the manpower of the contractor.
- k) The BIDDER(s) shall be solely responsible for redress of grievances/resolution of dispute relating to the manpower deployed.
- l) The contractor shall be required to pay minimum wages as prescribed under the Minimum Wages Act. The contractor will maintain proper record as required under the Law/Acts.
- m) The Contractor shall provide laminated Photo ID cards to all his persons, at his own expense mentioning name of company. BSNL name & logo etc will not be used on ID card.
- n) The bidder(s) shall not depute any personnel other than what he has declared for carrying out work at any stage. If at any stage it is found that the bidder(s) has violated this condition, the Tender agreement shall be cancelled and it enables forfeiture of the security deposit.
- o) Deleted.
- p) The contractor shall ensure proper supervision of the work and co-ordinate with the respective Officer-in-charge in the execution of the work.
- q) Any tools, accessories used by the contractor, found not suitable, shall be removed from the site, replacing with good quality ones. The decision in this regard by the site in-charge shall be final and binding.
- r) The contractor shall make arrangements with the owners of the installation around for entering and pulling ropes. The contractor should also take proper action with the Electricity Board and Police authority for safety while the ropes cross over electric installation or roads.
- s) The contractor should also ensure the workers against injuries. Necessary First Aid Box should be made available at work site. Also indemnify BSNL of any such compensation. All such safety devices should be made available by the contractor at his cost.
- t) Obtaining Labour License before commencement of work:
 - i) The contractor shall obtain a valid labour license under the Contract Labour (R&A) Act 1970 and the Contract labour (Regulation and Abolition) Central Rules 1971, within one month of signing agreement and continue to have a valid license until the completion of work, failing which tender will be terminated and security will be forfeited. The contractor shall also abide by the provisions of the Child Labour (Prohibition and Regulation) Act 1986. Any failure to fulfill this requirement shall attract the penal provisions of this contract arising out of the resultant non-execution of work.
 - ii) Subject to the provisions of the Contract Labour (Abolition and Regulation Act, 1970) as amended from time to time, the contractor shall not commence actual work unless he produces a receipt from the concerned Licensing Authority that he has applied for licensing authority, which **may be produced within the period of 30 days of commencing the work.**
 - iii) **The contractor shall also apply and provide UAN (Universal Account Number) of each employee/manpower within the period of 30 days of commencing the work.**

Appendix-1 to Section 4 Part A

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

S. No.	Defaults of the bidder / vendor.	Action to be taken
1(b) contd.	(iii) If detection of default after receipt of PG/ SD (DD,BG etc.) .	i) Cancellation of AWO ii) Rejection of Bid & iii) Forfeiture of PG/ SD. However on realization of PG/ SD amount, EMD, if not already released shall be returned.
	(iv) If detection of default after issue of WO	i) Termination/ Short Closure of WO and Cancellation of AWO ii) Rejection of Bid & iii) Forfeiture of PG/ SD. However on realization of PG/ SD amount, EMD, if not released shall be returned.

	Note 3:- However, settle bills for the services received if pending items do not affect working or use of supplied items.	
	Note 4:- No further supplies are to be accepted except that required to make the already supplied items work.	
2	<p>If vendor or his representative uses violent/ coercive means viz. Physical / Verbal means to threatens BSNL Executive / employees and/ or obstruct him from functioning in discharge of his duties & responsibilities for the following :</p> <p>a) Obstructing functioning of tender opening executives of BSNL in receipt/ opening of tender bids from prospective Bidders, suppliers/ Contractors.</p> <p>b) Obstructing/ Threatening other prospective bidders i.e. suppliers/ Contractors from entering the tender venue and/ or submitting their tender bid freely.</p>	Banning of business for 3 years which implies Barring further dealing with the vendor for procurement of Goods & Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order.
3	Non-receipt of acceptance of AWO and SD/ PG by L-1 bidder within time period specified in AWO.	Forfeiture of EMD.
4.1	Failure to execute the work at all even in extended delivery schedules, if granted against WO.	<p>i) Termination of WO.</p> <p>ii) Under take work in accordance with Clause 15 Section 5A at the risk of defaulting bidder</p> <p>iii) Recover the excess charges if incurred from the PG/ SD and outstanding bills of the defaulting Vendor.</p>
4.2	Failure to execute the work in full even in extended delivery schedules, if granted against PO/ WO.	<p>i) Short Closure of WO to the service already received by BSNL and/ or in pipeline provided</p> <p>ii) Under take work in accordance with Clause 15 Section 5A at the risk of defaulting bidder</p> <p>iii) Recover the excess charges if incurred from the PG/ SD and outstanding bills of the defaulting bidder.</p>
5.1	The site does not meet the Service Levels as mentioned in the WO/Contract.	Undertake recovery of financial penalty from outstanding dues of vendor including PG/ SD.
6	<p>Submission of claims to BSNL against a contract</p> <p>(a) for amount already paid by BSNL .</p>	<p>i) Recovery of over payment from the outstanding dues of Vendor including EMD/ PG & SD etc. and by invoking 'Set off' Clause 21 of Section 5 Part A or by any other legal</p>

	c) for amount higher than that approved by BSNL for that service.	tenable manner. ii) Banning of Business for 3 years from date of issue of banning order or till the date of recovery of over payment in full, whichever is later.
	Note 5:- The claims may be submitted with or without collusion of BSNL Executive/ employees.	
	Note 6:- This penalty will be imposed irrespective of the fact that payment is disbursed by BSNL or not.	
7	b) Disrupts/ Sabotages functioning of the BSNL network equipments such as exchanges, BTS, BSC/ MSC, Control equipment including IN etc., transmission equipments but not limited to these elements and/ or any other TSP through BSNL. c) tampers with the billing related data/ invoicing/ account of the Customer/ User(s) of BSNL and/ or any other TSP(s). d) hacks the account of BSNL Customer for unauthorized use i.e. to threaten others/ spread improper news etc. e) Undertakes any action that affects/ endangers the security of India.	iv) Legal action will be initiated by BSNL against the Vendor if required.
8	If the vendor is declared bankrupt or insolvent or its financial position has become unsound and in case of a limited company, if it is wound up or it is liquidated.	i) Termination/ Short Closure of the WO. ii) Settle bills for the service received if pending work does not affect the working or use of the services received iii) Under take work in accordance with Clause 15 Section 5A at the risk of defaulting bidder iv) In case of turnkey projects, If the services are provided without any degradation of performance, then settle bills for the acceptable service (or its part).
		Undertake recovery of financial penalty from outstanding dues of vendor including PG/ SD.
9	In the event of the vendor, its proprietor, Director(s), partner(s) is / are convicted by a Court of Law following prosecution for offences involving moral turpitude in relation to the business dealings.	i) Termination/ Short Closure of the WO. ii) Settle bills for the service received if pending work does not affect the working or use of the services received iii) Under take work in accordance with Clause 15 Section 5A at the risk of defaulting bidder iv) In case of turnkey projects, If the services are provided without any degradation of performance, then settle bills for the acceptable service (or its part). Undertake recovery of financial penalty from outstanding

		dues of vendor including PG/ SD.
10	If the vendor does not return/ refuses to return BSNL's dues:	i) Take action to appoint Arbitrator to adjudicate the dispute.
	a) inspite of order of Arbitrator.	i) Termination of contract, if any. ii) Banning of business for 3 years which implies barring further dealing with the vendor for procurement of Goods & Services including participation in future tenders invited by BSNL from date of issue of banning order or till the date by which vendor clears the BSNL's dues, whichever is later.
10 con- td.		iii) Take legal recourse i.e. filing recovery suite in appropriate court.
	b) inspite of Court Orders.	i) Termination of contract, if any. ii) Banning of business for 3 years which implies barring further dealing with the vendor for procurement of Goods & Services including participation in future tenders invited by BSNL from date of issue of banning order or till the date by which vendor clears the BSNL's dues, whichever is later.
11	If the Central Bureau of Investigation/ Independent External Monitor (IEM) / Income Tax/ GST Authorities / Custom Departments recommends such a course	Take Action as per the directions of CBI or concerned department.
12	The following cases may also be considered for Banning of business:	i) Banning of business for 3 years which implies Barring further dealing with the vendor for procurement of Goods & Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order.
	(a) If there is strong justification for believing that the proprietor, manager, MD, Director, partner, employee or representative of the vendor/ supplier has been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolation, misrepresentation with respect to the contract in question.	
	(b) If the vendor/ supplier fails to execute a contract or fails to execute it satisfactorily beyond the provisions of Para 4.1 & 4.2.	

	(c) If the vendor/ supplier fails to submit required documents/ information, where required.	
	(d) Any other ground which in the opinion of BSNL is just and proper to order for banning of business dealing with a vendor/ supplier.	
Note 7: The above penalties will be imposed provided it does not clash with the provision of the respective tender.		
Note 8: -In case of clash between these guidelines & provision of invited tender, the provision in the respective tender shall prevail over these guidelines.		
Note 9: Banning of Business dealing order shall not have any effect on the existing/ ongoing works which will continue along with settlement of Bills.		

SECTION-4 Part B

SPECIAL INSTRUCTIONS TO BIDDERS

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

1. Evaluation

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

- Step I: Fulfillment of requirements of Eligibility criteria, EMD and tender fee.
- Step II: Evaluation of Bidder's fulfillment of Qualification Requirements as per Clause 4 Section 1 DNIT
- Step III: Selection of Successful Bidder

Step I - Responsiveness check of Techno-Commercial Bids

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

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

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

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

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

After ensuring EMD with respect to its amount and validity; evaluation of Bid will be carried out based on the information furnished by the Bidder as per the prescribed Formats in Section 7 and related documentary evidence in support of meeting the Qualification Requirements as specified in Clause 4 of Section 1 DNIT

Price Bid of only those bidders will be opened whose Techno-Commercial qualification requirement, prima facie meets the Qualifying Criteria. However, if at later stage it is found that Techno-Commercial bid doesn't meet the qualification criteria, bid can be rejected at sole discretion of BSNL.

Step III – Selection of Successful Bidders

Only the bids qualifying in Step II above shall be financially evaluated for respective cluster, in this stage, on basis of their quote as per financial schedule in Section 9 Part-B.

Successful Bidder shall unconditionally accept the AWO, issued by BSNL, within 14 days of issue of AWO.

If the Successful Bidder, to whom the AWO has been issued, does not accept the AWO unconditionally, BSNL reserves the right to annul the award of the Letter of Intent to such Successful Bidder and forfeit EMD (in case of L-1 bidder).

It shall not be binding upon BSNL to accept the lowest bid as successful.

It shall not be obligatory on the part of BSNL to furnish any information or explanation for cause of rejection of Bid or part of the Bid. Notwithstanding anything stated above, BSNL reserves the right to assess the credibility, capability and capacity of the bidders and viability of the Proposal to perform the contract should circumstances warrant such an assessment in the overall interest of BSNL and Bidder shall furnish all other required documents to BSNL.

BSNL reserves the right to interpret the Bid submitted by the Bidder in accordance with the provisions of this Bid Document and make its own judgment regarding the interpretation of the same. In this regard BSNL shall have no liability towards any Bidder and no Bidder shall have any recourse to BSNL with respect to the selection process.

BSNL shall evaluate the Bids using the evaluation process specified above, at its sole discretion.

BSNL's decision in this regard shall be final and binding.

Section- 4 Part C

E-tendering Instructions to Bidders

General

These Special Instructions (for e-Tendering) supplement 'Instruction to Bidders', as enclosed in Sec4 Part A of the Tender Documents. Submission of Bids only through online process is mandatory for this Tender. E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, BSNL APASTHAN Circle has decided to use the portal (<http://www.etenders.gov.in/eprocure/app>) e-Procurement Technologies Limited (ETL) has an exclusive, most vibrant end to end solution for buying / selling of products and services through tendering process. It supports A - Z activities of tendering based on proactive work flow concept. Fine details of tendering like vendors registration, tender announcement and corrigendum, tender form processing, opening, negotiation and tender awarding are supported in a real time interactive environment. ETL creates a true dynamic market place for both buyers and vendors to interact with each other and transact business.

Instructions

1. **TENDER Bidding Methodology:** Sealed Bid System— 'Single Stage- Two Envelopes'. (Financial & Technical bid shall be submitted at the same time)
2. **Broad outline of activities from Bidders prospective:**
 - a. Procure a Digital Signing Certificate (DSC)
 - b. Register on Central Public Procurement Portal (CPPP)
 - c. Create Users and assign roles on CPPP
 - d. View Notice Inviting TENDER (NIT) on CPPP
 - e. Download Official Copy of TENDER Documents from CPPP
 - f. Clarification to TENDER Documents on CPPP
 - Query to BSNL (Optional)
 - View response to queries posted by BSNL as addenda.
 - g. Bid-Submission on CPPP-
Prepare & arrange all document/paper for submission of bid online and offline.
 - h. Submission of offline documents in sealed envelope to **AGM (OP) ,Ist Floor O/o GM,ATP BA , BSNL ,Subash Road Anantapur (AP) 515001** on or before due date & time. DE
 - i. Attend Public Online TENDER Opening Event (TOE) on CPPP
 - Opening of Technical-Part
 - j. Post-TOE Clarification on CPPP (Optional)
 - Respond to BSNL's Post-TOE queries
 - k. Attend Public Online TENDER Opening Event (TOE) on CPPP
 - Opening of Financial-Part (Only for Technical Responsive Bidders)
 - l. Please take care to scan documents that total size of documents, to be uploaded remains minimum. If required, documents may be scanned at lower resolutions say at 150 dpi. However it shall be sole responsibility of bidder that the uploaded documents remain legible.
 - m. Utmost care may be taken to name the files/documents to be uploaded on CPPP. There should be no special character or space in the name of file. Only underscores are allowed. The illustrative examples are given below:-

File name	Allowed or not allowed in CPPP	Reason for allowed / not allowed
QA Certificate	not allowed	Space in between words / characters not allowed
QA Certificate(1)	not allowed	Special characters not allowed
QA Certificate	allowed	Under score allowed between words /characters
QACertificate	allowed	Upper & lower cases allowed

- n. It is advised that all the documents to be submitted are kept scanned or converted to PDF format in Separate folder on your computer before starting online submission. Price schedule in PDF format as per Section 9 Part B may be downloaded and rates may be filled appropriately. This file may also be saved in a secret folder on your computer. The names & total size of documents (Preferably below 50 MB) may be checked.

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

3. Digital Certificates

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

4. Method for submission of bid documents

In this TENDER the bidder has to participate in e-TENDER online. Some documents are to be submitted physically offline. For details please see clause 4.1 Section 4 Part C.

Offline submission

The bidder shall submit the following documents offline to **AGM (OP) ,1st Floor O/o GM,ATP BA, Subash Road Anantapur (AP) 515001** on or before the date & time of submission of bids specified in NIT, in a Sealed Envelope. The envelope shall bear (TENDER name), the TENDER number and the words 'DO NOT OPEN BEFORE' (due date & time).

- i) EMD/ Bid security-DD/Cash Receipt/Banker's Cheque/BG (original copy)
- ii) Tender fee-DD/ Banker's cheque/Cash receipt (original copy)
- iii) Power of Attorney in accordance with clause 14.3 of Section 4 Part A and authorization for executing the power of Attorney.
- iv) Experience certificate, Solvency Certificate, Turnover certificate, MSE bodies certificate Udyam Registration Number (URN) in case of exemption from tender fee and EMD. Certificate(s) showing fulfillment of the eligibility criteria
- v) Integrity Pact as per Sec-10 ANNEXURE -2.
- vi) Letter of authorization for attending bid opening as per Section-7 (Part-C) of the tender document. Applicable if, the bidder wants to facilitate his representative to attend in Bid opening.

Note: The Bidder has to upload the Scanned copy of all above said documents during Online Bid submission also.

4.2 Online submission:

S.N.	Contents of 1 st Envelope	Document name provide on CPP portal	Document type(pdf/rar/jpg/xls)
1	Scanned copy of payment instrument for EMD as per clause 5 of Section – 1 of NIT .	Doc 1	pdf
2	Scanned copy of payment instrument for cost of the Tender documents i.e. TENDER fee as per clause 2 of Section – 1 of NIT	Doc 2	pdf
3	Scanned copy of Power of Attorney & authorization for executing the power of Attorney in accordance with clause14.3 of Section 4 Part A	Doc 3	rar
4	Scanned copy of Valid MSE Certificate(URN) as per Section-1 of NIT		
5	Copy of General qualification as per Clause-4 of Section-1 of NIT &Indemnity as per Section-10 Annex-I		
6	Copy of Valid PAN No as per clause 4 of Section 1 of NIT		
7	Copy of Valid GST Registration Certificate no or exemption certificate No. as per clause 4 of Section 1 of NIT	Doc 4	rar
8	Registration copy of EPF/ESI .		
9	Copy of Technical qualification as per Clause-4 of Section-1 of NIT.		
10	Bidder's Profile & Questionnaire duly filled & signed as per Section-8		
11	Undertaking & declaration duly filled & signed as per Section 6 (A)& Sec-10Annexure-1 and Annexure- 2	Doc 5	pdf
12	Certificates from all Directors of the bidder stating that none of their near relatives are working in as per section -6(B)		
13	Certificate of incorporation as per clause 10 of Section-4 Part A (If applicable)	Doc 6	pdf
14	Article or Memorandum of Association or partnership deed or proprietorship as the case may as per clause 10 of Section 4 Part A (If applicable)	Doc 7	pdf
15	List of all Directors including their name(s), Director Identification Number(s) (DIN) and address (es) along with contact telephone numbers of office and residence as per clause 10 of Section 4 Part A (If applicable)	Doc 8	pdf
16	TENDER documents duly signed on each page for having read it& accepted it.	Doc 9	Rar
17	TENDER/ Bid form- Section 9 Part A	Doc 10	Pdf
18	Self attested Copy of financial qualification as per clause 4 of Section-1 of NIT and clause 10.2 of Section4 Part-A	Doc 11	Pdf
19	Declaration duly signed as per clause 12of Section-1	Doc 12	pdf
20	Contents of2 nd Envelope		
	1. Price Schedule(BOQ) as per Section 9 Part B		Pdf
	2. Original Price Schedule(BOQ) as per Section 9 Part B		xls

Note: If some document is not applicable for the bidder then he has to upload scanned copy of paper mentioning 'the document ...<name> ...called vide clause_____ is not applicable on us.

(i) If document asked for contains more than one page then all those pages may be uploaded in one PDF file.

5. Registration

To use the Central Public Procurement Portal (<https://www.etenders.gov.in/eprocure/app>) Vendor need to register on the portal. The vendor should visit the home-page of the CPPP portal (<https://www.etenders.gov.in/eprocure/app>) and go to the e-procure link then select Bidders Manual Kit.

Note: Please contact NIC Helpdesk (as given below), to get your registration accepted/activated.

NIC Helpdesk	
Telephone	1800-233-7315
E-mail ID	cphp-nic@nic.in [Please mark CC: support-nic@ncode.in]
BSNL Contact-1	
Telephone	08554-241300
During	[between 11:00 hrs to 17:00 hrs on working days]
E-mail ID	sdeopatpap@gmail.com

6. Price schedule / BOQ

Utmost care may kindly be taken to upload price schedule / BOQ. Any change in the format of price Schedule / BOQ file shall render it unfit for bidding. Following steps may be followed

- Download price schedule / BOQ part
- Fill rates in down loaded price schedule / BOQ
- Save filled copy of downloaded price schedule / BOQ file in your computer and remember its Name & location for uploading correct file (duly filled in) when required.
- Download price schedule / BOQ part B in Excel/PDF format. Get it printed, fill up required Information. Scan it and save in your computer for uploading it while submitting the bid.

7. Other Instructions

For further instructions, the vendor should visit the home-page of the portal (www.etenders.gov.in/eprocure/app), and go to the Bidders Manual Kit. The compatible support software (PDF Converter, Java, etc) for online bid submission may be downloaded from CPP Portal.

The help information provided through 'CPPP User-Guidance Center' is available in three categories –Users intending to Register / First-Time Users, Logged-in users of Buyer organizations, and Logged-in users of Supplier organizations. Various links are provided under each of the three categories.

Important Note: It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups, and minimize teething problems during the use of CPPP. The following 'FOUR KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:

- Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first TENDER submission deadline on CPPP.
- Register your organization on CPPP well in advance of your first TENDER submission deadline on CPPP.
- Get your organization's concerned executives trained on CPPP using online training module well in advance of your TENDER submission deadline on CPPP.
- Submit your bids well in advance of TENDER submission deadline on CPPP ((BSNL should not be responsible any problem arising out of internet connectivity issues).

8. Minimum Requirements at Bidders end:

- Computer System with good configuration (Min P IV, 1 GB RAM, Windows XP)
- 2 Mbps Broadband connectivity with UPS.
- Microsoft Internet Explorer 6.0 or above
- Digital Certificate(s) for users.
- . Valid Email Id &Whatsapp No for e-communication

Note: Please visit CPPP (<https://www.etenders.gov.in/eprocure/app>) for more details and latest amendment on above.

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

1. APPLICATION

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

2. STANDARDS

The goods supplied under this contract shall conform to the standards prescribed in the Technical Specifications mentioned in Section -3.

3. PATENT RIGHTS

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

4. PERFORMANCE SECURITY

All suppliers (including MSEs who are registered with the designated MSME bodies, like National Small Scale Industries Corporation etc.) shall furnish performance security to the purchaser for an amount equal to 3% of the value of Advance Work-Order/ Lol, within 14 days from the date of issue of Advance Purchase Order by the Purchaser.

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.

The performance security Bond shall be in the form of either FD/DD in favour of A.O. (Cash), O/o GMTD, BSNL Anantapur or in form of Bank Guarantee issued by a scheduled Bank in India and valid for 30 months from the date of issue of LOI in the proforma provided in 'Section-7B of this Bid Document.

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.

The performance security deposit with the BSNL will be considered for adjustment against penalties, any other statutory levies and any loss to BSNL properties, if any reported, at the time of final conclusion of the contract and final settlement of account.

In case it is found that a bidder has submitted a fake/ forged bank instrument towards performance security deposit (say PBG), then, actions as per clause 1 (a) of Appendix -1 to Section 4 Part-A shall be applicable.

Earnest Money Deposit (EMD) @ 2.5% of estimated tender value deposited by the successful bidder will automatically be adjusted /converted towards the Performance Security Deposit. Remaining performance security deposit will be deposited in the form of Cash/Bankers cheque/Demand Draft/BG/FDR from nationalized Bank or scheduled bank within 15 days from the date of issue of acceptance letter.

5. DELETED

6. DELETED

7. DELETED

8. DELETED

9. DELETED

10. DELETED

11. PAYMENT TERMS - Refer Section-2

12. DELETED

13. DELETED

14. DELETED

15. DELAYS IN THE SUPPLIER'S PERFORMANCE- Refer Section-3" SCOPE OF WORK".

16. PENALTY-- Refer Section-3 "SCOPE OF WORK ".

17. 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.

Provided, also that if the contract is terminated under this clause, the Purchaser shall be at liberty to take over from the Supplier at a price to be fixed by the purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture which may be in possession of the Supplier at the time of such termination or such portion thereof as the purchaser may deem fit, except such materials, bought out components and stores as the Supplier may with the concurrence of the purchaser elect to retain.

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

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

- (a) Failure to deliver services within the time period(s) specified in the contract, or any extension thereof granted by the purchaser pursuant to clause15 of this section;
 - (b) Failure to perform any other obligation(s) under the Contract; and
 - (c) Equipment does not perform satisfactory in the field in accordance with the specifications;
 - (d) Or any other default whose complete list is enclosed in Appendix-1 of Section-4, Part-A;
- Purchaser will take action as specified in Appendix-1 of Section-4, Part-A.

20. DELETED.

20. 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 here under.

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

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

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

Neither party shall appoint its serving employee as arbitrator.

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

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

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

Fast Track Procedure –

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).

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.

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.

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

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

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.

The arbitral tribunal shall make and publish the award within time stipulated as under:

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

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

In case arbitral tribunal of 3 arbitrators, each party shall be responsible to make arrangements for the travel and stay, etc. of the arbitrator appointed by it. Claimant shall also be responsible for making arrangements for travel / stay arrangements for the Presiding Arbitrator and the expenses incurred shall be shared equally by the parties.

In case of sole arbitrator, BSNL shall make all necessary arrangements for his travel / stay and the expenses incurred shall be shared equally by the parties.

The Arbitration proceeding shall be held at New Delhi or Circle or SSA Headquarter (as the case may be).

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.

21. SET OFF

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

22. DELETED

23. DELETED

24. DELETED

25. 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 the place from where the NIT/ tender has been issued.

Where a contractor has not agreed to arbitration, the dispute/ claims arising out of the Contract/ PO entered with him shall be subject to the jurisdiction of the competent Court at the place from where Contract/ PO has been issued. Accordingly, a stipulation shall be made in the contract as under.

“This Contract/ PO is subject to jurisdiction of Court at Anantapur only”.

26. General Guidelines:-

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

SECTION –5 Part B

SPECIAL (COMMERCIAL) CONDITIONS OF CONTRACT (SCC)

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

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

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

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

The contractor shall obtain / purchase all required insurances and make all safety arrangements required for the labourer engaged by him at his own cost. All consequences due to negligence or due to lapse of security/safety or otherwise shall remain with the contractor. BSNL shall not be responsible for any mishap, injury, accident or death of the contractor's staff directly or indirectly. All liabilities arising out of accident or death while on duty shall be borne by the contractor. No claims in this regard shall be entertained / accepted by the BSNL.

The contractor shall take all precautions to avoid all accidents by exhibiting necessary caution boards / flags and providing barriers etc. He shall be responsible for all damages and accidents caused due to negligence on his part. No hindrance shall be caused to traffic during the execution of work. Nothing extra shall be paid on this account.

Contractor shall be fully responsible for any damages caused to BSNL / Government/ private /other operators property / Injuries public at large/ loss of life by him or his Labourer in carrying out the work and the same shall be rectified / compensated by the contractor at his own cost.

It will be sole responsibility of the contractor that the men deployed for the purpose of maintenance of the external plant with BSNL are to be trained to avoid any mishap, directly or indirectly.

On account of security considerations or on account of convenience of office staff, there could be some restrictions on the working hours or movement of vehicles for transportation of materials. The contractor shall be bound to follow all such restrictions and just the program for execution accordingly. Every vendor must provide list of authorized person to ensure safety and security of equipments.

The contractor should carry out the work to the satisfaction of BSNL officer in charge and in the event of his failure the tendering authority reserves the right to offer the contract to any other tenderer or any other agency in case of unsatisfactory work at the cost of the contractor and payment will be settled on prorata Basis.

The contractor should engage workers with proven integrity to carry out the contract work. He/His worker should vacate premises after the completion of contract work.

The contractor shall be solely responsible for payment and compensation under WC act 1923 as in force from time to time applicable in the event of accident causing injury/death to his workers and GMTD Anantapur BA shall not involve in any manner.

No documents, towards compliance of aforesaid requirements, will be required to be submitted by bidder to BSNL paying authority for settlement of their payment invoices but the contractor must comply all requirements as per applicable Law / Acts etc.

The decision of GM, Anantapur BA on any matter connected to this tender is final & binding on bidder.

The detailed special commercial conditions of CONTRACT (SCC) i.r.o Maintenance and provisioning of Landline and Broadband for external plant of copper network in Urban/Semi Urban/ rural exchanges of ATP & KDP OAs.

Key Performance Indicator (KPI): SLA is defined as under (As below and as amended/clarified from time to time by BSNL CO)

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

- Mean Time to Repair the Fault (MTTR) should be as under:

FMC (Fixed Monthly Charge)in Rs.	0-300	301-600	601-800 and Above800	ISDN PRI/SIP Trunk/ Leased circuit
MTTR in Hrs	12 Hrs	8 Hrs	4 Hrs	3 Hrs

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

Incentive:

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

FMC - Rs. 301-600	: Rs.17 per customer of FMC Rs.301 to 600
FMC - Rs. 601-800	: Rs.27 per customer of FMC Rs.601 to 800
FMC – Above Rs. 800	: Rs.35 per customer of FMC above Rs.800
PRI/SIP Trunk/Leased Circuits ckts	: Rs.70 per customer of PRI/SIP Trunk/Leased ckts

Additional incentives for achieving the following parameters:-

- i) if Repeat fault $\leq 5\%$ - incentive of 1% of the invoice value.
- ii). for gross connection in a month more than or equal to 0.5% of Cluster size.
Incentive of 1% of the invoice value.
- iii) If provisioning ≤ 3 days for all the provisions in a month (min 0.5% gross connection of clustersize)- Incentive of 1% of the Invoice Value.
- iv) Upon achieving all the above three parameters in a month, an incentive of 4% of the invoicevalue in place of 3% (for all three incentives)

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

SECTION-6

UNDERTAKING & DECLARATION

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

a) Certified that:

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

b) The tenderer hereby covenants and declares that:

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

Date:

.....
Signature of Tenderer

Place:

Name of Tenderer
Along with date & Seal

6 (B) – NEAR RELATIONSHIP CERTIFICATE:

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

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

Signature of the tenderer
With date and seal

OR

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

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

SECTION- 7

PROFORMAS

7(A) For the BIDSECURITY/EMD Guarantee

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

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

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

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

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

to time or to postpone for any time or from time to time any of the powers exercisable by the BSNL against the said bidder(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Bidder(s) or for any forbearance, act or omission on the part of the BSNL or any indulgence by the BSNL to the said bidder(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. Notwithstanding anything herein contained ;

- (a) The liability of the Bank under this guarantee is restricted to the "B. G. Amount" and it will remain in force up to its Validity date specified above.
- (b) The guarantee shall stand completely discharged and all rights of the BSNL under this Guarantee shall be extinguished if no claim or demand is made on us in writing on or before its validity date.

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

8. The Bank guarantees that the below mentioned officer who have signed it on behalf of the Bank have authority to give this guarantee under its delegated power.

Place:

Date:

(Signature of the Bank Officer)

Rubber stamp of the bank

Authorized Power of Attorney Number:

Name of the Bank officer:

Designation:

Complete Postal address of Bank:

.....

Telephone Numbers

Fax numbers

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

Dated:.....

Sub: Performance guarantee.

Whereas(hereafter referred to as BSNL) has issued an AWO no. Dated/...../20.... awarding the work of to M/s R/o(hereafter referred to as "Bidder") and BSNL has asked him to submit a performance guarantee in favour ofof Rs./- (hereafter referred to as "P.G. Amount") valid up to/...../20 (hereafter referred to as "Validity Date")

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

2. We, "the Bank" do hereby undertake and assure to the BSNL that if in the opinion of the BSNL, the Bidder has in any way failed to observe or perform the terms and conditions of the said agreement or has committed any breach of its obligations there-under, the Bank shall on demand and without any objection or demur pay to the BSNL the said sum limited to P.G. Amount or such lesser amount as BSNL may demand without requiring BSNL to have recourse to any legal remedy that may be available to it to compel the Bank to pay the same.
3. Any such demand from the BSNL shall be conclusive as regards the liability of Bidder to pay to BSNL or as regards the amount payable by the Bank under this guarantee. The Bank shall not be entitled to withhold payment on the ground that the Bidder had disputed its liability to pay or has disputed the quantum of the amount or that any arbitration proceeding or legal proceeding is pending between Bidder and BSNL regarding the claim.
4. We, the Bank further agree that the guarantee shall come into force from the date of its issue and shall remain in full force and effect up to its Validity date.
5. The Bank further agrees that the BSNL shall have the fullest liberty without the consent of the Bank and without affecting in any way the obligations hereunder to vary any of the terms and conditions of the said agreement or to extend the time for performance of the said agreement from any of the powers exercisable by BSNL against the Bidder and to forebear to enforce any of the terms and conditions relating to the said agreement and the Bank shall not be relieved from its liability by reason of such failure or extension being granted to Bidder or through any forbearance, act or omission on the part of BSNL or any indulgence by BSNL to Bidder or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of relieving or discharging the guarantor.
6. Notwithstanding anything herein contained ;

- (a) The liability of the Bank under this guarantee is restricted to the P.G. Amount and it will remain in force up to its Validity date.
- (b) The guarantee shall stand completely discharged and all rights of the BSNL under this Guarantee shall be extinguished if no claim or demand is made on us in writing on or before its validity date.
7. In case BSNL demands for any money under this bank guarantee, the same shall be paid through banker's Cheque in favour of "AO (Cash) BSNL" payable at
8. The Bank guarantees that the below mentioned officer who have signed it on behalf of the Bank have authority to give this guarantee under its delegated power.

Place:

Date:

(Signature of the Bank Officer)

Rubber stamp of the bank

Authorized Power of Attorney Number:

Name of the Bank officer:

Designation:

Complete Postal address of Bank:

.....

Telephone Numbers

Fax numbers

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

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

Subject: Authorization for attending Bid opening

I/ We Mr. /Ms. have submitted our bid for the tender no. in respect of.....(Item of work) which is due to open on (date) in the Meeting Room, O/o

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

.....

Signature of the Representative

.....

sign

Signature of Bidder/ Officer authorized to

on behalf of the Bidder

Name of the Representative

.....

Signature of the alternative Representative

.....

Name of the alternative Representative

Above Signatures Attested

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

SECTION- 8

Bidder's profile & Questionnaire.

Tenderer / Bidder's Profile & Questionnaire

(To be filled in and submitted by the bidder)

A) Tenderer's Profile

1. Name of the Individual/ Firm:

2. Present Correspondence Address

.....

Telephone No. MobileNo.

FAXNo.

3. Registered

Office

.....

Telephone No. Mobile No.

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

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

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

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

.....
.....

7.A Permanent Account No. :

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

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

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

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

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

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

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

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

state its Address

.....
.....

B) Questionnaire

1. Do you think any other detail/ material is required to complete the work specified in the specification? Yes/ No.

If Yes, Give details

.....
.....

2. Do you think any other item of work need be included in tender form to complete the work specified in the specification? Yes/ No.

If Yes, Give details

.....
.....

3. Suggestion for improvement of the tender document.

.....
.....
.....

Place.....

Signature of contractor

Date

Name of Contractor

SECTION-9 Part-A

BID FORM

To

From,

.....

.....

<complete address of the purchaser> <complete address of the Bidder>

.....

.....

.....

.....

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

Ref:Your Tender Enquiry No.dated

1. Having examined the above mentioned tender enquiry document including amendment/ clarification /corrigenda / addenda Nos. datedthe receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver in conformity with the said drawings, conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of the financial Bid.
2. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.
3. We agree to abide by this Bid for a period of **120 days** from the date fixed for Bid opening or for subsequently extended period, if any, agreed to by us. This bid shall remain binding upon us up to the aforesaid period.
4. We understand that you are not bound to accept the lowest or any bid, you may receive.
5. If our Bid is accepted, we will provide you with a performance guarantee from a Scheduled Bank for a sum **@ 3%** of the contract value for the due performance of the contract.
6. If our Bid is accepted, we undertake to complete delivery of all the items and perform all the services specified in the contract in accordance with the delivery schedule specified in the Section-2 (Tender Information).
7. Until a formal Purchase/ Work Order of Contract is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Dated: day of2023

Signature

Witness

Name

Signature.....

In the capacity of

Name

Duly authorized to sign the bid for and on

Address

behalf of

SECTION 9 PART-B

Financial Schedule : (please fill in BOQ online)

Price Schedule/Financial Bid

Name of SSA/ Cluster for which BID Submitted:.....

(Bid to be submitted for only one cluster and separate BID to be submitted for each cluster)

<u>Type of Works</u>	<u>Estimated Base Price Per Unit*</u>	Estimated Units	Quote+ / - % age w.r.t Base price per unit (in figures) #	Quote+ / - %age w.r.t Base price per unit (in words) #
BTS/ Mobile site (2G and/or 3G and/or 4G) & Infrastructure Maintenance for BSNL sites (Excluding IP sites)	Rs.2189 (Rs. Two Thousand one Hundred eighty nine only)- per site/ per month for ATP OA and Rs 2202 (Rs. Two Thousand two Hundred and two only) per site/ per month for KDP OA	Cluster wise and OA wise units are furnished in table at Page no 3&4		
BTS/ Mobile site (2G and/or 3G and/or 4G) & Infrastructure Maintenance for Non-BSNL sites (Excluding IP sites)	Rs.2189 (Rs. Two Thousand one Hundred eighty nine only)- per site/ per month for ATP OA and Rs 2202(Rs. Two Thousand two Hundred and two only) per site/ per month for KDP OA			
Maintenance and provisioning of Landline and Broadband for external plant of copper network in Urban/Semi urban/Rural exchanges of ATP & KDPOA	Rs 35 (Rs Thirty Five only) per unit/ per month and also as per given table A (For Landline related Price Calculation of Unit charges) & table B(Fixed price for new Provision)			

*Excluding GST

#Quote for only one tender cluster for which bid form submitted, Bidder has to quote a single and same Quote for all the Types of work (as stated above)

Note: - (1) Rates are to be quoted in BOQ only.

(2) Bidder has to quote a single & same quote for all the types of work otherwise the bid is liable to be rejected.

Table A

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

Table B (Fixed price for New Provision)

SI No	Type of Provisioning work	Charges
1	Provision of New Land Line	Rs.500/-
2	Provision of BB only (on existing Landline)	Rs.250/-
3	Provision of New Broadband including new Landline	Rs.650/-
4	Provisioning of ISDN PRI/Leased circuits/SIP Trunk on copper	Rs.1000/-

***Excluding GST**

Note: -

1. The maintenance charges shall be paid for “Maintenance and provisioning of Landline and Broadband for external plant of copper network in Telephone Exchanges of ATP & KDPSSA” per month based on the number of average working Lines for the month (working lines on 1st and last day of the month added and divided by 2) for which maintenance charges is being calculated irrespective of the number of line/cable faults attended.
2. Same Provisioning charges as proposed in above table will be applicable for execution of shifting work order also with same penalty clause as applicable as new connection. Shifting work should be treated as provision work. However, delay in execution of the shifting orders would attract same penalty as new connection.
3. For a new connection if the loop length is more than 150 meter then for provisioning of such NTC/shift, an additional amount of Rs.150 will be given to cluster Partner. This will be applicable for length from 150 meter to reasonably maintainable distance.
4. Unit denotes the instances of the Work Item. For example 5 Units of (Diesel Filling Activities) would mean 5 instances of Diesel filling works as defined in the Scope of Work. Similarly, 10 Unit of (Rigger Activities) would mean 10 instances of Rigger Activities Works as defined in the Scope of Work.
5. Bidder has to quote a single and same Quote for all the Types of work i.e. if it quotes - 5 % of the base price per unit for Item 1 then -5 % of the base price per unit has to be quoted for rest of Items also. In the event, bidder quotes differently for different items, the bid shall be rejected.
6. If there is any discrepancy in quoted base price then Base price per unit quoted in figures would not be treated final and Base price per unit quoted in words would be treated as the final.

Section 10

Bidder information format under GST							
Bidder name	Registered Addresses under GST	State of registration/ Country	Type of Bidder(registered/Unregistered)	PAN	GSTIN/ ARN No. of Registered bidder	Status Bidder(government authori	Provision of goods/services(Separate line item for each good/service)
1	2	3	4	5	6	7	8

HSN/SAC Code(Separate line item for each good/service) & GST rate applicable	GST Compliance Rating declaration received or not	Whether supply is exempt/non taxable	Whether reverse charge scheme applicable (Yes or No)	Whether compounding scheme applicable (Yes or No)	Whether TDS applicable (Yes or No)	Contact detail of bidder (E mail addresses)	Contact detail of bidder(Phone number)
9	10	11	12	13	14	15	16

.....Signature of the bidder

Sec 10 ANNEXURE - 1

DEED OF INDEMNITY

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

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

TO AND IN FAVOUR OF

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

WHEREAS

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

NOW THIS DEED OF INDEMNITY WITNESSETH AS FOLLOWS:

1. The Bidder shall, in consideration of the Purchaser making payment under and in accordance with the Tender Document, hereby agrees to indemnify the Purchaser against any costs, loss, damages and claims from third parties or liabilities suffered by the Purchaser and directly arising out of the following reasons:
 - a. Any illegal or unauthorized use or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms by the Bidder or any of its sub-contractor in the process of fulfillment of required obligations during contract period.
 - b. The Bidder shall protect, defend, indemnify and hold harmless to BSNL and its employees from and against any and all liabilities, damages, fines, penalties and cost (including legal costs and disbursements) arising from:
 - I. Any breach of any statute, regulation, direction, orders or standards from any Governmental body, Agency or regulator issued with respect to the product /services being supplied/provided under this Tender.
 - II. Any claim made by third parties arising out of the use of the services of BSNL being provided using the equipment/services supplied under the Tender to the extent

these are attributable solely to the poor quality or non-compliance of the products/services to the respective specifications.

III. Any claims arising from other utility / service providers in connection with interruptions or degradation of their services due to services provided by bidder under this Tender.

2. The bidder also declares that in case bidder is blacklisted by GST Authorities in future & which results in loss of Input Tax Credit (ITC) to BSNL, then BSNL shall have right to recover any such loss of ITC arising on account of such black-listing.
3. This Deed of Indemnity shall stand terminated on expiry of or early termination of the contract period as envisaged in the above said Tender requirement.
4. The Deed of Indemnity shall constitute the entire indemnity provided by the Bidder for the indemnities asked in said Tender.
5. This Deed of Indemnity shall be governed by and construed in accordance with Indian law.

(Authorized Signatory)

Date:

Place:

<< Name of the Bidder>>

Witness 1:

Witness 2:

(To be submitted on Plain Paper)

INTEGRITY PACT

Between

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

and

.....hereinafter referred to as “The Bidder/Contractor”

Preamble

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

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

Section 1 – Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

- (a) No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which he/she is not legally entitled to.
- (b) The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- (c) The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the relevant Anti-Corruption Laws of India, or if there be a substantive suspicion in this regard, the Principal will inform its Vigilance Office and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder(s)/Contractor(s)

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

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

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

Section 4 – Compensation for Damages

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

Section 5 – Previous transgression

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

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

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

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

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

Section 8 – External Independent Monitor/Monitors

1. Principal appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access in all contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/she reports to the CMD BSNL.

3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality.

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

4. The Monitor is under contractual obligation to treat the information and documents of the Bidders/Contractor(s) /Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on “Non-Disclosures of Confidential Information” and of “Absence of Conflict of Interest”. In case of any conflict of interest arising at a later date, the Independent External Monitor (IEM) shall inform CMD BSNL and recuse himself/herself from that case.
5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The Monitor will submit a written report to the Chairperson of the Board of the Principal within 4 to 6 weeks from the date of reference or intimation to him by the ‘Principal’ and, should the occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the CMD of the BSNL, a substantiated suspicion of an offence under relevant Anti-Corruption Laws of India, and the BSNL has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Corporate Vigilance Office, the Monitor may also transmit this information directly to the Central Vigilance Commissioner, Government of India.
9. The word ‘Monitor’ would include both singular and plural.

Section 9 – Pact Duration

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

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

Section 10 – Other provisions

1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi. The arbitration clause provided in the tender document / contract shall not be applicable for any issue /dispute arising under Integrity Pact.

2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this agreement must be, signed by all partners or consortium members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.

.....--.....
 For the Principal For the Bidder/Contractor

Place..... Witness 1 :

Date Witness 2 :

Section-11

CHECK LIST FOR THE BIDDERS

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

Documents forming part of the bid: -

S.N.	Details of the document	Submitted / Not Submitted (If Not Applicable, reason in brief)
1	Cost of the tender document (₹ ___/-) or A proof regarding valid registration with body specified by Ministry of Micro, Small & Medium Enterprise for the tendered items will have to be attached along with the bid. The address mentioned in the Registration Certificate & MSME certificate must be the same. The enlistment certificate issued by MSME should be valid on the date of opening of tender.	
2	Bid Security in the form of Bank Guarantee for ₹ ___/- valid up to 150 days from the date of tender opening. Or A proof regarding valid registration with body specified by Ministry of Micro, Small & Medium Enterprise/URN (Udyam Registration Number) for the tendered items will have to be attached along with the bid. The address mentioned in the Registration Certificate & MSME certificate must be the same. The enlistment certificate issued by MSME should be valid on the date of opening of tender.	
3	Scanned Copy of board resolution, authorizing a person for executing power of attorney in the name of person, who is signing the bid document. (In case of Company/Institution/Body Corporate)	
4	Scanned Copy of Memorandum of Association (or Partnership deed, if not a proprietor firm).	
5	Scanned copy of 'No Deviation' statement or Clause-by-Clause compliance statement pursuant to Clause 11.2 of Section-4 Part A.	
6	Tender documents in original duly filled & signed.	
7	Scanned copy of Bid Form in Section-9 Part A and Price Schedule in Section-9 Part B duly filled up and signed.	
8	Bidder's Profile & Questionnaire as per Section-8 duly filled up and signed.	
9	Indemnity Bond as per Annexure-1. Section 10	
10	Scanned copy of Near Relationship Certificate as per Section 6 Part (B)	

11	Experience certificate as per clause 4.9 for technical parameter	
12	Experience certificate as per clause 4.10 for Financial parameter	
13	Average Annual financial turnover (to be submitted along with Annual Accounts report i.e. Profit& Loss/ Balance Sheet certified by CA)	
14	Certificate from its bankers to assess its solvency/ financial capability to the tune of 30% of annual estimated cost of tender. Clause 10.2 of section 4 Part A	
15	Income tax return	
16	Scanned Copy of Certificate of Incorporation/ Registration of firms etc. as applicable	
17	Undertaking and Declaration as per Section-6 Part A duly filled up and signed	
18	Scanned copy of Power of Attorney attested by Notary Public or Registered with Sub Registrar in favour of the signatory signing the offer and documents as per Clause no. 14.3 of Section-4 Part A.	
19	Scanned copy of attestation of the specimen signature of the authorized by the Bank as per Clause 14.3 Section -4 Part A.	
20	Valid Goods and Services Tax Registration Certificate(s)	
21	EPF REGISTRATION	
22	ESI REGISTRATION	
23	Valid PAN Card	
24	Blacklist undertaking	
25	Letter of Authorization to attend Bid opening event	
26	Job capability	
27	Declaration that the firm is not black listed by GST Authorities agreement as per clause 4.7(5) of Section -1	
28	Undertaking regarding not to be a license telecom service provider as per clause 4.7(7) of Sec-1	
29	Scanned copy of a list of all Board of Directors of the company (In case of Limited Company).	
30	Integrity Pact (Offline document)	
31	Any other supporting documents asked for in bid document.	
32	This Check list	

For and on behalf of M/s (Insert Name of Bidding Company)
.....Signature and Name of the Authorized signatory of the Company
rubber stamp/seal

Place:.....

Date:.....

ANNEXURE: Cluster wise/Sub Cluster wise list of BSNL/NBSNL BTS locations in Anantapur/Kadapa OAs)

Note1: These are tentative locations and are subject to modifications as per the requirement of filed units, from time to time.

Note2: BTS outsourcing vendor has to maintain all the UG cable/out door network along with Exchanges working in respective sub clusters in addition to BTS maintenance of the said sub Clusters as per the scope of work of this document.

Note3: The list of tentative Exchanges working as on date of floating the tender are mentioned below. The said list of Exchanges are bound to be modified/deleted on the date of issue of LOI/AWO depending upon the shift/closure of the said Telephone Exchange.

Sno	OA Cluster	BTS/Exge Location	RPID	Sub Cluster number	Sub Cluster Head Quarter	Number of Technician Required in (Nos)	Remarks
1	ATP010	SVPURAM(BTS+Exge)	AT2023	1	Anantapur	1	Same sub cluster Technician will look after the OD network maintenance of S.V Puram and Atmakur TEs
2		Atmakur(BTS+Exge)	AT2036	1	Anantapur		
3		SANAPA	AT2183	1	Anantapur		
4		M_BANDAMIDAPALY	AT2265	1	Anantapur		
5		ODDUPALLY	AT2289	1	Anantapur		
6		KURUGUNTA	AT5031	1	Anantapur		
7		Muttala	AT5033	1	Anantapur		
8		Kuderu(BTS+Exge)	AT2063	2	Anantapur	1	Same sub cluster Technician will look after the OD network maintenance of Kuderu TE
9		A_NARAYANAPURAM	AT2212	2	Anantapur		
10		IPPERU	AT2252	2	Anantapur		
11		Karutlapalli	AT2255	2	Anantapur		
12		RACHANAPALLY	AT2317	2	Anantapur		
13		Udripikonda	AT5038	2	Anantapur		
14		NARPALA(BTS+Exge)	AT2068	3	Narpala	1	Same sub cluster Technician will look after the OD network maintenance of Narpala TE
15		NAYANAPALLY_X	AT2157	3	Narpala		
16		GUGUDU	AT2198	3	Narpala		
17		BONDALAWADA	AT2239	3	Narpala		
18		NARPALA_Cross	AT2280	3	Narpala		
19		VENKATAPURAM	AT2309	3	Narpala		
20		B.PAPPUR	AT5027	3	Narpala		
21		SINGANAMALA	AT2075	3	Narpala		
22		NH7_PAMIDI	AT2013	4	Kallur	1	Same sub cluster Technician will look after the OD network maintenance of Garladinne TE & other Exges
23		GARLADINNE(BTS+Exge)	AT2047	4	Kallur		
24		AKULEDU	AT2234	4	Kallur		
25		ILLURU	AT2251	4	Kallur		
26		Khadarpeta	AT2256	4	Kallur		
27		MPR_DAM	AT2266	4	Kallur		
28		MARTHADU	AT2274	4	Kallur		

29		TARIMALA	AT2303	4	Kallur		
30		YERRAGUNTALA	AT2311	4	Kallur		
Sno	OA Cluster	BTS Location	RPID	Sub Cluster number	Sub Cluster Head Quarter	NO of Technician Required	
31		PEDDAVADUGUR(BTS+Exge)	AT2166	5	Gooty	3	Same sub cluster Technician will look after the OD network maintenance of Gooty, Guntakal and Pamidi TEs
32		THONDAPADU	AT2191	5	Gooty		
33		KASAPURAM	AT2257	5	Guntakal		
34		Nagasamudram	AT2283	5	Gooty		
35		NAKKANADODDI	AT2284	5	Gooty		
36		BELUGUPPA(BTS+Exge)	AT2038	6	Kalyandurg	1	Same sub cluster Technician will look after the OD network maintenance of Kalyandurg other exges in sub cluster
37		GANGAVARAM	AT2046	6	Kalyandurg		
38		BRAHMASAMUDRAM(BTS+Exge)	AT2106	6	Kalyandurg		
39		NUTHIMADUGU	AT2159	6	Kalyandurg		
40		Pillalapalle	AT2295	6	Kalyandurg		
41		Thimmasamudram	AT2306	6	Kalyandurg		
42		KAMBADUR(BTS+Exge)	AT2056	7	Kalyandurg	1	Same sub cluster Technician will look after the OD network maintenance of Kambadur & other exges in sub cluster
43		KUNDURPI(BTS+Exge)	AT2064	7	Kalyandurg		
44	ATP010	SETTUR(BTS+Exge)	AT2185	7	Kalyandurg		
45		KHAIREVU	AT2258	7	Kalyandurg		
46		Malayanur	AT2270	7	Kalyandurg		
47		Mulakaledu	AT2279	7	Kalyandurg		
48		Thimmapuram	AT2304	7	Kalyandurg		
49		BOMMANAHAL(BTS+Exge)	AT2039	8	Rayadurg	2	Same sub cluster Technician will look after the OD network maintenance of Rayadurg & other exges in sub cluster
50		D.Hirehal(BTS+Exge)	AT2043	8	Rayadurg		
51		GUMMAGUTTA	AT2051	8	Rayadurg		
52		KANEKAL_ CROSS	AT2059	8	Rayadurg		
53		SOMALAPURAM	AT2077	8	Rayadurg		
54		D.HONNUR	AT2111	8	Rayadurg		
55		GANIGERA	AT2246	8	Rayadurg		
56		GOLLAPALLE	AT2247	8	Rayadurg		
57		NHANUMAPURAM	AT2281	8	Rayadurg		
58		Pallepalli	AT2291	8	Rayadurg		
59		RAMALINGAIAHPly	AT2297	9	Tadipatri	1	Same sub cluster Technician will look after the OD network maintenance of A Kondapuram & other exges in sub cluster
60		PUTLUR(BTS+Exge)	AT2175	9	Tadipatri		
61		YELLANUR(BTS+Exge)	AT2084	9	Tadipatri		
62		Ammaladinne	AT5043	9	Tadipatri		
63		A.KONDAPURAM(BTS+Exge)	AT2033	9	Tadipatri		
64		KRISTIPADU	AT2062	10	Tadipatri	1	Same sub cluster Technician will look
65		PEDDAPAPPUR(BTS+Exge)	AT2165	10	Tadipatri		

66		RAYALACHERUVU(BTS+Exge)	AT2300	10	Tadipatri		after the OD network maintenance of Yadiki & other exges in sub cluster
67		Chukkalur	AT2313	10	Tadipatri		
68		YADIKI_TE(BTS+Exge)	AT2032	10	Tadipatri		
69		Cheemalavagpalli	AT5079	10	Tadipatri		
70		VIDAPANAKAL(BTS+Exge)	AT2083	11	Uravakonda	1	Same sub cluster Technician will look after the OD network maintenance of Uravakonda & other exges in sub cluster
71		PALTHUR	AT2161	11	Uravakonda		
72		Amidala	AT2235	11	Uravakonda		
73		KOWKUNTALA_GTL	AT2263	11	Uravakonda		
74		KOTTALAPALLI	AT2275	11	Uravakonda		
75		RAGULAPADU	AT2296	11	Uravakonda		
76		Nimbagal	AT5040	11	Uravakonda		
1	ATP011	BATHALAPALLY(BTS+Exge)	AT2024	12	Dharmavaram	1	Same sub cluster Technician will look after the OD network maintenance of Dharmavaram & other exges in sub cluster
2		Chigicherla	AT2041	12	Dharmavaram		
3		D_CHERLOPALLY	AT2110	12	Dharmavaram		
4		TADIMARRI(BTS+Exge)	AT2189	12	Dharmavaram		
5		EKPADAMPALLI	AT2244	12	Dharmavaram		
6		MALYAVANTHAM	AT2272	12	Dharmavaram		
7		Sanjeevapuram	AT5032	12	Dharmavaram		
8		Maruru	AT2066	12	Dharmavaram		
9		MAMILLAPALLY	AT2150	13	Kanaganapally	1	Same sub cluster Technician will look after the OD network maintenance of Kanaganapally & other exges in sub cluster
10		NS_Gate	AT2282	13	Kanaganapally		
11		NYAMADDALA	AT2287	13	Kanaganapally		
12		Kanaganapally(BTS+Exge)	AT2057	13	Kanaganapally		
13		BHANUKOTA_MW	AT2237	13	Kanaganapally		
14		Maddalacheruvu	AT2267	13	Kanaganapally		
15		Nasanakota	AT2286	13	Kanaganapally		
16		Thogarakunta	AT5037	13	Kanaganapally		
17		PULAGURLAPALLI	AT2017	14	Hindupur	1	Same sub cluster Technician will look after the OD network maintenance of Hindupur, other exges in sub cluster
18		CHILAMATUR(BTS+Exge)	AT2042	14	Hindupur		
19		GORANTLA_TE(BTS+Exge)	AT2049	14	Hindupur		
20		LEPAKSHI(BTS+Exge)	AT2065	14	Hindupur		
21		Tumukunta_TE(BTS+Exge)	AT2081	14	Hindupur		
22		PARIGI	AT2164	14	Hindupur		
23		BUDILI	AT2240	15	Hindupur	1	Same sub cluster Technician will look after the OD network maintenance of Hindupur, other exges in sub cluster
24		Demakethepalle	AT2242	15	Hindupur		
25		KODIKONDA	AT2259	15	Hindupur		
26		KORAVANDLAPALLI	AT2262	15	Hindupur		
27		THUMMUKUNTA_IDA	AT2314	15	Hindupur		
28		Velidadakala	AT2308	15	Hindupur		
29		NPKUNTA(BTS+Exge)	AT2069	16	KADIRI	1	Same sub cluster Technician will look
30		OD_CHERUVU(BTS+Exge)	AT2070	16	KADIRI		

31		TALUPULA(BTS+Exge)	AT2080	16	KADIRI		after the OD network maintenance of Kadiri, other exges in sub cluster
32		GANDLAPENTA(BTS+Exge)	AT2119	16	KADIRI		
33		BMK_PALLY	AT2228	16	KADIRI		
34		GANJIVARIPALLI	AT2245	16	KADIRI		
35		T_MARRIMANU	AT2305	16	KADIRI		
36		Danayanichervu	AT5000	16	KADIRI		
37		NTPC_NPKUNTA	AT5076	16	KADIRI		
38		THANAKALLU_HW(BTS+Exge)	AT2030	17	Tanakallu	1	Same sub cluster Technician will look after the OD network maintenance of Tanakallu, other exges in sub cluster
39		AMADUGUR(BTS+Exge)	AT2091	17	Tanakallu		
40		CHIKATIMANIPLY	AT2241	17	Tanakallu		
41		Kokkanti	AT2260	17	Tanakallu		
42		Malameedapalle	AT2269	17	Tanakallu		
43		MOHAMMADABAD	AT2277	17	Tanakallu		
44		KOKANTI_X_RD	AT2294	17	Tanakallu		
45		ATP_UBICHERLA	AT5039	17	Tanakallu		
46		AMARAPURAM(BTS+Exge)	AT2034	18	Madakasira	1	Same sub cluster Technician will look after the OD network maintenance of all exges in sub cluster
47		GUDIBANDA(BTS+Exge)	AT2050	18	Madakasira		
48		AGALI(BTS+Exge)	AT2090	18	Madakasira		
49		KALLUMARRI	AT2137	18	Madakasira		
50		ROLLA(BTS+Exge)	AT2181	18	Madakasira		
51		HALUKURU	AT2249	18	Madakasira		
52		HEMAVATHI	AT2250	18	Madakasira		
53		MELAVOI	AT2276	19	Madakasira	1	
54		MORUBAGAL	AT2278	19	Madakasira		
55		S.Rayapuram	AT2321	19	Madakasira		
56		Valasa	AT5042	19	Madakasira		
Sno	OA Cluster	BTS Location	RPID	Sub Cluster number	Sub Cluster Head Quarter	NO of Technician Required	
57		Roddam	AT2073	19	Madakasira		
58		PATNAM	AT2029	20	Mudigubba	1	Same sub cluster Technician will look after the OD network maintenance of all exges in sub cluster
59		MUDIGUBBA_TE	AT2067	20	Mudigubba		
60		MUDIGUBBA_MW	AT2152	20	Mudigubba		
61		NALLAMADA	AT2156	20	Mudigubba		
62		DORIGALLU	AT2243	20	Mudigubba		
63		KONDAKAMARLA	AT2143	21	Puttaparthi	2	Same sub cluster Technician will look after the OD network maintenance of Prasanthinilayam and Penukonda exges in sub cluster
64		Krishnapuram	AT2264	21	Puttaparthi		
65		Talamarla	AT2302	21	Puttaparthi		
66		KONDAKAMARLA	AT2143	21	Puttaparthi		
		Total BTS sites in ATP OA	142			25	

		Number of sub Clusters	21				
		Number of sub Clusters Technicians	25				

BTS Locations of Kadapa OA

Sno	OA Cluster	BTS Location	RPID	Sub Cluster number	Sub Cluster Head Quarter	NO of Technician Required	
1	PDTR	Yellatur	CD2022	1	Kadapa Grs	1	Same sub cluster Technician will look after the OD network maintenance of all exges in sub cluster
2		AMBAVARAM	CD2076	1	Kadapa Grs		
3		KONDURU	CD2110	1	Kadapa Grs		
4		Nandimandalam	CD2120	1	Kadapa Grs		
5		VALLUR	CD2145	1	Kadapa Grs		
6		Cheemalapenta	CD2182	1	Kadapa Grs		
7		RACHAIAHPETA	CD2226	2	Badvel	1	Same sub cluster Technician will look after the OD network maintenance of all exges in sub cluster
8		BRAHMANAPALLE	CD2178	2	Badvel		
9		PRABHALAVEDU	CD2224	2	Badvel		
10		RAJUPALEM	CD2228	2	Badvel		
11		MMVARPALLY	CD5057	2	Badvel		
12		GOPAVARAM	CD2094	2	Badvel		
13		REKLAKUNTA	CD2137	2	Badvel	1	Same os person will look after the OD network maintenance of all exges in sub cluster
14		UPPARAPALLI	CD2056	3	Badvel		
15		ATLUR	CD2079	3	Badvel		
16		Vontimitta	CD2146	3	Badvel		
17		11thBTTN_APSP	CD2200	3	Badvel		
18		RACHGUDPALLE	CD2133	3	Badvel		
19		BKODUR	CD2080	4	Badvel	1	Same os person will look after the OD network maintenance of Porumamilla TE & all exges in sub cluster
20		AKKALREDYPALLI	CD2179	4	Badvel		
21		CHALLGIRIGELLA	CD2181	4	Badvel		
22		TEKURPETA	CD2240	4	Badvel		
23		VARIKUNTA	CD2246	4	Badvel		
24		Ithrampet	CD5035	4	Badvel		
25		GANUGPENTA	CD2093	4	Badvel	1	Same os person will look after the OD network maintenance of kalasapadu,Bram hamgarimatam, narsapur TE & all exges in sub cluster
26		Brahmamgarmatm	CD2025	5	Badvel		
27		NARSAPUR	CD2121	5	Badvel		
28		KODIGUDLAPADU	CD2186	5	Badvel		
29		MALLEPALLE	CD2209	5	Badvel		
30		KESAVAPURAM	CD2212	5	Badvel		
31		SAVISETTIPALLE	CD2233	5	Badvel		
32		E_RAMAPURAM	CD5024	5	Badvel		
33		PALUGURLPALE	CD2125	5	Badvel	1	Same os person
		Muddunur	CD2017	6	Jammalama		

34					dugu		will look after the OD network maintenance of Mudanuru TE & all exges in sub cluster
35		BEDADURU	CD2176	6	Jammalama dugu		
36		MDNR_Chnkun	CD2187	6	Jammalama dugu		
37		STIMMAPURAM	CD2230	6	Jammalama dugu		
38		K.TALLAPDTR	CD5047	6	Jammalama dugu		
39		MANGPATNAM	CD2115	6	Jammalama dugu		
40		PEDDAMUDIAM	CD2046	7	Jammalama dugu	1	Same os person will look after the OD network maintenance of Pedamudium, Ma ylavaram, Jamala madugu TE & all exges in sub cluster
41		Mylavaram	CD2118	7	Jammalama dugu		
42		VADDIRALA	CD2144	7	Jammalama dugu		
43		DIGVAKALAVATLA	CD2190	7	Jammalama dugu		
44		MKAMBALADINNE	CD2207	7	Jammalama dugu		
45		UPPALURU	CD2242	7	Jammalama dugu		
46		CHINAKOMERLA	CD2085	7	Jammalama dugu		
47		GUNDLAKNTA	CD2095	7	Jammalama dugu		
48		JANGALAPALLE	CD2099	7	Jammalama dugu		
49		GV_SATRAM	CD2038	8	Proddutur	1	Same os person will look after the OD network maintenance of Mydukuru, onipet a TE & all Exges
50		ONIPENTA	CD2124	8	Proddutur		
51		Mydukuru	CD2006	8	Proddutur		
52		MUDIREDDIPALLE	CD2211	8	Proddutur		
53		ANANTPURAM	CD2078	8	Proddutur		
54		CHINTKUNTA	CD2087	8	Proddutur		
55		DUVVUR	CD2036	9	Proddutur	1	Same os person will look after the OD network maintenance of Devuru, proddutur ,vasanthapeta, ch apadu TE & all Exges in sub cluster
56		PARLAPADU	CD2045	9	Proddutur		
57		ERUVAPALEM	CD2092	9	Proddutur		
58		GOPAYAPALLY	CD5029	9	Proddutur		
59		Challabasayapalli	CD2180	9	Proddutur		
60		KANAGUDUR	CD2197	9	Proddutur		
61		MACHANAPALLE	CD2206	9	Proddutur		
62		RAJUPALEM_PDTR	CD2229	9	Proddutur		
63		GUDIPADU	CD5022	9	Proddutur		
64		NARAYANPALLI	CD5050	9	Proddutur		
65		TONDUR	CD2055	10	Pulivendula	1	Same os person will look after the
66		BALAPANUR_	CD2081	10	Pulivendula		

67		LAVANUR_	CD2225	10	Pulivendula		OD network maintenance of Thonduru,pulivendula,ucil,simhadri puramTE & other Exges
68		BIDINUMCHERLA_	CD5051	10	Pulivendula		
69		LOMADA	CD2112	10	Pulivendula		
70		SANTAKOVUR	CD2140	10	Pulivendula		
71		NALAPREDIPALLE	CD2193	11	Pulivendula		Same os person will look after the OD network maintenance of all Exges in Sub cluster
72		LINGALANB	CD2043	11	Pulivendula		
73		PARNAPALLE	CD2126	11	Pulivendula		
74		MURARICHINTALA	CD2201	11	Pulivendula		
75		PEDDAKUDALA	CD2218	11	Pulivendula		
76		VELDANLA	CD2248	11	Pulivendula		
77		CHAKRAYPETA	CD2029	12	Vempally	1	Same os person will look after the OD network maintenance of vempalli,ldupulapaya,VN_palli & other Exges in same cluster
78		VN_Palli	CD2057	12	Vempally		
79		SURABHI	CD2141	12	Vempally		
80		TALLAPALLE	CD2239	12	Vempally		
81		VEMULA	CD2059	12	Vempally		
82		MUTHUKUR	CD2203	12	Vempally		
83		VELPULA	CD2249	12	Vempally		
84		ALVALAPADU	CD2075	12	Vempally		
85		Kamalapuram	CD2014	13	Yerraguntla	1	Same os person will look after the OD network maintenance of Kamalapuram,kal amala,chilamkuru te
86		KOKATAM_	CD2108	13	Yerraguntla		
87		Kamalapuram	CD2196	13	Yerraguntla		
88		Adurthi	CD2223	13	Yerraguntla		
89		KOMMADDI	CD2109	13	Yerraguntla		
Sno	OA Cluster	BTS Location	RPID	Sub Cluster number	Sub Cluster Head Quarter	NO of Technician Required	
1	RCTY	SETTIGUNTA	CD2020	14	Rayachoty		
2		NAGAVARAM	CD2213	14	Kodur	1	Same sub cluster Technician will look after the OD network maintenance of all exges in sub cluster
3		YKOTA	CD2250	14	Kodur		
4		ANANTARAJUPET	CD2077	14	Kodur		
5		ukkaladoddi	CD2111	14	Kodur		
6		BOMMAVARAM	CD2177	14	Kodur		
7		UPPARAPALLI	CD2243	14	Kodur		
8		MUKKAVARIPALLE	CD2189	15	Kodur	1	Same os person will look after the OD network maintenance of Mangampeta,Pu llampeta,Obulav aripalli,chitvel
9		MALEMARPURAM	CD2208	15	Kodur		
10		VATHALURU	CD2247	15	Kodur		
11		PVG_PALLY_RJT	CD5041	15	Kodur		
12		KVPALLY	CD5074	15	Rajampeta		
13		NEWMANGAPETA	CD2122	15	Rajampeta		

							TE
14		CKNPETA	CD2034	16	Rajampeta	1	Same os person will look after the OD network maintenance of all Exges in Sub cluster
15		INDULURU	CD2039	16	Rajampeta		
16		MANTAPAMPALLY	CD2116	16	Rajampeta		
17		LEBAKA	CD2205	16	Rajampeta		
18		NARAYANNELLORE	CD2214	16	Rajampeta		
19		ITIMARPURM	CD2097	16	Rajampeta		
20		KOTHAPALLY	CD2114	16	Rajampeta		
21		RAYAVARAM	CD2136	17	Rajampeta	1	Same os person will look after the OD network maintenance of all Exges in Sub cluster
22		T-Sundpally	CD2054	17	Rayachoty		
23		POLIMERAPALLE	CD2221	17	Rayachoty		
24		MUDUMPADU	CD2227	17	Rayachoty		
25		SIBYALA	CD2235	17	Rayachoty		
26		GUNDLAPALY	CD2096	17	Rayachoty		
27		Nooliveedu	CD2123	18	Rayachoty	1	Same os person will look after the OD network maintenance of all Exges in Sub cluster
28		ARAVEEDU	CD2174	18	Rayachoty		
29		DAPPEPALLE	CD2188	18	Rayachoty		
30		Egugvoveedu	CD2192	18	Rayachoty		
31		perampalli	CD5037	18	Rayachoty		
32		Pulikunta-	CD2131	18	Rayachoty		
33		THUMKUNTA	CD2143	18	Rayachoty		
34		VEERABALLI	CD2058	19	Rayachoty	1	Same os person will look after the OD network maintenance of L.R palli TE & other Exges in same cluster
35		SANIPAYA	CD2232	19	Rayachoty		
36		GUVALCHERVU	CD2004	19	Rayachoty		
37		MATLI	CD2117	19	Rayachoty		
38		RACHEPALLE	CD2147	19	Rayachoty		
39		T.SAKIBANDA	CD2236	20	Rayachoty	1	Same os person will look after the OD network maintenance of Rayachoti TE & other exges in same cluster
40		DEVAPATLA	CD2090	20	Rayachoty		
41		PARAMATIKONDA	CD2216	20	Rayachoty		
42		SSOMAVARAM	CD2234	20	Rayachoty		
43		Devallammapeta	CD5054	20	Rayachoty		
		Total BTS sites in KDP OA	132				
		Number of sub Clusters	20				
		Number of sub Clusters Technicians	20				

