



BHARAT SANCHARNIGAM LIMITED
(A GOVT. OF INDIA ENTERPRISE)
OFFICE OF THE CHIEF GENERAL MANAGER TELECOM.,
U.P.(EAST) CIRCLE, 3rd FLOOR, DOOR SANCHAR SADAN, LAPLACE,
SHAHNAJAF ROAD, LUCKNOW-226001.

SECTION – 1

Detailed Notice for EOI

EOI(Expression of Interest) for Outsourcing the Operation and Maintenance of BSNL CSCs in Varanasi BA:

EOI No. UPE/MM/Outsourcing BSNL CSC/Varanasi BA/2025-26

Dated 09-05-2025

On behalf of Chief General Manager, Telecom Circle, UP East, digitally Sealed Bids for EOI are invited for Outsourcing of Operations & Maintenance of BSNL CSCs (Customer Service Centers) in **VARANASI** BA for 3 years (with 5 % annual rental increment) extendable for further 2 years extension (1+1 year) based on satisfactorily performance and on mutual consent, on the same terms and conditions, for the following CSCs of **VARANASI** BA:-

Details of Customer Service Centres (CSC) of **VARANASI** BA

| S. No. | Name of BA | Name of OA | Name of CSC | CSC Cat.(I,II,III) | Address | Pin Code |
|--------|------------|------------|------------------------|--------------------|-------------------------------|----------|
| 1 | VARANASI | VARANASI | GYANPUR(BHADOHI) | III | BSNL TE,Gyanpur | 221304 |
| 2 | VARANASI | VARANASI | SAKALDEEHA(Chandauli) | III | BSNL TE,Sakaldiha | 232108 |
| 3 | VARANASI | VARANASI | GOPIGANJ(BHADOHI) | III | BSNL TE,Gopiganj | 221303 |
| 4 | VARANASI | VARANASI | CHAKIA(Chandauli) | III | BSNL TE,Chakia | 232103 |
| 5 | VARANASI | VARANASI | DLW | III | BSNL TE,DLW | 221005 |
| 6 | VARANASI | VARANASI | RAJATALAB | III | BSNL TE,Rajatalab | 221311 |
| 7 | VARANASI | VARANASI | HARTIRATH | III | BSNL TE,Hartirath | 221001 |
| 8 | VARANASI | VARANASI | NICHIBAGH | III | PO Building ,Nichibagh | 221001 |
| 9 | VARANASI | VARANASI | BENIABAGH | III | BSNL TE,Beniabagh | 221001 |
| 10 | VARANASI | VARANASI | PAHARIA | III | BSNL TE, Paharia | 221007 |
| 11 | VARANASI | VARANASI | SHIVPUR | III | BSNL TE,Shivpur | 221003 |
| 12 | VARANASI | VARANASI | CHANDAULI(Chandauli) | III | BSNL TE,Chandauli | 232104 |
| 13 | VARANASI | VARANASI | BHADOHI(BHADOHI) | III | BSNL TE,Bhadohi | 221401 |
| 14 | VARANASI | VARANASI | CANTT/CTO | III | CTO Building, Nadesar Cantt | 221002 |
| 15 | VARANASI | VARANASI | DURGAKUND | III | BSNL TE Durgakund | 221005 |
| 16 | VARANASI | VARANASI | KHAMARIA (BHADOHI) | III | BSNL TE,Khamaria | 221306 |
| 17 | VARANASI | VARANASI | MUGHALSARAI(CHANDAULI) | III | BSNL TE,Mughalsarai | 232101 |
| 18 | VARANASI | VARANASI | SHIVPURWA | III | BSNL TE,Shivpurwa | 221010 |
| 19 | VARANASI | GHAZIPUR | PEERNAGAR | III | BSNL TE , GHAZIPUR | 233001 |
| 20 | VARANASI | GHAZIPUR | SAIDPUR | III | BSNL TE , SAIDPUR | 233304 |
| 21 | VARANASI | GHAZIPUR | ZAMANIA | III | BSNL TE , ZAMANIA | 232329 |
| 22 | VARANASI | GHAZIPUR | MOHAMMADABAD | III | BSNL TE , MOHAMMADABAD | 233227 |
| 23 | VARANASI | MIRZAPUR | ANPARA | III | BSNL TE, Anpara | 231225 |
| 24 | VARANASI | MIRZAPUR | ANGARH | III | BSNL TE, Angarh Road Mirzapur | 231001 |

Read, Understood and Accepted

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Signature and Seal of Bidder

| | | | | | | |
|----|----------|----------|-------------|-----|-----------------------|--------|
| 25 | VARANASI | MIRZAPUR | CHUNAR | III | BSNL TE, Chunar | 231304 |
| 26 | VARANASI | MIRZAPUR | OBRA | III | BSNL TE, Obra | 231219 |
| 27 | VARANASI | MIRZAPUR | PIPRI | III | BSNL TE, Pipri | 231225 |
| 28 | VARANASI | MIRZAPUR | RIHANDNAGER | III | BSNL TE ,Rihand Nagar | 231208 |
| 29 | VARANASI | MIRZAPUR | ROBERTSGANJ | III | BSNL TE, Robertsganj | 231216 |
| 30 | VARANASI | MIRZAPUR | SHAKTINAGER | III | BSNL TE , Shaktinagar | 231222 |
| 31 | VARANASI | MIRZAPUR | LALGANJ | III | BSNL TE ,Lalganj | 231211 |

* CANTT/CTO, SHIVPURWA, PEERNAGAR, ANGARH and ROBERTSGANJ are proposed as model CSCs.

- 1. Availability of Bid Document on the portal for bid submission:** The tender document shall be available for downloading from the website <https://www.etenders.gov.in> from **dated 09.05.2025 (1800Hr) to dated 30.05.2025 (1200Hr)**. Physical copy of the bid document would not be available for sale. Interested bidders shall have to participate in this e-tendering process by registering themselves in the online portal (<https://etenders.gov.in>) for downloading the same.
- 2. The bidders downloading the tender document are required to submit the tender fee of amount (Rs.1180/-, including GST) through DD/ Banker's cheque/ RTGS/NEFT 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 "A.O. (Claims), BSNL,CGMT, UP(E), Lucknow" and payable at "Lucknow".**
RTGS/NEFT may be done to " UCO Bank A/c 00460210001615 with IFSC code: UCBA0000046 in the name of AO (Claims), BSNL,CGMT, UP(E) Lucknow. The copy of the same may also be uploaded on e-tender website.

The MSE bidders, who are registered with District Industries Centers (DICs)/ Khadi & Village Industries Commission (KVIC)/ Khadi & Village Industries Board (KVIB)/ Coir Board/ NSIC/ Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small, & Medium Enterprises (MoMSME) are eligible for exemption from payment of tender fee. MSE (Micro & Small Enterprise) having current and valid Udyam Registration Certificate issued from the Ministry of MSME for the tendered items manufactured/produced and services rendered by Micro and Small Enterprises are exempted from payment of Tender Fee. **These exemptions are not applicable for Medium Scale Units.**

3. Last Date/Time of online submission of Tender/EOI:

Date/Time of online bidding : 19.05.2025 (1000Hr)

Date of closing of online bidding : 30.05.2025 (1200Hr)

Date of opening of Technical Bid : 31.05.2025(1200Hr)

**Venue of Opening Technical Bid : O/o AGM (MM),O/o 3rd Floor, Door Sanchar Sadan,
Laplace Hazratganj Lucknow**

4. Eligibility Criteria:The bidder should meet following eligibility requirements:

4.1 General Qualification

- (1) The Bidder must not be blacklisted for Telecom business by any Central/ State Governments/ PSUs in India at the time of submission of bid. An undertaking must be submitted in this regard.
- (2) The Bidder must have a valid PAN & valid registration under GST Act. 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. Bidder should be submitting IT return acknowledgement copy for last financial year.

4.2 Technical and Financial Qualification

Taking into consideration the importance of CSCs for BSNL as well as for customers, it is very essential that the bidder firms have sufficient experience in setting up of and running such CSCs in India/worldwide. The following criteria shall be met by the bidder company and/or legally bound consortium who intend to participate in this EOI and only those bidders who qualify the following conditions, need put in the proposal:

- 4.2.1 Bidder shall be registered & incorporated in India under the Company Act, 1956 or 2013 as the case may be or partnership firm / proprietorship firm registered in India under appropriate law/Act.

- 4.2.2 The bidder shall have a minimum cumulative **turnover** of INR 1 Crore for category-I CSC / INR 75 Lakhs for category-II CSC / INR 50 Lakhs for category-III CSC during last 3 financial years (i.e. 2021-22 , 2022-23 and 2023-24).
- Bidders will be required to submit **Audited Balance Sheets** for the last three years (i.e. 2021-22 , 2022-23 and 2023-24 to support claims of their financial qualification duly certified by their CA.
- (Proof documents-** shall enclose the Annual turnover certificate, Audited Balance Sheet issued by Chartered Accountant (CA) with UDIN and Profit & Loss statement duly certified by the CA/company auditors with UDIN)
- 4.2.3 Bidder shall have relevant experience of successfully running Customer Service Centres (CSC) of following carpet area located in India for at least 12 months on the date of EOI bid submission:
- For Cat-I CSC: CSC of at least 1000 (cumulative) square feet of Carpet Area from a maximum of 2 commercial customer care centres.
 - For Cat-II: CSC of at least 400 (cumulative) square feet of Carpet Area from a maximum of 2 commercial customer care centres.
 - For Cat-III: The bidder should have experience of running successfully CSC of any size.
- Note:**
- The Certificate to this effect must be submitted from the organization for which CSC has been run.
 - Experience of only those Customer Service/Care Centre will consider, where customers are visiting physically.
- 4.2.4 All existing BSNL franchisees or RD (CM/CFA/Integrated) or BSNL's FTTH TIP/BNU Partners having association with BSNL for at least 12 months(to be counted from date of 1st revenue transaction with BSNL) on the date of EOI bid submission and having minimum cumulative turnover from BSNL business as given below are eligible and do not need any more eligibility criteria as mentioned in 4.2.2 or 4.2.3 above.
- The cumulative turnover from BSNL business shall be as below:
- For BSNL CM Franchisees– Cumulative turnover from BSNL business during last 3 financial years:
 - For Cat-I CSCs: Rs. 50 Lakhs.
 - For Cat-II CSCs: Rs. 25 Lakhs.
 - For Cat-III CSC: Rs. 10 Lakhs.
 - For BSNL CM RD - Cumulative turnover from BSNL business during last 3 financial years:
 - For Cat-I CSCs: Not allowed.
 - For Cat-II CSCs: Rs. 25 Lakhs.
 - For Cat-III CSC: Rs. 10 Lakhs
 - For BSNL FTTH TIP Partners – Cumulative turnover from BSNL business during last 3 financial years:
 - For Cat-I CSCs: Rs. 25 Lakhs.
 - For Cat-II CSCs: Rs. 12.5 Lakhs.
 - For Cat-III CSC: Rs. 5 Lakhs.
 - For BSNL FTTH BNU Partners - Cumulative turnover from BSNL business during last 3 financial years:
 - For Cat-I CSCs: Not allowed.
 - For Cat-II CSCs: Not allowed.
 - For Cat-III CSC: Rs. 5 Lakhs
- Note:**
- For BSNL CM Franchisee or RD, the Cumulative turnover means **total sales done** by them during last 3 years (i.e. 2021-22 , 2022-23 and 2023-24)from BSNL Products as BSNL Franchisee and RD.
 - For BSNL FTTH TIP and BNU Partners, the cumulative turnover means **total revenue share earned** from BSNL Business during last 3 years.
 - BSNL Franchisees are considered as BSNL Franchisees including OCSC Partners.
- 4.2.5 Bidders are required to submit certificates/documentary proof for item (4.2.1) to (4.2.3). The verifiable reference along with the contact details shall also be cited in the bid document for item at 4.2.3.
- 4.2.6 The Company should not be a Licensed Telecom Service Provider (TSP) to provide Basic Services/ Cellular Telephony Services/ Internet Services/ UASL/ NLD/ ILD Services anywhere in India or owned or controlled by a TSP in India.
- 4.2.7 The Company should not have substantial equity stake (10% or more), or vice versa, in and of any Basic Services/ Cellular Telephony Services / internet service provider / UASL / NLD / ILD Services operating companies in India or their promoters. Even at a later date, if there is substantial change in the ownership structure of the company leading to the above mentioned types of companies /

promoters getting more than 10% stake, then BSNL reserves the right to terminate the contract. PSUs under Department of Telecommunications are exempted from this requirement. A self – certification regarding the same shall be submitted by bidder.

4.3 Bidder Complies the restrictions under Rule 144(xi) of the General Financial Rules (GFRs) 2017 which are detailed in Appendix-II (Proof document- undertaking as per format Section- 6(C))

4.4 Bidder must be Class-I Local supplier (Preference of Make in India) in pursuance to Department for Promotion of Industry and Internal Trade order no: P-45021/2/2017-PP(BE-II)-Part(4)Vol.II Dated 19th July 2024 with minimum local content 50% for tendered item. (Proof document- Self Certification as per format Section-7(F))

Note:-

1. The bidders shall submit necessary documentary proof showing that they meet the eligibility criteria along with their EOI/tender bid. All documents submitted will also be self-attested by the bidder.
2. Bidders will be required to support claims of their required experience, through certificates issued by any executive with **approval of AGM rank officer, in case of PSUs or with approval of Circle Head, in case of private TSPs.**
3. 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:

- 5.1 Bank Guarantee or E- bank guarantee from a Nationalized/Scheduled Commercial Bank in India (except Co-operative banks), OR Insurance Surety Bond from Indian Insurance Company, drawn in favour of **“CGM, BSNL, U.P.(East) Telecom Circle, Lucknow”** which should be valid for 180 days from the tender opening date. Format for Bank Guarantee and for Insurance Surety Bond is given at Section 7(A) and & Section-7 (D) respectively. A copy of SFMS by Bidder's EMBG issuing Bank shall also be submitted with EMBG as well as time of renewal, if any.

5.2The DD shall be drawn from any Nationalized/ Scheduled Bank in favour of **A.O. (Claims), BSNL, CGMT, UP(E) Lucknow**, and payable at **“Lucknow”**

5.3A single EMD is to be submitted by the bidder for all the CSCs bid for by the bidder.

5.4The amount of EMD BG will be as per below:

- (a) Category-1 : Rs. 50,000/- per CSC
- (b) Category-II : Rs. 25,000/- per CSC
- (c) Category-III: Rs 10000/- per CSC or as decided by the Circle Head in 2nd attempt of bid.

5.5In case, EMD submitted by the bidder is less than the total bid-security required to be submitted for the total number of CSCs for which the bidder has submitted financial bid, BSNL will consider and evaluate his bid only for those number of CSCs (starting from top of financial quote table) which are covered as per his EMD amount. Balance EMD amount if any, may be refunded back to the bidder after due period as per EOI terms and condition.

5.6 For MSME

- a. **MSE (Micro & Small Enterprise) bidders are exempted from payment of Tender Fee/Bid Security provided they submit current and valid Udyam Registration Certificate issued from the Ministry of MSME.** Udyam Registration Certificate must be current & valid to prove that they are either Micro or Small Enterprise on the date of opening of technical bid part. If an exemption from tender fee/ EMD is claimed, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. **Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises.** In respect of bid for Services, the bidder must be the Service provider of the offered Service. **These exemptions are not applicable for Medium Scale Units.** In case of up gradation of Micro / Small Enterprise, the exemptions or relaxation shall be as per the latest guidelines issued by the Ministry of MSME for non-tax benefits in such cases.
- b. Declaration of Udyam Registration Number by MSE bidders on CPPP is mandatory, failing which such MSE bidders will not be able to enjoy benefits as per public procurement policy for MSEs order 2012 for Tenders invited electronically through CPPP and may not be included by e-tender system, towards the bidders eligible for e-reverse auction, if otherwise H-1 quoting bidders and, in such case, BSNL will not be

responsible. An undertaking/self-declaration by bidder regarding submission/update of URN number on CPPP portal (etenders.gov.in) is to be uploaded online in bid. MSE bidders should also mention their social category (e.g., SC/ST/Women), if any.

- c. The MSME Bidder on becoming H1, is required to submit the PBG as per relevant clause of this EOI

6. Submission and Opening of Tender bids:

6.1 Date & Time of Submission of Tender bids: on or before 30-05-2025 (1200Hrs)

- 6.2 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.

- 6.3 Any change in bid opening date due to any other unavoidable reason will be intimated to all the bidders separately.

6.4 Opening of EOI/Tender Bids: Dated 31-05-2025 (1200Hrs)

- 6.5 **Place of opening of EOI/Tender bids:** The tenders shall be opened through 'Online Tender Opening Event'. Authorized representatives of bidders (i.e. vendor/organization) can attend the Tender Opening Event (TOE) in the chamber of AGM (MM-I), BSNL, O/o CGMT, U.P.(East) Telecom Circle, 3rd Floor, Door Sanchar Sadan, Laplace, Shahnajaf Road, Lucknow-226001. Kindly refer clause 4 of Section-2 and Section-4 Part C of Tender document for further instructions.

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

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

- 6.8 CGM UP East Circle (Tender inviting authority), reserves the right to accept or reject any or all tender bids without assigning any reason. He is not bound to accept the highest bid.

- 6.9 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.

- 6.10 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.

- 6.11 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.

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

- 6.13 The queries in respect of this bid document, if any, can be submitted through Email latest up to **14/05/2025**.

6.14 ASSISTANCE TO BIDDERS :

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk- (0120)4200462/(0120) 4001002 / (0120)4001005 / (0120)6277787

BSNL Contact Persons:

| | |
|-----------------------|--|
| BSNL Contact-1 | |
| BSNL's Contact Person | Sh. Sati Ram Yadav , AGM-I, MM Cell, O/o CGMT UP-East , Circle Office , Lucknow |
| Contact No. | 0522-2234930 (between 10:30 hrs to 17:30 hrs on working days) |
| BSNL Contact-2 | |
| BSNL's Contact Person | Sunil Kumar Yadav, ADT (MM-IV) O/o CGMT , UPEast , Circle Office , Lucknow |
| Contact No. | 0522-2234930 ([between 10:30 hrs to 17:30 hrs on working days]) |
| E-mail ID | agmmmupe@gmail.com |