

BHARAT SANCHAR NIGAM LIMITED
SECTION-I

Detailed Notice inviting Tender

1 Introduction

- 1.1. BSNL is a government owned leading telecommunications service provider in India. It provides services for retail customers and offers business solutions for corporate customers, including voice, data and other value-added telecommunications services both on wire-line and wire-less.
- 1.2. BSNL is the only public sector "Complete Telecom Service Provider" in India having the largest network across India and providing all services across fixed, mobile, broadband, next generation IP services for both consumer and enterprise segments with its ubiquitous spread of networks across India.
- 1.3. On behalf of Chairman and Managing Director Bharat Sanchar Nigam Limited New Delhi, sealed tender is invited under **Single stage bidding and Two Stage bid opening**-using Two Electronic Envelope System.through the e-Tendering process for Engaging firm to offer Managed IT services on OPEX model for Convergent Real Time Billing and Customer Care system for Wire-line, Wire-less and Enterprise Business, and m-commerce platform on percentage of revenue based fee basis.

2 BSNL Objectives

- 2.1 The Indian Telecom Sector is changing rapidly. Commercial pressures on service providers are rising, demanding that they generate innovative and differentiating services. This requires investments to deal with an increasingly complex technological landscape and rising demands from consumers for a wider choice of more advanced services.
- 2.2 In India and worldwide, service providers are embracing managed services of its IT infrastructure and outsourced to experienced managed service providers as a differentiator in enabling a service provider respond to market and technology shifts with much greater agility and remain relevant in the crowded industry. Typically, managed services is known to have decreased time-to-market for new end-user services, leading to a faster return on investment.
- 2.3 BSNL's being a complete Telecom service provider has many strengths that are to be harnessed to its best advantage to defend its market share and propel revenue growth and profitability.
- 2.4 To translate goodwill into market share, BSNL needs to give focused attention to improve network availability, increased accessibility of products to the customers, launching innovative value added services, and sustained operational focus on customer care, service delivery and service assurance, with the increased uses of IT tools for the same.
- 2.5 As per the trend in Telecom sector for outsourcing of mission critical and business empowering IT infrastructure BSNL intends to adopt managed services model. Bid proposals are accordingly invited from interested and qualified bidders to

offer managed IT services service on percentage of revenue based fee basis, as per the terms and conditions of the tender.

- 2.6 Only one Bidder will be chosen to deliver the requirements of this Tender on a Pan India basis. Successful bidder (also referred as Managed Service Provider "MSP") shall be responsible for all CAPEX and OPEX including Setting up and Operation of Data Centers. BSNL shall provide the covered space for setting up of data centers. Details of roles and responsibility of BSNL and Bidder are in tender document.
- 2.7 Above shall be achieved with the help of this tender document having two stage bidding systems (Techno-commercial bid & financial bid). BSNL shall open and evaluate the financial bids of Techno-commercially responsive firms, decide the ranking of the bidder, as per the criterion defined in the tender document.
- 2.8 BSNL has decided to use process of e-tendering for inviting this tender and thus the physical copy of the Tender document would not be sold.

3 Global Tenders

- 3.1 Global Tenders are being invited from reputed Indian and global CRM / Billing Bidders and system integrators fulfilling the eligibility requirements.

4 Eligibility Conditions

- 4.1 The bidder or lead bidder (in case of consortium) shall either be a company registered and incorporated in India under the Indian Companies Act 1956 / 2013 or any re-enactment thereof or a foreign company ("Bidder") registered in their country as per applicable laws. In case of a foreign company, the Company shall have an Indian registered subsidiary Company under Companies Act 1956 / 2013 or any re-enactment thereof carrying out telecom/IT related installation, commissioning, warranty, development, delivery of project.
- 4.2 Bidder or lead bidder (in case of consortium) or its parent company shall have a cumulative turnover of INR 10,000 Crore (or equivalent in foreign currency) during last 3 financial years i.e. FY 2012-13, FY 2013-14 & FY 2014-15 with a minimum of INR 2500 Crore each (or equivalent in foreign currency) for these 3 Financial years. In case of audited financial reports in foreign currency, the exchange rate (of Foreign currency V/s INR) as on last day of financial year of the bidder company shall be applicable. Further, in case of financial year matching with the calendar year, then FY against 2012-13 shall be considered as FY ending on 31-12-12 and so on. Bidder or lead bidder (in case of consortium) shall provide Audited and published financial reports of the firm for each of the three financial years (FY 2012-13, FY 2013-14 & FY 2014-15)
- 4.3 The bidder or lead bidder (in case of consortium) or its parent company shall be a Company listed in any of the Stock Exchanges in India or abroad. Certificate from Chartered accountant/auditor with details shall be submitted by the Bidder.
- 4.4 In case the bidder is not OEM of Billing & CRM software for telecommunication service providers then the bidder shall form consortium with ISV (i.e. OEM) of CRM as well as Independent Software Vendor, ISV (i.e. OEM) of Billing, where as responsibility of Consortium Partners other than lead bidder, shall be limited to such Consortium Partner's share of obligations in the contract.

- 4.5 Any particular ISV (of CRM & Billing) can participate in maximum of two Bids only. It will be the responsibility of the lead bidder to ensure this. In case of ISV (of CRM & Billing) participate in multiple bids directly or through a subsidiary or as consortium, all such bids shall be rejected. A MOU is to be executed by the consortium members (on Rs.100 Stamp Paper) as per format given in the tender document. Attested (by Notary) copy of the Certificate of Incorporation for Consortium members shall be submitted.
- 4.6 Bidder or lead bidder (in case of consortium) shall have executed BSS & OSS projects for Telecommunication Service Providers Worldwide with at least 150 million subscribers globally across wire line / wireless telecom networks of which at least 5 million subscribers shall be wire-line subscribers. Client Certificate(s) shall be submitted as per the format attached in Section 10 Annexure 1-A specified in the Tender.

For meeting this eligibility criteria the experience of the parent company of the lead bidder or another subsidiary of the parent company shall also be considered.

- 4.7 In case bidder is not meeting the experience criteria of project execution (as in para 4.6), then the same can also be met by the consortium partner, who is providing the CRM and Billing solution. In such cases the lead bidder shall have implemented IT projects (involving servers, networking equipment, software etc.) after 1st April 2012 costing a cumulative total of minimum Rs. 600 crores out of which atleast one project shall be of Rs. 100 cr. minimum.

Note: It is also clarified that wherever the term OSS & BSS is mentioned, it means atleast CRM and billing systems. The experience of the bidder or the lead bidder (or the parent company or the subsidiary) or the consortium partner as the case may be, shall be considered only when the implementation experience of both CRM and Billing put together as one project cumulatively (covering all implementations globally) covers a customer base of 150 million. In case the bidder desires the experience of subsidiary company(ies) to be considered for fulfilling the eligibility conditions then the bidder will have to submit teaming agreement(as given in Section 11) with those subsidiary(ies) and submit the same as part of the bid.

- 4.8 In case the bidder (in case of consortium) is submitting the bid by using the turnover of its parent company and /or experience of its parent/ subsidiary then the said bidder or lead bidder shall submit a declaration cum undertaking from its parent company stating that the M/s-----is the PARENT of M/s -----and they (THE PARENT COMPANY) shall support and take responsibility to enable its subsidiary company to perform the contractual obligation of the tender and agreement to be signed with BSNL.
- 4.9 The Bidder or lead bidder (in case of consortium) through its parent company or its subsidiary shall have at least 1000 employees in India experienced in IT Projects and operations for telecom service providers as on date of bid submission. A certificate from Chartered accountant/auditor shall be submitted.
- 4.10 The Bidder or lead bidder (in case consortium) shall submit Solvency Certificate from its Banker for a minimum amount of INR 1000 Crore, as part of techno-commercial bid. This certificate can be provided by the Bidder or lead bidder (in case of consortium) through its banker either domestically or globally.

- 4.11 The bidder or lead bidder (in case of consortium) shall be ISO 9001:2008 certified company. Valid certification issued to the Bidder Company shall be submitted by the Bidder.
- 4.12 The bidder or lead bidder (in case of consortium) shall be minimum SEI CMM level 3 certified company. Valid certification issued to the Bidder or lead bidder (in case of consortium) Company shall be submitted by the Bidder or lead bidder (in case of consortium).
- 4.13 The bidder or lead bidder (in case of consortium) firm shall not be a Licensed Telecom Service Provider to provide Basic Services / Cellular Telephony Services / Internet Services / UASL / NLD / ILD Services anywhere in India. Self-certificate by the bidder or lead bidder (in case of consortium) shall be submitted signed by the authorized signatory.
- 4.14 The bidder or lead bidder (in case of consortium) firm shall not have controlling equity stake or vice versa, in and of any Basic services / Cellular Telephony Services / Internet Services / UASL / NLD / ILD Services operating companies in India. Self-Certificate by the bidder or lead bidder (in case of consortium) shall be submitted signed by the authorized signatory.
- 4.15 Para 4.13 and 4.14 above are to be met by consortium partner as well.
- 4.16 The bidder as well as its consortium partner (if any) shall not stand black listed by central / state governments / PSUs as on date of bid submission. Self-certificate shall be submitted in this regard. Consortium partner shall submit self-certificate separately counter-signed by authorized signatory of the bidder.

Conditions for Consortium Bids

- 4.17 The Consortium Agreement in the format as in the Section 7 (E) of the tender document shall be submitted.
- 4.18 Consortium Agreement between Lead Bidder and Consortium members shall clearly mention their share of obligations in the contract for products and / or services.
- 4.19 Attested copy of the Certificate of Incorporation for Consortium members shall be submitted.
- 4.20 In consortium bids, ISVs (of CRM & Billing) and the Lead Bidder shall have to furnish separate Performance Bank Guarantees (PBGs). The total value of all PBGs furnished in consortium bids taken together shall be equal to INR 100 Crore. In consortium bids, PBG for the Lead Bidder shall be INR 80 Crore. PBG from consortium partner (CRM & Billing from same consortium partner) shall be minimum INR 20 Crore. In case the ISV of CRM and Billing are different then each of these ISV shall submit separate PBG of minimum INR 10 Crore each. Lead Bidder shall not submit the PBG on behalf of the consortium partner. The PBG shall be submitted as per the format Section 7B, of the tender document.
- 4.21 Both "Lead Bidder" and Consortium partner shall provide certification signed by their respective authorized signatory as part of techno-commercial bid that the PBG will be furnished by the respective company separately.
- 4.22 Lead bidder cannot be a member of consortium in another bid. This shall be ensured by the bidder.

- 4.23 No change in consortium members i.e. addition or dropping of a member shall be permitted after the submission of the bid

5 E-Tendering Process

- 5.1 As this Tender Document shall be following the e-Tendering Process, the Bidders may download the Detailed NIT along with Performa for Non-Disclosure Agreement ("**NDA**") from the BSNL Web site [http:// bsnl.co.in](http://bsnl.co.in) following the "Link for E-tenders by BSNL" in the tender section fromto

6 Tender Availability

- 6.1 Tender Document shall be available in the following manner:

- (i) Tender document can be obtained offline in the form of CD from..... onwards from the office of AGM (MMY), 2nd Floor, BSB, BSNL Corporate Office, Janpath, New Delhi – 110 001 on payment of Rs 10,000/-(Rupees Ten Thousand Only), which shall be non-refundable in the form of crossed demand draft, drawn on any scheduled bank in New Delhi, in favour of 'Accounts Officer (Cash), O/o BSNL Corporate Office, New Delhi'; and Duly signed NDA (Non-Disclosure Agreement) as per the prescribed format given at Annexure.
- (ii) Or, bidder is required to register compulsorily on the E-tender portal <https://www.tcil-india-electronictender.com> . Thereafter, upon payment of Rupees 10,000/-(Rupees Ten Thousand Only)towards tender fee and submission of the NDA to AGM(MMY), 2nd Floor, Bharat Sanchar Bhawan, Janpath, New Delhi-1, the prospective Bidder will be authorized by MM cell, BSNL, to access/download the Tender document from the E-tendering portal.

- 6.2 Deleted.

- 6.3 The DD/ banker's cheque shall be drawn from any Nationalized/ Scheduled Bank infavour of AO(Cash), BSNL, C.O. N. Delhi" and payable at New Delhi

- 6.4 **Note:- The tender documents shall not be available for download from e-tender portal on its submission / closing date**

- 6.5 Submission of Integrity Pact signed by BSNL and Bidder is mandatory.

7 EMD/Bid Security

- 7.1 The Bidder shall furnish the bid EMD of Rs 40,00,00,000/- (INR Forty Crore) in one of the following ways:

- 7.2 Demand Draft/ Banker's cheque issued by a scheduled, Nationalized Indian bank's Delhi Branch drawn in favour of A.O. (Cash), BSNL C.O. Payable at Delhi.

- 7.3 Bank Guarantee from a scheduled Nationalized Indian bank's Delhi Branch drawn in favour of 'DGM (MMT), BSNL C.O. New Delhi' which shall be valid for minimum 180 days from the Tender opening date.

8 Tender Download

- 8.1 The Tender document for participating in E-tender shall be available for downloading from <https://www.tcil-india-electronictender.com> after signing NDA in the enclosed format from..... **2016, 16:00 Hours** onwards.

- 8.2 Pre-bid conference will be arranged in the BSNL's premises approximately within 10 days of uploading of the Tender document, details of which will be duly informed.

9 Date & Time of Online Submission of Tender bid:

9.1 **xx/xx/2015** by **11:30 Hours**

Note 1: 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.

10 Online Opening of Tender Bids:

10.1 At **12:00** Hours of this Tender closing date i.e. **xx/xx/2016**.

11 Place of opening of Tender bids:

11.1 BSNL has adopted e-Tendering process which offers a unique facility for 'Public Online Tender Opening Event (TOE)'. BSNL's Tender Opening Officers as well as authorized representatives of Bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. Kindly refer clause 8 of Section 4 Part B of Tender document for further instructions.

11.2 However, if required, authorized representatives of Bidders can attend the TOE at the Meeting Room, 2nd Floor, Bharat Sanchar Bhawan, Janpath, New Delhi, where BSNL's Tender Opening Officers shall be conducting Public Online Tender Opening Event (TOE).

12 Late Submission

12.1 Tender bids received after due time & date shall not be accepted.

13 Accept or Reject Bids

13.1 CMD, BSNL 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.

14 Declaration

14.1 The Bidder shall furnish a declaration under his digital signature that no addition / deletion / corrections have been made in the downloaded Tender document being submitted and it is identical to the Tender document appearing on E- Tender Portal (<https://www.tcil-india-electronictender.com>)

15 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.

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

17 All computer generated documents shall be duly attested/ signed by the issuing organization.

AGM (MMY)