

Price Rs.2360/-
(Non-refundable)



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

No. KOLTD-12/15(12)/46/2023-EB(II) KOL TD Dated: /01/2024

APPLICATION

For

EMPANELMENT OF SI

For

Establishment and Maintenance of Customer
Private Network **on turnkey basis including
supply, installation, integration and
maintenance of networking
equipment/solutions/services for WAN/LAN/IT
services, end user connected equipment
(wired/wireless) like Wi-Fi, Blue-tooth, IOT or
non-IOT devices/CCTV etc**

(Please check that all the 38 pages are intact in the document.)

Issued by:	
Signature	
Name	
Designation	
Date	

Form has been downloaded and Rs. 2360/- (including GST) as form
fee is enclosed.

Yes / No

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Name of SI

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Signature of SI

As a token of acceptance of all Clauses.



BHARAT SANCHAR NIGAM LTD.
(A Govt. of India Enterprise)
O/o Chief General Manager, Calcutta Telecom District, Kolkata

NOTICE

Expression of Interest

No. KOLTD-12/15(12)/46/2023-EB(II) KOL TD Dated: /01/2024

Applications in prescribed Performa are invited by the Chief General Manager, BSNL, Calcutta Telecom District, O/o CGM, CTD, Kolkata from eligible party's for "Empanelment of System Integrator's / Network Integrator's (SI) at National/ Circle level / Circle level-Silver" for "Establishment and Maintenance of Customer Private Network on turnkey basis including supply, installation, integration and maintenance of networking equipment/ solutions/ services for WAN/ LAN/ IT services, end user connected equipment (wired/wireless) like Wi-Fi, Blue-tooth, IOT or non-IOT devices/CCTV etc".

- 1.Name of Work : Establishment and Maintenance of Customer Private Network on turnkey basis on behalf of BSNL.
- 2.Cost of the Form : Rs. 2360/- (including GST)
- 3.Sale of EOI Forms : Open Ended
- 4.Last date/time for acceptance of the bid: Open Ended
- 5.Time and Date of Opening of EOI bid : Open Ended
- 6.EMD to be deposited along with application form:

1)Each applicant for its empanelment as SI will need to submit refundable Security Deposit (SD) of ₹1 Lakhand ₹50,000 for National and Circle Level empanelment respectively, in the form of a Bank Guarantee from any scheduled bank valid for One year.

2)Each applicant for its empanelment as SI in Circle-Silver category will need to submit refundable Security Deposit (SD) of ₹ 10,000 in the form of Bank Guarantee from any scheduled bank valid for One year.

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Eligible party's after carefully going through all terms and condition along with eligibility conditions may apply to AGM (EB-II), O/o Chief General Manager, CTD, Kolkata. The application form can be collected from **O/o AGM (EB-II) Telephones Bhawan, 2nd Floor, 34, B.B.Bag, (South) Kolkata-700001**, after payment of RS. 2360/-(Cash or DD) against the cost of the EOI Document on all working days or can be downloaded from **www.calcuttatelephones.com** under **“Business Opportunities” section and “Tender” section** and can be submitted along with DD of Rs.2360/-. The demand draft should be from any scheduled bank drawn in favour of **“Accounts Officer (Cash/CS), BSNL, CALCUTTA TELEPHONES”** and should be payable at Kolkata.

Contact No of O/o AGM/EB-II: 033-22109000, 2262 2626, Mob- 9433400568

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Invitation from Eligible System Integrator's / Network Integrator's (SI) for Establishment and Maintenance of Customer Private Network on turnkey basis including supply, installation, integration and maintenance of networking equipment/ solutions/ services for WAN/ LAN/ IT services, end user connected equipment (wired/wireless) like Wi-Fi, Blue-tooth, IOT or non-IOT devices/CCTV etc for BSNL customers

1.0 Introduction: Bharat Sanchar Nigam Limited (BSNL) is a major Telecommunication service provider in India.

- 1.1 It offers all kinds of telecommunication services like Basic (both fixed and wireless), Cellular, Data, National long distance, Internet etc. Keeping pace with the technological trend to provide latest and varied value added services to its customers, BSNL has discounted a state of art Multi Protocol Label Switching (MPLS), Virtual Private Network (VPN) network.
- 1.2 It is implemented over a high capacity (STM-1 expandable up to STM-16 in future) dual layer robust MPLS Network that has inherent redundancies in routing capability guaranteeing specified service levels. The technology enables secure Virtual Private Networks (VPN) to be built and allows scalability that will make it possible for BSNL to offer assured growth to its customers without having to make significant investments.
- 1.3 BSNL would now be geared to provide Bandwidth on demand, Video Conferencing, Voice over IP (VoIP) and a host of other value added services that could revolutionize the way a corporate business works.
- 1.4 The basic objective of this EOI is to enable BSNL to provide complete end-to-end solution to esteemed customers, BSNL intends to have a tie up with System Integrator's / Network Integrator's (SI) for Establishment and Maintenance of Customer Private Network on turnkey basis including supply, installation, integration and maintenance of networking equipment/ solutions/ services for WAN/ LAN/ IT services, end user connected equipment (wired/wireless) like Wi-Fi, Blue-tooth, IOT or non-IOT devices/CCTV etc for BSNL customers . The SI will do all the marketing & Selling of BSNL Data Services & Supply, Configuration and Maintenance of Customer's End Equipments, their network on LAN / WAN etc. for Data Services offered by BSNL. In case required, they will also do all the operations and maintenance activities related to customer end & co-ordination with concerned agencies.

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2.0 Model Eligibility Criterion for Network Integrators

BSNL requires services of System/Network Integrators, who will be responsible to supply network equipment, configuration and integration with existing network, operation, maintenance and support related to customers. The Network Integrators shall be categorized as National SIs/Circle SIs/Circle-Silver SIs. Basic structure and scope would be as below:

SI (SI) Structure:

Category of SI	Basic Criteria		Booking of Business	Delivery of Business
National	Turnover	₹ 20 Cr.	Any business of the Circle/Unit	PAN India
	Experience	₹ 10 Cr.		
	Performance Bank Guarantee (PBG)	₹ 15 Lakh		
Circle	Turnover	₹ 3 Cr.	Any business of the Circle/Unit.	Anywhere in Home Circle including adjoining Circles or any three Circles
	Experience	₹ 1.5 Cr.		
	Performance Bank Guarantee (PBG)	₹ 3 Lakh		
Circle-Silver	Turnover	₹ 20 Lakh	Any business of the Circle with SI Component value up to Rs. 50 lakh per project / Annum.	Anywhere in Home Circle or part of Home Circle.
	Experience	₹ 10 Lakh		
	Performance Bank Guarantee (PBG)	₹ 50,000/-		

Note: (i) Turnover = Average Annual Turnover for last two financial years as per P &L account/ ITR.

(ii) Experience = Experience in supply, installation, integration and maintenance of networking equipment/ solutions/ services for WAN/ LAN/ IT Services, end user connected equipment (wired/wireless) like Wi-Fi, blue-tooth, IoT or non-IoT devices / CCTV etc. For this CA Certificate or Experience Certificates are to be submitted.

Once a SI is empanelled in National Category in any of the Circle, it can get empanelled in any other Circle with a consent letter (**Appendix-A**). Consent would authorize its home Circle to revoke its BG on the advice of the additional consented Circle.

Also, a Circle SI can become SI of any other Circle(s) of its choice on submitting a consent letter as above with an additional BG of ₹1 Lakh per Circle, provided such SI is meeting the SI eligibility criteria of that Circle(s).

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Detailed Eligibility and Operational Criteria of SI:

S N	National & Circle SIs	Circle-Silver SIs and BA- SIs
a	SI shall be an IT/Networking sector company.	SI may be an Individual or proprietorship / partnership Concern.
b	SI or its parent company should be a company/LLP/Partnership firm, registered in India.	SI may be a company / LLP / Partnership firm / proprietor firm registered in India.
The SI should have a valid GST registration certificate as applicable.		
c	Each applicant for its empanelment as SI will need to submit refundable Security Deposit (SD) of ₹1 Lakh and ₹50,000 for National and Circle Level empanelment respectively, in the form of a Bank Guarantee from any scheduled bank valid for One year.	Each applicant for its empanelment as SI in Circle-Silver and BA category will submit refundable Security Deposit (SD) of ₹ 10,000 in the form of Bank Guarantee from any scheduled bank valid for One year or a cash receipt of BSNL for this purpose.
d	A Bank Guarantee (BG) valid for five and half years shall be submitted by applicants once selected for the empanelment of ₹ 15 Lakhs and 3 Lakhs for National and Circle level SIs respectively for abiding by the general rules of empanelment agreement. The refundable SD of ₹1.0 Lakh and ₹ 50,000 respectively submitted at the time of application for empanelment would stand released thereafter.	A Bank Guarantee (BG), valid for five and half years shall be submitted by applicants once selected for the empanelment of ₹ 50,000 for Circle-Silver SIs respectively for abiding by the general rules of empanelment agreement. The refundable SD of ₹ 10,000 submitted at the time of application for empanelment would stand released thereafter.
e	SI shall also submit additional PBG of at least 5% of the P.O. value, whenever a work is awarded to Network/ SI valid for the duration of the project. However, in tender cases SI shall submit EMD/PBG as per customer requirement on back to back basis.	SI shall also submit additional PBG of at least 5% of the P.O. value, whenever a work is awarded to SI valid for the duration of the project. However, in tender cases SI shall submit EMD/PBG as per customer requirement on back to back basis.

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f/6008332024	SI shall be a direct owner of technology or have a direct teaming agreement with each of technology companies directly or with their authorized channels that form the core building block for supply, installation, integration and maintenance of networking equipment/ solutions/ services for WAN/ LAN/ IT Services, end user connected equipment (wired/wireless) or related project implementation. The core building blocks may be classified as servers, computers, computer peripherals, routers, LAN Switches/hubs, firewall, leased line modems, ISDN backup devices, connectors, Wi-Fi, blue-tooth, IoT or non-IoT devices, CCTV etc. and basic computer related software etc.	SI shall have tie up and technical arrangement directly with the technology company or thorough its authorized dealer whose equipment has been used in delivery so as to ensure long term support to the core building block for supply, installation, integration and maintenance of networking equipment/ solutions/ services for WAN/ LAN/ IT Services, end user connected equipment (wired/wireless) or related project implementation. The core building blocks may be classified as servers, computers, computer peripherals, routers, LAN Switches/hubs, firewall, leased line modems, ISDN backup devices, connectors, Wi-Fi, blue-tooth, IoT or non-IoT devices, CCTV etc. and basic computer related software etc.
g	The SI should provide letters of support from OEM or its authorized channels of OEM stating that their solution will be supported on the platform proposed by SI for minimum two years and as per customer requirement.	The SI should provide letters of support from OEM or through its dealer/associate stating that the solution/equipment will be supported at all standard platforms for minimum two years and as per customer requirement.
h	SI shall provide 24X7 help center either web-based or IVR based. SI shall ensure consultation, assistance and advice within four hours or as defined in SLA entered with customer. In other cases, complaint may be attended within eight hours.	SI shall maintain 24X7 help number. SI shall ensure consultation, assistance and advice within four hours or as defined in SLA entered with customer. In other cases, complaint may be attended within eight hours.
i	The technical team of SIs will assist BSNL in coming out with the cost effective solution for the customers and will be required to give joint presentation with BSNL to customers.	
j	The software up gradation for the first year shall be provided by the SI free of cost. However, SI will continue to provide up gradation on chargeable basis for subsequent years.	
k	SI shall support SLA requirements of BSNL customers and ensure its compliance. In case SLA commitments are not met, SI shall be responsible for payment of penalties, if any, imposed by the customer.	
l	Validity of the empanelment agreement shall be Five years, with provision of renewal for another two years, based on performance.	
m	SI cannot be a TSP/ISP, and If any SI after registration becomes TSP/ISP then the SI agreement will be cancelled. Accordingly, previously empanelled SIs also to be reviewed.	
n	CPNE guidelines are meant for EB Customers only and not applicable for “Last Mile Connectivity” which requires laying of OFC, RF equipment etc. for BSNL's own Infrastructure.	

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2.1 National level Empanelled SIs:**2.1.1 Letter from Concerned BSNL office:**

2.1.1.1 SI needs to give a letter along with copy of this EOI to concerned BSNL office intimating that against the PBG submitted, they are entering into agreement with Kolkata BSNL circle as per EOI.

2.1.1.2 SI needs to give a letter of authority to concerned BSNL office that PBG Rs. 15 Lakhs for national level SIs can be en-cashed by BSNL on the request of Kolkata BSNL unit and the SI will have no objection for the same.

2.1.2 Agreement as per this EOI will have to be entered and all terms and conditions along with the targets requirement will be applicable.

2.1.3 Since PBG submitted by them with BSNL is being linked to works done in several circles, hence an additional PBG of 5% value of non-BSNL portion of the project will have to be submitted, before award of work. The validity of the PBG will be three months more than the project duration. The Project duration includes warranty and AMC, if any required by the customer.

2.2 EMD: EMD of required value for National, Circle level, Circle level-Silver in the form of Bank Guarantee from any scheduled bank valid for One year as per proforma attached.

2.3 EMD Shall be forfeited in case,

2.3.1 If a bidder withdraws or makes any modifications in the terms and conditions of the EOI before acceptance of the tender, which are not acceptable to the department or

2.3.2 If the successful bidder fails to submit PBG in prescribed format within 3 to 4 weeks after approval of empanelment / issue of LOI.

Performance Bank Guarantee (PBG): The PBG amount is Rs. 15 Lakh, 3 Lakh, 50 Thousand for National, Circle level, Circle-Silver respectively. The Bank Guarantee submitted against EMD will be returned after submission of PBG.

3.0 Terms and conditions:

3.1 The SI policy is non-exclusive, walk-in and open for all eligible categories.

3.2 It is a Non-exclusive agreement.

3.3 The SI is free to develop their network in Circle either directly or through partners for marketing. The Agreement shall not restrict BSNL from contracting for identical or similar services from any other person / party.

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- 3.4 BSNL will engage SI for Establishment and Maintenance of Customer Private Network on turnkey basis including supply, installation, integration and maintenance of networking equipment/ solutions/ services for WAN/ LAN/ IT services, end user connected equipment (wired/wireless) like Wi-Fi, Blue-tooth, IOT or non-IOT devices/CCTV etcfor BSNL customers.
- 3.5 The short-listed SI's need to sign an agreement with BSNL as per format specified in Annexure-C.
- 3.6 The short-listed SI's need to submit the Performance Bank Guarantee in time as per format specified in Annexure B. Normally the time period is 3 to 4 weeks.
- 3.7 BSNL and SI will jointly address the network requirements of the customer along with any other services required by the customer.
- 3.8 SI's will adhere to SLA, which BSNL has offered to its customers.
- 3.9 For providing last mile connectivity to the customer, SI will coordinate and pursue with concerned BSNL authorities as well as other agencies / Departments (Like MTNL, regional offices of BSNL) to enable the same and complete the project in time. Additional Discount as mentioned in Discount structure is payable for the project completed in time.
- 3.10 SI will also conduct technical seminar for BSNL Officers to make them conversant about their product capabilities vis-à-vis customer requirement.
- 3.11 SI will also provide relevant equipment free of cost for demonstrating the capability of VPN, if the same is required by the customer. As a mobilizing charges Rs 5000/- per site per month will be paid to SI for arranging equipment for demonstration. If any BSNL resource is required, then the same will be provided free of cost.
- 3.12 Tie-ups for extending the services nationally and internationally will be permitted.
- 3.13 SI will also conduct Enterprise Customer meet/other promotional events for generating business / creating awareness about BSNL products and services in consultation of BSNL. 50% of the estimated expenditure of the meeting can be borne by BSNL.
- 3.14 For the customers serviced through National Level SI, the SI shall provide to BSNL 24 hrs, 7 days a week helpdesk, either web based or call center. The booking of complaint to SI can be made by customer, BSNL NOC/Call Center/Node. For emergency case specifically for situation where critical node is down, SI shall ensure that the consultation, assistance and advice within four hours or as defined in SLA entered with the customer. In other cases, the complaint must be attended within eight hours. For the customers serviced through Circle level SI, the SI shall provide to BSNL 24 hrs, 7 days a week helpdesk, either web based or call center directly or indirectly through offered services of OEM. The booking of complaint to SI can be made by customer, BSNL NOC/Call Center/Node (For Circle Level SI in Kolkata Circle Only).

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- 3.15 SI shall supply spares directly or through back end tie up with the Original equipment manufacturer to address any equipment related problem within 12 hours in the same city and within 48 hours for outstation site.
- 3.16 The Discount structure can be changed or the Discount can be removed / altered / augmented as per market conditions or BSNL policy. The decision of BSNL in this regard will be final and binding.
- 3.17 SI's are supposed to meet the minimum targets as mentioned in targets achievement clause. BSNL reserves the right to revise the targets based on mutual discussions. Non-meeting the targets for two quarters will be treated as non-performance. BSNL will be free to take action as deemed fit including termination of System Integrator.
- 3.18 The SI's need to mention the make of the equipments which he will be supplying. Though exact requirements will be as per customers request yet the general technical specification of the Customer's End Equipments, their network on LAN / WAN etc. is attached at Annexure-A for information.
- 3.19 Whenever any SI's proposes to supply equipments from any new vendor then the SI should provide letters of support from that OEM (Original equipment manufacturer) stating that their products / solution as proposed by SI, will be supported for at least next three years, extendable to the duration of the client's contract.
- 3.20 SI will also help National/Key Account Managers (NAMs/KAMs) of BSNL.
- 3.21 The present range of services along with Discount structure will be informed later.
- 3.22 Empanelled SI can also be engaged by the CGM Telecom Circles / Telecom Districts / Regions for providing support to customers, for which additional incentive mutually agreed between SI and the CGM concerned will be worked out. This will be based on the quality and quantum of support envisaged. This is to ensure customer friendly pre and post one point after sales services to the customers.
- 3.23 SI will use their own distribution network. The area of operation will be across the country.
- 3.24 The terms and conditions of the Agreement are subject to modification by mutual agreement based upon the request of either party. In case of no agreement being reached in such cases, BSNL reserves the right to terminate the agreement as per the provisions of this agreement.
- 3.25 The Commissioning of VPN will be the responsibility of SI. The hardware and services required for Commissioning of VPN must be made available as per schedule given in PO. Normally the Commissioning of the project will be within twelve weeks from the date of Advance Purchase Order or as per customer requirements.
- 3.26 SI will depute appropriate resources to monitor and manage the progress of the project.

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- 3.27 SI should give onsite warranty of twelve months from the date of Commissioning of VPN. Warranty cost will be included in the cost of equipment. For any unforeseen delays not due to customer / BSNL reasons the warranty will be limited to 12 months after Commissioning or 15 months from the date of delivery of equipment at site, whichever is earlier. After warranty support, SI should also provide the AMC of the Customer's End Equipments, their network on LAN / WAN etc. for minimum additional two years extendable to six years beyond the warranty. Annual AMC charges should be quoted separately.
- 3.28 In case of BSNL being lead bidder and the terms and conditions required by customers are different and stringent then the terms and conditions as required by customers would override the standard conditions of this EOI. Customer's conditions will have to be satisfied on back to back basis. The decision of BSNL will be final and binding in this regard.
- 3.29 SI shall provide maintenance and support services to BSNL in respect of the Equipment for new customer sales.
- 3.30 SI shall carry out quarterly preventive visit to each VPN site, if the equipments are under warranty or AMC with the SI.
- 3.31 Any sum of money due and payable to the SI shall be appropriated by BSNL and the same may be set off against any claim of BSNL for payment of a sum of money arising out of this Agreement or under any other Agreement / contract made by the SI with BSNL.
- 3.32 The liability to insure the merchandise, if any, in the outlet(s) and in the possession of the SI will be of the SI and the liability for any loss or damage due to any fire, burglary, theft, etc. will be that of the SI.
- 3.33 The SI shall be fully responsible for the employment or payment of wages to its employees and shall fully comply with all laws, rules, regulations, notifications, directions orders etc. of the Govt. whether Central, State, Local or Municipal relating to such employment, payment of wages etc. and all others matter connected therewith and hereby indemnifies and agrees to continue indemnifying BSNL in this regard.
- 3.34 In the event of termination of the agreement consequent upon breach of any of the terms of the agreement by SI, or if SI fails to perform / execute the contract, SI shall be debarred by BSNL for a period of 3 years for all future dealings with BSNL.
- 3.35 The customer can pay either directly to BSNL or through SI by cheque / DD drawn in the name of BSNL. In case the customer is paying to SI, then SI will intimate BSNL latest by the next working day along with deposit of the cheque / DD collected.
- 3.36 BSNL shall have no liability or obligation for any State or Local Govt. Levies / Taxes for providing services by SI under this Agreement.
- 3.37 **OBLIGATIONS OF BSNL:** BSNL shall solely at its discretion promote the High End Services under this Agreement. The expenses for the promotion campaign and the extent and scope of such media advertisements etc. shall be at the sole discretion of BSNL and the SI AS SI shall not have any role assigned in that. The SI shall duly follow the policies and directives of the BSNL in the marketing, promotion and advertising of the Services.

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- 3.38 The charges and other tariff charges by the BSNL for the Services are the sole prerogative of the BSNL and the SYSTEM INTEGRATOR AS SI shall not represent to subscribers any charges other than those as prescribed by the BSNL for subscription to the Services. Normally the standard tariff along with any bulk booking discounts are available on the official web site of BSNL corporate office and the same can be taken as BSNL offered prices by the SI for marketing and selling of the services. Over and above, BSNL shall inform the SI of any other charges and tariff changes to facilitate him to conduct the business on behalf of BSNL.
- 3.39 In case of competitive tariff from the competitor and / or any specific requirement of the customer the SI will bring it to the notice of BSNL, nodal officer for necessary decision. As per the decision of BSNL further action will be taken by the SI.
- 3.40 The specific decisions so taken by the BSNL is for a particular case only and the SI is not authorized to quote the same to other parties unless and until the same has been authorized by BSNL.
- 3.41 BSNL shall provide certain benefits to the SI during the tenure of this Agreement as per the policies of BSNL which shall be announced and intimated to the SI from time to time. However in case the SI starts dealing in promotion and marketing of services of any competitor of BSNL or this agreement is terminated for any reason whatsoever, the BSNL shall forthwith withdraw the aforesaid benefits.
- 3.42 SI can do the publicity/ exhibitions / conferences for promotions. The format as well as content along with estimated expenditure will be pre-approved by BSNL. 50% of estimated expenditure will be reimbursed by BSNL.
- 3.43 BSNL reserves the right to appoint any number of System Integrator in this category or sell directly or through other channels also. BSNL also reserves the right to create other categories of SI to serve a particular segment of customers. The Data segment market is growing at a very high pace and each SI's appointed through this EOI will have to meet targets as specified.
- 3.44 BSNL reserves the right to engage SI on mutual terms and conditions for various support systems as agreed between the parties for improving the customer confidence, for providing support, either fully or partially. Additional incentive may be considered by BSNL on mutual consent basis based on the quality and quantum of support system envisaged.
- 3.44.1 One window interface for all its requirements for provisioning, operation and after sales services.
- 3.44.2 Fast provisioning of the services.
- 3.44.3 Reliable quality services during operations.
- 3.44.4 In case of fault, attending the same within reasonable period of time and with desired promptness.
- 3.44.5 for providing improved SLA to customers.

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- 3.45 Delivery of equipments purchased through SI for the customers as per customers requirements will be SI's responsibility at their cost. They are supposed to transfer the equipments from the place of supply to their local office and then supply the equipments locally to customers under proper receipt. Timely supply is SI's responsibility.

4.0 Scope of the Work:

- 4.1 BSNL intends to capture a sizeable portion of growing data market. To achieve it and to provide complete solution in a strict time frame, empanelment of eligible System Integrators are proposed to be done.
- 4.2 The SI shall do marketing & selling of BSNL Data Services & Supply, Configuration and Maintenance of Customer's End Equipments, their network on LAN / WAN etc. for Data Services for BSNL customers. The list of services viz. Internet Leased Lines/ Leased Lines/ MPLS VPN/ Broadband VPN/ IP VPN/ Server Co-location/ Any other Services with discount structure.
- 4.3 The SI can use logo and name of BSNL for selling BSNL DATA SERVICES during contract period.
- 4.4 The modus-operandi of various types of possible sales is as mentioned below. Now a day's customer desires to have a complete solution from the service Provider, which includes the customer's requirements. The possible customer requirements have also been explained below. The provisioning of customers requirements, if required by customer will also be dealt as per the procedure explained in types of possible sales. The Discount on sale of BSNL services, wherever applicable has also been mentioned.

4.5 Types of Possible Sales:

- a) It is appreciated that, on-Boarding of customer, on nomination basis is most difficult and an important step in Enterprise Business Chain. Though BSNL is having its own Sales Teams and mechanism but the help of SIs is very crucial as they are domain knowledge experts. BSNL encourage SIs to bring on board more and more customers on behalf of BSNL. SI who makes all efforts in On-boarding the customer will be extended all out support and will not be subjected to undue competition.
- b) But it is also a fact that most of the business on nomination comes out of customer's faith in the fair and transparent policies of BSNL at large. It becomes more important when the end customer is Government or its subsidiary and awards work to BSNL on nomination basis, BSNL itself being a Govt. Company. So, with a larger business interest in view, the policy of **"Bring It Get It"** on back to back basis will only be adopted in rare cases where the client gives clear choice for a particular SI, with its rates and the solution. Otherwise, the prevalent practice of exploring best rates from empanelled vendors/SIs by the Circle Standing Committee will continue.

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- c) However, the efforts of SI can't be undermined in bringing the customer on board may it be a Government or Private and involves continuous visits presentations and perusals at different levels and to appreciate the same and in order to give an edge to such SIs (Incumbent SI), who nurtured the business, will be given a choice if he is eligible and can meet the competition by way of providing "First Right of Refusal" at the L1 rates, determined by Limited e-Tendering method from the eligible sources
- d) In case the incumbent SI is non L1 and chooses not to accept L1 rates, the L1 SI/ Vendor has to work on his quoted rates. In case L1 SI/Vendor refuses to work, then he shall be debarred for one year to participate in tender from date of refusal, along with other penal actions under empanelment.
- e) The genuineness of rates however would continue to be vouched by the Circle Standing Committee.

4.5.1 Lead Bidder: SI

- 4.5.1.1 Customer will mention in writing that the case has been processed through SI either through a letter on their letter head or by endorsing on the form itself.
- 4.5.1.2 BSNL is only responsible for BSNL portion of services.
- 4.5.1.3 For Customers requirements of non-BSNL products / services, the SI is directly dealing with the party and receiving the payment. BSNL is not coming in picture, hence is not responsible for the same.
- 4.5.1.4 Discount on BSNL portion of services will be payable. Coordination and speedy implementation of the project is a part of the job and no additional Discount will be paid for the same.
- 4.5.1.5 Project completion in time Incentive is applicable.

4.5.2 Lead Bidder: BSNL - Without Tender - Customer mention in writing that case has been processed through SI.

- 4.5.2.1 Quotation from the SIs will be taken and the same will be quoted to party after taking relevant taxes into consideration.
- 4.5.2.2 The SI will furnish a certificate to BSNL that the charges made to customers for Customer's requirement are fair and reasonable.
- 4.5.2.3 BSNL administrative charges will be applicable, while paying back to SI, for the equipments / services of customer's requirement portion.
- 4.5.2.4 Discounts will be payable for BSNL portion of the project. Coordination and speedy implementation of the project is a part of the job and no additional Discount will be paid for the same.
- 4.5.2.5 Project completion in time Incentive is applicable.

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4.5.3 Lead Bidder: BSNL - Without Tender - Customer does not mention in writing that case has been processed through SI

4.5.3.1 Case will be dealt as per procedure given for the case, where BSNL will participate in tender. The same is mentioned below:

4.5.4 Lead Bidder: BSNL - By Tender / Competitive bidding process

4.5.4.1 Limited enquiry among the panel of SI's of Kolkata Telecom Circle will be called for as per the customer requirement.

4.5.4.2 BSNL will quote the rates as per the market conditions, keeping in consideration the rates quoted by L1 bidder. The L1 bidder will be awarded the work.

4.5.4.3 Once payment is received it will be given back to the party as per payment terms / PO conditions.

4.5.4.4 No Discount structure on BSNL portion of Bandwidth will be applicable.

4.5.4.5 Coordination and speedy implementation incentive will be applicable.

4.5.4.6 Project completion in time Incentive is applicable.

4.6 Customer Requirements: The possible requirements other than the BSNL services could be as follows. It is just an illustrative list and not the exhaustive one. The guiding principle is anything asked by customers is customers requirement.

4.6.1 All equipments / services / IT integration asked by the customer apart from BSNL data services.

4.6.2 At times customer wants the equipments and services to have on Lease. In such cases the investments will be done by SI, if they so like. Back to back payment will be done after deducting BSNL non-refundable charges. The SI's willing to supply equipments on lease will be maintained separately and quotation from such cases will only be asked from such SI's.

4.6.3 (a) Many a times the customer wants to have back uplink on RF / VSAT/ISDN/CDMA/3G the same can also be dealt as per the procedure mentioned above, as the main intention is to provide total solution to the customer.

(b) In case the equipments/solutions needed by the customer are available with BSNL then the same will be supplied unless and until the same is refused by the customer due to compatibility or any other issues.

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4.7 The SI is supposed to bring business for BSNL, where SI is frontbidder or if BSNL is front bidder, then customers have identified that the business has been generated by SI. Direct Marketing of services needs to be done by SI. The target achievement clause as mentioned in this EOI is for the business generated from the types of sales only and for the BSNL portion of the project. For all other categories of sales SI will proactively apprise and coordinate with BSNL in preparation of bid documents as well as in securing business.

4.7.1 For Direct marketing of services as mentioned above, the SI shall be responsible for marketing and selling the BSNL DATA SERVICES at his own cost and risk. BSNL shall be under no obligation to market and advertise the services defined under this Agreement, though BSNL may do of his own.

4.7.2 The SI may make / use his / their own distribution sale network/ methods. The expenses for the selling campaign(s) and use of sales teams/methods, etc. shall be at the discretion of the SI. As per competition and market condition they will regularly apprise BSNL and will help BSNL in giving a best deal to customer, so that business expands.

4.8 TARGETS Achievement:

4.8.1 The minimum annual targets for each SI is to bring business worth at least Rs 1 crore / annum from only BSNL portion of the projects brought in by them through the type of sale mentioned in clauses 4.5.1 and 4.5.2.

4.8.1.1 Though the target set is for per annum basis and from all the services viz. Internet Leased Lines/ Leased Line/ MPLS VPN/ Broadband VPN/ IP VPN/ Server Co-location/ Any other services as decided by CGM Kolkata Telecom Circle, yet efforts to be made to achieve targets quarterly on proportionate basis.

4.8.1.2 All due revenue from the customer must be collected in time.

4.8.1.3 The target set is not linked with actual revenue collection. If customer has selected quarterly plan to submit bills, then actual bill collection will be only as per schedule, but for target calculation the whole annum revenue will be taken into account.

4.8.1.4 Discount will be payable on applicable cases only for the portion of payments done.

4.8.2 The business generated by SI is either as a lead bidder or if BSNL is a lead bidder then by direct approach and where the customer has identified that case has been processed through SI.

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4.8.3 **Quarterly, CGM BSNL**, or his authorized representative will review with the **SYSTEM INTEGRATOR** minimum targets for the High End Services, taking into account the market development and market potential and other relevant factors. The achievements of these prescribed targets by the **SYSTEM INTEGRATOR** will be a material obligation of the **SYSTEM INTEGRATOR** under this Agreement. However, the target such fixed will be achievable and realistic.

4.8.4 If, in the opinion of **BSNL**, the **SYSTEM INTEGRATOR** is at any time not adequately meeting the targets for the High End Services, then without prejudice to any of its other rights under this Agreement, **BSNL** may, at its option vary this Agreement, so as to exclude, reduce, modify, suspend the assignments and obligations of the **SYSTEM INTEGRATOR** under this Agreement or terminate this Agreement.

4.8.5 **BSNL** and the **SYSTEM INTEGRATOR** agree to review the service turnover on monthly/quarterly basis at the discretion of **BSNL** and **BSNL** shall advise the **SI** in writing of any shortfall in the targets for subscription to the High End Services and the **SYSTEM INTEGRATOR** shall furnish in writing its explanation for such shortfall.

5.0 Payment Terms:

- 5.1 The incentives payable shall be as per **BSNL** policy.
- 5.2 The customer will make all payment including cost of bandwidth and Customer's End Equipments, their network on LAN / WAN etc. to **BSNL** (either in lump sum or in instalment as the case may be).
- 5.3 Back to back payment arrangement will be there from **BSNL** to **SI** for supply, configuration and maintenance of Customer's End Equipments, their network on LAN / WAN etc.
- 5.4 For each project as per the customers requirement, **BSNL** will issue a PO for non-**BSNL** portion to **SI** containing details of products/services along with approved price, terms and conditions of the same.
- 5.5 90% payment will be made on delivery, installation and acceptance of the same from the customer and balance 10% after satisfactory working of the same for a period of three months from the date of Commissioning, after receipt of payment from the customer.
- 5.6 The AMC payment, wherever entered will be made quarterly and after the expiry of quarter subject to fulfillment of SLA and maintenance schedule.
- 5.7 Discount on **BSNL** portion of the project, wherever applicable will be paid after Commissioning of the project and payment by the customer. Payment will be done monthly / quarterly / half yearly /annually after payment is received from customer.

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5.8 Penalty Clause:

5.8.1 **Delayed Supply:** Any delay in supply of equipment shall attract liquidated damages (LD) @ 0.5% of the total value of the delayed supplied equipment for a delay of every week or part thereof for the first three weeks and @ 0.7% per week thereafter, subject to maximum LD of 5% of the total value of the delayed equipment.

5.8.2 **Delayed Commissioning:** The commissioning of total network including supply of the equipment is to be completed as per PO from the date of receipt of PO to SI. A penalty at the rate of 0.5% of the cost of hardware and bandwidth charges of the location not completed shall be payable per week of delay or part thereof subject to a maximum of 5% for that site. If the delay is more than two weeks, then BSNL shall have the right to terminate the project with a penalty of 5% of total work order cost and get the work done at the cost and risk of the SI from any other vendor.

5.8.3 If any project is having other than the above mentioned penalty clauses and is more stringent then the same will be applicable and it will be mentioned in the PO.

5.9 **Non-adherence to SLA, which BSNL has committed to customer:** BSNL may also deduct the amount at actual which BSNL needs to pay to customer on account of non-adherence to SLA / PO (Service Level Agreement / Purchase Order), from SI's balance payment or security deposits, if due to failure on the part of SI's, BSNL could not meet the SLA/PO conditions.

5.10 Without prejudice to its rights and any other remedy, BSNL may en-cash BG in case of any breach of terms and conditions of the agreement or in case of Business loss suffered by BSNL due to failure of service on the part of SI.

6.0 Empanelled SI's utilization by Telecom Circles:

6.1 Circle / SSA / Any other BSNL units can use fully the empanelled SI's by Kolkata Telecom Circle through this EOI.

6.2 While awarding work to SI the Concerned circle / SSA / any other BSNL units will take a PBG of 5% value of non-BSNL portion of the project, before award of work. The validity of the PBG will be three months more than the project duration. The Project duration includes warranty and AMC, if any required by the customer.

6.3 As per customers request the case can be booked by SI's in respective SSA/Circle under intimation to nodal officer in Kolkata Telecom Circle.

6.3.1 The SI will submit along with the bills:

6.3.1.1 Xerox copy of the paid demand note.

6.3.1.2 Payment particulars.

6.3.1.3 Payment mode - Monthly / quarterly / annually /any other.

6.3.1.4 Certificate from the customer, regarding circuits made operational. Based on the customer acknowledgement of circuits made operational the billing will start.

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- 6.4 Payment will be normally made to SI's within 3 weeks from the date of the submission of the bills.
- 6.5 SSA / Circle will release the Discount to SI under intimation to nodal officer in Kolkata Telecom Circle after receipt of payment from the customer.

7.0 AGREEMENT:

- 7.1 Duration of Agreement: This agreement shall be valid for a period of FIVE YEARS from the date of signing the Agreement unless revoked earlier for whatever reasons. If at any stage during the tenure of this agreement, it comes to the notice of BSNL, directly or through some other complaint, that the System Integrator had misrepresented the facts or submitted any false information or hidden any information, which could have affected the signing of this agreement with the SI this agreement shall stand terminated immediately under intimation to the SI.
- 7.2 Extension of Agreement:
- 7.2.1 BSNL may extend, if deemed expedient, the period of agreement by TWO YEAR at one time, suo moto or in mutual agreement with the System Integrator on mutually agreed terms. Further extensions in terms of one year will be given on request of the SI, based on their performance. The decision of BSNL shall be final in regard to the grant of extension.
- 7.2.2 After the expiry of initial agreement period of one year, BSNL reserves the right to refuse the request for extension, modify some/ all the clauses of the agreement.
- 7.3 Restrictions on 'Transfer of agreement': The SI shall not assign or transfer its right in any manner whatsoever under this agreement to a third party or enter into any agreement for sub-contracting and/or partnership relating to any subject matter of the agreement to any third party either in whole or in any part i.e. no sub-contracting/ partnership/ third party interest shall be created.
- 7.4 Liability: Except as provided in this Agreement, herein above, neither party shall be liable to other party or any other party by virtue of termination of this Agreement for any reason whatsoever for any claim for loss or profit or on account for any expenditure, investment, leases, capital improvements or any other commitments made by the other party in connection with their business made in reliance upon or by virtue of this Agreement.
- 7.5 Suspension, Revocation or Termination of agreement:
- 7.5.1 BSNL reserves the right to suspend the operation of this agreement, at any time, due to change in its own license conditions or upon directions from the competent government authorities. In such a situation, BSNL shall not be responsible for any damage or loss caused or arisen out of aforesaid action. Further, the suspension of the agreement will not be a cause or ground for extension of the period of the agreement and suspension period will be taken as period spent. During this period, no charges for use of the facility of the System Integrator shall be payable by BSNL.

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7.5.2 BSNL may, without prejudice to any other remedy available for the breach of any conditions of agreement, by a written notice of Three month issued to the System Integrator at its registered office, terminate / or suspend this agreement under any of the following circumstances:

7.5.2.1 The System Integrator failing to perform any obligation(s) under the agreement;

7.5.2.2 The SI failing to rectify, within the time prescribed, any defect as may be pointed out by BSNL.

7.5.2.3 Non adherence to SLA which BSNL has committed to customer.

7.5.2.4 The SI going into liquidation or ordered to be wound up by competent authority.

7.5.2.5 EITHER PARTY may terminate the agreement, by giving notice of at least Three month in advance. The effective date of surrender of agreement will be three month counted from the date of receipt of such notice by the other party or the authority that signed the agreement on behalf of other party.

7.5.2.6 If the SI is wound up or goes into liquidation, it shall immediately (and not more than a week) inform about occurrence of such event to BSNL in writing. In that case, the written notice period can be modified by BSNL as deemed fit under the circumstances. BSNL may either decide to issue a termination notice or to continue the agreement by suitably modifying the conditions, as it feels fit under the circumstances.

7.5.2.7 It shall be the responsibility of the System Integrator to maintain the agreed Quality of Service, even during the period when the notice for surrender/termination of agreement is pending and if the Quality of Performance of Solution is not maintained, during the said notice period, it shall be treated as material breach liable for termination at risk and consequent of System Integrator and Performance Bank Guarantee shall be forfeited, without any further notice.

7.5.2.8 Breach of non-fulfillment of Agreement conditions may come to the notice of BSNL through complaints or as a result of the regular monitoring. Wherever considered appropriate BSNL may conduct an inquiry either suo-moto or on complaint to determine whether there has been any breach in compliance of the terms and conditions of the agreement by the System Integrator or not? The SI shall extend all reasonable facilities and shall endeavor to remove the hindrance of every type upon such inquiry.

7.6 Actions pursuant to Termination of Agreement:

Notwithstanding any other rights and remedies provided elsewhere in the agreement, upon termination of this agreement.

7.6.1 Neither Party shall represent the Other Party in any of its dealings.

7.6.2 Neither Party shall intentionally nor otherwise commit any act(s) as would keep a third party to believe that the other Party is still the former Party's service provider, as the case may be.

7.6.3 Each party shall stop using the other Party's name, trademark, etc., in any audio or visual form.

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7.6.4 The expiration or termination of the Agreement for any reason whatsoever shall not effect any obligation of either Party having accrued under the Agreement prior to the expiration or termination of the Agreement and such expiration or termination shall be without prejudice to any liabilities of either Party to the other Party existing at the date of expiration or termination of the Agreement.

7.7 Dispute Settlement:

- 7.7.1 In the event of any question, dispute or difference arising under this agreement or in connection there-with (except as to the matters, the decision to which is specifically provided under this agreement), the same shall be referred to the sole arbitration of the CGM Kolkata Circle, BSNL. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act 1996.
- 7.7.2 There will be no objection to any such appointment on the ground that the arbitrator is a BSNL Servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as a BSNL servant he has expressed his views on all or any of the matters in dispute. The award of the arbitrator shall be final and binding on both the parties to the agreement. In the event of such an arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reason whatsoever, the CGM Kolkata Circle, BSNL or the said officer shall appoint another person to act as an arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.
- 7.7.3 The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to the aforesaid, Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.
- 7.7.4 The venue of the arbitration proceeding shall be the office as decided by CGM, Kolkata Telecom BSNL, or such other places as the arbitrator may decide.

8.0 Performance Bank Guarantee:

- 8.1 Each empanelled SI's will need to submit Performance Bank Guarantee (PBG) subject to minimum of Rs. 15 Lakhs, 3 Lakhs, and 50 Thousand for National, Circle level, Circle level-silver respectively, before signing the agreement and submission of proposal to the customer, for ensuring full compliance of agreement conditions. Initially, the PBGs shall be valid for at least Five years and six months from the date of signing of agreement (effective date) of the service and shall be renewed from time to time till the expiry of agreement and till all outstanding dues to BSNL, if any, have been fully paid and its claims are satisfied or discharged and also discharge of all responsibilities with regard to supply, configure and maintenance of customer end equipment for the full period of warranty / AMC as applicable. The validity of the PBG will be three months more than the project duration. The Project duration includes warranty and AMC, if any required by the customer.

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8.2 Amount of PBG shall be reviewed at the end of the first year and thereafter on yearly basis. After the first year PBG shall be 5% of total payment received by the SI from BSNL in the previous year or bank guarantee prescribed above, whichever is higher. The bank guarantee for the difference of additional amount (if any) be paid by the SI within 30 days of the start of the New Financial Year. Any failure to do so, shall amount to violation of the terms of the agreement and entitle BSNL to en-cash the bank guarantee and to convert into a cash security without any reference to the SI and his risk and cost. No interest or compensation whatsoever shall be payable by BSNL on such encashment.

8.3 SI shall also submit additional PBG of at least 5% of the P.O. value, whenever a work is awarded to System Integrator valid for the duration three months more of the project duration. The Project duration includes warranty and AMC, if any required by the customer.

9.0 **Force- Majeure:** If at any time, during the continuance of this agreement, the performance in whole or in part, by either party, of any obligation under this is prevented or delayed, by reason of war, or hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, quarantine restriction, strikes and lockouts (as are not limited to the establishments and facilities of the SI), fire, floods, natural calamities or any act of God (hereinafter referred to as event), provided notice of happenings of any such event is given by the affected party to the other, within 21 Calendar days from the date of occurrence thereof, neither party shall, by reason of such event, be entitled to terminate the agreement, nor shall either party have any such claims for damages against the other, in respect of such non-performance or delay in performance. Provided Service under the agreement shall be resumed as soon as practicable, after such event comes to an end or ceases to exist. The decision of BSNL as to whether the service may be so resumed (and the time frame within which the service may be resumed) or not, shall be final and conclusive. However, the Force-majeure events noted above will not in any way cause extension in the period of the agreement.

10.0 **CONFIDENTIALITY OF INFORMATION & INTELLECTUAL PROPERTY:**

10.1 Subject to conditions contained in this Agreement, the System Integrator shall take all necessary steps to safeguard the privacy and confidentiality of any information about BSNL and its subscribers from whom it has acquired such information by virtue of the Service provided and shall use its best endeavors to secure that:

10.1.1 No person acting on behalf of the SI or the SI himself divulges or uses any such information except as may be necessary in the course of marketing of BSNL DATA SERVICES.

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10.1.2 No person seeks such information other than is necessary for the purpose of marketing of BSNL DATA SERVICES as mentioned in the “Scope of Work”.

10.1.3 Provided, the above para shall not apply where BSNL has consented in writing to such information being divulged or used and such information is divulged or used in accordance with the terms of that consent; or the information is already open to the public.

10.2 The SI shall take necessary steps to ensure that the SI himself / herself and any person(s) acting on its behalf observe confidentiality of customer information.

10.3 The System Integrator shall, prior to commencement of this agreement, confirm in writing to BSNL that The SI has taken all necessary steps to ensure that it and its employees shall observe confidentiality of customer information.

10.4 This clause shall survive the termination or expiry of this Agreement.

10.5 Intellectual Property:

10.5.1 The intellectual property rights of the solution offered to and implemented by BSNL shall be with the purchaser. All documents, raw data, research, processes, technology, film, artwork, engravings, dies, paper tapes, magnetic media, programs, designs and inventions (collectively referred to as the “information”) conceived of, collected, completed or produced in the course of performance of the contract by the System Integrator, for BSNL or provided to the SI by BSNL shall be the exclusive property of BSNL and shall be kept confidential.

10.5.2 The SI, including all Personnel shall not disclose, divulge, share, discuss, lend, license or sell to any third party any information, data, databases, documents, software, proprietary information, taxpayer information or technical material (“information”) supplied to or by BSNL in the performance of the Agreement.

10.5.3 The Contractor shall not retain any information related to the Assignment, in any medium, and shall return all copies. All materials prepared at the request of and for BSNL shall remain the property of BSNL except with the written consent.

10.5.4 All information and documents supplied to the System Integrator under the Agreement and all reports, programs, procedures, documents and information produced under the Agreement are the property of BSNL and shall be returned upon completion of contract.

10.5.5 Neither party will use the other party’s name nor marks, refer to or identify the other party in any advertising or publicity releases or promotional or marketing correspondence to others without such other party’s written approval.

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11.0 Indemnification: The SI agrees to protect, defend, indemnify and hold harmless to 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:

11.1 Any breach of any statute, regulation, direction, orders or standards from any governmental body, agency, telecommunications operator or regulator applicable to such party;

11.2 Any breach of the terms and conditions in this agreement by the SI.

11.3 Any claim of any infringement of any intellectual property right or any other right of any third party or of law by the System Integrator;

11.4 This clause shall survive the termination or expiry of this Agreement.

11.5 Relationship: Each party understands that it is an independently owned business entity and this Agreement does not make it, its employees, associates or agents as employees, agents or legal representatives of the other party for any purpose whatsoever. Neither party has express or implied right or authority to assume or to undertake any obligation in respect of or on behalf of or in the name of the Other Party or to bind the Other Party in any manner. In case, any party, its employees, associates or agents hold out as employees, agents, or legal representatives of the other party, the former party shall forthwith upon demand make good any/all loss, cost, damage including consequential loss, suffered by the other party on this account.

12.0 Submission of application:

12.1 Application giving the details is to be made on the company's letter head. A copy of this EOI duly signed in on all pages as a token of acceptance of all clauses be submitted along with application form.

12.2 The cost of EOI document is Rs 2360/-. If the same has not been purchased from BSNL against payment, and has been downloaded from BSNL site, then a DD for Rs 2360/- to be attached with the application form. The demand draft should be from any scheduled bank drawn in favour of "Accounts Officer (**Cash/CS**), BSNL O/o CGMT, Kolkata Telecom Circle, Kolkata" and should be payable at Kolkata. The form issued from BSNL is non transferable.

12.3 The following documents in addition to signed copy of EOI as well as DD are required to be submitted along with the application.

12.3.1 Certificate of Incorporation with copy of Articles & Memorandum of Association.

12.3.2 Latest Income Tax Clearance certificate to be submitted.

12.3.3 Annual reports of latest last two years, together with copies of Audited balance sheets.

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- 12.3.4 Organizational chart & Infrastructural details with the list of marketing office at major cities of the country. They should also submit their web site details.
- 12.3.5 Certificate of experience as defined in eligibility criteria along with customer details, project profile with dates, addresses & telephone numbers of the customers.
- 12.3.6 Letter from all the OEM's (Original Equipment manufacturer) whose make of equipments they proposed to supply as reseller. Further, preferably from OEM or else SI must state that, if required, the products /solution proposed by SI will be supported for at least three years, extendable to seven years. The support beyond warranty will be on payment basis.
- 12.3.7 Willingness to supply equipments on lease as per customer requirements. All investments will be done by SI in such cases. The SI's willing to supply equipments on lease need to mention this. The SI can mention in their willingness letter the value up to which they are willing to supply on lease. A list of such SI's will be maintained separately. Quotations for such cases will only be asked from such SI's.
- 12.3.8 The SI's are supposed to submit along with their application the product catalogue along with price list of the OEM's to whom they are sales partner and through which they propose to operate. It is fully understood that catalogue and price list is only for information to BSNL and is subject to change without any intimation to BSNL.
- 12.3.9 The SI's are also supposed to submit suggested format to monitor and evaluation of the projects being carried out by them. They are supposed to make a web based system through which the live status of the project will be achievable.
- 12.3.10 Willingness letter to work across India.
- 12.3.11 EMD of Rs. 1 Lakhs for National and 50 Thousand for Circle level, in the form of Bank Guarantee as per proforma attached and to be valid for One Year is to be submitted along with the application form. Each applicant for its empanelment as SI in Circle-Silver and BA category will submit refundable Security Deposit (SD) of ₹ 10,000 in the form of Bank Guarantee from any scheduled bank valid for One year or a cash receipt of BSNL for this purpose.
- 12.3.12 Undertaking that they will submit PBG for Rs. 25 Lakhs, Rs. 3 Lakhs, and 50 Thousand for National, Circle level, Circle level-Silver respectively within 3 to 4 weeks of approval, in the format specified in the EOI. The BG submitted for EMD will be returned after submission of PBG.
- 12.3.13 Details of marketing offices and/or undertaking for opening the same, if sufficient offices are not available.
- 12.3.14 Any other documents as per eligibility conditions.
- 12.4 All costs & expenses associated with submission of applications shall be borne by the company submitting the application and BSNL shall have no liability in any manner in this regard or if it decides to terminate the process of short-listing for any reason whatsoever.

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- 12.5 The application may be sent in a sealed cover marked “Supply, Installation, Integration and Maintenance of networking equipment/ solutions/ services for WAN/ LAN/ IT Services, end user connected equipment (wired/wireless) like Wi-Fi, blue-tooth, IoT or non-IoT devices / CCTV etc. for Data Services offered to BSNL customers” to Dy. General Manager (EB), O/o CGMT Kolkata Circle Kolkata,.
- 12.6 The evaluation of the application will be carried out by taking into consideration the eligibility criteria as mentioned in clause 2 of EOI. Those who are found fulfilling all eligibility criterion will be empanelled by Kolkata Circle as National / Circle level SI.
- 12.7 The right to suspend the short-listing process or part of the process to accept or reject any or all applications at any stage of the process and or to modify the process or any part thereof at anytime without assigning any reason therefore is reserved by BSNL without any obligation or liability whatsoever.

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Annexure - ATechnical Specification of Customer's End Equipments, their network on LAN / WAN etc. (Only Indicative)

[1]Router: The detailed technical specifications are as follows.

- a) **Port Bandwidth**: CPE ports with leased line termination at speeds ranging from 64 kbps, Nx64 kbps upto 2 Mbps
- b) **Network Protocols**: The device shall support TCP and IP as per latest IETF standard.
- c) **Routing Protocols**: Shall support static, RIP and OSPF for connecting the CPE to BSNL's network Point of Presence.
- d) **Physical Interface**:
 - (i) Serial Port: One/ two with V.35/G.703 interface
 - (ii) Ethernet Port: One / Two
 - (iii) ISDN BRA Interface: Optional
- e) **Other Features**: The CPE router should have following additional feature.
 - (i) SNMP support: The port connected to BSNL's network shall support the SNMP ver.2 management and MIB (Management Information Base) so that it can be used for central monitoring by the NMS.
 - (ii) Redundancy in control and power supply module. Optional.

Note: The SI's can quote multiple models to take care of main and optional requirement.

[2]Line Driver / Modems: The detailed technical specifications are as follows.

- a) **Types**: Following two types of modem are required.
 - (i) Low end Modems with speed ranging from 64 kbps, n x 64kbps to 256 kbps
 - (ii) High end Modems with speed ranging from 64 kbps, n x 64kbps to 2 Mbps
- b) **Physical Interface**: V.35/G.703
- c) **Distance**: The modems should be in a position to drive at maximum speed up to 10 km on normal cable used in BSNL network. (d) Should work with single pair cable.

Name of SI

Designation

Signature of SI
As a token of acceptance of all Clauses.

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[3]S witch: It is layer 2 Ethernet Switch with 8/16/24 ports

Note: All the three customer end components should work with standard 230 V AC available in India.

[4]PC's / Servers

[5]RF / VSAT /CDMA/3G/WiMax/ISDN etc System in end link.

[6]Following types of features into the CPE specifications are very common these days, and are frequently demanded by customers:-

- a) New small branch office appliances that should have comprehensive security and performance with WAN connectivity and routing.
- b) Unified Threat Management (UTM) security features including Stateful firewall, IPS, Antivirus (Anti-Spyware, Anti-Phishing, Anti-Adware), Anti-Spam, and Web Filtering to protect the network from attack. The benefits of using Such Devices in Customer Networks are;

1. The UTM CPE's deliver a purpose-built platform with robust security applications, high physical and virtual interface density and advanced routing support to deliver a cost effective consolidation solution. These appliances offer high performance platforms that enable customers to reduce the number of devices deployed in the network through a combination of high physical port density.
2. Virtualization encompasses an advanced capability called Virtual Systems along with security zones, and virtual LANs (VLAN), all of which combine to divide the network into secure segments using multiple virtual firewalls, each with its own policies, network addressing and management, while maintaining an overall security stance for the organization. High port densities combined with virtualization facilitates reduction in devices without having to collapse firewall policies and management.
3. To easily integrate into the network, the appliances must support dynamic routing and multiple deployment modes eliminating the requirement for any network topology changes common in many competitive offerings.
4. For reliability the CPE must support Stateful high availability for both firewall and VPN, thereby minimizing the impact an outage may have on the network.
5. The CPE must have centralized, policy-based management that provides them to easily help customers deploy a higher level of security and control.

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[6] By deploying these type devices the CPE helps to roll out multiple value added services such as : Firewall Services , Anti Virus Services , Anti Spam & Phishing Services, Web Filtering Services , IPS Services without any further additional hardware deployment at customer location .

[7]Any other services required by the customers.

Name of SI

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Annexure- BPROFORMA FOR PERFORMANCE BANK GUARANTEE

To

The Chief General Manager Kolkata Telecom Circle
Kolkata

In consideration of the BSNL having agreed to sign an agreement with M/s (herein after called 'System Integrator') to supply, configure and maintain the Customer's End Equipments, their network on LAN / WAN etc. for VPN services offered by BSNL (hereinafter called 'the Service') to BSNL subscribers as per the agreement No. (hereinafter called 'the said agreement') on the terms and conditions contained in the said agreement, which inter-alia provides for production of a Bank Guarantee to the extent of Rs.....(In words) for the service by way of security for the due observance and performance of the terms and conditions of the said agreement. We (Indicate the name and address and other particulars of the Bank) (hereinafter referred to as 'the Bank') at the request of SI hereby irrevocably and unconditionally guarantee to BSNL that SI shall render all necessary and efficient services which may be required to be rendered by SI in connection with and/or for the performance of the said System Integrator and further guarantees that the service which shall be provided by SI under the said agreement, shall be actually performed in accordance with terms & conditions of the SYSTEM INTEGRATOR / NETWORK INTEGRATOR to the satisfaction of the BSNL.

2. We, the Bank, hereby undertake to pay BSNL an amount not exceeding Rs.....Rs.....only) against any loss or damage caused to or suffered or would be caused to or suffered by BSNL by reason of any breach by the said SYSTEM INTEGRATOR / NETWORK INTEGRATOR of any of the terms and conditions contained in the said agreement including failure to extend the validity of this guarantee or to give a fresh guarantee in lieu of the existing one.

3. We, the Bank hereby, in pursuance of the terms of the said agreement, absolutely, irrevocably and unconditionally guarantee as primary obligor and not merely as surety the payment of an amount of Rs.(RupeesOnly) to the BSNL to secure due and faithful performance by SI of all his/their obligations under the said agreement.

4. We, the Bank hereby also 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 or would be caused to or suffered by the BSNL by reason of breach by the said SI of any of the terms or conditions contained in the said agreement or by reason of SI's failure to perform any of its obligations under the said agreement."

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5. We, the Bank, hereby agree that the decision of the BSNL as to whether SI has failed to or neglected to perform or discharge his duties and obligations as aforesaid and/or whether the service is free from deficiencies and defects and is in accordance with or not of the terms & conditions of the said agreement and as to the amount payable to the BSNL by the Bank hereunder shall be final and binding on the Bank.

6. WE, THE BANK, DO HEREBY DECLARE AND AGREE that:

(a) the Guarantee herein contained shall remain in full force and effect for a period of one and half years from the date hereof and that it shall continue to be enforceable till all the dues of the BSNL and by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till BSNL satisfies that the terms and conditions of the said agreement have been fully and properly carried out by the said SI and accordingly discharged this guarantee.

(b) 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 of any obligations by the said SI 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 SI and to forbear or to 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 variation or extension being granted to the said SI or forbearance act or omission on the part of the BSNL or any indulgence by the BSNL to the said SI or to give such matter or thing whatsoever which under the law relating to sureties would but for this provision, have effect of so relieving us.

(c) Any claim which we have against SI shall be subject and subordinate to the prior payment and performance in full of all the obligations of us hereunder and we will not without prior written consent of the BSNL exercise any legal right or remedy of any kind in respect of any such payment or performance so long as the obligations of us hereunder remains owing and outstanding.

(d) This Guarantee shall be irrevocable and the obligations of us herein shall not be conditional of any prior notice by us or by SI.

7. We the BANK undertake not to revoke this Guarantee during its currency except with the previous consent of the BSNL in writing.

Name of SI

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8. Notwithstanding anything contained above, our liability, under the Guarantee shall be restricted to Rs..... and our Guarantee shall remain in force until **Five year and Six months** from the date hereof. Unless a demand or claim under this Guarantee is made on us in writing within this date i.e. all your rights under the Guarantee shall be forfeited and we shall be released and discharged from all liabilities there under.

DateDay..... For(Name of Bank)

In the presence of Witnesses:

Signature	Signature
Name	Name
Occupation	Occupation
Address	Address
Place	Place
DATE	DATE

Name of SI	Designation	Signature of SI
		As a token of acceptance of all Clauses.

AGREEMENT PROFORMA

(To be furnished on Rs.100/- stamp paper)

To be executed on non-judicial stamp worth Rs.100/- and continuation sheets on ledger papers and two copies on ordinary paper to be submitted neatly type-written sheets on one side of the paper in single line spacing.

A G R E E M E N T

AGREEMENT with M/s for Establishment and Maintenance of Customer Private Network on turnkey basis including supply, installation, integration and maintenance of networking equipment/solutions/services for WAN/LAN/IT services, end user connected equipment (wired/wireless) like Wi-Fi, Blue-tooth, IOT or non-IOT devices/CCTV etc for BSNL customers.

This agreement is signed on the by and between **BHARAT SANCHAR NIGAM LIMITED**, a company registered under the Companies Act 1956 having its Registered office at Bharat Sanchar Bhawan, Harish Chandra Mathur Lane, Janpath, New Delhi-110001 & Corporate office at Bharat Sanchar Bhawan, Harish Chandra Mathur Lane, Janpath, New Delhi-110001 acting through the C.G.M. Kolkata Telecom Circle, Kolkata - 1 (herein after called **BSNL** which expression shall, unless repugnant to the context, include its successors in business, administrators, liquidators and assigns or legal representatives) of the **FIRST PARTY**

AND

M/s ,
a company registered under the Companies Act 1956, having its registered office at acting through Mr. /Ms.....,(Designation)....., the authorized signatory (hereinafter called as **SI**), which expression shall, unless repugnant to the context, include its successors in business, administrators, liquidators and assigns or legal representatives) of the **SECOND PARTY**.

WHEREAS

1. BSNL is a telecom service provider licensed to provide various kinds of **DATA SERVICES** within India.
2. The BSNL is desirous of appointing **SYSTEM INTEGRATOR / NETWORK INTEGRATOR** (hereinafter referred as **SI**) to market and sell its **BSNL DATA SERVICES** and Establishment and Maintenance of Customer Private Network on turnkey basis including supply, installation, integration and maintenance of networking equipment/solutions/services for WAN/LAN/IT services, end user connected equipment (wired/wireless) like Wi-Fi, Blue-tooth, IOT or non-IOT devices/CCTV etc. The **SI** has approached BSNL for authorizing it to act as its **SI** for marketing & Selling of **BSNL Data Services & Supply, Configuration and Maintenance** of Customer's End Equipments, their network on **LAN / WAN** etc. for Data Services for BSNL customers.

Name of SI

Designation

Signature of SI
As a token of acceptance of all Clauses.

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3. The SI has requested to sign an agreement for marketing & Selling of BSNL Data Services & Establishment and Maintenance of Customer Private Network on turnkey basis including supply, installation, integration and maintenance of networking equipment/solutions/services for WAN/LAN/IT services, end user connected equipment (wired/wireless) like Wi-Fi, Blue-tooth, IOT or non-IOT devices/CCTV etc for BSNL customers where upon and in pursuance to the said request, BSNL has agreed to sign this Agreement with the SI for marketing & Selling of BSNL Data Services & Establishment and Maintenance of Customer Private Network on turnkey basis including supply, installation, integration and maintenance of networking equipment/solutions/services for WAN/LAN/IT services, end user connected equipment (wired/wireless) like Wi-Fi, Blue-tooth, IOT or non-IOT devices/CCTV etc for BSNL customers as given in the EOI document no..... dt:.....

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In consideration of the due observance & performance of all the terms and conditions mentioned in this agreement along with the EOI terms and condition issued vide number, which are part and parcel of this agreement, BSNL and the M/S.....agree to sign agreement for marketing & Selling of BSNL Data Services & Supply, Configuration and Establishment and Maintenance of Customer Private Network on turnkey basis including supply, installation, integration and maintenance of networking equipment/solutions/services for WAN/LAN/IT services, end user connected equipment (wired/wireless) like Wi-Fi, Blue-tooth, IOT or non-IOT devices/CCTV etc for BSNL customers.
2. It shall be valid for a period of **Five Years** from the date of signing unless revoked earlier. Further extensions will be considered as per the provisions of EOI.
3. M/s.....and BSNL hereby agrees and unequivocally undertakes to fully comply with all terms and conditions stipulated in agreement without any deviation or reservations of any kind, unless mutually agreed between the parties at any given time.
4. The laws of land as promulgated/modified/amended or replaced from time to time shall govern this Agreement. BSNL reserves the right to appoint more than one SI in this category in each circle.
5. This Agreement shall not be amended or modified or altered or changed in any way except in writing and duly executed by the authorized representative of each party.
6. The Agreement is a confidential document. M/s..... and BSNL shall not divulge any part of this Agreement either through oral or written communication or through any other mode to any third party.
7. The SI agreed to submit a Performance Bank Guarantee (PBG) of Rs..... (in words)..... as a security towards due observance and performance of terms & conditions of this Agreement. This Bank Guarantee shall be valid for..... from the date of signing of this Agreement. The SI agrees to renew the PBG from time to time till expiry of agreement or till BSNL is satisfied that the terms & conditions of said agreement have been fully and properly carried out by the SI. Without prejudice to its rights of any other remedy, on failure of the SI to provide services under this agreement or in case of any breach in terms and conditions of the Agreement, BSNL shall en-cash / forfeit the said Performance bank Guarantee.

Name of SI

Designation

Signature of SI
As a token of acceptance of all Clauses.

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8. BSNL reserves the right to provide such services on its own or to enter into Agreement with other parties / persons / service providers for providing similar services from time to time in future without any restriction on number of persons / parties / SI , the SI shall have no objection whatsoever. SI agrees to adherence to this provision and the same is a material obligation of this Agreement.
9. All terms and condition as mentioned in EOI no:..... dt..... is valid and forms integral part of this agreement.

In witness whereof the parties hereto have caused this Agreement to be executed through their respective authorized representatives on theday of....., 20__.

-S/d-

Signed for and on behalf of BSNL by

.....

O/o CGMT Kolkata Circle, Kolkata.

-S/d-

Signed on behalf of M/s PRIVATE LIMITED, by Shri, the authorized signatory and holder of General Power of Attorney dated.....executed in accordance with the Resolution dated..... passed by the Board of Directors of the company.

In the presence of Witnesses:

Signature
Name
Occupation
Address

Signature
Name
Occupation
Address

Place
DATE

Place
DATE

Name of SI

Designation

Signature of SI
As a token of acceptance of all Clauses.

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Annexure-D

To

Chief General Manager Telecom
Kolkata Telecom District,
34, BBD Bag (South)
Kolkata-700001

Dear Sir,

In accordance with your EOI enquiry No..... dated
M/s.....having its registered office at
..... (hereinafter called the 'Bidder') wish to
participate in the said EOI for.....

As an irrevocable Bank Guarantee against Bid Guarantee for an amount
of..... valid upto is required to be submitted by the Bidder as a condition
preset for participation in the said EOI, which amount is liable to be forfeited on the
happening of any contingencies mentioned in the EOI/ bid documents.

We, theBank at having our head office at
..... guarantee and undertake to pay immediately on demand
by BSNL the amount (in figures and words) without any
reservation, protest, demur and recourse. Any such demand made by said owner shall
be conclusive and binding on us irrespective of any dispute or differences raised by
the Bidder.

This guarantee shall be irrevocable and shall remain valid upto
(upto One Year). If any further extension of this guarantee is required, the same shall be
extended to such required period on receiving instruction from M/s.
..... on whose behalf guarantee is issued.

In witness whereof the Bank, through its authorized officer has set its stamped on
this Day of20 at

Designation.....

Bank's Common Seal.....

Attorney as per power of Attorney

No.....

Witness

Signature.....

Name

Name of SI

Designation

Signature of SI
As a token of acceptance of all Clauses.

Self Declaration / Letter of Intent and Consent
For the Empanelment of existing SIs in other Circle/Units

To,
 The CGMT,

-----Circle,

SUBJECT: Request for additional Empanelment in other Circle by National SI/Circle SI: As per the "Guidelines on Customer's Private Network Establishment (CPNE) on Turnkey basis through System / Network Integrator (SIs)" of BSNL for providing turnkey solutions to its enterprise customers the existing SIs (SI) may request for the empanelment in other Circles. In this regard, it is submitted,

- (i) That, my firm/organisation/company, -----(herein aftercalled applicant), is already empanelled as a SI in - (Name of Home Circle)-----Circle as National/Circle Level SI.
- (ii) That, the applicant is interested to get empanelled as SI in your Circle also.
- (iii) That, the applicant is eligible under this policy to be empanelled as National/Circle SI.
- (iv) That, the applicant on appointment as SI, would abide by the procedure as decided from time to time by BSNL and its officers in executing the network assignments as approved for the purpose.
- (v) It is declared that the intended additional empanelment in your Circle would not affect the Quality and speed of the works in my existing empanelled Circle.
- (vi) It is well understood, that Enterprise Business leads are of utmost importance and have got Commercial value for BSNL and would not be mis-utilised in any form which may be detrimental to the Business interests of BSNL.
- (vii) That the quotes given by me against the queries of BSNL would be firm and to be abided by me.
- (viii) That, the acceptance of my offer against any goods or services would be at the sole discretion of BSNL and my Company would have no claim or right on any business.
- (ix) That all the terms and conditions as applicable to me in my home Circle of empanelment would be enforceable in your Circle mutatis mutandis.
- (x) That, the policy is non exclusive in nature and the applicant can't claim any right to any business, customer, area or product etc.
- (xi) That, the applicant is aware of the additional empanelment is mutual and can be cancelled by either side on a due notice as per policy of BSNL.
- (xii) The applicant authorises existing Home Circle Head to have lien on the BG submitted by me for any non performance committed in your Circle. For this purpose CGM of home Circle would act as per the advice of your Circle.
- (xiii) The applicant is well aware that if at any stage/juncture it is established that the applicant as SI has misrepresented BSNL and acted in a manner detrimental to the business interests of BSNL, BSNL would be free to make good its losses from the applicant without prejudice to any other legal remedies it may have.

Dated:

At:(-----)

Copy: CGMT, (Home Circle),.....