

BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)
Office of the General Manager Telecom, Gulbarga-585101

No: G-23/Prted.Tele/2007-08

Dated @ Glb the 14-11-2007

TENDER DOCUMENT

Sub:Tender for Heavy duty Printing Solutions for Printing Telephone
Bills & automation of Post Printing Operations of Gulbarga Telecom
District ,Gulbarga.

1. Sealed tenders are invited by the General Manager Telecom Gulbarga on behalf of the C. M. D. BSNL from Reputed Service Bureau Organizations (SBOs) for printing Telephone Bills in multi colour (three colours) using preprinted stationery & using Advanced Laser / Electro photography Printing Solutions. Specification details are in Annexure-I.
2. Terms conditions are specified in Annexure-II.
3. The cost of the tender form is Rs.575/- (Rs.500/- + ST at 13% + 10%on ST as Road Cess + 5% on ST as Infrastructures Cess (Total: Rs 500 + 65 + 6.5 +3.25=574.75 say Rs. 575/-) and the said amount may be paid at the cash counter, O/o GMT, Gulbarga by cash or DD drawn in favour of BSNL Gulbarga.
4. Tender form can either be had from SDE General, O/o GMT, Gulbarga on production of Receipt for Rs.575/- OR can be downloaded from website www.karnataka.bsnl.co.in. In such cases the cost of tender form Rs.575/- should be in the form of Demand Draft drawn in favour of BSNL Gulbarga, Payable at Gulbarga. In case of non-remittance of cost of tender form, tender document will be summarily rejected.
5. Tender should be accompanied with EMD of Rs.20,000/- in the form of demand draft drawn in favour of BSNL, Gulbarga, payable at Gulbarga.
6. Tender should be submitted in two envelopes placed inside a main cover. The first envelop should contain Qualifying Bid ie, EMD in the form of DD, tender document duly signed, other certificates/documents as per Annexure-III, DD towards cost of tender form in case the tender form is down loaded from web site. The second envelope should contain Financial Bid (Rates duly quoted by the tender in the prescribed format). On all these envelopes the name of the firm, Qualifying Bid or

Signature of the Tenderer with seal

Financial Bid must be clearly mentioned and should be properly sealed with sealing wax/pvc tape. The main cover should be super scribed as

“TENDER FOR HEAVY DUTY PRINTING SOLUTIONS” and addressed to
Shri. T. Kallappa, A.G.M.(A), O/o General Manager Telecom, Gulbarga Telecom
District , Gulbarga

7. Tender will be accepted upto 15.00 Hours of 23.11.07. Tenders received either late or without seal are liable for rejection. Tenders will be opened on the same day at 16.00 Hrs. in the presence of the tenderers or their representatives who may be present at the time of opening of orders.
8. Tenders shall also furnish declaration as per Technical Bid, accepting the terms and conditions of the department set forth in the tender as per Annexure-II.
9. Clarifications regarding the technical specification etc. may be had from the Accounts Officer (TR_Billing), O/o GMT Gulbarga.
10. The General Manager, Gulbarga Telecom District Gulbarga, reserves the right to reject any or all tenders without assigning any reason whatsoever.
11. Last Date of issue of Tender Document upto 13.00 Hours of 21.11.07.
12. Last Date for Receipt of Tender upto 15.00 Hours of 23.11.07.
13. Date of Opening the Tender at 16.00 Hours of 23.11.07.

Assistant General Manager (A)
O/o G.M.Telecom. Gulbarga-585101

- Encl: 1. Annexure-I: Technical Specifications.
2. Annexure-II: Terms and condition (Technical& General).
3. AnnexureIII: Technical Bid.
4. AnnexureVI : Financial Bid.
5. Annexure V : Declaration

Signature of the Tenderer with seal

ANNEXURE-I

TECHNICAL SPECIFICATION.

1. The process of printing shall be of the kind that supports variable data and variable font-size, two-up printing etc. and shall be of laser/electro photography technology based. The printer resolution has to be minimum of 300X300 DPI.
2. Printers speed shall be exceeding 110 images per minute per machine with duplex printing capability on cut-sheet of A4 size. The printer shall also support Mixplex Printing.
3. The printing technology shall be of the capability for advanced print languages such as IPDS, POSTSCRIPT and PCL. Preprinted stationary should be used for printing of the Bill.
4. The printing of logos, photographs (Black & White or any other colour and shades of that colour), barcodes signature and Indian Languages Hindi, English & Kannada scripts should be possible. Also for printing advertisement matter in the bill, preprinted stationary of 3 colours shall be supported. Further stitching (stapling) of printed pages shall also be available as an option.
5. The print-layout of the bills will be designed as per the direction of BSNL Gulbarga District and there should be enough flexibility to change the design and print layout and details at minimum time gap as per the needs of the Gulbarga Telecom District. The bar coding of certain data items is also one of the important needs and details are to be worked out in consultation with the S/W group of Gulbarga TD and their consultant.
6. There should be flexibility in the print-layout to include optional messages either selectively or for all bills of a cycle.
7. The post print operation viz. Folding the bill, stapling and shall have the facility to enclose newsletters and bulletins / enclosures to all or target group of Customers (ie. on selective basis). The speed of operation of post printing operation system shall be in synchronization of the throughput the printing system to ensure timely dispatch of bills.

Signature of the tenderer with seal

The PRINTED BILLS after attending to post print operation as at SI 7 should be handed over to A O (TR Billing) duly folding, stapling and sorting on third day from the date of intimation or collecting the data, through E-mail/CD etc. It is the responsibility of the SBO to collect the data through E-mail/CD etc, the very day of intimation or maximum the next day before 1200 hours. The bills should be handed over on the due dates as specified above, before 1530 hours, so as to enable Postal Authorities to book and dispatch on the same day (kindly see sl f) ANNEXURE-II.

8. Any modification and improvement suggested during the period of contract should be implemented without extra cost for which 30 days notice will be given after approving the changes in the format.
9. Attachments in the form of News/Bulletins/Communications if any given by BSNL should be sent along with the bill without any extra cost.

Signature of the Tenderer with seal

ANNEXURE-II

1. Technical terms, conditions and requirements:

- a. The scope of the tender is to provide offsite print and post print operations service to Gulbarga Telecom District (GGA TD) for printing of Telephone bills and for post-print operations on a continuous basis for period of 3 years.
- b. The preprinted stationery (paper) used for printing shall be minimum of 80 GSM and good quality and prior approval for the same shall be taken from GGA TD. The GGA TD requirement for such service is cyclic in nature. The approximate load per month is 35000 Bill Forms (approximately and as per billing schedules indicated below) A4 print images, Viz 35000. This load is based on the GGA TD network size of 0.70 Lakh Customers at present. The growth plan of GGA TD is expected of an increase of 8000 lines per annum. The SBO should be capable of handling the increased print load without affecting the print/billing schedule irrespective of the actual increase.

i) Regular bill bill dtd. 5th of the month : App. 35000 numbers

The SBO shall provide foolproof and transparent arrangement in the system to ensure that all the data supplied by GGA TD is printed. The Counter for the number of print images created by the system is also software / system controlled and counter initialization should not be possible by the SBO's operators without prior approval of nominated Officer of the GGA TD. This point is of utmost importance since payment to the SBO's monthly claims for the service rendered to GGA TD is based on the reading in the counter and fool-proof and transparent arrangement shall be made by the SBO to the full satisfaction of GGA TD.

- c. The SBO shall provide documentary proof of experience in providing similar services.
- d. The software for designing the print images format shall be developed by the SBO free of cost. The SBO is also responsible for making the necessary changes to the S/W needed, to accommodate any changes to the print-image format as and when GGA TD puts-forth such demand, free of cost. However, such

Signature of the Tenderer with seal

demand from GGA TD for changes shall not be more than 4 (four) per year. This does not include changes required for inclusion of commercial advertisements as per clause (g) below at short notice of 3-4 days for every billing cycle.

- e. The responsibility for procuring / stocking the necessary preprinted stationery shall be of SBO. For printing commercial advertisement, SBO shall provide facility to scan /edit/ reduce/ enlarge the advertisement material suitable and re-adjust print-format layout to suitable insert the commercial ads at appropriate slot short notice for every billing cycle and such changes required are to be done free of cost.
- f. GGA TD shall provide the data through E-mail/CD etc. containing the *OUTPUT FILE*. For generation of print images, as per different billing schedules as shown at (b) above. One-day advance intimation will be given to SBO to collect the data through E-mail/CD via phone/fax/E-mail. It is the responsibility of the SBO to collect the cartridge the very next day of intimation. The responsibility of the converting the file to any format, to ensure flexibility in printing, is of the SBO. For the work of printing, all the 7 days are to be considered as working days. Thus intervening holidays/week-ends shall not effect the operations.
- g. The term of the contract is for a period of 3 years. GGA TD can terminate the contract by serving a notice of 6 months. The SBO shall maintain full confidentiality of the data supplied for creating print images. Under no circumstances, the contractor shall divulge/reveal/share such data for the purpose other than for creating print images for GGA TD. Any violation of the confidentiality clause may result in instant termination of the contract and the SBO shall pay liquidated damages of Rs.5,00,000/- to GGA TD and the latter shall reserve the right to black-list the SBO on All India Basis. The successful bidder should enter into agreement to this effect.
- h. Successful SBO shall also be under obligation to extend similar services to GGA TD at the same agreed rate for any other adhoc/non-cyclic requirement of GGA TD on priority basis, as and when such requirement arise and such request is made by GGA TD to SBO. The print-image/page-layout shall be developed by the SBO free of cost on 2 occasions in a calendar month.

II. General & Commercial Terms and Conditions:

- a. **Cost of the Tender Document;** Cost of the tender document is Rs. 575/-. The said amount may be paid at the cash counter, O/o GMT, Gulbarga by cash or DD
- b. The Tender Document may be had from SDE General, O/o GMT, Gulbarga on production of the receipt for Rs575/-.

- c. Any clarification regarding technical or others may be had from the Accounts Officer (TR-Billing), O/o GMT, Gulbarga

d. Earnest Money Deposit:

EMD of Rs.20,000/= in the form of Demand Draft drawn on any Nationalized Bank, in favour of BSNL, GGA TD, should accompany the Tender Offer. Offers without the EMD or the EMD not in the form mentioned above will not be considered .

The EMD of the unsuccessful tenderer shall be refunded after final acceptance of the tender and within a reasonable time not exceeding six months from the date of opening the tender. In the intervening period the EMD will not carry any interest.

The EMD will be forfeited if the tenderer withdraws the offer before finalisation of the tender. The EMD of the successful tenderer will also be forfeited if the tenderer fails to provide the performance Guarantee/Security Deposit when required to do so within the stipulated time.

The EMD of the successful tenderer is refunded after the deposition of the Security Deposit/Performance Guarantee.

e. Security Deposit:

The successful tenderer shall provide a performance guarantee of Rs2,00,000/- as Security Deposit in the form of Bank Guarantee in the format as per Annexure-IV or by a Demand Draft payable to BSNL Account, GGA TD. The security deposit carries no interest & refundable only after termination / successful completion of the contract awarded to SBO. The Bank Guarantee shall cover for full contract period.

- f. **Evaluation of tender:** Qualifying bids will be evaluated first to determine whether they are complete, whether required documents/EMD have been furnished and whether the documents have been properly signed. The qualifying bid which conforms to all the terms and conditions of the bid document without deviations will be considered as responsive. The bids which are non responsive will be summarily rejected. Financial bids of those bidders whose qualifying bids are responsive only will be evaluated. Financial bids of non responsive bid will returned un opened.

The evaluation and comparison of Financial bids shall be on the rates quoted by the bidder. L1 will be decided on the lowest rate quoted by the bidder.

g. Payment to the SBO:

SBO shall arrange to submit its claims on monthly basis. The bills in triplicate pre-receipted shall be preferred by the SBO to AO (TR Billing) or any other officer nominated by General Manager, Gulbarga TD Gulbarga by 5th of every month for the services rendered in the preceding calendar month.

h. Tender Acceptance and Rejection:

General Manager Telecom Gulbarga reserves the right either to accept or to reject any part or whole of the tender without assigning any reason whatsoever.

Letter of intent will be issued to the successful SBO after evaluation of the Tender. The firm work order will be issued after the SBO deposits the Security deposit. Performance Guarantee within the stipulated period. The SBO shall start rendering the service to GGA TD within 20 days from the date of firm work order.

i. PENALTY:

- a) If the successful SBO, on being intimated about acceptance of his tender fails to execute the agreement duly paying the additional Security Deposit within seven days from the date of receipt of such intimation, his EMD shall be liable for forfeiture.
- b) If the successful SBO on acceptance of the tender refuses to undertake the work/fail to commence the work within the stipulated time, then the EMD will be forfeited.
- c) Penalty for delay in making over the printed bills will be levied at the rate of 1% of the charges for that particular job, for each day of delay subject to maximum of 3 days, besides considering forfeiture of SD as per clause (d) below.
- d) Security Deposit / Performance Guarantee will be forfeited for unsatisfactory service to GGA TD after allowing reasonable chance to SBO to set right the service deficiencies to the full satisfaction of GGA TD.

j. Income-Tax Clearance:

Attested copy of the latest Income Tax / return filed (The original of which may have to be produced by the successful SBO before the issue of the firm work order).

k. FORCE MAJEURE CLAUSE

- 1) If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract be

prevented or delayed by reason of:

- # Any War or Hostility
- # Acts of Public enemy, civil commotion, sabotage, explosions
- # Effect of flood, epidemics, quarantine restrictions, freight embargoes
- # General strikes, Bandhs
- # Acts of God.

Hereinafter referred to as EVENT, neither party shall, by reason of such EVENT, be entitled to terminate this Contract, no shall any party have any claim to the damages against the other in respect of such non-performance of delay in performance, provided that notices of happening of any such EVENT is given by either party to the other within 7 days (seven days) from the date of occurrence of the event.

- 2) If a force MAJEURE EVENT occurs, the SBO shall promptly notify GGA TD in writing of such conditions and the case thereof. Unless otherwise directed by the purchaser in writing, the SBO shall continue to perform its obligations under the contract as far as reasonably practicable and shall seek all reasonable alternative means for performance not prevented y the Force Major EVENT.
- 3) Expected work and deliveries under this contract shall resume as soon as practicable after such EVENT comes to an end or ceases to exist. The decision of the General Manager Telecom, GGA TD, GGA as to whether the situation has become normal or not, shall be final and conclusive.
- 4) If the performance in whole or part of any obligation under this Contract is prevented of delayed by reason of any such EVENT for a period exceeding of 60 (sixty) days, either party may, at their option, terminate this Contract.

h. FINANCIAL QUOTE:

The quote shall be as per annexure -V, enclosed, for the following items.

- 1) Laser printing on 3 colour preprinted A4 size- 80 GSM paper including cost of paper preprinted on both the side and laser printing of variable data on one side. Cost for folding and stapling each bill.

The rates quoted shall be basic cost plus taxes excluding service tax, service tax payable if applicable separately.

Signature of the Tenderer with seal

- i. In the event of machinery failure, the SBO shall make alternate arrangement at their own cost and ensure that the schedules are not getting affected by not more than 8 Hrs beyond the stipulated period. GGA TD shall not bear such expenses incurred by the SBO in all such eventualities. In the event of the SBO not able to extend the service even after expiry of the 8 hours beyond schedule time, a liquidated damage equal to the amount spent by GGA TD to get the work done through other sources, is payable by the SBO to GGA TD.
- J. No party who has any relative to the staff of Gulbarga Telecom District shall Submit the Tender and Tenderer should submit the declaration to this effect as Per Annexure – V.

ARBITRATION

In the event of any question, dispute, or difference arising under this agreement or in connection therewith except as to the matter the decision of which is specifically provided under the agreement. The same shall be referred to the sole arbitrator of the Chief General Manager, Telecom, BSNL, Karnataka Telecom circle, Bangalore or any officer designated by him and the decision of which will be final and binding on both the parties. The agreement to appoint the arbitrator will be in accordance with **Arbitration and Conciliation Act 1996.**

ANNEXURE-III

TECHNICAL BID

List of Documents to be submitted along with Tender:

1. Printing systems solution offered : Technical Details....Proof to be attached
2. Price quote
3. Attested copy of the latest Income Tax Clearance CertificateProof to be attached
4. Attested cpy of the Power of Attorney, if any..... Proof to be attached
5. Attested copy of the Partnership deeds / Memorandum of understanding, if any
.....Proof to be attached
6. Money Receipt for having paid the EMD or DD issued in favour of BSNL Account, GGA Telecom District, GGA for Rs.20,000/-
7. Profile of the Tenderer.
8. Credentials regarding experience in carrying our similar service to other PSU/Corporate Sector / Govt. Depts. / Telecom CompaniesProof to be attached
9. List of Important Customer with documentary proofProof to be attached

ANNEXURE –IV

FINANCIAL BID
SCHEDULE FOR QUOTING RATES

I/We have inspected the site and surroundings of the works specified in the document and assessed the scope of works thoroughly and have also gone through the tender document and understood the terms and conditions stipulated therein before quoting the rates hereunder.

Sl No.	<u>COST OF PRINTING</u>	Rate in rupees
1		
1 A	With preprinted stationery (80 GSM paper with 3 colours/logo on 1 st page, instruction/ information in single colour on reverse page) on A4 size paper cutsheet rate per image including cost of preprinted stationery, with variable data.	
1 B	Additional cost for each extra colour for preprinting.	
1 C	Cost of printing per image on blank A4 size – 80 gsm sheet in single colour (black or shades of black)	
2	<u>Post printing operations</u> a) Folding, sorting, stapling, pin-code wise bundling etc., b) Cost of each insertion of newsletters/communications/bulletins etc. per bill	

NOTE: 1. Rate quoted above are inclusive of all taxes, duties and the rates will be fixed during the validity of the contract original / extended as per provisions of the contract. Service tax, if applicable, can be claimed extra.

NOTE: 2. Please do not do any overwriting. If corrections are required, write it afresh with full signature.

NOTE: 3. The amount to be quoted in words & figures both.

I/We have read the tender documents in full and agree to all the terms and conditions stated therein.

DATE :

Signature with date

PLACE:

Name in Block letters, Seal of the Company

ANNEXURE –V

(To be on a Fifty Rupees Non – Judicial stamp paper duly Notarized)

AFFIDAVIT

I Sri / Smt -----

Aged about ----- years son/daughter of Sri -----

Residing at ----- do hereby affirm as follows.

That, I have no relative working in Gulbarga BSNL Telecom District.

OR

That I Have the following named near relative(s) working in Gulbarga BSNL Telecom District.

Sl No	Name	Age	Relationship	Designation	Office working

I further declare that the information furnished above are correct and bonafide to the best of my knowledge. In the event of any information coming to light contrary to what has been stated above,I (or my form) will be liable to be black listed and security deposit can be forfeited by the General Manager BsNL Telecom Dostrict Gulbarga.

Signature of the Tenderer with seal

Place :

Date :