



BHARAT SANCHAR NIGAM LIMITED

**OFFICE OF THE GENERAL MANAGER, HASSAN TELECOM, DISTRICT
BSNL BHAVAN, BM ROAD, HASSAN-573201**

BID DOCUMENT

Tender for Heavy Duty Printing Solutions for printing Telephone Bills & automation of Post Printing Operations of Hassan Telecom District, Hassan

NIT. No.G-6/TENDER/HDPS-TB & PPO/2009-2010/1 Dated @ Hassan the 27-07-2009

Document No.	
ISSUED TO[NAME & ADDRESS]	
DD/CASH RECEIPT NO	
DT OF ISSUE	
Signature of issuing officer	

TABLE OF CONTENTS

SECTION NO	TECHNICAL BID	PAGE NO.
I	NOTICE INVITING TENDER	3 -4
II	BID FORM	5
III	TENDERER's PROFILE	6-7
IV	TECHNICAL SPECIFICATION	8-9
V	TECHNICAL TERMS,CONDITION & REQUIREMENT	10-17
VI	LIST OF DOCUMENTS TO BE SUBMITTED	18
VII	FINANCIAL BID	19-20



BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)

Office of the General Manager, BSNL Bhavan, BM Road,
Hassan – 573 201

Section I **Notice Inviting Tender**

No.G-6 /TENDER/HDPS–TB & PPO/2009-2010/1 **Dated @ Hassan, the 27-07-2009.**

Sub: Tender for Heavy Duty Printing Solutions for printing Telephone Bills &
Automation of Post Printing Operations of Hassan Telecom District,
Hassan

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- Sealed tenders are invited by the General Manager .BSNL Hassan Telecom Dist Hassan-573201 on behalf of the C M D, BSNL from Reputed Service Bureau Organizations (SBOs) for printing Telephone Bills in multi colour (As per Specimen) using preprinted stationery & using Advanced Laser/Electro photography Printing Solutions. Specification details are in Section-IV.
1. Terms and conditions are specified in Section -V.
 2. The cost of the tender form **is Rs.563/-** and the said amount may be paid at the cash counter, O/o General Manager, Hassan, by cash or DD drawn in favour of BSNL Hassan.
 3. Tender form can either be had from General Section, O/o General Manager, Hassan-573201 on production receipt for Rs.563/- .OR can be downloaded from Website www.karnataka.bsnl.co.in/tender/telecom/tender-ssa.htm in such cases the cost of tender form Rs. 563/- should be in the form of Demand Draft drawn in favor of BSNL Hassan Payable at Hassan. In case of non remittance of cost of tender form tender document be summarily rejected.
 4. Tender should be accompanied with EMD of **Rs. 12,500** in the form of demand draft drawn in favour of BSNL, Hassan payable at Hassan,
 5. Tenders should be submitted in two envelopes placed inside a main cover. The first envelop should contain Qualifying Bid i.e., 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 tenderer in the prescribed format). On all these envelopes the name of the firm, Qualifying Bid or Financial Bid must be clearly mentioned. All the three Covers Viz., [1] [Outer Cover],[2] Cover containing Technical bid & [3] Cover containing Financial Bid should be properly sealed in all adjoining corners with sealing wax /Pvc tape. The main cover should be super scribed as **“TENDER FOR HEAVY DUTY PRINTING SOLUTIONS”** and addressed to The Asst. General Manager.(Admn), O/o General Manager ,V Floor, BSNL Bhavan BM Road Hassan-573201. shall be sent either by Speed/registered post or can be dropped inside the tender box, which is kept inside the chamber of Asst. General Manager[Plg], IV Floor, O/O the GMT, Hassan, on or before **1500 Hrs of 25-08-2009.**

6. Tenders received either late or without proper seal as specified above are liable for rejection. The Technical Bid will be opened on the same day at **1530 Hours** in the presence of the tenderers or their representatives who may be present at the time of opening of tenders.
 - 6(a) The cover marked “Financial Bid” will be opened only for qualified tenders in " Technical Bid"The date & time of opening of " Financial Bid " shall be conveyed to all the bidders who have qualified in Technical Bid & their representative shall be allowed to attend the financial bid opening.
7. Tenders shall also furnish a declaration as per Technical Bid, accepting the terms and conditions of the department set forth in the tender as per Annexure – II.
8. Clarifications regarding the technical specification etc may be had from the Accounts Officer (Computer), O/o General Manager ,2nd Flr BSNL Bhavan,Hassan-573201
9. The General Manager, BSNL, Hassan Telecom District Hassan reserves the right to reject any or all tenders without assigning any reason whatsoever.
- 10. Infrastructure and Manpower:** The committee constituted by General Manager, BSNL Hassan TD will inspect the premises of the bidder with regard to infrastructure and manpower. **The bidder shall arrange for inspection by the committee at their own cost**
11. Last Date of issue of Tender Document is upto **17:00 Hours of 24-08-2009.**
12. Last Date for Receipt of Tender **at 1500 Hours of 25-08-2009.**
13. Date of Opening the Technical Bid **at 1530 Hours of 25-08-2009.**

Assistant General Manager (Plg)
O/o. General Manager.Hassan – 573201

Ph No.08172-259223 FAX 08172-262600.

SECTION II

BID FORM

NIT No. G-6/TENDER/HDPS-TB & PPO/2009-2010/1 Dated @ Hassan, the 01-08-2009

To,
The General Manager,
BSNL, Hassan Telecom District
BSNL Bhavan, BM Road,
Hassan 573201

Dear Sir,

Having examined the conditions of contract & specification including addenda No..... the receipt of which is hereby duly acknowledged, I/we the undersigned, offer to execute the work of Heavy Duty Printing Solutions for printing Telephone Bills with paper[80GSM] & automation of Post Printing Operations Of Hassan Telecom District, Hassan in conformity with, conditions of contract & specification..

We undertake, if our Bid is accepted, to execute the work in accordance with specifications, time limits, terms & conditions stipulated in the tender document.

If our Bid is accepted, we shall submit the securities as per the conditions mentioned in the contract.

We agree to abide by this Bid for a period of 120 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a format Agreement is prepared & executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Bid submitted by us is properly sealed & prepared so as to prevent any subsequent alteration & replacement.

Dated this day of 2009

Signature of Authorized Signatory.....

In the capacity of

Duly authorised to sign the Bid for and on behalf of

Witness.....

Address.....

9 VAT Registration No.

10. Infrastructure capabilities: Equipment details etc.,

11. Annual Turnover of the Firm :

I/We hereby declare that the information furnished above is true & correct.

Place:

Date:

Signature of tenderer/Authorized signatory.....

Name of the tenderer.....

SECTION – IV.

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 300 X 300 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 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 Hassan Telecom 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 Hassan Telecom District. The bar coding of certain data items is also one of the important needs.
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 (i.e. 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.

- 8.** The PRINTED BILLS after attending to post print operation as at SI 7 should be handed over to Accounts Officer (computer) duly folding, stapling and sorted Exchange code along with count list on third day from the date of intimation or collecting the cartridge/floppy. It is the responsibility of the SBO to collect the cartridge/floppy, 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 Section - V)
- 9.** 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
- 10.** Attachments in the form of News/bulletins/Communication if any given by BSNL should be sent along with the bill without any extra cost.

SECTION – V

Technical terms, conditions and requirements :

- 1 The scope of the tender is to provide offset print and post print operations service to Hassan Telecom District for printing of Telephone bills and for post-print operations on a continuous basis for period of one year.

- 2 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. AO[Computers] Hassan TD. The Hassan Telecom Dist. requirement for such service is cyclic in nature. The approximate load per month is 42,000 Bill Forms (approximately and as per billing schedules indicated below) A4 print images. Viz.42,000 this load is based on the Hassan Telecom Dist network size of 0.60 Lakh Customers at present. The SBO should be capable of handling the increased print load without affecting the print /billing schedule irrespective of the actual increase
 - a) Local_PT bill dt. 6th of the month 10,000 numbers
 - b) Regular bill bill dt. 7th of the month 32,000 numbers

- 3 The SBO shall provide fool – proof and transparent arrangement in the system to ensure that all the data supplied by Hassan Telecom Dist. 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 the prior approval of nominated Officer of the Hassn TD. This point is of utmost importance since payment to the SBO's monthly claims for the service rendered to Hassan 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 Hassan TD.

- 5 The SBO shall provide documentary proof of experience in providing similar services

6. 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 Hassan TD puts-forth such demand, free of cost. However, such demand from Hassan 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.

7. 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 suitably and re-adjust print-format layout to suitably insert the commercial advertisement at appropriate slot at short notice for every billing cycle and such changes required are to be done free of cost.

8. Hassan TD shall provide the data cartridge/floppy containing the OUTPUT FILE for generation of print images, as per different billing schedules as shown at (2) above. One day advance intimation will be given to SBO to collect the cartridge/floppy 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.

9. The term of the contract is for a period of one years. Hassan TD can terminate the contract by serving a notice of 3 months. The terms of the contract can be extended for further period of 6 months(maximum) if agreed by both the parties at the approved rate, terms and conditions. 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 Hassan TD.

Any violation of the confidentiality clause may result in instant termination of the contract and the SBO shall pay liquidated damages of Rs.50, 000/- to Hassan 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.

10. Successful SBO shall also be under obligation to extend similar services to Hassan TD at the same agreed rate for any other adhoc/ non-cyclic requirement of Hassan TD on priority basis, as and when such requirement arise and such request is made by Hassan TD to SBO. The print-image / page-layout shall be developed by the SBO free of cost on 2 occasions in a calendar month.

11. General & Commercial Terms and Conditions:

- a) Cost of the tender Document: Cost of the tender document is Rs.563/- The said amount may be paid at the cash counter, O/o General Manager, Hassan by cash or DD
- b) The Tender Document may be had from General Section, O/o General Manager, Hassan on production of the receipt for Rs.563/-
- c) Any clarification regarding technical or others may be had from the. Accounts Officer (Computer), O/o General Manager, Hassan

d) MODIFICATION AND WITHDRAWAL OF BIDS

The bidder may modify or withdraw his bid after submission & before opening, provided that the intimation is deposited by the bidder in a properly sealed envelope (with Wax/Packing PVC tape) in the tender box, before the scheduled time & date for closing of tender.

e) Earnest Money Deposit :

EMD of Rs.12,500/= in the form of Demand Draft drawn on any Schedule/ Nationalized Bank ,in favour of BSNL, Hassan TD, payable at Hassan should accompany the Qualifying bid. 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 finalization 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.

f) Security Deposit:

The successful tenderer shall provide a performance guarantee of Rs. 50,000/- as Security Deposit in the form of Bank Guarantee or by a Demand Draft payable to BSNL Account, Hassan T D. 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.

g) Evaluation of tender: Qualifying bids will be evaluated first to determine whether they are complete, whether required documents and EMD have been furnished and whether the documents have been properly signed. The Technical 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 Technical 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(i) Infrastructure and Manpower: The committee constituted by General Manager, BSNL

Hassan TD will inspect the premises of the bidder with regard to infrastructure and manpower .

The bidder shall arrange for inspection by the committee at their own cost

h) 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 (Computer) or any other officer nominated by General Manager, Hassan TD, Hassan by 5th of every month for the services rendered in the preceding calendar month.

i) Tender Acceptance and Rejection:-

General Manager Telecom, Hassan T D, Hassan 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 Hassan TD within 20 days from the date of firm work order.

j) PENALTY

i) 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

ii) 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.

iii) Penalty for delay in making over the printed bills will be levied at the rate 5% of the charges for that particular Job, for each day of delay subject to maximum of 15% ,besides considering forfeiture of SD as per clause d) below

iv) Security Deposit / Performance Guarantee will be forfeited for unsatisfactory service to Hassan TD after allowing reasonable chance to SBO to set right the service deficiencies to the full satisfaction of the Hassan TD.

k) 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).

l) 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, nor shall any party have any claim to the damages against the other in respect of such non-performance or 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 Hassan 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 by the Force Majeure 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, Hassan T D, Hassan 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 or delayed by reason of any such EVENT for a period exceeding of 60 (sixty) days, either party may, at their option, terminate this Contract.

12 FINANCIAL QUOTE:

The quote shall be as per Annexure , enclosed, for the following items.

- (i) Laser printing on 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 each page insertion of news-letters/communications bulletins and Cost for folding and stapling each bill and transportation including loading and unloading charges.

(ii) The rates quoted shall be basic cost, taxes, service tax payable if applicable shall be shown separately

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. Hassan 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 Hassan TD to get the work done through other sources, is payable by the SBO to Hassan TD.

13 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**

SECTION- VI

TECHNICAL BID

List of Documents to be submitted along with Tender:

1. Printing systems solution offered : Technical Details ... Proof to be attached
2. Attested copy of the latest Income Tax Clearance Certificate Proof to be attached

3. Attested copy of the Power of Attorney, if any. Proof to be attached
4. Attested copy of the Partnership deeds / Memorandum of understanding, if any.
..... Proof to be attached
5. DD issued in favour of BSNL Hassan Telecom District, Hassan for Rs.12, 500/-.
6. Profile of the Tenderer.
7. Credentials regarding experience in carrying out similar service to other PSU /
Corporate Sector / Govt. Depts. / Telecom Companies.Proof to be attached
8. List of Important Customer with documentary proof. Proof to be attached
9. Samples of papers indicating the GSM to be attached

FINANCIAL BID

1. Price Quote

SECTION – VII.

FINANCIAL BID

To
The General Manager,
BSNL, Hassan Telecom District,
BSNL Bhavan, BM road,
Hassan -573201

Sir,

Sub: Tender for Heavy Duty Printing Solutions for printing Telephone Bills & Automation of Post Printing Operations Of Hassan SSA,

Ref: G-6/TENDER/HDPS–TB & PPO/2009-2010/1 Dated @ Hassan the 27-07-2009.

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Dear Sir,

Having examined the tender documents, terms and conditions stipulated therein, specifications of work etc and Corrigendum. We the under signed offer to execute work in conformity with the tender specifications and conditions of contract at the rates quoted in the Annexure:

If our Bid is accepted, we shall submit the securities as per the conditions mentioned in the contract.

We agree to abide by this Bid for a period of 120 days from the date of opening of financial bid and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Date...../...../...../

Place

Signature of the tenderer

Name of Tenderer

ANNEXURE TO FINANCIAL BID

S. No.	Particulars	Basic Cost in Figures and words per Bill	Taxes[excluding Service tax] in Figures and words per bill	Total [Basic cost +Taxes[excluding Service Tax] Per bill
1	Laser printing on preprinted A4 size 80 GSM paper including cost of paper and preprinted on both the side and laser printing of variable data on one side including bill folding, Stapling and sorting, transportation including loading & unloading charges. Per Bill.....			

Note: Service Tax applicable if any shall be shown separately

In case of any discrepancy between the amount noted in figures and words, the amount noted in words will be taken

SIGNATURE OF THE TENDERER WITH SEAL

DATE:

PLACE