



Bharat Sanchar Nigam Ltd.
(A Govt. of India Enterprise)

Expression Of Interest (EOI)
for
Empanelment
of
System Integrators
For Establishment and Maintenance of
Customer's Private Network
Establishment (CPNE) on Turnkey basis

Enterprise Business Cell,
Andhra Pradesh Telecom Circle

1. Scope of Work

The General Scope of Work of System Integrators (SI) is given below, but not limited to as it depends on the requirement of the customer.

- 1.1. Design of the entire WAN, Supply, Configure, Installation, Commissioning of the required network components like Routers, Switches, Leased line Modems, PABX, servers, RF solution, Wi-Fi, blue-tooth, IoT or non-IoT devices / CCTV etc. and other items required for the provisioning of the requirements desired by the customer. If required by the customer, any existing LAN should be integrated with the proposed WAN and complete networking solution/ services for WAN/ LAN/ IT Services, end user connected equipment (wired/wireless) for them on turnkey basis.
- 1.2. SIs will also arrange to provide relevant equipment free of cost for demonstrating the capability of solution, if the same is required by the customer.
- 1.3. Provisioning of service to customer:
 - 1.3.1. BSNL and SI will jointly address the network requirements of the customer along with any other services required by the customer.
 - 1.3.2. For providing last mile connectivity to the customer, SI will coordinate and pursue with concerned BSNL authorities as well as other agencies / Departments (Like regional offices of BSNL) to enable the same and complete the project in time.
 - 1.3.3. To get the commissioning reports signed by the customers.
 - 1.3.4. To give basic training to customer representatives at the sites regarding operation, testing and the configuration of equipment.
 - 1.3.5. To carry out the annual operation & maintenances such as with or without consumables, spares, testing instruments, installation jigs etc., certain quality of service is to be guaranteed. Imprest stock of consumables and spares needs to be maintained to ensure the committed uptime. Besides routine/ preventive maintenance and operations, such projects usually require up gradation of the maintained systems during the contract period.
 - 1.3.6. Also to provide necessary up gradation and modification on both software and hardware to meet the customer requirements from time to time.
- 1.4. The smooth functioning of the various applications and software provided by the customer should be ensured by the System Integrator.
- 1.5. Smooth Data connectivity between the WAN Connected Premises and the Central Location is to be ensured.
- 1.6. SI will also conduct technical seminar for BSNL Officers to make them conversant about their product capabilities vis-à-vis customer requirement.
- 1.7. Maintenance, Support Services, Annual Maintenance Contract etc. in

respect of equipment supplied to the customer.

2. Eligibility Criteria for System Integrators: (TABLE-A)

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/-		
BA Silver	Turnover	₹ 10 Lakh	Any Business of the BA with SI Component value up to Rs. 25 lakh per project / Annum.	Anywhere in Home BA Including adjoining BAs or three BAs
	Experience	₹ 5 Lakh		
	Performance Bank Guarantee (PBG)	₹ 25,000		

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.

a) National SIs:

- (i) Once an SI is empanelled in National Category in any of the Circle, it will be deemed to be empanelled in other Circles also for projects having total SI Component values Rs.1Cr and above.
- (ii) Circles to invite quotes from all such National SIs along with their locally empanelled SIs through e-tendering. List of such National empanelled SIs shall be taken from EB Portal or any other subsequently available IT Tool.
- (iii) However, such National SIs shall be free to decide whether to work or not in Circles where the SIs have not empanelled (Other than Home Circle and Non-Consented Circles).
- (iv) A National SI can also get empanelled in other Circles with a consent letter (Appendix-A). In that case the concerned Circle(s) (Consented Circle/s) will invite bids for value below Rs.1Cr also from such National SIs.
- (v) National SIs empanelled at their initial/first empanelment Home Circle / Units are eligible for projects having SI Component values below Rs.1Cr also.
- (vi) National SIs will not be required to submit PBG of Rs. 15 Lakhs in Circles other than home Circle.

b) Circle SIs:

- (i) A Circle SI can become SI of any other Circle(s) of its choice on submitting a consent letter (Appendix-A) as above with an additional BG of ₹1 Lakh per Circle, provided such SI is meeting the SI eligibility criteria of that Circle(s).
- (ii) If a particular Circle, even with its best efforts, is not able to empanel, sufficient number of SIs, case for relaxing the eligibility conditions can be sent to Corporate Office for approval with due justifications and not on case-to-case basis.

c) Circle-Silver/ BA SIs:

The eligibility criterion for Circle-Silver/BA category can be relaxed by CGMs for the applicants such as qualified Engineers, experienced telecom/IT professionals etc.

d) Detailed Eligibility and Operational Criteria of SI: (Table-B)

SN	National SIs and Circle SIs	Circle-Silver SIs and BA- SIs
(i)	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.
(ii)	The SI should have a valid GST registration certificate as applicable.	
(iii)	<p>A) SI shall be required to submit additional project-wise PBG value as per instructions issued from time to time.</p> <p>B) However, for the projects of <u>Home Circle/BA</u> only, no additional PBG shall be required to be submitted by the SIs till such time the main PBG submitted by the SI remains sufficient to take care of all the PO values cumulatively.</p> <p>C) The Home Circle/Unit would only be authorized to forfeit/withhold SI's PBG on the advice of any other Circle(s) based on the SIs performance, if any.</p> <p>D) In tender cases, SI shall submit EMD/PBG as per customer requirement on back-to-back basis. Also, CBB Cell Letter No.- 53/1/BFCI-BA/BG Limit Auth./2020-21, dated 28.08.2020 & 53/1/BFCI-BA/BG Limit Auth./2022-23, dated 13.10.2022 or any latest instructions are to be referred in the subject matter.</p>	
(iv)	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.
(v)	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.
(vi)	SI shall provide 24X7 help center either	SI shall maintain 24X7 help number. SI shall

SN	National SIs and Circle SIs	Circle-Silver SIs and BA- SIs
	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.	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.
(vii)	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.	
(viii)	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.	
(ix)	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.	
(x)	Validity of the empanelment agreement shall be Five years, with provision of renewal for another two years, based on performance.	
(xi)	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.	
(xii)	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.	

3. DURATION OF EMPANELMENT

The agreement of Empanelment 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 System Integrator this agreement shall stand terminated immediately under intimation to the System Integrator.

4. Method of Job Allocation:

When any project is to be executed, bids can be obtained from the System Integrators and work awarded to any of them following normal selection procedure.

a) “Bring It Get It”: 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 should encourage SIs to bring on board more and more customers on behalf of BSNL. SI who makes all efforts in On-boarding the customer (SI) should be extended all out support and shouldn't 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 can 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 should continue.

- c) 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. To appreciate the same and in order to give an edge to such SIs (SI- to be Established as per the relevant covenants under Channel Partner Policy-CPP), who nurtured the business, must be given:
- (i) **For the business with SI Component value up to Rs.5Lakh:** CGMs are authorized to straightaway award work to the SI (who brought the business), subject to the condition that his rates are found to be reasonable & competitive by Circle Standing Committee. Since in such cases, price discovery of SI component is not through competitive process rather awarding the work on nomination basis, the profit margin of BSNL shall mandatorily be minimum 15%.
 - (ii) For business with SI Component >Rs.5 Lakh: SI to 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.
 - (iii) In case the SI is non L1 and chooses not to accept L1 rates, the work will be awarded to L1 SI. In case L1 SI is not able to execute the work/ refuses to work, then he shall be debarred for one year to participate in tenders from the date of refusal, along with other penal actions under empanelment.
 - (iv) The genuineness of rates however would continue to be vouched by the Circle Standing Committee.

d) Non-performance Clause

- (i) Circles to review empanelment of all SIs dormant for the last two years. Meetings with all such SIs may be held at CGM level to resolve their issues, if any. However, if such SIs do not respond for the meeting or do not still show any interest towards BSNL Enterprise Business, their empanelment may be terminated as per the applicable covenants of the agreements. This action is to be taken by the Circle / unit who has empanelled such SIs.
- (ii) To review the empanelment of those System Integrators who are dormant for the last two years and also compete directly or indirectly with BSNL. All such empanelment should be terminated following the due procedure by the Circle / unit who have empanelled such SIs in order to safeguard the BSNL's interests and to check leakage of rates/information during tendering process or otherwise and the depleting BSNL revenues.

5. For the application and further details please contact at the following address:

AGM (EB), Office of CGM, BSNL, AP Telecom Circle, 2nd Floor, Room No-215, BSNL Bhavan, Chuttugunta, Vijayawada -520004.

Ph No.s - 0866-2444 740 & 0866-2444 840

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