

**Bharat Sanchar Nigam Limited
(A Govt. of India Enterprise)
O/o General Manager Telecom District
SHIMLA - Shimla (HP).**

BID DOCUMENT

E-TENDER FOR SUPPLY AND PRINTING OF BILLS AND POST PRINTING SERVICES IN SHIMLA (HP) SSA.

NIT No: 002/569/2017-18/Tender/Bill Printing/Plg/SML/14

Dated. 22-01-2018



BHARAT SANCHAR NIGAM LTD.

COST OF FORM: -Rs. 590/-

E-Tender for Expression Of Interest (EOI) for **“SUPPLY AND PRINTING OF BILLS AND POST PRINTING SERVICES IN SHIMLA (HP) SSA”.**

Time and Date of Online Submission of Tender - upto 1430 Hrs. 22.02.2018

Time and Date Upto Which Uploaded Documents of Tender

With Tender Cost & EMD to be deposited in this Office - upto 1430 Hrs. 22.02.2018

Technical Bid Opening - at 1500 Hrs. 22.02.2018

SECTION – 1

BHARAT SANCHAR NIGAM LIMITED
% The General Manager Telecom Distt. Shimla (H.P)

NIT No: 002/569/2017-18/Tender/Bill Printing/Plg/SML/14

Dated. 22.01.2018

NOTICE INVITING TENDER

Online two bid system e-tenders are invited for and on behalf of BSNL by the GMTD Shimla from the eligible contractors **FOR SUPPLY AND PRINTING OF TELEPHONE BILLS AND POST PRINTING SERVICES IN SHIMLA SSA (HP).**

Sr. No.	Name of Work	Estimated cost in Rs.	Bid Security/EMD in Rs.	Tender Form Cost in Rs.
1.	Tender For Supply and Printing of Telephone Bills, And Post Printing Services in Shimla (HP) SSA	599228.00/- (Rs Five lakhs ninety-nine Thousand two hundred twenty eight only)	14980 /- (Rs.Fourteen thousand nine hundred eighty only)	590/- (Rs Five hundred Ninety only) Inclusive of GST)

1. The tender forms along with terms and conditions can be obtained on line from www.tenderwizard.com/BSNL
2. Bidder has to pay tender cost of Rs. 590/-(non refundable) through demand draft in favour of AO (Claim) BSNL, % the GMTD Shimla (HP) payable at any Nationalized Bank at Shimla (HP) on any working day on or before 1430 Hrs on 18.12.2017. Demand draft of tender document cost has to be submitted in this office along with EMD and other eligibility documents after uploading of tender online. Bidder has to upload copy of DD of tender document cost online while applying for the tender document.
3. Bidder should submit their tender online on www.tenderwizard.com/BSNL. Scanned copies of pre-qualifications documents mentioned elsewhere in this tender document along with copy of demand draft EMD has to be uploaded online. `
4. Bidder has to drop such uploaded documents along with signed copy of NIT in properly sealed envelope in the tender box in this office by 1430 Hrs on the date of opening of tender.
5. **Bidder shall not deposit financial bid in hard copy in any case. The financial bid shall be uploaded only online on www.tenderwizard.com/BSNL in excel format.**
6. The E.M.D. shall be accepted in the form of demand draft of any scheduled bank payable at Shimla in favour of Accounts Officer (Claim) O/o GMTD, Bharat Sanchar Nigam Ltd Shimla (HP) along with tender document.
7. The General Manager Telecom District Shimla (HP) reserves the right to accept or reject any one or all bids without assigning any reason.

AGM (Planning)

% GMTD Shimla (H.P.)

NOTICE INVITING TENDER

Important Instruction to Bidders Regarding Online Tendering (E-Tendering)

Bidder is required to have class 3 digital signature certificate (DSC).

Every bidder has to get himself registered on www.tenderwizard.com/BSNL. He has to pay online registration charges depending on his category to M/s ITI Limited (tenderwizard.com) while having registration. The payment will be made online.

For Registration: open website www.tenderwizard.com/BSNL >> Register Me >> Read Instruction Carefully >> Fill Form >> Upload Credential Documents >> Make Registration Charges Payment >> Save Acknowledgement >> Send request Letter on your letter pad (scanned copy) alongwith the documents you uploaded while having registration through email to twhelpdesk680@gmail.com to activate your User Id. After sending of request letter and other documents by you, your user id will be activated within one working day and you will be intimated through email. After activation of your user id you will be able to login.

To request for tender documents and participate in tender, bidder has to request/apply online through www.tenderwizard.com/BSNL .

For any help, please contact on 011-49424365 or 0172-3953753. A user manual for vendor (bidder) is also available. (Home page >>Click to view latest circulars / Formats / Manuals >>General >> Vendor Manual_New Version >> Vendor_Detailed_HELP_MANUAL_BSNL.)

Bidder has to pay online registration fees to ITI Limited as prescribed at www.tenderwizard.com/BSNL for getting registered for e-tendering. Other than that bidder has to pay processing fees as applicable for each tender depending on the estimated cost of the tender which can be viewed online on www.tenderwizard.com/BSNL .

All amounts paid by bidders except EMD are non refundable.

The bid can only be submitted after uploading mandatory documents like Demand draft or for **bid document cost and EMD**.

8. Eligibility Condition:

- a) The contractors who possess experience of having successfully completed the Printing works in BSNL/MTNL, State or Central Govt. departments or PSUs and also have received the payment for such works to the extent equal to or more than estimated cost of work put to tender during preceeding 3 financial years i.e. 2014-15, 2015-16, 2016-17 and current financial year upto one month before date of opening of tender are eligible to participate in the tender.
- b) The bidder must have GST registration.

**AGM (Planning)
O/o GMTD, SHIMLA (HP)**

SECTION – II
BID FORM

NIT No: 002/569/2017-18/Tender/Bill Printing/Plg/SML/14

Dated. 22.01.2018

To

The GMTD
SHIMLA (HP)

Dear Sir,

Having examined the conditions of contract and specifications including addenda, the receipt of which is hereby duly acknowledged, we, undersigned, offer do the **Supply and Printing of Telephone Bills, duplicate bills and Post Printing Services** in Shimla (HP) SSA in conformity, conditions of contract and specifications as may be ascertained in accordance with the schedule of prices uploaded and made part of this bid. We undertake, if our Bid is accepted, we will execute the work in accordance with specifications, time limits & terms and conditions stipulated in the Tender document.

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

We agree to abide by this Bid for a period of 150 days from the date fixed for Bid opening (Qualifying Bid) 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 and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Bid uploaded by us is properly prepared so as to prevent any subsequent alteration and replacement.

Dated :

Signature of Authorized signatory
In capacity of :
Duly authorized to sign the bid for and
on behalf of

Witness :

Address :

Signature :

SECTION - III
INFORMATION ABOUT TENDERERS
(To be uploaded with the tender)

Recent photo of the representative signing the Bid document to be pasted

01	Name of the Firm	
02	Name of the Person Signing the Tender	
03	Address of the Firm	
04	E-Mail Address	
05	Tel. No. (with STD code) /Mobile Number.	
06	Registration & Incorporation Particulars of the Firm: I. Proprietorship II. Partnership III. Private Limited. <i>(Please attach attested copies of the documents of registration/incorporation of your firm with the competent Authority as required by Business Law)</i>	
07	Name of Proprietor/Partner/Director(s)	
08	Particulars of Experience :	
09	Infrastructural Capabilities :	
10	GST Registration No	
11	Bank a/c number of the firm with IFS code & nature of a/c whether Saving or Current A/c. & name of Bank.	

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

Place :

Dated :

Signature of Bidder/Authorised Signatory.....
Name of Bidder :

SECTION – IV

OTHER TERMS AND CONDITIONS OF THE TENDER

1. One copy of complete Tender except **FINANCIAL BID** duly prepared with required documents with name of work should be addressed to AGM (Planning) O/o GMTD, Shimla (HP) so as to reach him on or before scheduled time & Date.
2. Tender should be submitted online on the website <http://www.tenderwizard.com> / BSNL. The following documents in a Wax/Tape sealed envelope shall be dropped physically in tender box O/o GMTD Shimla, SDA complex-35, Kasumpti, Shimla-171009 on or before scheduled date and time of submission of tender. The envelope must contain following documents in original:
 1. DD of EMD –Bid Security
 2. DD of tender fee
 3. Power of attorney and authorisation for executing the power of attorney
 4. Integrity Pact (if applicable)
 5. Any affidavit submitted as per Clause 3 of section IV (Other terms and conditions of tender)

GENERAL INSTRUCTIONS & GUIDELINES

3. DOCUMENTS TO BE UPLOADED ONLINE ALONGWITH TECHNICAL BID:-

- 3.1. Tender document(s), in original, duly filled in and signed by Bidder or his authorized representative along with seal on each page. All corrections and over writing must be initialled with date by the Bidder or his authorized representative.
- 3.2. Cost of bid document in the form of DD in case of downloaded document.
- 3.3. The contractors who possess experience of having successfully completed the Printing works in BSNL/MTNL, State or Central Govt. departments or PSUs and also have received the payment for such works to the extent equal to or more than estimated cost of work put to tender during preceding 3 financial years i.e. 2014-15, 2015-16, 2016-17 and current financial year upto one month before date of opening of tender are eligible to participate in the tender. The contractor shall submit attested copies of experience certificate issued by an officer not below the rank of AGM/CAO or equivalent officer.
- 3.4. (i) Attested copy of certificate of incorporation of Firm in case of Limited Company,
Or
(ii) The Affidavit duly attested by “NOTARY” of Sole Proprietorship in case of Proprietary concern,
Or
(iii) Attested copy of Partnership Deed in case of partnership concern.
- 3.5. “Power of Attorney” in case person other than bidder has signed the bid form.
- 3.6. Attested Photocopy of GST Registration if applicable.
- 3.7. Attested copy of PAN of the firm/Proprietor.
- 3.8. Declaration by the bidder that no alteration/modification/ change have been made in original document.

- 3.9 In case, if the bidder is not owner of Multi-Colour offset Printing Press with complete processing/Plate Making, Designing, Paper Cutting & Paper Folding Machine, an undertaking on affidavit that he is solely responsible for any delay in Printing of Bill and quality thereof arises due to ownership, duly notarized by Public Notary may be uploaded online with Technical Bid . The tender form uploaded without this document will be summarily rejected.
4. **BID OPENING-**
Pre-qualification Bid:
- 4.1 One complete set of uploaded documents may also be supplied in SEPARATE ENVELOPE (EXCEPT FINANCIAL BID) to The AGM (Planning) O/o GMTD, BSNL Shimla (HP)-171009 so as to reach him on or before schedule date and time as per NIT and the same shall be dropped in the Tender Box in the O/o GMTD Shimla.
- 4.2 The online "Financial Bid of only qualified tenderers will be opened at later date
5. **CLARIFICATION OF BIDS BY THE BSNL:-**
- To assist in examination, evaluation and comparison of bids, the BSNL may at its discretion ask the bidder for clarification of its bid. The request for its clarification and its response shall be in writing. However, no post bid clarification at the initiative of the bidder shall be entertained. Bids not containing eligibility documents according to tender document will be rejected.
6. **EVALUATION:-**
- 6.1 BSNL shall evaluate the bids to determine whether they are complete, whether any computational errors have been made whether documents have been properly signed and whether bids are in order.
- 6.2 If there is a discrepancy between words and figures the amount in words shall prevail prior to detailed evaluation, BSNL will determine the substantial responsiveness of each bid to the bid document. A substantially responsive bid is one, which confirms to all the terms and conditions of bid documents without material deviation. A bid determined as substantially non-responsive will be rejected by BSNL. **L-1 bidder shall be evaluated on overall amount of a tender comes based on the rates quoted by bidder for individual items to be carried out as per quantum of work mentioned in Financial Bid for a year.**
- 6.3 No cognizance will be taken of any paper or letter submitted with the tender having its effect on the rates mentioned on the standard Performa.
- 6.4 The evaluation of the bid will be done as a package considering all the items together for the projected quantity.
7. The accepted rates will originally be operative for a period of one **year** or part thereof from the date of signing the agreement. It can be extended for period of one more year on same terms and conditions.
8. The contractor whose tender is accepted will have to execute an agreement in the prescribed format with the BSNL as per terms and conditions of the tender before award of work. The tender document will form part of the agreement.
9. Overwriting and corrections in the tender should be avoided. However, the corrections, if any, in the tender should be under signatures otherwise the tender is liable to be rejected. The rates etc. should filled in with legible handwriting either in English or in Hindi only.

10. **The evaluation and comparison of responsive bids shall be on the L-1 rates (lowest) quoted in Financial Bid.**
11. **PERFORMANCE SECURITY DEPOSIT:-**
The performance security deposit will be 10% of approved cost of tender and will bear no interest and shall be refunded to the contractor after expiry of the tender subject to satisfactory performance of all works related to the contract during the period. The security money shall be refunded to the contractor after expiry of the Contract agreement on obtaining NO objection / No Dues Certificate from the concerned officer in charge.
12. The contractor shall be fully responsible for any loss/losses made to various units/services as a result of damage to these utilities or any loss in any shape to Govt. property and such losses will be recovered from the contractors running bills or against the security deposit which will be binding on the contractor.
13. The contractor shall not cause or permit any nuisance on the site and or do anything which shall cause unnecessary disturbance/or inconvenience to the public/customers/employees.
14. **PERIOD OF VALIDITY OF BIDS:**
Bids shall remain valid for 150 days after the date of bid opening prescribed by the BSNL. A bid for a shorter period shall be rejected by the BSNL as nonresponsive. In exceptional circumstances the BSNL may request with the Bidders consent for extending the period of bid validity.
15. **Forfeiture of Performance Bank Guarantee:-**
- (i) If the Bidder withdraws the offer within the validity period of the bid i.e. 150 days from the date of opening of the financial bid, or make any modification in the terms & conditions of the tender, before acceptance of the tender, which are not acceptable to the GMTD SHIMLA (HP) or does not enter into agreement as stipulated in this tender document, the GMTD SHIMLA (HP) shall without prejudice to any other right or remedy be at liberty to forfeit the PBG.
 - (ii) In case any of the information / documents found false or misleading or any of the certificate (s) are found fake, the Performance B.G. is liable to be forfeited, besides action being taken as per law of the land.
 - (iii) Due to the poor quality or bad act of the contractor/employees deputed by the contractor, the PBG Deposit is liable to be forfeited.
 - (iv) In case of contractor fails to comply with any of the provisions of the contract and thereby causes loss or damage to the BSNL, the loss/ damages shall be recovered from Bidder or from performance security deposit corresponding to the amount of loss/ damages caused to the BSNL including penalties imposed.
16. **Conditions of tender:-**
- (i) A declaration to the effect that:
 - a) He has complied with the condition of Industrial Act.
 - b) He has complied with the provision of Minimum Wages Act.
 - (ii) The Person engaged by Bidder for executing the jobs is purely the responsibility of the Bidder and they will not have any claim / liability on BSNL and the labour so engaged shall not claim regularization from BSNL.

- (iii) The BSNL will not be responsible for any accident or any mis-happening during the execution of work. The compensation to the workers if any will have to be paid by Bidders.
- (iv) If any Person of the successful Bidder indulges in any unlawful activity or causes any loss / damages to the companies belonging, the amount of loss caused by the workers shall be recovered from the Bill / Security of successful Bidder.
- (v) Conditional or incomplete tenders shall not be considered.
- (vi) The tender offers should be valid for acceptance up to 150 days from the date of opening of Financial Bid.
- (vii) A bid valid for a shorter period shall be rejected by the BSNL as nonresponsive.

17. **PAYMENT TERMS:-**

Payment to the contractor:-

- (i) Contractor shall arrange to submit its claims on monthly basis. The bills in triplicate pre-receipted shall be addressed to GMTD BSNL Shimla and be submitted by the contractor to AGM (Planning) O/O G.M.T.D, SHIMLA (HP) or any other officer nominated by the General Manager, SHIMLA (HP) Telecom District, by 5th of every month for the services rendered in the preceding calendar month.
- (ii) Bills in triplicate serially machine numbered duly stamped and pre-receipted should be submitted by the contractor along with the copy of the delivery Note in duplicate duly certified by the consignee. Bill submitted with a delay of more than 3 months will not be considered for payment.
- (iii) No payment will be made for bills w/o checked and verified by the concerned Officer in-charge.

18. Income Tax/WCT including surcharge if any on Income Tax will be deducted at the prevailing rates.

19. The successful contractor will have to submit GST particulars before the execution of agreement. In case the successful contractor fails to submit the same his EMD will be forfeited.

20. **INSOLVENCY OR DEATH OF CONTRACTOR:-**

In the event of the contractor being, adjudged insolvent or going voluntarily into liquidation of having received order or other order under insolvency act made against him or in the case of Company, of the passing resolution, or making of any order for winding up whether voluntarily/or otherwise, or in the event of the contractor failing to comply with any of the conditions here in specified, the GMTD SHIMLA (HP) shall have the power to terminate the contract without any notice.

- i. Contractors heirs/representatives shall, without the consent in writing of the GMTD, SHIMLA (HP) have no right to continue to perform the duties or engagement thereof, the contractor under the contract in case of his death. In the event of the contractor, winding up his company on account of transfer or merger of his company with any other, the contractor shall make it one of the terms and stipulations of the contract for the transfer of his properties and business, that such other person or company, shall continue to perform the duties or engagement of the contractor under this contract and be subject to his liabilities there under.

- ii. Without prejudice to any of the rights or remedies under this contract, if the contractor dies, the GMTD SHIMLA (HP) shall have the option of terminating the contract without compensation to the contractor, which does not amount to Breach of the contract.
- iii. If contractor without written approval of Competent Telecom Authority assign or sublet his contract, or attempt to do so, or become insolvent or commence any insolvency proceedings or make any composition with his creditors or attempt to do so, or if any bribe gratuity, gift, loan, perquisite, reward or advantage pecuniary or otherwise, shall either directly, or indirectly, be given, premised or offered by the Contractor, or any of his servants or agent to any public officer or person in the employment of Government in any way relating to the office or employment, or if any such officer or person shall become in any way directly or indirectly interested in the contract, the GMTD, SHIMLA (HP) shall have power to adopt any of the courses as he may deem fit in the interest of BSNL.
- iv. Where the contractor is a partnership firm, the previous approval in writing of the GMTD, Shimla (HP) shall be obtained before any change is made in the constitution of the firm. Where the contractor is an individual or a Hindu undivided family business concern such approval as aforesaid shall likewise be obtained before the contractor enters into any partnership agreement where under the partnership firm would have the right to carry out the work hereby undertaken by the contractor. If previous approval as aforesaid is not obtained, the contract shall be deemed to have been assigned in the contravention of terms of TENDER and the same & action may be taken accordingly.

21. TERMINATION OF AGREEMENT:

If the contractor refuses to accept the work order or after accepting the work order, does not execute the work within the specified time frame, GMTD SHIMLA reserves the right to forfeit the PBG. The contract can be terminated by the GMTD SHIMLA (HP) at any time by giving one month notice in writing to the Contractor without assigning any reason thereof and the decision to terminate shall be final. BSNL shall not be responsible for any loss damage etc incurred to the Contractor as a result of termination of the contract. BSNL shall be free to take due action for appointing of a new Contractor during the period under notice or thereafter.

22. ARBITRATION:

- (I) In respect of any dispute arising out in connection with the interpretation of any clause in the terms of contract/ agreement or otherwise, the matter shall be referred to Arbitration to the CGMT, H.P.Telecom Circle Shimla within the period of six months from the date of completion of work by the contractor, who shall appoint an Arbitrator to decide the case. The appointment of such Arbitrator shall not be questioned by the contractor on the ground that the Arbitrator belongs to the BSNL. The provision of the Arbitration (Amended) Act, 2015 or any statutory modification or enactment proceeding under this clause. (II) Even during the arbitration the work cannot be stayed because it pertains to essential public to get the work completed through any other contractor/supplier at the risk and the cost of the contractor

23. SET OFF :

Any sum of money due and payable to the contractor (including security deposit refundable to him) under this contract may be appropriated by the BSNL or any other person or persons contracting through the BSNL and set off the same against any claim of the BSNL or such other person or persons for payment of a sum of money arising out of this contract made by the contractor with BSNL or such other person or persons contracting through BSNL.

SECTION-V

SCOPE, DESCRIPTION OF WORK AND SPECIAL CONDITIONS OF THE CONTRACT.

- 1) GMTD, BSNL, SHIMLA (HP) intends to have printing of telephone bills through this tender and post printing operations:
- 2) The scope of the tender is to provide print and post-print operations services for printing of telephone bills and details, which involves broadly the following jobs on a continuous basis for a period of one year.
 - i) Collecting billing data from computer billing servers.
 - ii) Providing Pre Printed multicolor stationery for printing of bills on both sides.
 - iii) Designing pre printed multicolor stationery format as per requirement in consultation with concerned officers within 24 Hrs.
 - iv) Printing the variable data and delivering the printed bills as per time frame and schedule.
 - v) Hand over the printed bills to nominated officer in TRA section of GMTD SHIMLA (HP).
 - vi) Post printing operations like stitching of bill and STD/ISD details, plan detail and product detail with concerned bills, group bill folding stitching and sorting of bill post office wise.
 - vii) Page Number will be print on each and every pages and also provide a DATAFILE which can show how many PRINTOUTS and How many Number of Pre-Printed Pages and Blank Stationery used in Monthly Billing Cycle. The file format should be in EXCEL, PDF and CSV format.
- 3) The required plant and machinery needed for extending such service shall be owned installed and maintained by the Service Bureau Organization (contractor) at his premises. Contractor shall provide the floor space/power/light/accessibility to the infrastructure. The cost and responsibility of providing / maintaining such infrastructure shall be of contractors. In case, successful bidder wants space for printing of bills, it will be provided by BSNL in the BSNL Building in SHIMLA (HP) SSA. The contractor shall carry out the jobs using its own resources including manpower, printer /stationery /spares for installations and operations of plant and machinery owned and operated by contractor. The stationery (paper) used for printing shall be of good quality and approval for the quality shall be taken from the nominated officers of BSNL SHIMLA (HP).
- 4) The requirement for such service is cyclic in nature. The contractor should be capable of handling the increased print load without affecting the print- timeframe.
- 5) The contractor shall provide fool-proof and transparent arrangement with audit trail in the system to ensure that all the data supplied by BSNL is printed. The counter for the number of print images created by the system should also be software/system controlled and counter initialization should not be possible by the contractor's operators without the prior approval of nominated officer of the BSNL.
- 6). Contractor shall provide documentary proof of having provided similar services of printing one lakh A4 size print images within the print window time of 3 days to TELECOM ORGANISATIONS/ or any other public sector service utility organization.
- 7) The software for designing the print-image format shall be developed by contractor free of cost. The contractor is also responsible for making the necessary changes to the software needed, to accommodate any changes to the print- image format as and when BSNL puts forth such demand, free of cost.

- 8). Optionally, BSNL shall opt to recover the cost of printing by soliciting commercial advertisements in the free space left at appropriate position of each Customer's bill details /special message without affecting the overall number of pages for a particular customer. For this, contractor shall provide facility to scan/edit/reduce/enlarge the advertisement material suitably and readjust print format layout to suitably insert the commercial ad at appropriate slot at short notice for every billing cycle and such changes required are to be done free of cost.
- 9.) BSNL shall provide the data required for generation of print images at SHIMLA (HP). For this purpose, all the 7 days are to be considered as working days and print- time frame shall be maintained at any cost. Thus intervening holidays/week ends shall not affect the operation. The responsibility of delivering the output (printed bills) to the approved respective mailing agent shall be of the contractors.
- 10) The contractor shall maintain full confidentiality and integrity 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 BSNL.
- 11) Successful contractor shall also be under obligation to extend similar services to the BSNL at the same agreed rate for any other adhoc / non cyclic requirement of the BSNL on priority basis, as and when such requirement arise and such request is made by the BSNL to contractor.
- 12) The Small Scale Industries registered with National Small Scale Industries corporation (NSIC) under single point registration scheme and desirous of claiming of concession available to such units inclusive of bid security should submit documents in respect of their monetary limit and financial capability duly certified by NSIC.
- 13) The bidder should quote the prices inclusive of all taxes, levies and QA charges for delivery at consignee premises.
- 14) Purchaser reserves the right to disqualify such bidder who has a record of not meeting contractual obligations against earlier contracts entered into with the purchaser.
- 15) Purchaser reserves the right to black list a bidder for a suitable period in case he/she fails to honour his/her bid without sufficient grounds.
- 16) Printing: The printer has to manage the site for printing operation by his own but if successful bidder wants space in BSNL building it will be provided by BSNL in the BSNL building in SHIMLA (HP) SSA.
- 17) The required plant and machinery needed for extending such service to SSA shall be owned install and maintained by the Service Bureau Organizations (Bidder).
- 18) The service bureau organization is also responsible for making the necessary changes to the software needed, to accommodate any changes to the print-image format, as and when SSA puts forth such demand, free of cost. The bill has to be delivered to the designated officer of the SSA at his site.
- 19) Printing of telephone bills and itemized details using laser printing solutions and post-printing operations like folding, Stapling, collating, sorting and stuffing in SHIMLA (HP) SSA for a period of one year extendable by six more months at option of BSNL on the same rate, terms and conditions.

20) The responsibility for procuring /stocking the necessary stationery shall be of contractor. The specification for the type, size and quality of the stationery required for automated handling by the contractor's machinery shall be discussed and mutually agreed to before contractor makes such procurement.

21) **Printing of Bills/ Time of delivery/Time Frame & Schedule**

Time of Delivery including Printing and all Post Printing operations is within 4 (four) days of data given. Printing data will be given through web server in form of PS files. The instructions will be printed on the back side of the bill.

APPROXIMATE SCHEDULE OF PRINTING TELEPHONE BILLS

1. Supply and Printing work of approx 391044 (multicolour) bills per annum on 80 GSM paper with BSNL Logo and approx 159624 pages of Broad band/landline usage detail per annum on 70GSM paper with BSNL logo. Supply approx 1 lac duplicate blank A-4 size 80 GSM Paper with BSNL Logo as per specimen attached.
2. Post printing operation Stapling, PIN Code wise/Beat Code wise Packing of Bills and other associated works (For eg. Attachment of pamphlets, circulars etc) for apx. 32587 bills per month.
3. The quantity specified above is on an average basis including group bills and the quantum may vary depending upon the number of working lines and the billing cycle. From time to time the schedule of printing may be required to change.
4. The contractor on award of the job should establish their facilities at site within 4weeks of receipt of the firm purchase order and should start commencing the production.
5. The BSNL reserves the right to increase the quantity up to 25% of the total quantity of goods or decrease up to any extent and services specified in the Schedule of Requirements without any change in unit price of the offered quantity or other terms and conditions.
6. VALIDITY OF THE CONTRACT: The contract shall be valid for a period of one year from the date of signing of agreement.
7. EXTENSION OF CONTRACT: The contract is extendable for a period of ONE YEAR on the same terms and conditions at the discretion of the GMTD SHIMLA (HP).

SECTION VI

TECHNICAL SPECIFICATION FOR THE ITEMS LISTED IN THE TENDER

1. The process of printing shall be of the kind that support variable data and variable font and shall be of laser printing only.
2. Printer's speed shall have minimum speed of 100 images (or above) per minute with duplex printing capability on cut-sheet stationary of A4 size. The printer shall also support multiplex printing. The contractor should establish at least 2 printers and should meet n + 1 criteria to meet the minimum standby requirement.
3. Pre-printed stationary shall be used for printing of the first sheet. Subsequent sheets shall be plain to enable printing of variable data with printing.
4. The variable data pertaining to Telephone bill shall support bold italics & fonts.
5. The pre printing of non variable data should meet the following:
 - i) It should print Barcodes as per the format decided.
 - ii) Any modifications and improvements suggested during the period of contract should be implemented for which 15 days will be given after approving the change in the format.
6. The bill should be printed pin-code wise to facilitate easy sorting, dispatching and mailing.
7. The printing of logos, photographs (Black and white or any other colour and shades of the colour), bar-codes, signatures and Indian language (Hindis and English) scripts etc., should be possible.
8. The print-layout of the bills shall be designed in consultation with the software group of BSNL and there should be enough flexibility to change the print- layout and details at short notice of 3-4 days as per the needs of the BSNL. The barcoding of certain data items is also one of the important needs and details are to be worked out in consultation with the software group of BSNL and their consultant.
9. There should be flexibility in the print- layout to include optional message either selectively or for all bill of a cycle.
10. The numbers of billing cycles are subject to increase/decrease as per the demands of the network management and contractor shall comply with such needs. The print-windows shall be as per above shall mean that at the end of specified time, the entire job of printing the images is completed in a progressive manner over the entire print-windows time and at the end of specified time, no job is left pending.

That is, the work shall be carried out continuously non stop. The print window time reckoning starts from the time the data is made available to the contractor. The entire job of printing the bills shall be completed within the specified hours and bills made over for further dispatch. The number of billing cycle is subject to increases/ decreases as per the capacity of the network and contractor shall comply with such needs.

11. SSA will handover variable data in separate data-files like „billing Data, Detailed Bill Data „, Trunk Call Data etc. Contractor shall ensure that all related data are grouped together and printed as a single bill. Separate files for main bills and STD/ISD itemized bills will be provided which will have to be collected and telephone number-wise final print images inclusive of STD & ISD Details generated by the contractor for printing. Bills should be printed in any order as desired by SSA such as telephone number-wise, pincode-wise, single sheet, dual sheet, multiple sheet at no extra cost.
12. This dimensioning of the equipment to be made accordingly to meet the maximum load, taking into account the duty cycle of the machine deployed.
13. Paper to be used for pre printed stationery forms should meet the following specifications A4 size Minimum 80 GSM , for Telephone Bills. Minimum 70 GSM , for STD/ISD details. Make: TNPL/Century, JK or BILT (only one out of these make is to be used after taking the approval from concerned officer in BSNL SHIMLA (HP).
14. The pre printing of non variable data should meet the following:-
- i) BSNL logo printing in its original color and layout.
 - ii) The design and layout: The contractor should design attractive and user friendly layout for the bills in consultation with concerned officer. The layout format adapted should be in line with BSNL corporate image, standards prescribed and outlook.
 - iii) It should print Barcodes as per the format decided.
 - iv) Any modification and improvement suggested during the period of contract should be implemented for which 15 days will be given after approving the change in format.
 - v) BSNL may at its opinion choose to publish advertisements on the telephone bill. These advertisements may be print in MULTI COLOUR on BOTH SIDE. Such advertisement should be accommodated in the preprinted format without any additional cost.
15. Penalties for Delay:-
- The bills shall be printed using print windows. However if the bills are delayed eyond the print window the delayed delivery will attract the following penalty.
- a) For every hour delay beyond print windows 1 % of the payment due for all the delayed bills will be levied. This rate of penalty is applicable upto a delay of 24 hours beyond print window.
 - b) For every hour delay beyond the allowed print window, 2% of the payment due will be levied as penalty for all the delayed bills beyond the print window, if the delay exceeds 24 hours.
 - c) If the delay exceeds 96 hours a penalty of Rs. 30000/- (Rs. Thirty Thousand Only) per day for the delay beyond print window or as at (b) whichever is higher.

16. Penalty for Bad Workmanship

The print quality of the bills should be maintained for consistency, legibility and quality for all the bill Any bills are found to be lacking in quality during sample check, then such bills will be rejected and the contractor has to reprint the same at his own cost including paper etc. On sample check in a given lot, if more than 10 pages are found to be of poor quality (pre printed stationery, variable data impressions etc) then a penalty equivalent to the payment for “4 times the number of such poor quality pages” will be deducted from the contractor’s payment. The lot is defined for this purpose as the quality of bills made available on a given day to the mailing agent.

Section-VII

**BHARAT SANCHAR NIGAM LIMITED
O/o GMTD Solan (HP)
PART - B (SECTION-VII)
(FINANCIAL BID)**

NAME OF BIDDER:			
NIT No: 002/569/2017-18/Tender/Bill Printing/Plg/SML/14		Dated. 22-01-2018	
Schedule for Quoting Rates.			
Sr.No.	Name of Work	Rated to be quoted in Rs.	
		In Figs.	In Words.
1	For supply and printing of Both Side multicolor stationery and Laser Printing of approx. 32,587 telephone bills per month on both sides on A-4 size 80 GSM paper with BSNL Logo. (Rates to be quoted for both side printing per Bill.)		
2	For supply and printing of stationery of approx. 12692 per month, A-4, 70GSM for STD/ISD Call Detail Record, BB Plan Detail/Land Line Plan Detail record. (Rates to be quoted for both side printing per Bill.)		
3	Post printing operations i.e Post Office Wise, PIN Code Wise, Beat Code wise, Stapling, Packing of Bills and other associated works (For e.g. Attachment of pamphlets, circulars etc) for approx. 32587 bills per month as per BSNL requirements. (Rates to be quoted per Bill.)		
4	For Supply and Printing of stationary of approximate 7500 per month A-4 70 GSM for STD/ISD call detail record (Rates to be quoted per bill on single side)		

NOTE:

- 1 Rates quoted shall be inclusive of all taxes except GST as applicable from time to time.

Signature of Bidder: