



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

Eol Document
for
Empanelment
of
System Integrator
For Establishment and Maintenance of
Customer's Private Network

Enterprise Business Cell,
HP Telecom Circle

Price: Rs.2360/- (Including GST) (Non-refundable)



BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)

O/o CHIEF GENERAL MANAGER, HP TELECOM CIRCLE
Block No. 11, SDA Complex Kasumpti, Shimla-171009.

No: HPCO-12/13/1/2021-EB-HP CO/DFA 978001

Dated at Shimla : 24th August 2024

NOTICE INVITING EOI (EXPRESSION OF INTEREST) For Empanelment of System Integrator for Establishment and Maintenance of Customer's Private Network

Wax/Tape sealed EOIs are invited by the Chief General Manager Telecom, HP Circle, Shimla-171009 on behalf of BSNL from eligible bidders for Empanelment of System Integrator for establishment and maintenance of Customer's Private Network. The empanelment shall be applicable for a period of five years.

1.	Name of Work	Empanelment of System Integrator (SI) for establishment and maintenance of Customer's Private Network.
2.	Cost of the form	Rs.2360/- (Including GST) (non-refundable) To be submitted in form of Demand Draft (DD) from any scheduled bank drawn in favor of A.O. (Claim), O/o the CGM, BSNL, HP Circle, Shimla/ Online Mode in BSNL account as detailed below :- Beneficiary name :AO (Claim & EF), O/o CGMT (BSNL), HP, Shimla-9 Name of the Bank :Union Bank of India, Bank Branch : Kasumpti, Shimla IFSC Code : UBIN0905755 Bank Account No : 510101005313741 MICR Code : 171026005
3.	Sale of form	Can be downloaded from www.hp.bsnl.co.in
4.	Security Deposit	i) For National SI - Rs. 1,00,000 /- (Rupees One Lakh only) in the form of Bank Guarantee from any scheduled bank. ii) For Circle SI – Rs.50,000/- (Rupees Fifty Thousand only) in the form of Bank Guarantee from any scheduled bank. iii) For Circle Silver SI – Rs.10,000/- in the form of Bank Guarantee from any scheduled bank or a cash receipt. iv) For BA Silver SI – Rs.5,000/- in the form of Bank Guarantee from any scheduled bank or a cash receipt. Validity of Bank Guarantee in above three cases – One year. The format of Bank Guarantee is attached as Annexure-II.
5.	Last date and time of submission of applications (Eols)	Open Ended
6.	Receipt of EOI	EOI Opening & Evaluation
	Any time (being open ended)	On case to case basis

EOI documents should be submitted to **AGM (EB), Office of CGM, BSNL, HP Telecom Circle, Block No. 11, SDA Complex Kasumpti, Shimla-171009** along with the necessary documents.

Dy. General Manager (EB)
O/o CGM Telecom,
HP Circle, Shimla

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1. Introduction

- 1.1. Bharat Sanchar Nigam Limited (BSNL) is one of the largest & leading public sector units providing comprehensive range of telecom services in India. BSNL offers all kinds of telecommunication services like Basic (both fixed and wireless), Cellular, Data, National long distance, Internet etc. Keeping pace with the technological trend to provide latest and varied value added services to its customers, BSNL has deployed state of the art Multi Protocol Label Switching (MPLS) based Virtual Private Networks (VPN).
- 1.2. Growth in industrial and IT sectors in India during last few years has created new business opportunities in telecom sector. BSNL has leveraged its widespread telecom network resources in India to tap these business opportunities and provide customized network solutions and services to its clients. Enterprise Business Cell is formed in every circle of BSNL to undertake such new business activities in India.
- 1.3. The basic objective of this EOI is to enable BSNL to provide complete end-to-end solution to its esteemed enterprise customers. BSNL intends to have a tie up with System Integrators who can supply, configure, integrate and maintain Customer's End Equipments, their network on LAN / WAN etc. for the Data Services offered by BSNL. In case required, they will also do all the operations and maintenance activities related to customer end & co-ordination with concerned agencies.
- 1.4. Some of the Customers are also inviting bids through open tender for setting up of WAN for them. In order to acquire the new business, BSNL, HP Circle has to participate and compete in the tender with other service providers. In such cases also BSNL requires services of System Integrator, who will be responsible to supply network equipments and related items, configuration and integration with existing network, operation, maintenance and support related to customers. The successful System Integrator should not enter into any agreement with other competitors of BSNL in this regard for the same work.
- 1.5. The System Integrators as per this EOI shall be categorized as National, Circle, Circle-Silver and BA-Silver System Integrators. While National System Integrators shall have presence throughout the country, the Circle and Circle-Silver System Integrator shall have presence in the State of Himachal Pradesh and BA-Silver System Integrator shall have presence in the particular BA only.
- 1.6. The successful system integrator should enter into an agreement with BSNL HP Telecom Circle for establishment of WAN for implementation/installation on turnkey basis including supply, installation, integration and maintenance of networking equipments and related items.

2. 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.

- 2.1. Providing complete networking solution on turnkey basis including Design, Supply, Configuration, Installation, integration, Commissioning and maintenance of networking equipment/solutions/services for WAN/LAN/IT Services, of the required network components like computers, computer related software & peripherals, remote access servers, Routers, Switches, Leased line Modems, servers, ISDN backup devices, EPABX, MUX, end user connected equipment (wired/wireless) like Wi-Fi, Blue-tooth, IoT or non- IoT devices / CCTV etc.
- 2.2. SIs will also arrange to provide relevant equipments free of cost for demonstrating the capability of solution, if the same is required by the customer.
- 2.3. Provisioning of service to the customer:
 - 2.3.1. BSNL and SI will jointly address the network requirements of the customer along with any other services required by the customer.

- 1/727965/2024 2.3.2. 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.
- 2.3.3. To get the commissioning reports signed by the customers.
- 2.3.4. To give basic training to customer representatives at the sites regarding operation, testing and the configuration of equipment.
- 2.3.5. 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. Imprested 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.
- 2.3.6. Also to provide necessary up-gradation and modification on both software and hardware to meet the customer requirements from time to time.
- 2.4. The smooth functioning of the various applications and software provided by the customer should be ensured by the System Integrator.
- 2.5. Smooth Data connectivity between the WAN Connected Premises and the Central Location is to be ensured.
- 2.6. SI will also conduct technical seminar for BSNL Officers to make them conversant about their product capabilities vis-à-vis customer requirement.
- 2.7. Maintenance, Support Services, Annual Maintenance Contract etc. in respect of equipments supplied to the customer.

3. Eligibility Criteria for System Integrators

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 WiFi, Bluetooth, IoT or non-IoT devices/CCTV etc. For this CA Certificate or Experience Certificates are to be submitted.

**** For Support, applicant needs to give undertaking as per its category that SI shall work on PAN India (National SIs) or PAN Circle basis (Circle & Circle-Silver SIs) or PAN BA (BA-Silver) as applicable.**

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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-Silver category can be relaxed by CGMs in consultation with the standing committee for the applicants such as qualified Engineers, experienced telecom/IT professionals etc. The monetary limit for any project would be Rs.50 Lakhs/25 Lakhs per annum respectively in these categories.

3.1 Detailed Eligibility and operational Criteria of SI:

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)	Each applicant for its empanelment as SI will need to submit refundable Security Deposit (SD) of Rs.1 Lakh and Rs.50,000 for National and Circle Level empanelment respectively, in the form of a Bank Guarantee from any scheduled bank valid for One year	Each applicant for its empanelment as SI in Circle-Silver/BA-Silver category will submit refundable Security Deposit (SD) of Rs.10,000 and Rs. 5,000 respectively in the form of Bank Guarantee from any scheduled bank valid for One year or a cash receipt of BSNL for this purpose.
(v)	A Bank Guarantee (BG), valid for five and half years shall be submitted by applicants once selected for empanelment of Rs 15 Lakhs and 3 Lakhs for National and Circle level SIs respectively for abiding by general rules of empanelment agreement. The refundable security deposit of Rs 1.0 Lakh and Rs 50,000 respectively submitted at the time of application for empanelment would stand released thereafter.	A Bank Guarantee (BG), valid for five and half years shall be submitted by applicant once selected for empanelment of Rs. 50,000 and Rs. 25,000 for Circle-Silver and BA-Silver respectively for abiding by the general rules of empanelment agreement. The refundable SD of Rs 10,000 and Rs. 5,000 respectively submitted at the time of application for empanelment would stand released thereafter.
(vi)	SI shall be a direct owner of technology or have a direct teaming agreement with each of technology	SI shall have tie up and technical arrangement directly with the technology company or through its authorized

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	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.	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.
(vii)	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.
(viii)	SI shall provide 24X7 help center either web-based or IVR based. SI shall ensure consultation, assistance and advice within four hours or as defined in SLA entered with customer. In other cases, complaint may be attended within eight hours.	SI shall maintain 24X7 help number. SI shall ensure consultation, assistance and advice within four hours or as defined in SLA entered with customer. In other cases, complaint may be attended within eight hours.
(ix)	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.	
(x)	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.	
(xi)	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.	
(xii)	Validity of the empanelment agreement shall be Five years, with provision of renewal for another two years, based on performance.	
(xiii)	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.	
(xiv)	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.	

3.2 The SI Policy would be non-exclusive, walk-in & Open for all eligible categories and would remain hosted on Circle websites under “Business Opportunity Section”.

3.3 The Policy would be operated in sync with the EOIs of Circles, having attendant conditions mentioned therein above.

4. Other Terms and Conditions

1. The software upgradation shall be provided free of cost by SI for the minimum period of first year or for higher period which shall be agreed by BSNL and the SI on a project to project basis. However, SI shall continue to provide software up gradation on chargeable basis for subsequent years.
2. System Integrator will ensure availability of all spare parts for five years period or for higher period which shall be agreed by BSNL and the SI on a project to project basis.
3. BG should be submitted before signing the agreement on issue of letter of intent, for ensuring full compliance of agreement conditions. Initially, the BGs shall be valid for at least five and half years from the date of issue of letter of intent and shall be renewed from time to time till six months beyond the expiry of agreement and till all outstanding dues to BSNL, if any, have been fully paid and its claims are satisfied or discharged and also discharge of all responsibilities with regard to supply, configure and maintenance of customer end equipment for the full period of warranty /

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- AMC as applicable. The validity of the BG will be six months more than the project duration. The Project duration includes warranty and AMC, if any required by the customer.
4. System Integrator should submit additional PBG of at least 5% of the P.O. value, or value as desired by the end customer whichever is higher, whenever a work is awarded to System Integrator valid for the duration required for the project. However, for the projects of Home Circle/BA 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. Alternatively, where no PBG is to be submitted by BSNL to customer, BSNL may allow at its discretion in situations if felt necessary for the recovery of 5% of PO value from running bills instead of PBG for works requiring PBG up to the amount mentioned in above clause 3.1(v) and will be refunded on completion of warranty period as required in the concerned project.
 5. System Integrator shall support SLA requirements of BSNL customers and ensure its compliance. In case SLA commitments are not met, System Integrator shall be responsible for payment of penalties, if any, imposed by the customer.
 6. System Integrators shall carryout quarterly preventive visit to each project site or as per the customer requirement which will be notified in the terms and conditions for respective project.
 7. The empanelment of System Integrators will be on a Non-exclusive basis. The agreement shall not restrict BSNL from contracting for identical or similar services from any other person /party. Also BSNL intends to empanel multiple number of SIs through this present empanelment process. BSNL reserves the right to appoint any number of SIs in this category or sell directly or through other channels also. BSNL also reserves the right to create other categories of SIs to serve a particular segment of customers.
 8. The empanelled System Integrator should necessarily submit the quote whenever called for. Even within short notice if the quote is called for, the same has to be given either through email or fax. In case, SI is not able to quote for any particular project, reasons for not quoting should be clearly submitted to BSNL, failure to submit the quote consecutively for three projects without proper reason may entail the removal of SI from empanelment and BG shall be forfeited.
 9. The SI should supply the equipment within a short period, which will be indicated in the PO on project to project basis. The delivery must be completed not later than the dates specified in the Purchase order. Extension will not be given except in exceptional circumstances. Should, however, deliveries be made after expiry of the contracted delivery period, without prior concurrence of the purchaser and be accepted by the consignee, such delivery will not deprive the purchaser of his right to recover liquidated damage as below.
 - a. If BSNL is participating in any tender, the LD clauses as given in the tender document of the customer will be binding of the system Integrator and any liquidity damages arising out of late delivery during the performance of the contract which BSNL need to pay to the customer shall be borne by the system integrator, as per the customer tender document. BSNL may also deduct the amount at actual which BSNL needs to pay to the customer on account of non-adherence to SLA from System Integrators from balance payment or SD/BG, if due to the failure on part of System Integrators, BSNL could not meet the SLA condition.
 - b. Without prejudice to its rights of any other remedy, BSNL may encash Bank Guarantee in case of any breach in terms and conditions of the agreement by the System Integrator or in case of business loss suffered by BSNL due to failure of service on part of the System Integrator.
 10. For a specific project, the selected SI shall give an undertaking to BSNL stating that they will not participate in the tender either directly / indirectly for the projects. If BSNL subsequently comes to know that the empanelled vendor/SI had participated in any tender either directly/indirectly, BSNL reserve the right to delete the name of the System Integrator from the list of empanelment, in addition to forfeiture of Security deposit/BG.
 11. SI should give onsite warranty of twelve months from the date of commissioning. Warranty cost will be included in the cost of equipment. After warranty support, SI should also provide the AMC of the customer end equipment. AMC charges should be quoted separately.

- a) An initial screening of all the applications will be undertaken by Screening Committee.
- b) The Screening Committee, after evaluation of the all the applications, if required, may recommend the name of the system integrators who could be called for presentation on a specified date, time and venue before the Standing committee. The presentation will comprised briefly on Company/firm Profile, Projects Undertaken for BSNL/ other organizations, companies, Agreements/Ties up with OEMs, Typical solution for Target Markets/ Customer requirements, Present & future Business opportunities in Himachal Pradesh & BSNL etc.
- c) System Integrators will then be empanelled based on the various factors such as :
 - i. Past experience in Networking,
 - ii. Financial strength,
 - iii. Their tie-up with various Networking equipment suppliers, etc.
- d) A panel of System Integrators will be selected thereon based on final ranking and will be issued a letter of award.

6. 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.

Extension of Agreement: The period of agreement may be extended by BSNL beyond the initial period of 5 years. The period of extension shall be two years at one time depending on satisfactory performance of the empanelled System Integrator.

7. Method of Job Allocation:

- i) 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.
- ii) SIs can also bring to BSNL its customers for providing networking requirement using BSNL's infrastructure. The following preference will be given to SIs who brings in the customers to BSNL, subject to their empanelment in desired category.

The SI who brings in customer to BSNL (incumbent SI) shall be given a choice by way of providing "First Right of Refusal" at the L1 rates determined by normal selection procedure if he is eligible. In case the incumbent SI is non L1 and chooses not to accept L1 rates, the L1 SI has to work on his quoted rates. In case of L1 SI refuses to work, then he shall be debarred for one year to participate in RFPs/quotation calls from date of refusal, along with other penal actions under empanelment.

8. PAYMENT TERMS & CONDITIONS

- a) Normally, all the offers to the customer will be in the name of BSNL and by the BSNL.
- b) The customer will make all payments towards project cost to BSNL.
- c) Back to back payment arrangement will be there from BSNL to System Integrator for procurement, installation, configuration, commissioning, O&M of the equipment at the customer sites.
- d) For each requirement of Customer's Private Network, BSNL will issue a purchase order (P.O.)/Work

- 1/727965/2024 Order (W.O.) to SI containing details of equipment along with agreed price, terms & conditions.
- e) Payment to the System Integrator will be made in installments depending upon the payment that the BSNL will get from the Purchaser/customer **after deducting necessary taxes / levies / fees.**
 - f) The AMC payment, wherever entered will be made as per the customer's requirement subject to fulfillment of Service Level Agreement (SLA) and maintenance schedule.
 - g) Depending on customer, market position, BSNL will be charging a commission/profit margin on the SI invoices value.

9. SUBMISSION OF APPLICATION

- a) EoI document can be downloaded from web site www.hp.bsnl.co.in. Separate Demand Draft of **Rs.2360/- (Including GST) (non-refundable)** (cost of EoI document) payable at Shimla, drawn any nationalized /scheduled Bank, in favor of AO (Claim), O/o CGMT, BSNL, HP Telecom Circle, Shimla should be submitted along with the downloaded EoI Document or transaction detail of payment amounting to Rs. 2360/- if done through online transfer mode. The fee for the application is neither transferable nor refundable. The details of the application fee should be clearly mentioned in the application form.
- b) *The bidder shall duly filled in Annexure-I with documents as specified in it (documents should be placed by bidder as Annexure-1 to 10) with signature and seal on each page. The bidder shall also submit DD/Online payment detail towards cost of EoI document as above and bank guarantee against bid security. The copies of supportive documents/certificates should also be with signature and seal on each page.*
- c) All costs & expenses associated with submission of application shall be borne by the company/firm submitting the application and BSNL shall have no liability in any manner in this regard or if it decides to terminate the process of short-listing for any reason whatsoever.
- d) The right to suspend the short-listing process or part of the process to accept or reject any or all applications at any stage of the process and / or to modify the process or any part thereof at any time without assigning any reason therefore is reserved by BSNL without any obligation or liability whatsoever.
- e) If any one of the above documents required to be submitted along with EOI is found wanting, the offer may be liable for rejection at that stage. However, BSNL may at its discretion call for any clarification regarding the documents submitted by the bidder. BSNL may also ask for submission of any additional/missing document within a stipulated time period. In such case(s), the bidder shall have to comply with the BSNL's requirement within the specified time. In case of non-compliance to such queries, the EOI of the bidder will be out rightly rejected without entertaining further correspondence in this regard.

10. Check List:

- a) Application form in Annexure-I with documents as per Annexure-1 to Annexure-10
- b) Cost of EoI Document of **Rs.2360/- (Including GST) (Non-refundable)**
- c) Security Deposit

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Annexure-I**APPLICATION FOR EMPANELMENT OF SYSTEM INTEGRATOR (SI)**

	PART A	GENERAL INFORMATION
1	Name the company/ proprietorship/partnership concern/Limited Liability Partnership (LLP)/Individual	
2	Type of Entity (company/ proprietorship/partnership concern/Limited Liability Partnership (LLP)/Individual)	
3	Year of Incorporation as applicable	
4	Application for Category : National SI / Circle SI / Circle Silver/ BA Silver	
5	Registered Office:	
a)	Address of the Registered office	
b)	Website Address	
c)	Phone No.	
d)	FAX NO.	
e)	Contact Person Name	
f)	Designation	
g)	Mobile No.	
h)	Email address	
6	Any other office :	
a)	Address for communication	
b)	Contact Person	
c)	Name	
d)	Designation	
e)	Phone No.	
f)	FAX NO.	
g)	Mobile No.	
h)	Email address	
7	Are you Associated with BSNL recently or in the past, if so, please attach copy of appointment of empanelment.	
8	Infrastructure facility available with the System Integrator:	
a)	Whether IT and Sales/ Marketing Deptt. Exists.	
b)	Whether sufficient skilled persons working to meet the project's requirement (Particularly for local head office	

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	Details of team members for necessary co-ordination with BSNL.	
d)	Whether the company / proprietorship etc has letter of support from OEMs (Original Equipment Manufacturer) or its authorized channels If so attach the list in detail	
e)	Whether the entity is be a direct owner of technology or have a direct teaming agreement with each of technology companies that form core of building block of WAN or related project implementation	
f)	No. of clients' companies empanelled with for similar type of works	
g)	No. of companies tied up with for equipment procurement, supply etc	
h)	Any other relevant information in support of above subject.	

PART B:		
PART B1: Details of payment towards cost of Eol document		
	Amount of Cost of Eol document	Rs.2360/- (Including GST) (Non-refundable)
	Mode (DD/Online Transfer)	
1	Issue Date (in case of DD), Transaction Date (in case of online transfer)	
2	D.D. No. / Transaction Id	
3	Name of the bank / Issuing authority	
4	Branch / SSA	
PART B2: Details of Security Deposit		
1	Issue Date	
2	Amount	
3	BG No	
4	Name of the bank	
5	Branch	

PART C: APPLICATION DETAILS			
Sl No.	Required Information	Indicative Documents to be attached in Annexure	Enclosed (Yes/No)
1.	Name and address of the Person Signing the document	i) <u>In case of Company/LLP/Partnership Firm:</u> a) Power of Attorney attested by Notary issued by all Directors in case of company/all partners in case of firm b) Copy of the board Resolution for appointing the Power of Attorney. ii) <u>In Case of Proprietor Firm</u> : Affidavit of sole proprietorship attested by Notary The bidders are requested to attach the documents as Annexure 1 of their bid document.	

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2024	Whether the company is a public limited or a Private limited company/ LLP/Partnership firm or proprietorship registered in India	<p>In case of company:</p> <p>a) A Corporate brochure of the company. b) Certificate of Incorporation c) Memorandum and Article of Association d) Details of Directors e) Annual report for last 2 financial years</p>	
b.	Area of business: IT/Networking	<p>In case of LLP/Partnership Firm:</p> <p>1. A copy of partnership deed. 2. Detail of partners 3. Certificate of incorporation (in case of LLP)</p> <p>In case of proprietorship/others: Details of Proprietorship/others with proof of registration or applicable documents.</p> <p>The bidders are requested to attach the documents as Annexure 2 of their bid document.</p>	
3. a	Whether the entity is a direct owner of technology or have a direct teaming agreement or have a tie up and technical arrangement directly with the technology company or Thorough its authorized dealer for the core building block for WAN/LAN.	<p>Letters from OEM (Original Equipment Manufacturer) or its authorized channels or its dealer/associate stating that they will support the product/solution through the System Integrator for the next two years. (Attach details as per Format A)</p> <p>The bidders are requested to attach the documents as Annexure 3 of their bid document.</p>	
b	Letter of Support from OEM or its authorized Channels or its dealer/associate		
4.	Annual Turnover(for IT/networking business) for last two years	<p>Annual Turnover certificate for the last 2 financial Years issued by Chartered Accountant Profit and Loss Account/statement and Balance sheet for the last 2 financial Years certified by Chartered Accountant FY____: Rs._____, FY____: Rs._____</p> <p>The bidders are requested to attach the documents as Annexure 4 of their bid document.</p>	
5.	Experience as mentioned in 3 (ii).	<p>a) P O copies b) Satisfactory Completion Certificate from the end Customer (Attach details as per Format B)</p> <p>The bidders are requested to attach the documents as Annexure 5 of their bid document.</p>	
6.	a) Organizational Chart	<p>a) Organizational Chart with the detail of 24X7 support (either web-based or IVR based). b) Undertaking to work on PAN India/Circle/BA basis as per the category of SI</p> <p>The bidders are requested to attach the documents as Annexure 6 of their bid document.</p>	

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5/7/2024	No-Near Relationship Certificate	Certificate as per Annexure V of this EOI The bidders are requested to attach the documents as Annexure 7 of their bid document.	
8.	GST Registration No.	Copy of the GST Registration The bidders are requested to attach the documents as Annexure 8 of their bid document.	
9.	Income TAX PAN No.	Copy of PAN The bidders are requested to attach the document as Annexure 9 of their bid document.	
10.	Acceptance of all terms and conditions in the EOI	A copy of the EOI document signed, in the bottom of all pages as a token of acceptance of all terms and conditions. The bidders are requested to attach the documents as Annexure 10 of their bid document.	

All documents should be signed and stamped by the authorized signatory of the bidder in each page of the document submitted.

I/we hereby certify that all the particulars given above are correct and true to the best of my knowledge.

Signature _____ (Authorized Representative)

Full Name _____

Designation _____

Address _____

Note:

- 1) If needed, the bidder can use separate sheets for explaining the above points.
BSNL reserves the rights to verify the facts given by the bidder, with the authorities, if so required.

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FORMAT-A (FOR OEM DETAILS)

Sr No	Equipment/ SW	Name of the OEM or its authorized channel or dealer (s) with whom direct teaming agreement exists/ from whom Letter of Support available	HQ of the OEM or its authorized channel or dealer	No. of Years of Support available from current year	Whether Authorization from OEM or its authorized channel or dealer attached.
01.	Router				
02.	Switch				
03.	Leased line Modem				
04.	Optical Customer Premises Equipments (CPE)				
05.	Radio Modem				
06.	Media Converter				
07.	Server				
08.	Firewall				
09.	Video Conferencing Equipment				
10.	NMS				
11.	UPS				
12.	Stabilizer				
13.	N/w Rack				
14.	Cable & connector:- UTP / Fibre etc.				
15.	Computers				
16.	Computer peripheral				
17.	Dialup modem				
18.	ISDN device				
19.	EPABX				
20.	VOIP Gateway				
21.	V-Mux				
22.	Basic computer related software				

Note: The bidder may add any other items/specifications etc in additional rows/columns.

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FORMAT-B

(Experience details of project implementation on turnkey basis)

Sl. No	Information required	Details
01.	Name of the Bidder	
02.	Name of the Project	
03.	P.O Date	
04.	Commissioning Date	
05.	Role of the Bidder	
06.	Value of the Project for F.Y.	
07.	Contact details of the Customer	
08.	Brief Description of the Project & Scope of Work (Implementation , Operation and Maintenance)	
09.	Testimonial Attached on Satisfactory Completion of the Project	

Undertaking for 24X7 Support: For 24X7 Support, the applicant needs to give undertaking as per its category that SI shall work on PAN India (National SIs) or PAN Circle basis (Circle & Circle-Silver SIs) of PAN BA basis (BA-Silver) as applicable. Refer point no. 3 of EOI i.e. Eligibility Criteria for System Integrators.

Annexure-II

BID SECURITY FORMAT

To

The Chief General Manager,
BSNL, HP Circle, Shimla.

Dear Sirs,

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

As an irrevocable Bank Guarantee against Bid Guarantee for an amount of Rs 1 (One) lakh /
Rs.50,000/- / Rs.10,000/- / Rs.25,000/-valid upto..... (upto 365 days) is required to be submitted by the
Bidder as a condition preset for participation in the said EOI, which amount is liable to be forfeited on
the happening of any contingencies mentioned in the EOI/ bid documents.

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

This guarantee shall be irrevocable and shall remain valid upto.....(upto 365 days). If any
further extension of this guarantee is required, the same shall be extended to such required period on
receiving instruction from M/s..... on whose behalf guarantee is issued.

In witness whereof the Bank, through its authorized officer has set it's stamped on this
..... Day of20_____at

Designation.....

Bank's Seal.....

Attorney as per power of Attorney

No.....

Witness Signature.....

Name

Annexure-III**AGREEMENT**

THIS AGREEMENT made on this ____ day of _____, 20_, at Shimla between Bharat Sanchar Nigam Limited having its Regd. Office at Bharat Sanchar Bhawan, Harish Chandra Mathur Lane, Janpath, New Delhi – 110001 (hereinafter referred to as “BSNL”) which expression shall include its successors and assigns on] the one part and

M/s _____ (hereinafter referred to as “System Integrator”) which expression shall include its successors and assigns on the other part.

WHEREAS BSNL intends to empanel System Integrators for establishment and maintenance of customized private Wide Area Network (WAN) at client’s premises.

AND WHEREAS the said System Integrator who is having all the wherewithal is hereby empanelled as **National / Circle / Circle-Silver/BA-Silver** System Integrator (**strike out whichever is not applicable**) to undertake all such jobs as and when assigned by BSNL on the terms and conditions as set out in this agreement.

WHEREAS both the parties to the Agreement agree to the following terms and conditions:

1. The System Integrator shall nominate the team, their name(s), address (es) and telephone nos. (Residence included) for better co-ordination.
2. The System Integrator shall make available the complete contact address of its Directors and local heads as applicable to BSNL.
3. BSNL being a service organization, many of the requirements could be of emergency nature. The agencies have to respond to such demands despite holidays/beyond office hours.
4. Mere empanelment does not confer automatic rights to a System Integrator to secure/procure jobs.
5. BSNL will not pay any extra charges related to presentation at BSNL and customer premises and training to client’s representatives for operation & maintenances.
6. The turnkey projects will involve supply, execution and O&M subcontracts. Therefore at the project proposal preparation stage itself, back up offers from the prospective subcontractors should be obtained. The needed agreements should be signed immediately on award of the contract. These agreements should clearly define the deliverables, terms, schedules, penalties, and guarantees so as to protect the BSNL’s interests.
7. BSNL shall invite sealed quotations/bids/Proposals from empanelled SIs for various types of projects related to Customer’s Private Network for finalization of the rates. The quotation/bid/Proposal shall specify validity of the prices, delivery period, penalty, AMC etc. The rates for such project costs shall be finalized after observing all the formalities. Depending upon the requirements, order could be placed on the empanelled SIs at the finalized rates. However, before placement of Purchase Order, the prices may be negotiated taking into account the reasonableness with reference to prevailing market price.
8. For participation in Projects through open tender, in order to be competitive, standing committee can further negotiate the rates with the empanelled vendors.
9. It may not be possible to fix the prices of all the items as depending upon the requirement of

the customers, there may be slight variations in the specifications. BSNL could negotiate the prices of such items with these selected vendors place orders on any of the empanelled vendor at negotiated price.

10. In a situation when the customer desires to expand the existing network, the procurement of add on equipment becomes proprietary in nature. Keeping in view the requirement of the customer and the fact that ultimately the customer will be paying for the cost of equipment, the BSNL may finalize the prices of proprietary equipments after negotiations.

11. Process and Payment Terms

- i. Normally, all the offers to the customer will be in the name of BSNL and by the BSNL.
- ii. The customer will make all payments towards project cost to BSNL.
- iii. Back to back payment arrangement will be there from BSNL to System Integrator for procurement, installation, configuration, commissioning, O&M of the equipment at the customer sites.
- iv. For each requirement of Customized solution, BSNL will issue a purchase order (P.O.) to SI containing details of equipment along with agreed price, terms & conditions.
- v. Payment to the System Integrator will be made in installments depending upon the payment that the BSNL will get from the Purchaser/Customer.
- vi. The AMC payment, wherever entered will be made as per the requirements of the customer subject to fulfillment of Service Level Agreement (SLA) and maintenance schedule.
- vii. Depending on customer, market position, BSNL will be charging a commission on the SI invoices value.

12. The terms and conditions in the EOI document No _____ shall form a part of this agreement.

13. Commencement & Duration:

- a. This agreement shall commence from the ____ Day of _____, 20__ for a period of five years up to_____.
- b. BSNL may extend, if deemed expedient, the period of agreement by two years at one time depending on satisfactory performance of the empanelled system integrators.

14. Modifications in terms: Any changes in the terms and conditions contained herein shall have effect only prospectively, and shall be valid only if recorded in writing and signed by the authorized officers of the BSNL and the SI.

15. Termination:

- a. Either party may terminate this agreement by giving three months notice in writing to the other. The obligations of the parties shall continue during the notice period.
- b. However, if the services of the System Integrator are not found satisfactory, BSNL shall have the right to cancel the contract at any time without assigning any reason and without any financial compensation to the SI.

16. Arbitration:**(Applicable in case of supply orders/Contracts with firms, other than Public Sector Enterprise) (Not applicable in cases valuing less than Rs. 5 lakhs)**

Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, in connection with construction, meaning, operation, effect, interpretation of the contract or breach thereof which parties unable to settle mutually, the same shall be referred to Arbitration as provided hereunder:

a) A party wishing to commence arbitration proceeding shall invoke Arbitration Clause by giving 60 days' notice to the designated officer of the other party. The notice invoking arbitration shall specify all the points of disputes with details of the amount claimed to be referred to arbitration at the time of invocation of arbitration and not thereafter. If the claim is in foreign currency, the claimant shall indicate its value in Indian Rupee for the purpose of constitution of the arbitral tribunal.

b) The number of the arbitrators and the appointing authority will be as under:

Claim amount (excluding claim for counter claim, if any)	Number of arbitrator	Appointing Authority
Above Rs. 5 lakhs to Rs. 5 crores	Sole Arbitrator to be appointed from a panel of arbitrators of BSNL.	BSNL (Note: BSNL will forward a list containing names of three empanelled arbitrators to the other party for selecting one from the list who will be appointed as sole arbitrator by BSNL)
Above Rs. 5 crores	3 Arbitrators	One arbitrator by each party and the 3 rd arbitrator, who shall be the presiding arbitrator, by the two arbitrators. BSNL will appoint its arbitrator from its panel.

c) Neither party shall appoint its serving employee as arbitrator.

d) If any of the Arbitrators so appointed dies, resigns, becomes incapacitated or withdraws for any reason from the proceedings, it shall be lawful for the concerned party/arbitrators to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left it both parties consent for the same; otherwise, he shall proceed de novo.

e) Parties agree that neither party shall be entitled for any pre-reference or pendent-lite interest on its claims. Parties agree that any claim for such interest made by any party shall be void.

f) Unless otherwise decided by the parties, Fast Track procedure as prescribed in Section 29 B of the Arbitration Conciliation Act, 1996 for resolution of all disputes shall be followed, where the claim amount is upto Rs. 5 crores.

[Section 29B of the Arbitration Conciliation Act, 1996] Fast track procedure:

1. Notwithstanding anything contained in this Act, the parties to an arbitration agreement, may, at any stage either before or at the time of appointment of the arbitral tribunal, agree in writing to have their dispute resolved by fast track procedure specified in sub-section (3).

2. The parties to the arbitration agreement, while agreeing for resolution of dispute by fast track procedure, may agree that the arbitral tribunal shall consist of a sole arbitrator who shall be chosen by the parties.
3. The arbitral tribunal shall follow the following procedure while conducting arbitration proceedings under sub-section (1):-
 - a) The arbitral tribunal shall decide the dispute on the basis of written pleadings, documents and submissions filed by the parties without oral hearing;
 - b) The arbitral tribunal shall have power to call for any further information or clarification from the parties in addition to the pleadings and documents filed by them;
 - c) An oral hearing may be held only, if, all the parties make a request or if the arbitral tribunal considers it necessary to have oral hearing for clarifying certain issues;
 - d) The arbitral tribunal may dispense with any technical formalities, if an oral hearing is held, and adopt such procedure as deemed appropriate for expeditious disposal of the case.
4. The award under this section shall be made within a period of six months from the date the arbitral tribunal enters upon the reference.
5. If the award is not made within the period specified in sub-section (4), the provisions of sub sections (3) to (9) of Section 29 A shall apply to the proceedings.
6. The fees payable to the arbitrator and the manner of payment of the fees shall be such as may be agreed between the arbitrator and the parties.]
7. The arbitral tribunal shall make and publish the award within time stipulated as under:

Amount of Claims and Counter Claims	Period for making and publishing of the award (counted from the date the arbitral tribunal enters upon the reference)
Up to Rs. 5 crores	Within 6 months (Fast Track procedure)
Above Rs. 5 crores	Within 12 months

However, the above time limit can be extended by the Arbitrator for reasons to be recorded in writing with the consent of parties and in terms of provisions of the Act.

1. In case of arbitral tribunal of 3 arbitrators, each party shall be responsible to make arrangements for the travel and stay, etc. of the arbitrator appointed by it. Claimant shall also be responsible for making arrangements for travel/stay arrangements for the Presiding Arbitrator and the expenses incurred shall be shared equally by the parties.
In case of sole arbitrator, BSNL shall make all necessary arrangements for his travel/stay and the expenses incurred shall be shared equally by the parties.
2. The Arbitration proceeding shall be held at New Delhi or Circle or SSA Headquarter (as the case may be).
3. Subject to the aforesaid conditions, provisions of the Arbitration and Conciliation Act, 1996 and any statutory modifications or re-enactment thereof shall apply to the arbitration proceedings under this clause.

IN WITNESSETH whereof the parties have put their hand on this Agreement on the day and year first above written.

I/727965/2024

No: HPCO-12/13/1/2021-EB-HP CO/DFA 978001 Dated at Shimla : 24th August 2024

BSNL

SYSTEM INTEGRATOR through its authorized

representative WITNESSES:

Annexure-IV

FORMAT OF THE BANK GUARANTEE

(To be typed on Rs.100/- or as applicable non-judicial stamp paper)

Re: Bank Guarantee in respect of Agreement subsequent to letter of intent vide no- _____ dated _____ against Eol no- _____ dated _____ between Bharat Sanchar Nigam Limited, (BSNL in short) (A Government of India Enterprise), at Bharat Sanchar Bhawan, Harish Chandra Mathur Lane Janpath, New Delhi – 110001 (hereinafter referred to as “BSNL”) and M/s _____, A company registered under The Companies Act, 1956 and having its Registered Office at _____ (**may be suitably changed in case of proprietor/partnership Concern/LLP/ Individual**) (hereinafter called “ System Integrator ”) whereby BSNL has agreed to empanel System Integrator (SI in short) for execution of Customer’s Private Network on turnkey basis on the terms and conditions exclusively mentioned therein.

It has been agreed between the parties that a Bank Guarantee for Rs/- (**Rupeesonly**) shall be given by the System Integrator in favour of the BSNL for due and faithful performance of the terms and conditions of the said agreement.

_____ Bank having its office at _____ has at the request of the System Integrator (M/s _____), decided to give the guarantee as hereinafter contained:

1. We, _____ (hereinafter called ‘the Bank’) do hereby undertake and assure to the BSNL that if in the opinion of the BSNL, the System Integrator has in any way failed to observe or perform the terms and conditions of the said agreement or has committed any breach of its obligations there-under, the Bank shall on demand and without any objection or demur pay to the BSNL the said sum of Rs /- (**Rupeesonly**) or such lesser amount as BSNL may demand without requiring BSNL to have recourse to any legal remedy that may be available to it compel the Bank to pay the same.

2. Any such demand from the BSNL shall be conclusive as regards the liability of System Integrator to pay to BSNL or as regards the amount payable by the Bank under this guarantee. The Bank shall not be entitled to withhold payment on the ground that the System Integrator had disputed its liability to pay or has disputed the quantum of the amount or that any arbitration proceeding or legal proceeding is pending between system Integrator and BSNL regarding the claim.

3. We, the Bank further agree that the guarantee shall come into force from the date hereof and shall remain in full force and effect for the period up to _____ from the date of commencement of the agreement or the term of this guarantee whichever is later. But if the period of the said agreement is extended either pursuant to the provisions in the said Agreement or by mutual agreement between the System Integrator and the BSNL, the Bank shall renew the period of the Guarantee for such period which expires 6 (six) months after the renewed period of the said agreement failing which it shall pay to the BSNL the said sum of Rs/- (**Rupeesonly**) on written demand by BSNL demanding the payment of the above sum.

4. The Bank further agrees that the BSNL shall have the fullest liberty without the consent of the Bank and without affecting in any way the obligations hereunder to vary any of the terms and conditions of the said agreement or to extend the time for performance of the said agreement from any of the powers exercisable by BSNL against the System Integrator and to forebear to enforce any of the terms and

conditions relating to the said agreement and the Bank shall not be relieved from its liability by reason of such failure or extension being granted to System Integrator or through any forbearance, act or omission on the part of BSNL or any indulgence by BSNL to System Integrator or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of relieving or discharging the guarantor.

5. The Bank further agrees that in case this Guarantee is required for a larger period and it is not extended by the Bank beyond the period specified above in Clause 3, the Bank shall pay to BSNL on written demand by BSNL having to demand the payment of the said sum of **Rs./-(Rupees...only)** on the last day on which the Bank Guarantee is due to expire.

6. Notwithstanding anything herein contained;

(a) The liability of the Bank under this guarantee is restricted to **Rs/- (Rs.only)** and it will remain in force for a period of **.... days** i.e. up to _____.

(b) The guarantee shall stand completely discharged and all rights of the BSNL under this Guarantee shall be extinguished if no claim or demand is made on us in writing on or before_____.

7. The Bank guarantees under its constitutional power to give this guarantee and _____ who have signed it on behalf of the Bank have authority to do so.

(Authorized Signature of the Bank Official)
Power of Attorney Number:

Annexure-V

NO-NEAR-RELATIONSHIP CERTIFICATE

(Format of the Certificate to be given as per the clause Annexure-I Part-C (Clause No. 7) by the bidder in respect of status of employment of his/ her near relation in BSNL)

The format of the certificate to be given is "I.....s/o.....r/o..... hereby Certify that none of my relative(s) as defined in the tender document is/are employed in BSNL unit as per details given in tender document. In case at any stage, it is found that the information given by me is false/ incorrect, BSNL shall have the absolute right to take any action as deemed fit/without any prior intimation to me."

Signature of bidder with
official seal and date

Appendix-A

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

TO CGMT,
----- Circle,

SUBJECT: Request for Empanelment as Circle/National SI

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

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

Dated:

At:

(-----)

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