

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	12-06-2026 12:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	12-06-2026 12:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	150 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Communications
विभाग का नाम/Department Name	Department Of Telecommunications (dot)
संगठन का नाम/Organisation Name	Bharat Sanchar Nigam Limited Portal(bsnl)
कार्यालय का नाम/Office Name	Oo Cgmt Bsnl Kerala Circle Trivandrum
कुल मात्रा/Total Quantity	1
वस्तु श्रेणी /Item Category	Firewall (Q2)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	2 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	1 Year (s)
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Compliance of BoQ specification and supporting document *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)

बिड विवरण/Bid Details	
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	2
विगत प्रदर्शन / Past Performance	80 %
बिड से रिवर्स नीलामी सक्रिय किया/ Bid to RA enabled	Yes
रिवर्स नीलामी योग्यता नियम/ RA Qualification Rule	H1-Highest Priced Bid Elimination
क्रेता के लिए उपलब्ध आईटीसी/ITC available to buyer	Yes
बिड का प्रकार/ Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय / Time allowed for Technical Clarifications during technical evaluation	2 Days
निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/ Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
Payment Timelines	Payments shall be made to the Seller within 45 days of issue of consignee receipt-cum-acceptance certificate (CRAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC)
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00

ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).

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(a) ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

AO CASH

Oo CGMT BSNL KERALA CIRCLE TRIVANDRUM, Department of Telecommunications (DOT), Bharat Sanchar Nigam Limited Portal(BSNL), Ministry of Communications (Cgmt Bsnl Kerala)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई खरीद वरीयता/MII Purchase Preference

एमआईआई खरीद वरीयता/MII Purchase Preference

No

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within $L1+X\%$	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	25

ट्रेड्स भुगतान संबंधी विवरण/TReDS Payment Details

This Bid provides for Trade Receivables Discounting System (TReDS) as Preferred mode of payment. For MSME sellers, payments may be processed through a TReDS exchange in which the Buyer is registered, subject to applicable policy and regulatory guidelines. Accordingly, sellers intending to avail payment through TReDS are required to be registered with at least one TReDS exchange in which the buyer is registered.

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM of the product offered in the bid {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts and delivery acceptance certificates like CRAC to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.

3. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

5. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 80% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

6. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- i. If number of technically qualified bidders are only 2 or 3.
- ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

If the buyer has mentioned MSE purchase preference in ATC then service provider is required to upload necessary documents for MSE purchase preference for verification by the buyer during evaluation.

Firewall (1 pieces)

तकनीकी विशिष्टियाँ /Technical Specifications

[* जेम कैटेगरी विशिष्टि के अनुसार / As per GeM Category Specification](#)

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
Generic	Description of Store	Stateful Inspection Firewall, Next Generation Firewall (NGFW), Next Generation Threat Prevention
Performance	IPS Throughput (Gbps)	Up to 1, 1.1-5, 5.1-10, 10.1-20, 20.1-40, 40.1-80, 80.1-100, 100.1-150, 150.1-200, NA
	Firewall Throughput (in Gbps)	Up to 1, 1.1-5, 5.1-10, 10.1-20, 20.1-40, 40.1-80, 80.1-100, 100.1-150, 150.1-200
	NGFW Throughput (Gbps)	Up to 1, 1.1-5, 5.1-10, 10.1-20, 20.1-40, 40.1-80, 80.1-100, 100.1-150, 150.1-200, NA

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
	VPN Throughput	Up to 500 Mbps, 501 Mbps-1 Gbps, 1.1-5 Gbps, 5.1-10 Gbps, 10.1-20 Gbps, 20.1-40 Gbps, 40.1-80 Gbps, 80.1-100 Gbps, NA
Interface & Connectivity	Number of RJ45 Ports	0, 2, 4, 8, 12, 16
	Number of 2.5GE Ports	0, 2, 4, 8, 12, 16
	Number of SFP Ports	0, 2, 4, 8, 12, 16
	Number of 10G SFP+ Ports	0, 2, 4, 8, 12, 16
	Number of 25G SFP28 Ports	0, 2, 4, 8, 12, 16
	Number of 40G QSFP+ Ports	0, 2, 4, 8, 12, 16
	Number of 100G QSFP28 Ports	0, 2, 4, 8, 12, 16
	Local Log Storage Capacity (in GB)	64, 120, 240, 480, 960 Or higher
Features	Features Supported	Intrusion Prevention System, Application Control, URL Filtering, Anti Malware Protection, Anti Bot Protection, Command and Control Protection, DNS Security, Sandboxing, SSL Inspection, Data Loss Prevention, Not Applicable for Stateful Inspection Firewall, Anti Spam
	Networking Features Supported	Network Address Translation (NAT), VLAN Support, Static Routing, Policy Based Routing, Dynamic Routing, Open Shortest Path First (OSPF), Border Gateway Protocol (BGP), Intermediate System to Intermediate System (ISIS), Dynamic Host Configuration Protocol (DHCP) Server, Dynamic Host Configuration Protocol (DHCP) Relay, IPv6 Ready/Certified, SD-WAN
	Management Interfaces Supported	Web GUI, Command Line Interface, Secure Shell (SSH), REST API, Centralised Management Platform (Cloud), Centralised Management Platform (On-Premise)
	Logging Integration Supported	Local Logging, Syslog Integration, SIEM Integration, Centralised Logging (Cloud), Centralised Logging (On-Premise)
	Power Supply Configuration	Single Fixed Power Supply, Dual Redundant Power Supply, Hot Swappable Redundant Power Supply
Certification and Warranty	Certification from TEC as per Standard for Generic Requirements (GR)/Interface Requirements (IR)	Yes, No

Additional Specification Parameters - Firewall (1 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
parameters	Since the parameter selection is not available, Entire specification is given in the buyer added bid specific ATC page. All bidder's offered product should comply the specification mentioned in the ATC .

* Bidders offering must also comply with the additional specification parameters mentioned above.

इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	NA

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Joshi Das Y S	695033,O/o CGMT BSNL KERALA CIRCLE TRIVANDRUM	1	60

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions**1. Generic**

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity up to 25% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery time shall be $(\text{Increased quantity} \div \text{Original quantity}) \times \text{Original delivery period (in days)}$, subject to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original delivery period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

BUYER ADDED BID SPECIFIC ATC

Name of Work: Supply of 1no of firewall in Kerala Circle

Minimum Specifications:

(Bidder must comply this specification to qualify this tender)

General Features

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Redundant Power supply, Centralized Management, Web GUI and Console management, SD - WAN support with routing protocols like BGP, Support following routing protocols RIP, OSPF,BGP, IS-IS, RIPng, OSPFv3 and BGP4+, Support TPM, Multiple link failover, Load balancing based on source address, users and protocol, Failover based on Packet Loss, latency, jitter or combining all, Vendor recognized in the Gartner Magic Qua

drant for Enterprise Network Firewalls, Multicast routing and firewall, Policy routing with ISP load balancing, Identity based routing, Integrated traffic shaping, Display network topology, Configuration without external Management solution, Feature for central traffic logging and analysis (min 5Gb/day) and all necessary licences for a period of 3 years

Performance

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Real world 4Gbps IP throughput and 2.5Gbps NGFW throughput, 2Gbps threat protection throughput, 2Gbps of IPsec and 150 tunnels, 25,00,000 concurrent connections and 120,000 new sessions per sec, 8 * 1G ports and 2 * 10G SFP+ ports

Firewall

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All firewall features can be applied to single firewall policy, Multiple firewall zones, All types of NAT support (NAT46, NAT66 etc), NAT for Multicast traffic, Firewall rules based on port or service-Geo-IP blocking, GUI support for packet capturing, Quarantine source IP causing attack

VPN

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Support for IPsec, IPsec with SD-WAN, IPsec support for gateway to gateway and gateway to client VPN, IPsec support for SHA-1 and SHA-2, 2 Factor authentication support

Intrusion Prevention

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Signature and anomaly based detection, 7000 signature by default, Automatic/Manual/Scheduled update of signature, IPS action is configurable, Protect against all kind of DoS and DDoS attacks, IPS signatures feature configurable response actions, Various levels of severity for Signature

Antivirus

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Integrated virus solution, Application and protocol-based blocking (HTTP, HTTPS, SMTP etc), Set upload file limit

Web Content filtering

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Integrated Web Content Filtering, Realtime DB to check vulnerable URLs

Application Control

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Detect, Log and take action against network traffic based on over 4000 application signature, Automatic/Manual updating of application signature, Custom application control list, Independent Application control and URL filtering

High Availability of Network

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Build in high availability without any cost, Support Active/Active and Active/Passive HA, EAL 4 certified OEM

Warranty

3 years or Higher

-

The successful bidder shall submit an amount equal to 5% of Contract value as ePBG in favour of **CGMT, BSNL, Kerala Circle Thiruvananthapuram** required to be submitted by the successful bidder before placing the order in the form of Bank Guarantee (in the format attached in Cl.13 of this ATC document) **of a scheduled Bank or Nationalized Bank** on GeM portal in the prescribed format with validity of 42 months.

1. **No sub-contracting** is permissible by BSNL.
2. **User wing/ vertical will be enforcer of the contract conditions.**
3. **Vendor should comply all the Govt. orders/amendments with respect to this tender without any deviations.**

4. The near relatives of all BSNL employees { Non executive employees working in BSNL & executive employee (also called Group A & Group B officers working in BSNL) either directly recruited or on deputati on are prohibited from participation in this tender. The near relatives for this purpose are defined as :

I. Members of a Hindu Undivided Family,(b) They are husband and wife, father, mother son(s),(c) The one is related to the other in the manner as son's wife (daughter in-law), Daughter(s) & daughter's husband (son in-law), brother(s) & brother's wife, sister(s) & sister's husband (brother in-law)

The bidder(s) should give a certificate to the effect that none of his/her such relative is working in the units of BSNL as defined above. In case of proprietorship the certificate will be given by the proprietor, for partnership firm certificate will be given by all the partners and in case of Limited company by all Directors of the Company. Any breach of these conditions by the company or firm or any other person, the tender/work will be cancelled and earnest money/security deposit will be forfeited at any stage whenever it is noticed. The BSNL will not pay any damages to the company or firm or concerned person. The company or firm or the person will also be debarred for further participation in the concerned unit.

5. **Eligibility Criteria:** -

General: The Contractors satisfying the following shall be eligible to bid.

Primary Eligibility:-

I. **Financial eligibility :**

Turnover for bidder : The average annual turnover during last three years, ending 31st March of previous financial year, should be at least 2 Lakhs.

II. **Technical Eligibility :**

The Bidder or its OEM of the product offered in the bid {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Org or PSU for 1 FY as before the bid opening date. Copies of relevant contracts and delivery acceptance certificates like CRAC to be submitted along with bid in support of having supplied some quantity during each of financial year.

Above primary documents I & II are essential, failing which the bidder is summarily rejected from this tender)

Documents to be submitted by the bidder while quoting

- a) OEM authorization certificate (MAF) for participating this bid.
- b) No near relation certificate- As per Annexure - 1
- c) Vendor information form - As per Annexure - 2
- d) Self declaration certificate for Terms and conditions - As per Annexure- 3
- e) Non Black listed certificate- As per Annexure - 4
- f) Declaration on GST % and price quoting in GeM- As per Annexure- 5
- g) Format for PBG (Applicable during APO) - as per Annexure 6
- h) BOQ compliances - as per Annexure-8

6. **BSNL reserves the right to vary the quantity:**

i. BSNL reserves the right to increase or decrease up to 25% of the quantity of goods and services specified in the schedule of requirements without any change in the unit price or other terms and conditions at the time of award of contract.

ii. BSNL also reserves the right for placement of additional order or up to 50% of the additional quantities of goods and services contained in the running tender/ contract within a period of twelve months from the date of acceptance of first APO in the tender at the same rate or a rate negotiated (downwardly) with the existing vendors considering the reasonability of rates based on prevailing market conditions and the impact of reduction in duties and taxes etc.. and supplies to be obtained within delivery period scheduled afresh.

iii. In exceptional situation where the requirement is of an emergent nature and it is necessary to ensure continued supplies from the existing vendors, the purchaser reserves the

right to place repeat order up to 100 % of the quantities of goods and services contained in the running tender /contract within a period of twelve months from the date of acceptance of first APO in the tender at the same rate or a rate negotiated (downwardly) with the existing vendors considering the reasonability of rates based on prevailing market conditions and the impact of reduction in duties and taxes etc. Exceptional situation and emergent nature should be spelt out clearly detailing the justification as well as benefits accrued out of it and loss incurred in case this provision is not invoked and approved by the authority competent to accord administrative and financial approval for the procurement calculated on the basis of total procurement i.e. initial and proposed add-on quantity.

7. **VIPA :**

BSNL has implemented Vendor Invoice Processing Automation (VIPA) through IT Solutions w.e.f. 01.07.2025. to make faster processing of the vendor invoices and minimize the human interventions and also maintaining the digital record from receiving of the invoice to the processing of the invoices by the claim officer.

Action to be taken by the vendor

1. As a first step, vendors have to get themselves registered on VIPA Platform. For registration, vendors have to submit their one approved e-mail ID (max 3 per vendor) and mobile no of the contact person, on the company letterhead duly signed by authorized signatory. The mail for registration along with the authorization letter for E-mail ID and mobile No is to be sent on BSNL e-mail ID bsnlvipahelp@gmail.com. Vendors invoices for processing on VIPA platform shall be accepted only from this registered E-mail ID of the vendors.
2. Vendor will submit the invoice, Proof of Delivery (POD) and other requested documents as per ATC & Bid document & Purchase Order on two e-mail IDs designated by BSNL for this purpose : bsnlvipa@eyipa.com and bsnlvipa@bsnl.co.in from the registered E-mail ID of the vendor.
3. Vendor will submit digital invoice having valid digital signatures and Invoice must contain SAP-generated PO number.
4. Wherever e-invoice is applicable, the invoice submitted must have valid IRN and QR code.
5. Each E-mail shall have all three separate attachments i.e. 1. Invoice, 2. Scanned copy of POD (Proof of Delivery) and 3. Scanned copies of all the other documents in a zip folder/file as per terms and conditions of Purchase Order (PO) & ATC & bid document. (Scan quality of 300 DPI or higher).
6. Multiple invoices/SCC must not be clubbed in a single file/attachment.
7. There must not be any hand-written text or mark or stamp on any field/values of attachments of Invoice and SCC.
8. There must be no over-lapping of text or images
9. First 2 documents attached are to be in PDF format and third attac

hment must be Zip file. The size of all files attached under single mail must not exceed 30MB.

10. For each invoice a separate mail is to be sent and invoice number is to be clearly mentioned in the subject of the mail.
11. The E-mail for submission of invoice is to be sent from the registered E-mail ID of the vendor only.
12. Being an automated process, **non- conformity to the above guidelines may lead to rejection of the invoices submitted for processing or delay in processing of invoices.**
13. In case of any queries/doubts, kindly feel free to reach out to us on our e-mail ID: bsnlvipahelp@gmail.com.

Note to vendors:

Facilitation charges for Invoice processing will be levied in all invoices w.e.f 01.07.2025.

Invoice Value (Incl GST)	Charges (Incl GST)
Upto Rs. 1,00,000/-	Nil
From Rs. 1,00,001 to Rs. 5,00,000/-	Rs. 500+ GST@18% = Rs. 590/-
From Rs. 5,00,001/- to Rs. 50,00,000/-	Rs. 1000+ GST@18%= Rs.1180/-
Above Rs. 50,00,000/-	Rs. 2000+ GST@18%= Rs.2360/-

Exception: Not applicable for the invoices relating to NFS, 4G saturation, BBNL, work for external agencies.

- Facilitation charges are non-refundable.
- A GST complaint E-invoice will be issued from SAP by the claim officer (GST to be charged @ 18 %) in respect of the charges recovered from the invoice.
- The invoice will be provided to the vendor to avail the benefit of ITC (Manually by the claim officer).

Documents to be submitted in Zip file along with invoices:

- a. Invoice clearly indicating breakup details of composite price i.e. Basic, GST, any other duties & taxes, freight/packing charges, etc.
- b. E-way bill as prescribed in GST law for movement of goods.
- c. Proof of payment of GST or declaration from the supplier in this regard.

- d. Consignee receipt in the form of POD (As per annexure 7)
- e. Insurance copy (insured up-to the time it is delivered to the consignee)
- f. Supplier certificate of dispatch
- g. Warranty certificate of dispatch

8. Action taken by BSNL against defaulter:

S. No.	Defaults of the bidder/vendor.	Action to be taken
A	B	C
1(a)	Submitting fake/forged	<ul style="list-style-type: none"> i. Rejection of tender bid of respective Vendor. ii. Banning of business for 3 years which implies barring further dealing with the bidder for procurement of Goods and Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order. iii. Termination/ Short Closure of WO, if issued. This implies non-acceptance of further work and services except to make the already received complete work in hand.
	A) Bank Instruments with the bid to meet terms and condition of tender in respect of tender fee and/or EMD.	
	b) Certificate for claiming exemption in respect of tender fee and/ or EMD;	
	c) and detection of default at any stage from receipt of bids till award of AWO/ issue of WO.	
Note1:- However, in this case the performance guarantee if alright will not be Forfeited.		
Note2:- Payment for already received completed work shall be made as per terms and conditions of WO.		
1(b)	Submitting fake/forged documents towards meeting eligibility criteria such as experience capability, supply proof, registration with GST, Income Tax departments etc and as supporting documents towards other terms and conditions with the bid to meet terms and condition of tender:	
	(i) <i>If detection of default is prior to award of AWO/APO</i>	<ul style="list-style-type: none"> i. Rejection of Bid and ii. Forfeiture of EMD. iii. Banning of business for upto three years which implies barring further dealing with the vendor for procurement of Goods and Services including participation in future tenders invited by BSNL for upto three years from date of issue of banning order.

	<p><i>(ii) If detection of default after issue of AWO/APO but before receipt of PG/SD (DD, BG etc.)</i></p>	<ul style="list-style-type: none"> i. Cancellation of AWO, ii. Rejection of Bid and iii. Forfeiture of EMD. iv. Banning of business for upto three years which implies barring further dealing with the vendor for procurement of Goods and Services including participation in future tenders invited by BSNL for upto three years from date of issue of banning order.
<p>1(b) contd.</p>	<p><i>(iii) If detection of default after receipt of PG/SD (DD, BG etc.)</i></p>	<ul style="list-style-type: none"> i. Cancellation of AWO ii. Rejection of Bid and iii. Forfeiture of PG/SD. <p>However on realization of PG /SD amount, EMD, if not already released Shall be returned.</p> <ul style="list-style-type: none"> iv. Banning of business for upto three years which implies barring further dealing with the vendor for procurement of Goods and Services including participation in future tenders invited by BSNL for upto three years from date of issue of banning order.
	<p><i>(iv) If detection of default after issue of WO/PO</i></p>	<ul style="list-style-type: none"> i. Termination/ Short Closure of PO /WO and Cancellation of AWO/APO ii. Rejection of Bid and iii. Forfeiture of PG/SD. <p>However on realization of PG/ SD amount, EMD, if not released shall be returned.</p> <ul style="list-style-type: none"> iv. Banning of business for upto three years which implies barring further dealing with the vendor for procurement of Goods and Services including participation in future tenders invited by BSNL for upto three years from date of issue of banning order.
<p>Note3:-However, settle bills for the services received, if pending items do not affect working or use of supplied items.</p>		

	Note4:- No further supplies are to be accepted except that required to make the already supplied items work.	
2	If vendor or his representative uses violent/coercive means viz. physical/verbal means to threaten BSNL Executive/employees and/or obstruct him from functioning in discharge of his duties and responsibilities for the following : a) Obstructing functioning of tender opening executives of BSNL in receipt/ opening of tender bids from prospective Bidders, suppliers/ Contractors. b) Obstructing/threatening other prospective bidders i.e. suppliers/Contractors from entering the tender venue and/or submitting their tender bid freely	Banning of business for 3 years which implies barring further dealing with the vendor for procurement of Goods and Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order.
3	Non-receipt of acceptance of AWO/APO and SD/ PG by L-1 bidder within time period specified in AWO/APO.	Forfeiture of EMD.
4.1	Failure to execute the work at all even in extended delivery schedules, if granted against WO/PO.	i. Termination of WO/PO. ii. Undertake purchase/ work at the risk of defaulting bidder. iii. Recover the excess charges if incurred from the PG/SD and outstanding bills of the defaulting Vendor.
4.2	Failure to execute the work in full even in extended delivery schedules, if granted against PO/WO.	i. Short Closure of WO/PO to the service already received by BSNL and/or in pipeline provided ii. Undertake purchase/ work at the risk of defaulting bidder. iii. Recover the excess charges if incurred from the PG/ SD and outstanding bills of the defaulting bidder.
5.	The site does not meet the Service Levels as mentioned in the PO/ WO/ Contract.	Undertake recovery of financial penalty from outstanding dues of vendor including PG/SD.

6.	<p>Submission of claims to BSNL against a contract</p> <p>(a) For amount already paid by BSNL.</p> <p>(b) For amount higher than that approved by BSNL for that service.</p> <p>Note5:-The claims may be submitted with or without collusion of BSNL Executive/employees.</p> <p>Note6:-This penalty will be imposed irrespective of the fact that payment is disbursed by BSNL or not.</p>	<p>i. Recovery of over payment from the outstanding dues of Vendor including EMD/ PG and SD etc. and by invoking 'Setoff' Clause 11 of Section 5 Part A or by any other legal tenable manner.</p> <p>ii. Banning of Business for 3 years from date of issue of banning order or till the Date of recovery of overpayment in full, whichever is later.</p>
7	<p>(a) Adversely affects the normal working of BSNL equipment(s) and/ or any other TSP through BSNL.</p> <p>(b) Disrupts/ Sabotages functioning of the BSNL network equipments such as exchanges, BTS, BSC/MSC, Control equipment including IN etc., transmission equipments but not limited to these elements and/or any other TSP through BSNL.</p> <p>(c) Tampers with the billing related data/ invoicing/ account of the customer/User(s) of BSNL and/or any other TSP(s).</p> <p>(d) Hacks the account of BSNL customer for unauthorized use i.e. to threaten others/spread improper news etc.</p> <p>(e) Undertakes any action that affects/ endangers the security of India.</p>	<p>i) Termination of PO/ WO.</p> <p>ii) Banning of business for 3 years which implies barring further dealing with the vendor for procurement of Goods & Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order.</p> <p>iii) Recovery of any loss incurred on this account from the Vendor from its PG/ SD/ O/s bills etc.</p> <p>iv) Legal action will be initiated by BSNL against the Vendor if required.</p>

8	If the vendor is declared bankrupt or insolvent or its financial position has become unsound and in case of a limited company, if it is wound up or it is liquidated.	<ul style="list-style-type: none"> i. Termination/Short Closure of the WO/PO. ii. Settle bills for the service received if pending work does not affect the working or use of the services received iii. Undertake work at the risk of defaulting bidder. iv. In case of turnkey projects, If the services are provided without any degradation of performance, then settle bills for the acceptable service (or its part). <p>Undertake recovery of financial penalty from outstanding dues of vendor including PG/SD.</p>
9	In the event of the vendor, its proprietor, Director(s), partner(s) is / are convicted by a Court of Law following prosecution for offences involving moral turpitude in relation to the business dealings.	<ul style="list-style-type: none"> i. Termination/Short Closure of the WO/PO. ii. Settle bills for the service received if pending work does not affect the working or use of the services received iii. Undertake work at the risk of defaulting bidder. iv. In case of turnkey projects, If the services are provided without any degradation of performance, then settle bills for the acceptable service (or its part). <p>Undertake recovery of financial penalty from outstanding dues of vendor including PG/ SD.</p>
10	If the vendor does not return/refuses to return BSNL's dues:	Take action to appoint Arbitrator to adjudicate the dispute.
	a. In spite of order of Arbitrator.	<ul style="list-style-type: none"> i. Termination of contract, if any. ii. Banning of business for 3 years which implies barring further dealing with the vendor for procurement of Goods and Services including participation in future tenders invited by BSNL from date of issue of banning order or till the date by which vendor clears the BSNL's dues, whichever is later.

	b. In spite of Court Orders.	Take legal recourse i.e. filing recovery suit in appropriate court.
		<p>i. Termination of contract, if any.</p> <p>ii. Banning of business for 3 years which implies barring further dealing with the vendor for procurement of Goods and Services including participation in future tenders invited by BSNL from date of issue of banning order or till the date by which vendor clears the BSNL's dues, Whichever is later.</p>
11	If the Central Bureau of Investigation/Independent External Monitor (IEM) / Income Tax/ GST Authorities / Custom Departments recommends such a course	Take Action as per the directions of CBI or concerned department.
12	<p>The following cases may also be considered for Banning of business:</p> <p>(a) If there is strong justification for believing that the proprietor, manager, MD, Director, partner, employee or representative of the vendor/ supplier has been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolation, misrepresentation with respect to the</p> <p>Contract In question.</p> <p>(b) If the vendor/ supplier fails to execute a contract or fails to execute it satisfactorily beyond the provisions of Para 4.1 and 4.2.</p> <p>(c) If the vendor/supplier fails to submit required documents/information, where required.</p> <p>(d) Any other ground which in the opinion of BSNL is just and proper to order for banning of business dealing with a vendor/supplier.</p>	<p>i) Banning of business for 3 years which implies barring further dealing with the vendor for procurement of Goods and Services including participation in future tenders invited by BSNL for 3 years from date of issue of banning order.</p>
<p>Note7: The above penalties will be imposed provided it does not clash with the provision of the respective tender.</p>		
<p>Note8: In case of clash between these guidelines and provision of invited tender, the provision in the respective tender shall prevail over these guidelines.</p>		
<p>Note 9: Banning of Business dealing order shall not have any effect on the existing/ongoing works which will continue along with settlement of Bills.</p>		

3. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer, is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or

notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and
- All operative provisions of the erstwhile Labour Laws until their complete substitution.

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

[यह बिड सामान्य शर्तों के अंतर्गत भी शासित है /This Bid is also governed by the General Terms and Conditions](#)

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---