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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

No. 16-2/2019-20/CSC-OUTSOURCE

Dated: 22-01-2020

To,

All Chief General Managers,  
Bharat Sanchar Nigam Limited  
Telecom Circles/ Telecom Districts,

Sub: Clarification and FAQs on Policy Guidelines for outsourcing of Operation & Maintenance of CSCs

Kindly find enclosed herewith the clarification and FAQs on Policy Guidelines for outsourcing of Operation & Maintenance of CSCs issued vide letter no.16-2/2019-20/CSC-  
outsource dated 15.01.2020.

This is for your kind information & further necessary action.

*Nalini*  
22/01/2020  
(Nalini Verma)  
PGM (CS&CSC-CFA)

Encl: Clarification and FAQs on Policy Guidelines for outsourcing of Operation & Maintenance of CSCs

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Corporate Identity Number (CIN): U74899DL2000GOI107739 Website: [www.bsnl.co.in](http://www.bsnl.co.in)

## **FAQ regarding Policy Guidelines for outsourcing the Operation and Maintenance of BSNL CSCs**

**Q.No.1:** Evaluation criteria may be clarified for bidder who quotes the same bid amount in EOI.

**Ans:** Through reverse auction as per procurement manual.

**Q.No.2:** Retail chain i.e. Franchisee of the other Telecom Service Provider shall be restricted to participate in the bid/EOI.

**Ans:** Yes, only BSNL franchisees are entitled as per clause 2.4 in eligibility criteria.

**Q.No.3:** Bidder shall be restricted to use CSC and shall not extend services using CSCs.

**Ans:** All activities to be done through CSC are already defined. Only BSNL products and services are to be sold from CSC.

**Q.No.4:** Along with the BSNL Franchisees/RD, TIPs/channel partners with at least 1 year of experience may also be allowed to participate in the EOI/bid for CSCs as they are FTTH (CFA) business.

**Ans:** Not agreed, however they can participate if they are eligible otherwise, there is no bar.

**Q.No.5:** BA/SSA-wise EOI may be considered for different type of CSCs namely Category-I, Category-II & Category-III instead of Circle-wise EOI.

**Ans:** The evaluation is to be done for each CSC as H1 bidder and not package so circle may decide the method of floating EOI, but it is preferred that one EOI is floated and bidder is free to bid for one or any number of CSC in the EOI.

**Q.No.6:** Whether separate user credentials will be created for bidder or the existing CSC user credentials are to be used for system like Sanchar Soft, Kenan FX, Minsat etc.

**Ans:** Suitable login arrangements will be available for bidder as user

**Q.No.7:** Non commercial transactions made by bidder should include change of billing address, change of mobile No., GSTIN update, change of plan, 5% rebate to Govt. employees etc.

**Ans:** All transactions available through system are part of Rs.2/- per transaction payments.

**Q.No.8:** Specification of high speed BB/FTTH plan that is to be provided at CSC.

**Ans:** Suitable plan will be intimated.

**Q.No.9:** Penalty imposed by UIDAI for wrong Aadhaar Generation / wrong Demographic / Biometric updation is to be passed on the bidder.

**Ans:** Yes, it should be incorporated in the EOI.

**Q.No.10:** Uniform dress code for bidder staff working at CSC on PAN India basis for proper market image of BSNL.

**Ans:** Not mandatory.

**Q.No.11:** Turnover for Franchisees/RD (CM-CFA integrated) can be reduced to 30 lakhs instead of 50 lakhs from BSNL business during last 3 years for their eligibility and better competition during bidding.

**Ans:** Not agreed.

**Q.No.12:** Initial duration of contract can be for 2 year which can be further extended for 1 year based on bidder performance under same terms and conditions.

**Ans:** Not agreed.

**Q.No.13:** Issue of address/Advice Note of PRI/BRI in accordance with the approval of competent authorities.

**Ans:** All circuits booking shall be done in BSNL owned CSCs.

**Q.No.14:** Please allow sale of product like ONU, ONT, Adapter, Other product as approved by SSA time to time.

**Ans:** Not agreed, other methods will suitably be intimated in due course.

**Q.No.15:** For Bill Collection /Recharge Emitra kiosks model shall also be accepted

**Ans:** In no CSC, the hybrid arrangement shall be implemented having both BSNL staff and outsourced arrangement of manning in any BA/SSA.

**Q.No.16:** On UIDAI Rate GST will be extra

**Ans:** As per UIDAI rate guideline

**Q.No.17:** BSNL TIP shall also be treated as BSNL Franchisee for eligibility

**Ans:** Not agreed.

**Q.No.18:** PBG shall return to the vendor once he do capex investment at CSC for improvement of CSC of similar or higher amount.

**Ans:** Not agreed.

**Q.No.19:** Termination of contract should be linked with non-performance like not attending the customers as SIM sale and Recharge may depend upon market conditions

**Ans:** As per policy guidelines.

**A. Eligibility Criteria**

**Q.No.20:** a. Clause 2.4- may be modified as

- a,1. For cat-3 CSCs- All existing Franchisees/Rd/DSA/BSNL Exclusive LCO are eligible and do not need any more eligibility criteria as mentioned in 2.1, 2.2 or 2.3

**Ans:** Not agreed.

**B. Selection Criteria**

**Q.No.21:** Following may be added

- a. Priority will be given to Franchise of the respective territory. Next preference to DSA/RD, BSNL exclusive LCO, in the order of preference as per the average revenue generated during the last 6 months.
- b. In the absence of EOI fro Franchisee, the best performing (based on revenue performance for the last six months) DSA/RD will be selected.
- c. Further, if DSA/RD also is absent, best performing (based on revenue performance for the last six months) BSNL exclusive LCO will be selected.

**Ans:** Not agreed.

**C. Clause 6 – May be modified**

**Q.No.22:** 6.1. The bidder shall have to pay bid security of Rs. 1 lakh for Cat-1 & Cat-2 CSCs and Rs.5000/- for Cat-3 CSCs per CSC.

**Ans:** Amendment for bid security is being issued.

**Q.No.23:** 6.2. The successful bidder shall have to pay PBG of Rs.10000 for Cat-3 CSC and all other conditions remain the same.

**Ans:** Existing Franchisee exempted from additional PBG (over & above bid security which will be converted to PBG), provided the existing PBG taken under S&D policy is higher than the required PBG as per CSC policy and C-top up balance is not issued against cheques (against PBG of S&D policy).

**Q.No.24:** Sale of Telecom products (ONT/CPE/EPBT/Wi-Fi Router/ADSM Modem/Data Dongle/set top box/Laptops/Mobile handsets) for the convenience of BSNL customers shall be allowed.

**Ans:** Not agreed.

**Q.No.25:** Also, for handing over of AEKs to the bidder, necessary guidelines may be issued on security of AEKs, restricted data access by third party, penalty to the bidder in case of malpractice may be communicated immediately. The bidder shall be made sole responsible for Aadhaar related activities and he/she will indemnify BSNL, in all legal/violation of Govt. of India guidelines on the subject.

**Ans:** Please see clause 1.4 (vi).AEKs shall be operated by operators hired on contract by the bidder through a manpower hiring agency approved/empanelled by UIDAI. Any penalty by UIDAI will be passed on to the bidder.