

महानगर टेलीफोन निगम लि.

(भारत सरकार का उद्यम)

Mahanagar Telephone Nigam Ltd.

(A Government of India Enterprise)

CIN: L32101DL1986GOI023501



No. DGM (FC & IA)/CO/Appt.of Int.auditors/2017-18

Dated: 29.09.2017

Sub: Tender Notice no: DGM(FC&IA)/CO/Appt.of Internal auditors/2017-18 dated
29.09.2017

Dear Sir,

Please find enclosed the following bid documents, in original, to be used for submission of the bid.

No.	Title	Section	Page no.
1.	General information about the tender		1
2.	Notice Inviting Tender (NIT)	I	2
3.	Eligibility conditions	II	3
4.	General Terms and Conditions of contract	III	4-6
5.	Terms & conditions of online tender submission, Performance Bank Guarantee & opening of technical bids	IV	7-9
6.	Submission of bids, Opening of bid and procedure for evaluation of bids	V	10-11
7.	Special instructions to bidders for E-tendering	VI	12-18
8.	Eligibility criteria/technical bid form-duly filled along with documentary proofs wherever required	Annex-A	19
9.	Financial bid format duly filled, signed and stamped	Annex-B	20
10.	Bid form duly filled, signed and stamped	Annex-C	21
11.	Bid security form along with Bank guarantee of Rs. 42,000/-	Annex-D	22
9.	List of units in Delhi & Mumbai	Annex-E	23
7.	Scope of work	Annex-F	24-37

The tender should be submitted online through e-tendering system on website <http://www.tcil-india-electronictender.com/>. Your offer complete in all respects as per enclosed documents must be submitted latest by **12.00 hrs. of 03.11.2017**. Hard copy of the complete tender document duly signed and stamped on each page along with Pass Phrase and all requisite documents/certificates is required to be sent before the due date of opening of the tender. Online bids will be opened for those bidders only whose hard copies along with Pass Phrase have been received

Bidders are advised to familiarize themselves adequately with the e-procurement system of TCIL, well in advance, to avoid last minute technical glitches/errors preventing successful uploading of bid within specified time frame.

The "Instructions to bidders" and General conditions are applicable for this tender

Tender bids (Technical) shall be opened on line at **12.30 hrs. on the same day i.e., on 03.11.2017** and the date of opening of financial bids at a later date shall be intimated to the technically qualified bidders. The representatives of bidders may attend the bid opening online after logging on to the MTNL's e-procurement portal.

(Signature)

पंजीकृत एवं निगम कार्यालय : महानगर दूरसंचार सदन, 5वां तल, 9 सी.जी.ओ. कॉम्प्लेक्स, लोधी रोड, नई दिल्ली-110003

फोन कार्यालय : 24319020, फैक्स : 24324243

Regd. & Corporate Office : Mahanagar Doorsanchar Sadan, 5th Floor, 9 CGO Complex, Lodhi Road, New Delhi-110 003 India
Phone Off.: 24319020, Fax : 24324243

आप हमारे साथ हिन्दी में भी पत्राचार कर सकते हैं।

**SECTION-I
(NOTICE INVITING TENDER)**

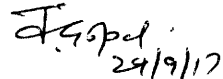
TENDER No. & DATE: DGM (FC & IA)/CO/Appt.of Intl.auditors/2017-18 Dated 29.09.2017

DUE DATE OF RECEIPT: **03.11.2017 UPTO 12:00 HOURS.**

DATE OF OPENING: **03.11.2017 AT 12:30 HOURS**

On behalf of Chairman and Managing Director, Mahanagar Telephone Nigam Limited, Online Bids are invited from interesting Chartered Accountant and Cost Accountant firms for conducting Internal Audit of **24** Accounting/Sub Accounting units of MTNL for a period of **one year w.e.f. 01.01.2018 to 31.12.2018** which can further be extended for **two more years based on the performance of the firm at the same rates and terms and conditions of the EOI.** The Accounting/Sub Accounting units of MTNL are located at Delhi and Mumbai.(annexure-E)

2. E-tenders under Two-Bid system (Techno-commercial bid & Financial bid) are invited from reputed bidders fulfilling the qualifying requirements.
3. The eligibility conditions for the bidders are detailed in Section –II of tender document.
5. Bid security in the form of bank guarantee will be Rs. 42,000/- (Rupees Forty Two Thousand Only). The bid security shall be submitted before the scheduled date and time of opening of the bids. A scan copy of the bid security shall be uploaded along with the techno-commercial bid.
6. Intending bidders may download the tender document from the website <https://www.tcil-india-electronictender.com/> by making payment of Rs. 590/- (Rs. Five hundred Ninty only) as cost of tender document. The cost of tender document can also be paid in the form of DD/pay order of Rs. 590/- drawn in favor of MTNL payable at Delhi before scheduled date and time of opening of bids.


29/9/17
Dy. Genl. Manager (FC & IA),
MTNL, CO.

SECTION- II

ELIGIBILITY CONDITIONS:

- (i) The firms applying for the tender should have their operational offices both in Delhi and in Mumbai to conduct audit of for Accounting/Sub Accounting Units of both Delhi and Mumbai
- (ii) The Firm should be either Chartered Accountants or Cost Accountants Firm (Partnership or body corporate) and minimum of 10 years old.
- (iii) The Firm should have Internal Audit/Statutory Audit experience of at least 7 years of PSUs/Listed entities or any company having a turnover of Rs.500 cr. or more or any Telecom_service provider/Company with a turnover of Rs.100 cr.
- (iv) The firm should have three or more partners.
- (v) The selected firms will be required to depute a team consisting of minimum three persons at each unit headed by a qualified CA.
- (vi) The average annual turnover of the firm should not be below **Rs, 50,00,000/-** (Fifty lacs) during the last three financial years.
- (vii) The firm should not be currently statutory auditors of MTNL/Associates concerns or cost auditors and, if already appointed as an auditor with subsidiaries or joint ventures etc. also such firms shall be withdrawn to continue as IA firms and fresh appointment from the panel shall be considered.
- (viii) The bidder should give a certificate that none of his/her near relative is working in the units as defined below where he is going to apply for the EOI.. Due to any breach of the conditions by the company or firm or any other person the EOI will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and MTNL will not pay any damage to the company or firm or the concerned person.
- (ix) The company or firm will also be debarred for further participation in the concerned unit. The near relatives for this purpose are defined as:-

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

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 MTNL 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, MTNL shall have the absolute right to take any action as deemed fit / without any prior intimation to me."



SECTION – III

GENERAL TERMS AND CONDITIONS:

(a) The Firms appointed as Internal Auditors will not be allowed to sub-contract the work assigned. In case it is subsequently found at any stage of the appointment process/post appointment that outsourcing has been resorted to, the appointment will be liable for cancellation with immediate effect.

(b) The quality of the work performed by the Audit Firms will be reviewed quarterly at each GM Unit based on the Audit Report submitted.

(c) MTNL Management may, without prejudice to any other remedy available for the breach of any conditions of EOI, by a written notice of 14 days, issued to successful bidder at its registered office, terminate this agreement under any of the following circumstances:

- (i) Successful bidder failing to perform any obligation(s) under the EOI.
- (ii) Successful bidder failing to rectify, within the time prescribed for rectification, any lacuna in performance of obligation as may be pointed out by MTNL.
- (iii) Performance of the successful bidder is not in conformity with the scope of the work.
- (iv) Successful bidder going into liquidation or ordered to be wound up by competent authority.

In such a situation, MTNL shall not be responsible for any damage or loss caused or arisen of aforesaid action.

(d) The firms will have to submit Internal Audit Report to the auditee i.e., G.M. of area concerned on monthly basis by 15th of the following month. There are 24 units in all as per details at Annexure – E in Delhi and Mumbai.

(e) The firms will have to submit monthly Internal Audit Report in scanned copy and hard copy duly signed and stamped by 30th of the next month to the following officers:

- (i) G.M. (Finance)/CO – Room no: 4202, 4th floor, Mahanagar Door Sanchar Sadan, CGO Complex, Lodi Road, New Delhi-110003
- (ii) DGM (FC & IA), MTNL, CO Room no: 4302, Mahanagar Door Sanchar Sadan, CGO Complex, Lodi Road, New Delhi-110003
- (iii) GM of the area concerned in Delhi / Mumbai and to G.M. (HQ)/WS Delhi, GM (CC&CS)/WS, Mumbai
- (iv) G.M. (Finance)/Delhi/Mumbai and G.M. (F)/WS for Delhi unit & DGM (F)/WS unit Mumbai for Mumbai unit.
- (v) Sr.Mgr. (IA & RA)/MTNL, Mumbai and DGM (IA)/HQ Delhi unit.
- (vi) No TA/DA, Hotel and other expenses will be paid/reimbursed.

(f) MTNL reserves the right to accept or reject any EOI, and to annul the process and reject all EOIs at any time without assigning any reason whatsoever and without thereby incurring any liability to the affected firm/firms.



(g) It is the sole responsibility of the Firm to comply with the all labour laws and other applicable Laws in relation to the Firm's staff engaged in MTNL for internal Audit assignment.

(h) The firm shall abide by the obligations of Internal Audit standards.

(i) The Firm should depute Audit Team(s)' to complete the work within scheduled time as mentioned in SOW of this document and each Audit Team should comprise sufficient number of incumbents headed by qualified CA. Name of the Qualified CA/ to be intimated in writing to MTNL at each Unit level. Any change in name of CA may be intimated to MTNL at each Unit level.

(j) The appointed Firm will be debarred from getting, in future, any work in MTNL in the following cases:

(i) If it is found that the Firm has obtained the appointment on the basis of false information, false statements, misrepresentation, unfair means and solicitation.

(ii) If the Firm does not take up the assigned work in terms of appointment.

(iii) If the Firm does not submit the report completed in all respect in terms of appointment.

(iv) If the Firm violates any of the terms and conditions stipulated under this EOI. Also the Internal audit work assigned through this EOI may be withdrawn with immediate effect.

(k) Service Tax or GST as applicable on the date of payment will be paid extra by the MTNL. Rates should be offered exclusive of service tax.

(l) TDS or other statutory deductions as applicable will be deducted by MTNL at the rates notified by the Govt. of India from time to time for each bill.

(m) In case of discrepancies in the amounts quoted in the financial bid, the amount quoted in words in price bid form would prevail.

(n) Payment shall be released by the respective units on quarterly basis along with a certificate confirming number of persons deployed during the quarter and timely submission of the Report along with satisfactory completion certificate at each Unit level.

(o) Date of start of audit will be within 5 days from the date of issue of letter of appointment.

(p) No extra days will be allowed or no extra cost is to be paid for consumption of extra days beyond the stipulated period without showing convincing reason and obtaining specific prior approval/order of the competent authority.

(q) The designated team will work in strict confidence and will ensure that the information in respect of the operation of the area/unit is dealt in strict confidence and secrecy.

(q) **Scope of work is given in Annexure-F, also available at MTNL's website.**

GENERAL INSTRUCTIONS TO THE INTERNAL ADITORS:

- (a) The internal auditor has to audit and report the existence and effectiveness of the Internal Control Systems and adequacy or otherwise of the same with focus towards improving the internal control structure as well as promoting better corporate governance and also evaluation of efficiency and effectiveness of the controls and recommending new controls wherever required including those of IT System in respect of ERM, the processes at various levels are to be reviewed.
- (b) Internal Auditor has to conduct internal investigations in the matters where there is suspected fraud or irregularity or a failure of internal control systems of the material nature and shall report such matters to audit committee/Board of Directors through the Head of the Finance Control i.e., CFO or CEO.
- (c) **The bidding companies have to give clause by clause compliance by signing all pages of EOI by an authorized signatory upto Annexure – F and also return a copy of this duly signed tender document along with the bid.**
- (d) Any other items of work or specified or special task assigned exclusively with reference to any of the subject matter mentioned or any other issue although not mentioned related to above broad scope of work.

SECTION – IV

Terms & Conditions of On-Line tender:-

The tender can be submitted online only. To send online, the tender shall be submitted through e-tendering system on website <http://www.tcil-india-electronictender.com/>. Please note that bidding on-line requires the bidder to possess a Digital Signature Certificate). It is also essential that the bidders should familiarize themselves adequately with the electronic procurement system of TCIL well in advance to avoid last minute glitches/errors preventing successful uploading of bid within specified time frame. Intending bidders may download the tender document from the website <https://www.tcil-india-electronictender.com/> by making payment of Rs.590/- as cost of tender document. The cost of tender document can also be paid in the form of DD/pay order of Rs. 590/- drawn in favor of MTNL payable at Delhi before scheduled date and time of opening of bids.

The bidders are required to keep a watch on the MTNL's website w.r.t. any amendment to the tender document or to any clarification to the queries raised by the bidders till ten days prior to opening of the tender.

MTNL reserves the right for rejection of bids if the bids are submitted without taking into account these amendments/clarifications. Further, bidders shall be fully responsible for downloading of the tender document and amendments for their completeness.

For any clarification, please feel free to contact Smt. Kiran Bala/Smt. Madhu Bedi on mobile nos: 9868131002/9868132429 and e-mail id caoifco@gmail.com.

2. AMENDMENT TO BID DOCUMENTS:

At any time, prior to the date of submission of bids, the Purchaser may, for any reason, whether at its own initiative or in response to clarification requested by a prospective bidder, modify bid documents, if any. The amendment shall be displayed on MTNL's website <http://www.tcil-india-electronictender.com/> and these amendments will be binding on all the bidders. In order to afford prospective bidders a reasonable time to take the amendment into account for preparing their bids, the purchaser may, at its discretion, extend the deadline for the submission of bids suitably. Pre-bid meeting, if required, shall be held and minutes circulated.

3. LATE BIDS:

E-procurement is date and time locked. The system will not accept any bid after the scheduled date and time of submission of the bids.

4. MODIFICATIONS AND WITHDRAWAL OF BIDS:

The bidders may modify or withdraw his bid after submission prior to the deadline prescribed for submission of bids. No bid shall be modified subsequent to the deadline for submission of bids.

5. EARNEST MONEY AND SECURITY DEPOSIT:

(a) The bidder shall furnish, as part of his bid, a bid form **Annexure 'C'** and a bid security in the form of Bank Guarantee for an amount of Rs. 42,000/- (Rs. Forty Two thousand only) as **per Annexure D**. The Bid Security can also be paid in the form of DD/Pay Order of Rs. 42,000/- drawn in favour of MTNL payable at Delhi along with the bid.

(b) The bid security is required to protect the purchaser against the risk of bidder's conduct, which would warrant the forfeiture of bid security pursuant to para mentioned above.

©The bid security the form of a bank Guarantee issued by a scheduled bank in favour of the MTNL shall be valid for a period of 180 days from the date of tender opening.

(d) The bid not secured in accordance with para mentioned above shall be rejected by the Purchaser being non-responsive at the bid opening stage and returned to the bidder unopened.

(e) The bid security of the unsuccessful bidder will be discharged/ returned as promptly as possible as but not later than 30 days after the expiry of the period of the bid validity prescribed by the purchaser.

(f) The successful bidder's bid security will be discharged upon the bidder's acceptance of the advance purchase order satisfactorily furnishing the performance security.

(g) The bid security may be forfeited: If the bidder withdraws his bid during the period of bid validity specified by the bidder in the Bid form or In the case of successful bidder, if the bidder fails to sign the contract or furnish performance security/Security Deposit. In both the cases, the bidder will not be eligible to participate in the EOI for same work for one year from the date of issue of LOI. The bidder will not approach the court against the decision of MTNL in this regard.

(h) The Firm shall furnish performance security to the MTNL for an amount equal to 5% of the Work Order as per number of units allotted within 14 days from the date of issue of LOI by the MTNL.

(i) The proceeds of the performance security shall be payable to the MTNL as compensation for any loss resulting from the supplier's failure to complete its obligations under the period of EOI

(j) The performance security bond will be discharged by the MTNL after completion of the Firm's performance obligations under the period of EOI with extension if any.

(k)The format for performance bank guarantee will be notified to the successful bidders at the time of LOI.

(l)Without prejudice to its rights of any other remedy, MTNL shall en- cash the BG in case of any breach in terms and conditions of the contract or in case of failure to carry out internal audit work as per the agreed schedule & parameters, on part of Firm. If the firm breaches the term and conditions of the EOI or in case of failure to carry out internal audit work as per terms and conditions prescribed under EOI, it shall be the responsibility of the concerned GM/DGM to intimate the C.O. such failure on the part of bidder.

(m)The Firm shall extend the validity of the BG on yearly basis or as directed by C.O. till the entire internal audit work with extension if any under the EOI is satisfactorily completed.

J. S. Garg

SECTION – V

COST OF BIDDING:

The bidding firm shall bear all costs associated with the preparation and submission of bids. The purchaser, will, in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

PERIOD OF VALIDITY OF BID:

The validity of the proposal shall for 150 days from the date of opening of the Technical Bid without any change in the proposed price for the assignment.

SUBMISSION OF BIDS:

Bids can be submitted **ONLINE only**. However, hard copies of the tender document duly signed and stamped on each page along with Pass phrase and requisite documents have to be submitted and it is mandatory before the due date of opening of the tender. Online bids of only those bidders will be opened whose hard copies have been received.

EOIs are to be submitted in two separate sealed covers with **Part-A Eligibility Criteria/Technical bid- Annexure 'A'** in one cover and **Part – B Financial in the enclosed prescribed format- Part B- Annexure 'B'** in another sealed envelope as well as online before the due date and both these envelopes should be put together **in one sealed envelope**. The financial bids will be opened in respect of only those bidders who qualify the Eligibility criteria.

Last date of submission of online bids is **03.11.2017 (12.00 hrs)**. A hard copy of the bid is to be submitted in sealed envelope upto the due date super scribed as **"Bid for Appointment of Internal Auditors"** addressed to the undersigned in the drop box placed at room no: 4302, 4th floor, Mahanagar Door Sanchar Sadan, 9, CGO Complex, Lodi Road, New Delhi -110003. In case, on-line bidding is not materialized due to connectivity problems or for any other reason, hard copies of the bids shall be opened and evaluated in which case; the bidders shall be advised to participate in bid opening procedure. Technical Bids will be opened online on the same day i.e., **on 03.11.2017 at 12.30 hrs. and later the date of opening of Financial bids shall be intimated to the technically qualified bidders.**

Some Bidding related Information for this Tender (Sealed Bid)

The entire bid-submission would be online only on ETS. Broad outline of submissions are as follows:

Submission of Bid-Parts/ Envelopes

- Technical-Part
- Financial-Part

Offline Submissions:

The bidder is requested to submit the following documents offline at the address mentioned in submission of bids before the start of Public Online Tender Opening Event in a Sealed Envelope.

Contact Persons Name

Address:

The envelope shall bear (the project name), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

1. *Original copy of the Bid Security in the form of a Bank Guarantee/DD for Rs. 42,000/-*
2. *Pass Phrase*
3. *Power of Attorney*
4. *DD/ Bankers cheque of Rs. 590/- drawn in favour of MTNL, payable at Delhi/New Delhi against payment of tender fee/ Cost of Tender Documents.*
5. *Certificate that none of his relatives working in MTNL as per wordings given on page 3.*
6. *'ETS Bidding Fee' for use of ETS is required to be paid online.*

Note: Failure to pay this amount will result in rejection of the bid.

Note: The Bidder should also upload the scanned copies of all the above mentioned original documents as Bid-Annexures during Online Bid-Submission.

OPENING OF THE BID:

Tender will be opened online by the designated tender opening committee of MTNL on the scheduled date and time of opening of the bids. The representative of the bidders may attend the bid opening online after logging on to the TCIL's EPS portal or at MTNL premises.

PROCEDURE FOR EVALUATION:

Six Firms which will satisfy prescribed eligibility conditions and whose technical bids are accepted shall be shortlisted solely on the basis of ranking of fees quoted from L-1 to L-6. The bidders shall quote for both Delhi & Mumbai units referred to in Annexure – E of EOI and the evaluation will be done on the basis of all inclusive composite rate for all 24 units exclusive of cenvatable duties/taxes. Evaluation criteria for (L-1) bidder will be as under:-

Monthly rate quoted for Delhi x12 units x 12 months plus
Monthly rate quoted for Mumbai x 12 units x 12 months

The L-1 firm will be awarded the work of 8 units. The L-2 firm will be awarded 4 units at the rate of L-1. The L-3 firm to L-6 firm will be awarded 3 units each at L-1 rate. In case, the L-2 to L-6 firms do not accept the offer to work on L-1 rate, then the units will be offered to five other bidders down the ranking L-7 to L-11 at the rate of L-1 unconditionally. In case, no bidder accepts the L-1 price, then the units of L-2 to L-6 firms will be offered to L-1 bidder and L-1 bidder will be required to accept the full assignment as per Scope of work. The decision of the MTNL for allotting the units either in Delhi or Mumbai shall be binding on the selected bidders.

In case of tie amongst Firms, the Firms will be evaluated based on the conditions detailed under the head 'eligibility conditions'. A tie in this stage also will further lead the evaluation based on the date of registration and the Firm with oldest date of registration will be selected. If there is tie for date of registration also, then the selection of a Firm will be based on the greater number of partners in the Firm. However, MTNL reserves the right to consider/ not to consider the Firm with the least quote due to any reason. The decision of the MTNL would be final and binding on the bidder in this regard.

PLACE OF AUDIT:

The appointed Firm will depute their 'Audit Team(s)' at the Units located at Delhi and Mumbai as per List attached with the EOI and Unit (Delhi/Mumbai) assigned to them. The audit should be conducted at MTNL premises only and no auditor will be allowed to carry Company's documents outside the premises of MTNL's office.

PERIOD OF WORK ORDER :-

The work shall initially be awarded for a period of **one year i.e. from 01.01.2018 to 31.12.2018**, which can be extended further for a period of **another two years** on yearly basis subject to mutual consent and satisfactory completion of work.

ARBITRATION:

In case of any dispute, the decision of CMD, MTNL shall be final and binding on the C.A. firm or arbitration clause. Jurisdiction of court/arbitration will be New Delhi only. MTNL reserves the right to accept or reject any or all responses and to request additional submission or clarification from one or more applicant(s) at any stage or to cancel the process entirely without assigning any reason.

SECTION - VI

Special instructions to Bidders for e-Tendering

General

The Special Instructions (for e-Tendering) supplement 'Instruction to Bidders', as given in these Tender Documents. Submission of Online Bids is mandatory for this Tender.

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, MTNL has decided to use the portal <https://www.tcil-india-electrionictender.com> through TCIL, a Government of India Undertaking. This portal is based on the world's most 'secure' and 'user friendly' software from ElectronicTender®. A portal built using ElectronicTender's software is also referred to as ElectronicTender System® (ETS).

Benefits to Suppliers are outlined on the Home-page of the portal.

Instructions

Tender Bidding Methodology:

Sealed Bid System

- Single Stage Two Envelope

Broad Outline of Activities from Bidder's Perspective:

1. Procure a Digital Signing Certificate (DSC)
2. Register on ElectronicTendering System® (ETS)
3. Create Marketing Authorities (MAs), Users and assign roles on ETS. It is mandatory to create at least one MA.
4. View Notice Inviting Tender (NIT) on ETS
5. For this tender -- Assign Tender Search Code (TSC) to an MA
6. Download Official Copy of Tender Documents from ETS.
Note: Official copy of Tender Documents is distinct from downloading 'Free Copy of Tender Documents'. To participate in a tender, it is mandatory to procure official copy of Tender Documents for that tender.
7. Clarification to Tender Documents on ETS
 - Query to MTNL (Optional)
 - View response to queries posted by MTNL
8. Bid-Submission on ETS
9. Attend Public Online Tender Opening Event (TOE) on ETS
 - Opening of relevant Bid-Part

10. Post-TOE Clarification on ETS (Optional)
 - Respond to *MTNL* Post-TOE queries
11. Attend Public Online Tender Opening Event (TOE) on ETS
 - Opening of relevant part (i.e. Financial-Part)
(Only for Technical Responsive Bidders)

For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the ETS.

Digital Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

Registration

To use the ElectronicTender® portal <https://www.tcil-india-electronictender.com>, vendors need to register on the portal. Registration of each organization is to be done by one of its senior persons who will be the main person coordinating for the e-tendering activities. In ETS terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and click on the 'Supplier Organization' link under 'Registration' (on the Home Page), and follow further instructions as given on the site. Pay Annual Registration Fee as applicable.

After successful submission of Registration details and Annual Registration Fee, please contact TCIL/ ETS Helpdesk (as given below), to get your registration accepted/activated

Important Note: To minimize teething problems during the use of ETS (including the Registration process), it is recommended that the user should peruse the instructions given under 'ETS User-Guidance Center' located on ETS Home Page, including instructions for timely registration on ETS. The instructions relating to 'Essential Computer Security Settings for Use of ETS' and 'Important Functionality Checks' should be especially taken into cognizance.

Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of users, assigning roles to them, etc.

Fig -

TCIL/ ETS Helpdesk	
Telephone/ Mobile	<i>Customer Support: +91-11-26241790 (From 10 AM to 6 PM Monday to Friday except on Govt. Holidays)</i> <i>Emergency Mobile Numbers: +91-9868393775 (Please contact only in emergency during non-working hours of the Helpdesk)</i>
E-mail ID	<i>ets_support@tcil-india.com</i> <i>[Please mark CC: support@electronicstender.com]</i>

MTNL Contact	
MTNL Contact Person	Smt. Madhu Bedi
Mobile no. & E-mail ID	Mobile no: 9868132429 & e-mail id caoifco@gmail.com .

Special Note on Security and Transparency of Bids

Security related functionality has been rigorously implemented in ETS in a multi-dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in Electronic Tender's software. Specifically for Bid Submission, some security related aspects are outlined below:

As part of the Electronic Encrypter™ functionality, the contents of both the 'Electronic Forms' and the 'Main-Bid' are securely encrypted using a Pass-Phrase created by the Bidder himself. Unlike a 'password', a Pass-Phrase can be a multi-word sentence with spaces between words (e.g. I love this World). A Pass-Phrase is easier to remember, and more difficult to break. It is recommended that a separate Pass-Phrase be created for each Bid-Part. This method of bid-encryption does not have the security and data-integrity related vulnerabilities which are inherent in e-tendering systems which use Public-Key of the specified officer of a Buyer organization for bid-encryption. Bid-encryption in ETS is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (TOE), even if there is connivance between the concerned tender-opening officers of the Buyer organization and the personnel of e-tendering service provider.

CAUTION: All bidders must fill Electronic Forms™ for each bid-part sincerely and carefully, and avoid any discrepancy between information given in the Electronic Forms™ and the corresponding Main-Bid. For transparency, the information submitted by a bidder in the Electronic Forms™ is made available to other bidders during the Online Public TOE. If it is

found during the Online Public TOE that a bidder has not filled in the complete information in the Electronic Forms™, the TOE officer may make available for downloading the corresponding Main-Bid of that bidder at the risk of the bidder. If variation is noted between the information contained in the Electronic Forms™ and the 'Main-Bid', the contents of the Electronic Forms™ shall prevail. Alternatively, the Buyer organization reserves the right to consider the higher of the two pieces of information (e.g. the higher price) for the purpose of short-listing, and the lower of the two pieces of information (e.g. the lower price) for the purpose of payment in case that bidder is an awardee in that tender.

Typically, 'Pass-Phrase' of the Bid-Part to be opened during a particular Public Online Tender Opening Event (TOE) is furnished online by each bidder during the TOE itself, when demanded by the concerned Tender Opening Officer.

There is an additional protection with SSL Encryption during transit from the client-end computer of a Supplier organization to the e-tendering server/ portal.

Public Online Tender Opening Event (TOE)

ETS offers a unique facility for 'Public Online Tender Opening Event (TOE)'. Tender Opening Officers, as well as, authorized representatives of bidders can simultaneously attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. Alternatively, one/ two duly authorized representative(s) of bidders (i.e. Supplier organization) are requested to carry a Laptop with Wireless Internet Connectivity, if they wish to come to UTITSL office for the Public Online TOE.

Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)', including digital counter-signing of each opened bid by the authorized TOE-officer(s) in the simultaneous online presence of the participating bidders' representatives, has been implemented on ETS.

As soon as a Bid is decrypted with the corresponding 'Pass-Phrase' as submitted online by the bidder himself (during the TOE itself), salient points of the Bids (as identified by the Buyer organization) are simultaneously made available for downloading by all participating bidders. The tedium of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'.

ETS has a unique facility of 'Online Comparison Chart' which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Bid-Part of a tender. The information in the Comparison Chart is based on the data submitted by the Bidders. A detailed Technical and/ or Financial Comparison Chart enhances Transparency. Detailed instructions are given on relevant screens.

ETS has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/ Downloading'.

There are many more facilities and features on ETS. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

Other Instructions

For further instructions, the vendor should visit the home-page of the portal <https://www.tcil-india-electronictender.com>, and go to the **User-Guidance Center**

The help information provided through 'ETS User-Guidance Center' is available in three categories – Users intending to Register / First-Time Users, Logged-in users of Buyer organizations, and Logged-in users of Supplier organizations. Various links (including links for User Manuals) are provided under each of the three categories.

Important Note: It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups, and minimize teething problems during the use of ETS.

SEVEN CRITICAL DO'S AND DON'TS FOR BIDDERS

Specifically for Supplier organizations, the following '**SEVEN KEY INSTRUCTIONS for BIDDERS**' must be assiduously adhered to:

1. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on ETS.
2. Register your organization on ETS well in advance of the important deadlines for your first tender on ETS viz 'Date and Time of Closure of Procurement of Tender Documents' and 'Last Date and Time of Receipt of Bids'. Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of -- Marketing Authority (MA) [ie a department within the Supplier/ Bidder Organization responsible for responding to tenders], users for one or more such MAs, assigning roles to them, etc. It is mandatory to create at least one MA. This unique feature of creating an MA enhances security and accountability within the Supplier/ Bidder Organization.
3. Get your organization's concerned executives trained on ETS well in advance of your first tender submission deadline on ETS.
4. For responding to any particular tender, the tender (i.e. its Tender Search Code or TSC) has to be assigned to an MA. Further, an 'Official Copy of Tender Documents' should be procured/ downloaded before the expiry of Date and Time of Closure of Procurement of Tender Documents. Note: Official copy of Tender Documents is distinct from downloading 'Free Copy of Tender Documents'. Official copy of Tender Documents is the equivalent of procuring physical copy of Tender Documents with official receipt in the paper-based manual tendering system.

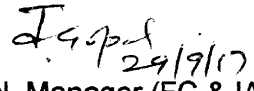
5. Submit your bids well in advance of tender submission deadline on ETS (There could be last minute problems due to internet timeout, breakdown, etc)
6. It is the responsibility of each bidder to remember and securely store the Pass-Phrase for each Bid-Part submitted by that bidder. In the event of a bidder forgetting the Pass-Phrase before the expiry of deadline for Bid-Submission, facility is provided to the bidder to 'Annul Previous Submission' from the Bid-Submission Overview page and start afresh with new Pass-Phrase(s).
7. ETS will make your bid available for opening during the Online Public Tender Opening Event (TOE) 'ONLY IF' your 'Status pertaining Overall Bid-Submission' is 'Complete'. For your record, you can generate and save a copy of 'Final Submission Receipt'. This receipt can be generated from 'Bid-Submission Overview Page' only if the 'Status pertaining overall Bid-Submission' is 'Complete'.

NOTE: *While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth, fifth, sixth and seventh instructions are relevant at all times.*

Minimum Requirements at Bidder's End

Computer System with good configuration (Min PIV, 1 GB RAM, Windows 7 or above), Broadband connectivity, Microsoft Internet Explorer 6.0 or above, Digital Certificate(s)

Pl. note Windows XP is not supported on ETS Portal of TCIL w.e.f. 30th April 2015. The minimum Operating System requirement for end-user would be Windows 7 or above.


 Dy. Genl. Manager (FC & IA),
 MTNL, Corporate Office,
 New Delhi

Documents to be attached with the EOI:-

- I. EOI document fee
- II. Technical bid as per Annexure A
- III. Financial bid as per Annexure B
- IV. Bid Form as per Annexure C
- V. All eligibility conditions related qualifying certificates/proofs as mentioned in Technical Bid.
- VI. No-relative Certificate As per proforma in EOI pg. 3
- VII. EMD in the Form of BG (as per Annexure D)/DD/Pay Order.
- VIII. Clause by clause compliance by signing & stamping on each page of the tender document.
- IX. Any other relevant document as per T&C of EOI.

