



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2023/B/4270671  
Dated/दिनांक : 18-12-2023

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	17-01-2024 15:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	17-01-2024 15:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Power
Department Name/विभाग का नाम	Power Grid Corporation Of India Limited
Organisation Name/संगठन का नाम	Powergrid Teleservices Limited
Office Name/कार्यालय का नाम	New Delhi
Item Category/मद केटगरी	Custom Bid for Services - OUTSOURCING OF THE SERVICES FOR OPERATION AND LEVEL1 MAINTENANCE SUPPORT OF TELECOM NODES IN WR FOR A PERIOD OF THREE YEARS
Contract Period/अनुबंध अवधि	3 Year(s)
MSE Exemption for Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *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
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	7 Days
Floor Price/न्यूनतम मूल्य	This bid has been created/published with floor price(minimum value) selected by the Buyer. Service Providers are advised to quote above the minimum floor value.

**Bid Details/बिड विवरण**

<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation
<b>Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है</b>	Yes

**EMD Detail/ईएमडी विवरण**

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	743000

**ePBG Detail/ईपीबीजी विवरण**

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	10.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	39

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

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

**Beneficiary/लाभार्थी :**

Incharge

PowerGrid Teleservices Limited (A wholly owned subsidiary of Power Grid Corporation of India Ltd.,) Western Region Telecom Control Centre, 1st Floor, Samruddhi Venture Park, MIDC Area, Marol, Andheri (East), Mumbai-400093

(Powergrid Teleservices Limited)

**Splitting/विभाजन**

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

**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
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**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता

Yes

1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

2. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs 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 the Purchase preference 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 service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

[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.

3. 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.

**Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :**

Price Schedule - [1701339809.xlsx](#)

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Instruction To Bidder:**[1702874344.pdf](#)

**Introduction about the project /services being proposed for procurement using custom bid functionality:**[1702874330.pdf](#)

**Pre Qualification Criteria ( PQC ) etc if any required:**[1701339874.pdf](#)

**Scope of Work:**[1701339880.pdf](#)

**Special Terms and Conditions (STC) of the Contract:**[1701847807.pdf](#)

**Penalties:**[1701339939.pdf](#)

**Payment Terms:**[1701847817.pdf](#)

**Service Level Agreement (SLA):**[1701339956.pdf](#)

**Quantifiable Specification / Standards of The Service/ BOQ:**[1701932782.pdf](#)

**Project Experience and Qualifying Criteria Requirement:**[1701340658.pdf](#)

**GEM Availability Report ( GAR):**[1701340672.pdf](#)

**Any other Documents As per Specific Requirement of Buyer -1:**[1701340697.pdf](#)

**Any other Documents As per Specific Requirement of Buyer -2:**[1701407087.pdf](#)

**Buyers are requested to upload the format for price breakup of the lumpsum offering to be provided by the service provider (Please provide the format if financial upload required is selected as "Yes" while creating Bid):**[1701407094.pdf](#)

**Pre Bid Detail(s)**

Pre-Bid Date and Time	Pre-Bid Venue
26-12-2023 11:00:00	Powergrid Teleservices Limited, Western Region Telecom Control Centre, 1st Floor, Samruddhi Venture Park MIDC Area, Marol, Andheri (East), Mumbai-400093

**Custom Bid For Services - OUTSOURCING OF THE SERVICES FOR OPERATION AND LEVEL1 MAINTENANCE SUPPORT OF TELECOM NODES IN WR FOR A PERIOD OF THREE YEARS ( 1 )****Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	OUTSOURCING OF THE SERVICES FOR OPERATION AND LEVEL1 MAINTENANCE SUPPORT OF TELECOM NODES IN WR FOR A PERIOD OF THREE YEARS
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>Addon(s)/एडऑन</b>	

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़****Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Vishal Kumar Sahu	400093,"Powergrid Teleservices Limited, Western Regional Telecom Control Centre, 1st Floor, Samruddhi Venture Park, MIDC Area, Marol, Andheri (E), Mumbai-400095"	1	N/A

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

1. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

1. **1. Experience Criteria:** Documents in support of technical Qualification requirements attached at Project Experience and Qualifying Criteria Requirement to be uploaded by the bidder on portal.
2. **Bidder Turnover:** Documents supporting the Financial Qualification requirements attached at Project Experience and Qualifying Criteria Requirement to be uploaded by the bidder on portal. The complete annual reports together with Audited statement of accounts of the company for last five years of its own (separate) immediately preceding the date of submission of bid to be uploaded.
3. **Certificate: Bid Forms and Attachments (1<sup>st</sup> Envelope)** attached at "Any other Documents As per Specific Requirement of Buyer -1" need to be filled and uploaded on GeM portal only. Soft copy of the same is attached at Buyer Added Bid Specific ATC document to facilitate bidders. **In case of non-submission of bid form & attachments in the portal (soft copy part of the bid) within the stipulated deadline, then even if the bidder has submitted the specific documents in hard copy part in original within the stipulated deadline pursuant to ITB 17.1, its bid shall be considered as incomplete bid, which shall be summarily rejected. For simplicity the excel copy of the bid form can be downloaded from CPPP Portal for subject tender. However, any discrepancies in the bid form submitted may lead to rejection.**
4. **Additional Doc 1:** Documents requested at ITB 15.4 shall be scanned & uploaded on the portal.
5. **Additional Doc 2:** Bid Security, Power of Attorney, Integrity Pact, Safety Pact, Bid Security, Attachment-20, Attachment-21 & Attachment-25 need to upload on portal and Original hard copy of same to be submitted to the address:  
**Sr. DGM (CS),**  
Powergrid Teleservices Limited,  
Western Region Telecom Control Centre,  
1st Floor, Samruddhi Venture Park MIDC Area,  
Marol, Andheri (East), Mumbai-400093.
6. **Additional Doc 3 & 4: Any other documents by bidders**
7. Bidders are requested to quote their lumpsum offer (incl. all taxes) against the custom bid in the financial portion of the bid and the detailed price break-up against the uploaded BOQ (excel file uploaded) must be uploaded by bidders in the financial portion of the bid only. However, in case price break-up is not submitted by any bidder in the financial portion of the bid, same shall be requested from the L1 bidder only before placement of the award.

**Bidders uploading the duly filled BOQ/Price in the technical bid shall be rejected and no further clarification shall be sought.**

8. **Quantity variation:** Percentage for the quantity variation under this tender shall be limited to plus/ minus thirty (+/- 30) percent of the total contract value with individual items to vary up to any extent, during any time of the contract at same rate and terms & conditions. PowerGrid Teleservices Limited (PowerTel) Amendment to the quantity variation shall be given as per requirement.

9. MSME criteria: Sellers/ Service Providers claiming to be an MSE have to register on Udyam Registration portal and provide a copy of Udyam Registration certificate, as documentary evidence in its bid in line with notification of Government of India, Ministry of Small Scale Industries, vide S.O. 1702(E) dated 1 st June, 2020 superseded by S.O. 2119(E) dated 26/06 /2020 published in the Gazette of India, Extraordinary, Part II, Section 3, Sub-section(ii) and GeM GTC. In case of non-submission of the above mentioned supporting documents, the Seller/ Service Provider shall not be considered as MSE.

Further, all other identifiers for classifying a firm as MSE viz. registration with District Industries Centers (DICs)/ Khadi & Village Industries Commission (KVIC)/ Khadi & Industries Board (K VIB)/ Coir Board or National Small Industries Corporation (NSIC)/ Directorate of Handicrafts and Handlooms/ Udyog Aadhar Memorandum etc. may not be accepted for classification as MSE.

If a bidder is MSE (based on the documents submitted in the bid) but has not claimed for “ MSE Purchase Preference” in GeM for the subject tender, MSE purchase preference shall not be extended for that bidder in that tender.

10. Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.

Standard Bidding documents of POWERGRID comprises of the following:

- a) Conditions of Contract Volume-I
- b) Technical Specifications Volume-II
- c) Bid Form, Price Schedules Volume-III

However, the same has been accommodated as per GeM custom Bid requirement. Bidders are requested to refer to the table below to understand the bidding documents composition and make themselves aware of the volume and section referred therein. All documents forming part of the Bid Document are intended to be correlative, complementary, and mutually explanatory.

S. No	POWERTEL's Bid Documents Volume No	Section	GeM Custom Bid description
1	Vol-I- Conditions of Contract	Section I- Invitation for Bids (IFB)	Introduction about the project /Services being proposed for procurement using custom bid functionality

		Section II- Instructions to Bidders (ITB)	Instruction To Bidder
		Section III- Bid Data Sheet (BDS)	
		Annexure-A to Section III- BDS Qualifying Requirements	Project Experience and Qualifying Criteria Requirement
			Pre-Qualification Criteria (PQC) etc if any required
		Section IV- General Conditions of Contract (GCC)	1. Special Terms and Conditions (STC) of the Contract 2. Payment Terms
		Section V- Special Conditions of Contract (SCC)	
		Section VI- Sample Forms and Procedures (FP)	Any other Documents As per Specific Requirement of Buyer -1
2	Vol-II- Technical Specification	Technical Specification	Scope of Work
			Service Level Agreement (SLA)
			Penalties
3	Vol-III- Bid Form, Price Schedules & Technical Data Sheets	Checklist	Any other Documents As per Specific Requirement of Buyer -2
		Bid Form of Envelope-II	Quantifiable Specification / Standards of The Service/ BOQ
		BOQ	Buyers Are Requested To Upload The Format For Price Break up Of The Lumpsum Offering To Be Provided By The Service Provider (Please Provide The Format If Financial Upload Required Is Selected As "Yes" While Creating Bid)

11. **Bid Validity:** Bids shall be valid for a period of 180 days from the date of opening of Technical bids. The above Bid validity period shall supersede any other clause in GeM Bid. All bidders shall comply the same in their bid and accept the bid validity extension in GeM portal

, whenever requested by the buyer.

12. **Earnest Money Deposit (EMD):** The Bidder shall furnish, except as exempted herein below, as part of its bid, a bid security in the amount and currency as stipulated above.

The EMD may be submitted in the following formats,

1. Demand draft with Account Payee Demand Draft in favour of **PowerGrid Teleservices Limited** payable at Gurgaon
2. Bankers Cheque with Banker's Cheque in favour of **PowerGrid Teleservices Limited** payable at Gurgaon.
3. Bank Guarantee- Format attached in "Buyer uploaded ATC document". BG shall be valid for 250 days from the original date of bid opening.
4. Online Payment- EMD can be submitted as online payment in **PowerGrid Teleservices Limited** bank account as detailed below.

<b>Name of Bank and Address</b>	<b>IFSC Code</b>	<b>PowerGrid Teleservices Limited Current A/c No.</b>
<b>ICICI Bank, Power Grid Corporation Of India Ltd, Corporate Office, Plot No. 2, Sector 29, Near Iffco Chowk., Gurgaon, Haryana, 122001</b>	<b>ICIC0000572</b>	<b>777705000686</b>

Bidder has to upload scanned copy / proof of the Bid Security along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

13. The mandatory documents to be uploaded in bid by bidders

- a. Scanned copy / proof of the Bid Security (EMD) by the bidders. The bidders who are exempted from submission of EMD shall submit documentary evidence for the same.
- b. Self-declaration on company Letter head to comply for **Instruction To Bidder, Introduction about the project, Scope of Work, Payment Terms, Service Level Agreement, Pre Qualification Criteria, Special Terms and Conditions (STC) of the Contract.**
- c. Integrity Pact (attachment-14 in first envelop and bid forms)
- d. Safety Pact (attachment-18 in first envelop and bid forms)
- e. Certificate from bank as per attachment-16 in first envelop and bid forms. (Format given in 'Payment terms, insurance and sample forms' in payment Terms) " need to be filled and uploaded.
- f. Local Content Declaration: Bidders shall submit Self certification regarding Local Content in line with PPP-MII order and DoT Order, on a non-judicial stamp paper of



Rs. 100/- (Format given in Attachment-21 of first envelop and bid forms).

- g. Audited Balance sheets of last 5 financial years.
- h. Supporting documents (POs and performance certificate) for compliance of technical experience as per PowerTel Qualifying requirements (QR).
- i. Power of Attorney
- j. Company details (Registration certificate, GST registration certificate, PAN, bank details with proof, profile of the company, MSME if applicable, PF details etc.,)

**The above list is exhaustive; however, bidders are requested to go through the bid document and submit the requisite documents.**

- 14. In case of any contradiction in terms and conditions between the GeM Policy and POWERGRID Bidding Document, the latter shall prevail.
- 15. Bidders can submit their queries online to the below mail ids and clarification will be provided for the same via mail.

- i. [bkashna@powergrid.in](mailto:bkashna@powergrid.in)
- ii. [skv@powergrid.in](mailto:skv@powergrid.in)  
[devendra.meena@powergrid.in](mailto:devendra.meena@powergrid.in)

16. Pre-Bid meeting to be held on 26.12.2023 at  
Powergrid Teleservices Limited,  
Western Region Telecom Control Centre,  
1st Floor, Samruddhi Venture Park MIDC Area,  
Marol, Andheri (East), Mumbai-400093

## **Disclaimer/अस्वीकरण**

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.

9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

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 within 4 days of bid publication on GeM. 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.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

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./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।

**---Thank You/धन्यवाद---**