

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	26-07-2024 11:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	26-07-2024 11:30:00
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 केटेगरी	Custom Bid for Services - Outsourced Services for Level1 Support at DR NOC Bengaluru for a period of 2 Two Years
Contract Period/अनुबंध अवधि	2 Year(s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
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,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	4 Days
Estimated Bid Value/अनुमानित बिड मूल्य	9062400
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

Bid Details/बिड विवरण

Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes
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EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	182000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	27

(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 कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी 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 :

Company
New Delhi, POWER GRID Corporation OF INDIA Limited, PowerGrid Teleservices Limited, Ministry of Power
(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
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1. 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 % (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.

2. 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_DR NOC L1 SUPPORT - [1718860094.xlsx](#)

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Introduction about the project /services being proposed for procurement using custom bid functionality:[1719380717.pdf](#)

Scope of Work:[1718860127.pdf](#)

Payment Terms:[1719380803.pdf](#)

Project Experience and Qualifying Criteria Requirement:[1719380836.pdf](#)

Pre Qualification Criteria (PQC) etc if any required:[1719380775.pdf](#)

GEM Availability Report (GAR):[1718620854.pdf](#)

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:[1718620872.pdf](#)

Any other Documents As per Specific Requirement of Buyer -1:[1719381758.pdf](#)

Any other Documents As per Specific Requirement of Buyer -2:[1719380881.pdf](#)

Quantifiable Specification / Standards of The Service/ BOQ:[1719380825.pdf](#)

Instruction To Bidder:[1719380812.pdf](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
01-07-2024 11:00:00	POWERTEL RHQ BANGALORE

Custom Bid For Services - Outsourced Services For Level1 Support At DR NOC Bengaluru For A Period Of 2 Two Years (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Outsourced Services for Level1 Support at DR NOC Bengaluru for a period of 2 Two Years
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

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	Manish Kumar	560064,POWERGRID Teleservices Limited, Southern Regional Telecom Control Centre, Near RTO Driving Test Track,Singanayakanahalli,Yelahanka-Doddaballapur Road,Bangalore-560064,Karnataka	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. QUANTITY VARIATION & EXTENSION OF TIME PERIOD:

- The contract period shall be for two (2) years.
- Quantity Variation of upto **± 50%**over LOA Value, with individual item can vary at any extent depending on site condition and requirements.
- PowerGrid Teleservices Limited (PowerTel) Amendment to the quantity variation shall be

given as per requirement.

2. **QR:** The Qualifying Requirements like MAAT, past performance criteria of bidders shall be as per PowerGrid Teleservices Limited (PowerTel) QR uploaded in **“Pre Qualification Criteria (PQC) and Project Experience and Qualifying Criteria Requirement”**. Bidders shall upload the documents as proof of compliance to the PowerTel QR.
3. **e-RA:** e-Reverse Auction shall be conducted as per the provision and Business rules available in the GeM Portal for e-Reverse Auction
4. **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 (KVIB)/ 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.

5. **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.

Name of Bank and Address	IFSC Code	PowerGrid Teleservices Limited Current A/c No.
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ICICI Bank, Power Grid Corporation Of India Ltd, Corporate Office, Plot No. 2, Sector 29, Near Iffco Chowk., Gurgaon, Haryana, 122001	ICIC0000572	777705000686
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The Bid Security shall be in favour of '**PowerGrid Teleservices Limited**' payable at Gurgaon.

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 and mailed to below mail IDs.

1. mohan@powergrid.in
2. sammata@powergrid.in

Micro and Small Enterprises (MSEs) registered with UDYAM are exempted from submission of Bid Security as per the Provisions of the Public Procurement Policy and GeM GTC. This shall be subject to the production of documentary evidence with regard to registration with authorities mentioned above.

Those MSE Bidder (based on the documents submitted in the bid) who have not claimed for "EMD exemption" in GeM for the subject tender, EMD exemption benefits shall not be extended for that bidder in the subject tender as per GeM procedures/policies.

6. Security Deposit/Contract Performance Guarantee

- i. The successful bidder is required to submit a Contract Performance Guarantee (CPG) for an amount equal to **5% of total Contract value** in form of BG. The same shall be extended by the bidder time to time till ninety (90) days beyond the actual Defect Liability Period, as may be required under the Contract. Format attached in "Buyer uploaded ATC document"
- ii. The Bank Guarantee for performance security is to be provided by the Contractor, which should be issued either:
 - a. by a Public Sector Bank located in India or
 - b. a scheduled Indian Bank having paid up capital (net of any accumulated losses) of Rs.1,000 Million or above (the latest annual report of the Bank should support compliance of capital adequacy ratio requirement) or
 - c. by a foreign Bank or a subsidiary of a foreign Bank, acceptable to the Employer, with overall international corporate rating or rating of long term debt not less than A- (A minus) or equivalent by a reputed rating agency.

Further, the Bank Guarantee should be confirmed by either (i) its corresponding bank located in India or (ii) a scheduled commercial private bank located in India as per para (b) above.

The CPG/Security amount will not earn any interest, whatsoever the period retained by PowerTel

7. The documents uploaded in GeM can be read as

Sl.No	Name in bid document	Document description as per PowerTel
1	Scope of Work	Technical Specification document
2	Payment Terms	Sample forms and Procedures (including payment, insurance terms)
3	Service Level Agreement (SLA)	Technical Specification document

4	Introduction about the project	Invitation For Bids (IFB)
5	Instruction To Bidder	Instruction To Bidders (ITB) and Bid data Sheets (BDS)
6	Pre Qualification Criteria (PQC)	Qualifying Requirements (QR)
7	Quantifiable Specification / Standards Of The Service/ BOQ	General Conditions Of Contract (GCC) and Special Conditions Of Contract (SCC)
8	Project Experience and Qualifying Criteria Requirement	Qualifying Requirements (QR)
9	Any other Documents As per Specific Requirement of Buyer -1:	First Envelop and Bid Forms
10	Any other Documents As per Specific Requirement of Buyer -2	Attachment-20 for 'Declaration of Key Managerial Person jointly with Power of Attorney holder and Attachment-25 for Checklist
11	Buyer uploaded ATC document	BG format for Bid Security and EMD

8. The "First envelop and Bid Forms" attached in "**Any other Documents As per Specific Requirement of Buyer -1:**" need to be filled, signed and uploaded in technical part of bid. For convenience bidders may request for excel sheet of the "First envelop and Bid Forms" on mail ids mentioned below.
9. Technical Specifications, Payment terms, Testing etc., shall be as per "**Scope of Work**"
10. PowerTel Sample forms for Bank Guarantee are attached in **Buyer uploaded ATC document.**
11. 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. Duly filled and signed "First Envelope Attachments and Bid Forms" and Attachment-20 and Attachment-25("Checklist") attached in "**Any other Documents As per Specific Requirement of Buyer -1:**" and "**Any other Documents As per Specific Requirement of Buyer -2:**" For convenience bidders may request for excel sheet of the same, on mail ids mentioned below.
 - 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 pro

of, 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

12. In case of any contradiction in terms and conditions between the GeM Policy and PowerTel Bidding Document, the latter shall prevail.

13. Assignment Clause:

POWERGRID have transferred its telecommunication business to POWERGRID TELESERVICES LIMITED with effect from October 01, 2023 .

Any document submitted by the bidder against this bid shall be valid for evaluation and award by PowerGrid Teleservices Limited.

In particular, the PO shall be issued by POWERGRID TELESERVICES LIMITED and the invoice(s) shall be raised on POWERGRID TELESERVICES LIMITED"

14. Bidders can submit their queries online to the below mail ids and clarification will be provided for the same via mail.

i. mohan@powergrid.in

ii. sammeta@powergrid.in

2. Buyer Added Bid Specific ATC

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

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. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

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. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
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.
15. 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.

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---