



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2023/B/4137461  
Dated/दिनांक : 06-11-2023

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	27-11-2023 11:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	27-11-2023 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 - Annual Maintenance Contract AMC of Bangalore intracity OFC network and Last Mile Connectivity LMC to various customers in Karnataka state except Mysore Mandya Ramanagara districts for a period of Three 3 years
Contract Period/अनुबंध अवधि	3 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	335 Lakh (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
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,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	Yes
RA Qualification Rule	50% Lowest Priced Technically Qualified Bidders

**Bid Details/बिड विवरण**

<b>Type of Bid/बिड का प्रकार</b>	Two Packet Bid
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	4 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	66997256
<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	1340000

**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).	51

(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 :**

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

2. 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.

4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

5. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order of prices from lowest to highest. Number of sellers eligible for participating in RA would be rounded off to next higher integer value if number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L-1 to L-4). In case number of technically qualified bidders are 2 or 3, RA will be between all without any elimination. If Buyer has chosen to split the bid amongst N sellers, then minimum N sellers would be taken to RA round. In case Primary products of only one OEM are left in contention for participation in RA based on lowest 50% bidders qualifying for RA, the number of sellers qualifying for RA would be increased to get at least products of one more OEM (directly participated or through its reseller) if available. Further, if bid(s) of any seller(s) eligible for MSE preference is / are coming within price band of 15% of Non MSE L-1 or if bid of any seller(s) eligible for Make in India preference is / are coming within price band of 20% of non MII L-1, then such MSE / Make in India seller shall also be allowed to participate in the RA process.

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

PRICE\_SCHEDULE\_Bangalore - [1699252886.xlsx](#)

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

**Introduction about the project /services being proposed for procurement using custom bid functionality:**[1699253033.pdf](#)

**Pre Qualification Criteria ( PQC ) etc if any required:**[1699253052.pdf](#)

**Special Terms and Conditions (STC) of the Contract:**[1699253082.pdf](#)

**Payment Terms:**[1699253212.pdf](#)

**Project Experience and Qualifying Criteria Requirement:**[1699253220.pdf](#)

**Any other Documents As per Specific Requirement of Buyer -1:**[1699253288.pdf](#)

**Any other Documents As per Specific Requirement of Buyer -2:**[1699253306.pdf](#)

**GEM Availability Report ( GAR):**[1699253239.pdf](#)

**Scope of Work:**[1699253067.pdf](#)

**Service Level Agreement (SLA):**[1699253093.pdf](#)

**Instruction To Bidder:**[1699253042.pdf](#)

**Pre Bid Detail(s)**

Pre-Bid Date and Time	Pre-Bid Venue
13-11-2023 11:00:00	Powergrid Teleservices Limited, Bangalore

**Custom Bid For Services - Annual Maintenance Contract AMC Of Bangalore Intracity OFC Network And Last Mile Connectivity LMC To Various Customers In Karnataka State Except Mysore Mandya Ramanagara Districts For A Period Of Three 3 Years ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Annual Maintenance Contract AMC of Bangalore intracity OFC network and Last Mile Connectivity LMC to various customers in Karnataka state except Mysore Mandya Ramanagara districts for a period of Three 3 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	Devaki Phani Balakrishna	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:** 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.
- 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, Section3, 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 Tele services 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.
<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>

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. pmishra@powergrid.in
2. mohan@powergrid.in
3. sammeta@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 10% 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	<b>Scope of Work</b>	Technical Specification document
2	<b>Payment Terms</b>	Sample forms and Procedures (including payment, insurance terms)
3	<b>Service Level Agreement (SLA)</b>	Technical Specification document
4	<b>Introduction about the project</b>	Invitation For Bids (IFB)
5	<b>Instruction To Bidder</b>	Instruction To Bidders (ITB) and Bid data Sheets (BDS)
6	<b>Pre Qualification Criteria ( PQC )</b>	Qualifying Requirements (QR)
7	<b>Special Terms and Conditions (STC)</b>	General Conditions Of Contract (GCC) and Special Conditions Of Contract (SCC)
8	<b>Project Experience and Qualifying Criteria Requirement</b>	Qualifying Requirements (QR)
9	<b>Any other Documents As per Specific Requirement of Buyer -1:</b>	First Envelop and Bid Forms
10	<b>Any other Documents As per Specific Requirement of Buyer -2</b>	Attachment-20 for 'Declaration of Key Managerial Person jointly with Power of Attorney holder and Attachment-25 for Checklist
11	<b>Buyer uploaded ATC document</b>	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 fr

om 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. Integrity Pact (attachment-14 in first envelop and bid forms)
- e. Safety Pact (attachment-18 in first envelop and bid forms)
- f. 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
- g. 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 )
- h. Audited Balance sheets of last 5 financial years.
- i. Supporting documents (POs and performance certificate) for compliance of technical experience as per PowerTel Qualifying requirements (QR).
- j. Power of Attorney
- k. 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**

- 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. pmishra@powergrid.in
- ii. mohan@powergrid.in
- iii. [sammeta@powergrid.in](mailto: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. 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---