

**Bid Document/ बिड दस्तावेज़**

<b>Bid Details/बिड विवरण</b>	
<b>Bid End Date/Time/बिड बंद होने की तारीख/समय</b>	06-06-2023 15:00:00
<b>Bid Opening Date/Time/बिड खुलने की तारीख/समय</b>	06-06-2023 15:30:00
<b>Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)</b>	180 (Days)
<b>Ministry/State Name/मंत्रालय/राज्य का नाम</b>	Ministry Of Power
<b>Department Name/विभाग का नाम</b>	Na
<b>Organisation Name/संगठन का नाम</b>	Ntpc Limited
<b>Office Name/कार्यालय का नाम</b>	Cc-eoc Noida
<b>Total Quantity/कुल मात्रा</b>	425
<b>Item Category/मद केटेगरी</b>	PART A - Complete system design and implementation , PART B - Enrolment of machines at NTPC , PART C- Authentication machines- At hospitals , PART D -AMC of entire solution
<b>BOQ Title/बीओक्यू शीर्षक</b>	Biometric and Aadhar based authentication system for treatment at empaneled hospitals
<b>MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट</b>	No
<b>Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट</b>	No
<b>Document required from seller/विक्रेता से मांगे गए दस्तावेज़</b>	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),Compliance of BoQ specification and supporting document *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
<b>Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया</b>	No
<b>Type of Bid/बिड का प्रकार</b>	Two Packet Bid
<b>Primary product category</b>	PART A - Complete system design and implementation
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	6 Days

**Bid Details/बिड विवरण****Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)**

No

**Evaluation Method/मूल्यांकन पद्धति**

Total value wise evaluation

**EMD Detail/ईएमडी विवरण**

Advisory Bank/एडवाइजरी बैंक	ICICI
EMD Amount/ईएमडी राशि	1000000

**ePBG Detail/ईपीबीजी विवरण**

Required/आवश्यकता	No
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(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 दस्तावेज़ 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 :**

AGM  
Cc-eoc Noida, NA, NTPC Limited, Ministry of Power  
(Ntpc Ltd)

**Splitting/विभाजन**

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

**Reserved for Make In India products**

Reserved for Make In India products	Yes
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**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. Bid reserved for Make In India products: : Procurement under this bid is reserved for purchase from Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. However, eligible micro and small enterprises will be allowed to participate. The minimum local content to

qualify as a class 1 local supplier is denoted in the bid document. All bidders must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which the bid is liable to be rejected. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020 . In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

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, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. 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. 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 Seller shall be given opportunity to match L-1 price and contract will be awarded for 100%(selected by Buyer) percentage of total QUANTITY.

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.

## PART A - Complete System Design And Implementation

(Minimum 50% Local Content required for qualifying as Class 1 Local Supplier)

Brand Type/ब्रांड का प्रकार	Unbranded
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### Technical Specifications/तकनीकी विशिष्टियाँ

<b>Specification Document</b>	<a href="#">View File</a>
<b>BOQ Detail Document</b>	<a href="#">View File</a>

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Deepa Verma	201301,Engineering Office Complex,Plot No.-A -8A,Sector-24,NOIDA	1	90

## PART B - Enrolment Of Machines At NTPC

(Minimum 50% Local Content required for qualifying as Class 1 Local Supplier)

Brand Type/ब्रांड का प्रकार	Unbranded
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### Technical Specifications/तकनीकी विशिष्टियाँ

Specification Document	<a href="#">View File</a>
BOQ Detail Document	<a href="#">View File</a>

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Deepa Verma	201301,Engineering Office Complex,Plot No.-A -8A,Sector-24,NOIDA	100	90

## PART C-Authentication Machines- At Hospitals

(Minimum 50% Local Content required for qualifying as Class 1 Local Supplier)

Brand Type/ब्रांड का प्रकार	Unbranded
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### Technical Specifications/तकनीकी विशिष्टियाँ

Specification Document	<a href="#">View File</a>
BOQ Detail Document	<a href="#">View File</a>

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्र**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्र	Delivery Days/डिलीवरी के दिन
1	Deepa Verma	201301,Engineering Office Complex,Plot No.-A -8A,Sector-24,NOIDA	300	90

**PART D -AMC Of Entire Solution**

**(Minimum 50% Local Content required for qualifying as Class 1 Local Supplier)**

Brand Type/ब्रांड का प्रकार	Unbranded
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**Technical Specifications/तकनीकी विशिष्टियाँ**

<b>Specification Document</b>	<a href="#">View File</a>
<b>BOQ Detail Document</b>	<a href="#">View File</a>

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्र**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्र	Delivery Days/डिलीवरी के दिन
1	Deepa Verma	201301,Engineering Office Complex,Plot No.-A -8A,Sector-24,NOIDA	24	2190

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

### 1. Buyer Added Bid Specific ATC

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

### 2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

#### **SPECIAL PURCHASE CONDITIONS (SPC)**

(The conditions in this section will supersede any other related conditions anywhere else in this tender document)

#### **Special Purchase Conditions - Volume II Section I Part - A**

<b>1</b>	<b>TYPE OF BIDDING</b>	Single Stage Two Envelope bidding without Reverse Auction on fully compliant and Domestic Competitive Bidding basis.
<b>2</b>	<b>PACKAGE NAME</b>	Biometric & Aadhaar based authentication system for treatment at empanelled hospitals
<b>3</b>	<b>JV and Consortium Bid</b>	Not Permitted.
<b>4</b>	<b>TENDER FEE</b>	Not Applicable

5	<b>EARNEST MONEY DEPOSIT (EMD) / BID SECURITY</b>	<p>Applicable</p> <p>Amount of Bid Security/EMD (in favour of NTPC Ltd., payable at NOIDA):</p> <p><b>INR 10,00,000/-</b> (Indian Rupees Ten Lacs only).</p> <p>EMD/Bid Security should reach at following address:</p> <p>To, DGM(CM)/Manager (CM), 6TH FLOOR, Engineering Office Complex, NTPC Ltd., Plot no. A-8A, Sector 24, NOIDA(UP), India-201 301</p> <p><b>Earnest Money Deposit/Bid Security can be submitted in one of the following forms:</b></p> <p><b>1.</b> Bank Guarantee from any of the banks specified in the bidding documents. The BG shall be valid for a period of 225 days from the date of opening of techno-commercial bid.</p> <p><b>2.</b> Demand Draft / Banker's Cheque in favour of NTPC Ltd., payable at NOIDA.</p> <p>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.</p> <p>The details of Advisory Bank for SFMS/SWIFT message is mentioned in ITB clause 15.</p>
5.1	<b>EMD EXEMPTION</b>	<p>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.</p> <p>Since this is a service contract, the bidder must be registered as service provider for the offered service.</p> <p><b>Note: Bidders registered as MSE for "For availing benefits of PSL only" shall not be given any MSE benefit.</b></p>
6	<b>TRANSFER OF BID DOCUMENTS</b>	Transfer of Bidding documents purchased by one intending bidder to another is not permissible.
7	<b>TENDER CATEGORY</b>	Service Contract
8	<b>SPLITTING OF TENDER QUANTITY</b>	Not Splitable

**9 QUALIFYING REQUIREMENTS**

**1.0)** The bidder should have successfully executed (Supply, Installed & commissioned) at least one of the following works in India which should have been in operation for a period not less than two (02) years as on the date of opening of Techno-commercial bid:

- a. Access control System
- b. Authentication System
- c. Biometric Matching
- d. Biometric Enrolment
- e. Time attendance System
- f. Access Card projects based on Biometric Technology
- g. Access Card projects based on Smart card technology.

**2.0)** The bidder should have executed any one of the following 'Similar Works' in preceding seven years as on the date of opening of Techno commercial bid:

One work of value not less than ₹ **434.21** Lakh  
OR

Two works of value not less than ₹ **271.38** Lakh each  
OR

Three works of value not less than ₹ **217.11** Lakh each

**Note:**

(i) 'Similar Work' means any work which includes supply, installation & commissioning of at least one of the following:

- a. Access control system
- b. Authentication system
- c. Biometric matching
- d. Biometric Enrolment
- e. Time attendance system
- f. Access Card projects based on Biometric Technology
- g. Access Card projects based on Smart card technology

(ii) The work "executed" mentioned above means the bidder should have achieved the criteria specified above, even if the total contract is started earlier and/or is not completed / closed. However, the work executed must include 'Similar work (s)' referred at (i) above.

(iii) In case of orders under execution, the scope and value of total work executed till the date of opening of Techno- Commercial proposal as certified by the Client shall be considered. However, the work executed must include "Similar work (s)" referred at (i) above.

(iv) For order in foreign currency, the exchange rate as on 07 days prior to the date of techno-commercial bid opening shall be used.

(v) The above value of executed work is exclusive of applicable tax/ GST.

**3.1)** The average annual turnover of the Bidder, in the preceding three (3) financial years as on the date of techno-commercial bid opening should not be less than ₹ **321.34** Lakh.

**3.2)** The Net Worth of the Bidder should not be less than 100



% of the Bidder's paid up share capital as on the last day of the preceding financial year.

In case the Bidder meets the requirement of Net Worth based on the strength of its Subsidiary (ies) and/or Holding Company and/or subsidiaries if its Holding company wherever applicable, the net worth of the bidder and its subsidiary(ies) and/or Holding Company and/or subsidiary (ies) of the Holding Company, in combined manner should not be less than 100% (hundred percent) of their total paid-up share capital. However, individually, their Net worth should not be less than 75% (seventy five percent) of their respective paid-up share capitals.

Net worth in combined manner shall be calculated as follows:  
Net worth (combined) =  $(X1+X2+X3) / (Y1+Y2+Y3) \times 100$

Where X1, X2, X3 are individual Net worth which should not be less than 75% of the respective paid up share capitals and Y1, Y2, Y3 are individual paid up share capitals.

In case the Bidder is not able to furnish its audited financial statements on standalone entity basis, the un-audited Unconsolidated financial statements of the Bidder can be considered acceptable provided the Bidder further furnishes the following documents for substantiation of its qualification:

**(a)** Copies of the unaudited unconsolidated financial statements of the Bidder along with copies of the audited consolidated financial statements of its Holding Company.

**(b)** A Certificate from the CEO/CFO of the Holding Company, as per the format enclosed in the bidding documents, stating that the unaudited unconsolidated financial statements form part of the Consolidated Annual Report of the Company.

In cases where audited results for the last preceding financial year as on the date of opening of Techno-commercial bid are not available, certification of financial statements from a practicing Chartered Accountants shall also be considered acceptable. In case, Bidder is not able to submit the Certificate from practicing Chartered Accountant certifying its financial parameters, the audited results of three consecutive financial years preceding the last financial year shall be considered for evaluating the financial parameters. Further, a Certificate would be required from the CEO/CFO as per the format enclosed in the bidding documents stating that the Financial results of the Company are under audit as on the date of Techno-commercial bid opening and the Certificate from the practicing Chartered Accountant certifying the financial parameters is not available.

In case a Bidder does not satisfy the financial criteria stipulated in Clause 3.1 above on its own, Its Holding Company would require to meet the stipulated turnover requirements at Clause 3.1 above, provided that the net worth of such Holding Company as on the last day of the preceding financial year is at least equal to or more than the paid-up share capital of the Holding company. In such an event, the Bidder should be required

to furnish along with its Techno-Commercial bid, a letter of undertaking from its Holding Company, supported by Board Resolution of the Holding Company, as per the format enclosed in the bidding documents, pledging unconditional and irrevocable financial support for the execution of the Contract by the Bidder in case of award.

**Notes for Clause 3:**

- 1.** Net worth means the sum total of the paid-up share capital and free reserves. Free reserve means all reserves credited out of the profits and share premium account but does not include reserves credited out of the revaluation of the assets, write back or depreciation provision and amalgamation. Further any debit balance of Profit and Loss account and miscellaneous expenses to the extent not adjusted or written off, if any, shall be reduced from reserves and surplus.
- 2.** "Holding Company" and "Subsidiary Company" shall have the meaning ascribed to them as per Companies Act of India.
- 3.** While computing the annual turnover other Income shall not be considered.
- 4.** For annual turnover indicated in foreign currency, the exchange rate as on 7 days prior to the date of techno-commercial bid opening shall be used.

**10 Documents required in support of QR**

The bidder should submit the following documents towards proof for meeting the Qualifying requirements along with the bids:

- (i)** Company Registration certificate / certificate of incorporation issued by Registrar of Companies/ Memorandum and article of association including changes in the constitution of the firm/company/ Registration document in respect of the firm / Partnership agreement etc.
- (ii)** Purchase orders / LOA copies and installation / commissioning/ acceptance certificate from the client clearly indicating period of execution along with value (Excl. Taxes & duties) and scope of work executed as on/before date of Techno-commercial bid opening duly certified and digitally signed by specified TPIA/ Independent Statutory Auditor.
- (iii)** Copy of audited balance sheet confirming the turnover for the preceding 03 financial years.

In case where audited results for the last preceding financial year are not available, relevant documents/ certificates in line with Sl. No. 3.0 of QR shall be considered acceptable.

**Note: Bidder must mandatorily fill the Annexure-12 (QR summary sheet) in support of reference documents for meeting QR and upload the same along with the technical bid in Technical Cover. (Refer ITB clause 26).**

11	<b>Other documents to be uploaded in technical bid</b>	<p>Following Documents to be uploaded online in GeM portal:</p> <p>(i) Scanned copy of EMD or relevant exemption document as per GeM GTC.</p> <p>(ii) Bid Form 1</p> <p>(iii) Annexure-14(declaration of local content)</p> <p><b>(iv) Annexure-12 in support of OR along with supporting documents as detailed in clause 26 of "Instruction to bidder" (ITB)</b></p>
12	<b>Contract Period</b>	<p>The total contract period shall be 7 years 3 months with breakup as below:</p> <p><b>(i) Supply+ Implementation:</b> 03 Months (Cloud based software, Services Package)</p> <p><b>(ii) Warranty:</b> 01 year</p> <p><b>(iii) AMC:</b> 06 Years</p>
13	<b>Project Timelines</b> <b>(Clause "Timelines" of Specification document is replaced by this clause)</b>	<p><b>(i)</b> Submission of Software Requirement Services (SRS) document indicating finalized data structure, menu and flow designs of all modules within 30 days from the date of issue of Purchase order. This shall include all required meetings &amp; discussion with concerned stakeholders.</p> <p><b>(ii)</b> Complete Design, Implementation &amp; Integration must be completed in all respects within 60 days from the date of acceptance of SRS document by NTPC &amp; jointly signed by NTPC and the vendor. This includes setup &amp; distribution of all required software, hardware &amp; services as defined in the Technical Specification &amp; Scope of Work document.</p> <p><b>(iii)</b> The timelines as defined herein are to be strictly followed unless otherwise approved in advance with proper justification. Any delay in completion at any stage must be timely communicated to NTPC.</p>
14	<b>Liquidated Damage</b>	<p>The timely delivery, installation and commissioning of the material, software and services is the essence of the contract. In the event of vendor's failure to deliver, install and commission the material/ software/ services of acceptable quality within the stipulated period, the liquidated damages are payable by the vendor @ 0.5% (one half of one percent) per week of delay or part thereof, of the unexecuted order value.</p> <p>However, the total liability of the Vendor under this clause shall not exceed 5% of the total value of item under PART-A, PART-B &amp; PART-C.</p>

15	<b>Penalty for non-performance during AMC period</b>	<p>PART-D cost shall also take a measure if the system has been overall available more than 99% for the duration for which payment is being made for. Availability is to be measured based on ticketing window measures &amp; other means of measure as in use by NTPC including measurement of downtime as reported or observed by the vendor itself or NTPC.</p> <p>The six-monthly cost against AMC shall be subject to penalty charges if the availability falls to less than 99% for that period @ 0.50 % of per week or part thereof. The total penalty charges shall be limited to a maximum of 5.0 % of amount payable for that period.</p>
16	<b>PAYMENT TERMS</b>	<p><b>(i) PART-A, PART-B &amp; PART-C</b> : Payment shall be released after successful implementation as per technical specifications, scope of work &amp; acceptance of the complete solution by NTPC.</p> <p><b>a)</b> The payment will be made on receipt of the invoices along with duly signed Completion &amp; Acceptance Certificate by the Engineer-In-Charge.</p> <p><b>b)</b> The payments shall be subject to submission of all requisite Invoices, secured cloud hosting empanelment certificate, Completion &amp; Acceptance Certificate, Documentation, Training manuals, Audit &amp; Security compliance certificate &amp; reports, Dedicated project manager details &amp; Escalation matrix etc.</p> <p><b>c)</b> Warranty shall start only from the date of successful completion &amp; acceptance by NTPC.</p> <p><b>(ii)PART-D:</b> Payment shall be released on six monthly basis on certification by the Engineer-In- Charge. The payment will be made on receipt of the invoice and after the certification by EIC.</p> <p>Any delay in achievement of milestones/ deliverables/ activities from Vendor shall result in delay of corresponding payment from NTPC.</p>
17	<b>CONTRACT PERFORMANCE GUARANTEE (CPG)</b> <b>{GPC Clause 24.0}</b>	<p><b>FOR WARRANTY PERIOD:</b> Within thirty (30) days of the receipt of Purchase Order/Letter of Award from the Owner, the Supplier shall furnish the Contract Performance Guarantee for 10 % of the total contract value valid for a period of 3 months beyond the expiry of warranty period.</p> <p><b>FOR AMC PERIOD:</b> The bidder shall be required to furnish a CPG equivalent to 5% of the total order value towards AMC valid for AMC Period plus a period of 3 months beyond the Annual Maintenance Contract period.</p> <p>This CPG shall be furnished before the expiry date of 10% CPG submitted earlier covering the warranty period of one year.</p> <p>The CPG for 10% shall be released only after receipt of B/G for AMC period.</p>

18	<b>INTEGRITY PACT</b> {ITB Clause 40.0}	<b><u>Not Applicable.</u></b>	
19	<b>EVALUATION CRITERIA</b>	<p><b>Evaluation shall be done Package wise i.e.. on the basis of total cost of all items of BOQ (incl. taxes).</b></p> <p>The Procuring Entity shall not be responsible for any misclassification of HSN Number or incorrect GST rate if quoted by the bidder. Any increase in GST rate due to misclassification of HSN number shall have to be absorbed by the supplier.</p>	
20	<b>BENEFIT TO MSES</b> -	<p>Applicable.</p> <p>Being Service case, Service Providers for Primary Service Category as per GeM Bid shall be eligible for MSE benefits including purchase preference in line with GeM GTC.</p> <p>Traders/ MSEs registered for 'Trading for availing benefits of Priority Sector Lending(PSL) only' shall not be eligible for such MSE benefits.</p> <p><b>Primary Service Category:</b> IT/ITES/Cloud based Software Services</p> <p>Micro and Small Enterprises (MSEs) having Udyam Registration for Goods produced and Services rendered shall only be eligible for MSE benefits.</p> <p>In case of an upward change in terms of investment in plant and machinery or equipment or turnover or both, and consequent re-classification, an enterprise shall continue to avail of all non-tax benefits of the category (micro or small or medium) it was in before the re-classification, for a period of three years from the date of such upward change.</p>	
21	<b>PREFERENCE TO MAKE IN INDIA AND GRANTING OF PURCHASE PREFERENCE TO LOCAL SUPPLIERS</b>	Being service contract, this bid is reserved for local suppliers. As per GeM standard procedure, all the bidders registered for services already meet the MII compliance. Hence no separate declaration is sought.	
22	<b>SUBMISSION OF DOCUMENTS OFFLINE</b>	No Documents <b>except EMD</b> to be submitted Offline (Hard Copies). All the technical and QR related documents to be submitted online on tendering portal only. Any such documents submitted in hard copy shall not be taken into evaluation and consideration.	
23	<b>CONTACT PERSONS / ADDRESS</b>	Dy. General Manager (CM) NTPC LTD., 6TH FLOOR, EOC, Plot no. A-8A, Sector 24 NOIDA(UP), India-201 301	Manager (CM)  NTPC LTD., 7th FLOOR, EOC, Plot no. A-8A, Sector 24, NOIDA(UP), India-201 301
	<b>Telephone</b>	0120- 4948676	0120 - 4948648
	<b>E mail ID</b>	ramgopal01@ntpc.co.in	deepaverma@ntpc.co.in

Pre-Bid queries can be submitted by the bidders through representation tab on GeM portal or on the email ids mentioned above upto one week from the date of publishing of bid. NTPC will not be bound to provide r

reply to queries received after the above-mentioned date.

## **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 also governed by the General Terms and Conditions/ यह बिड सामान्य शर्तों के अंतर्गत भी शासित है](#)

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 कार्यवाई का आधार होगा।

**---Thank You/धन्यवाद---**