



Bid Number/बोली क्रमांक (बिड संख्या): GEM/2023/B/3944869

Dated/दिनांक : 15-09-2023

**Bid Document/ बिड दस्तावेज़**

<b>Bid Details/बिड विवरण</b>	
<b>Bid End Date/Time/बिड बंद होने की तारीख/समय</b>	29-09-2023 17:00:00
<b>Bid Opening Date/Time/बिड खुलने की तारीख/समय</b>	29-09-2023 17:30:00
<b>Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)</b>	120 (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>	Cg
<b>Item Category/मद केटेगरी</b>	Custom Bid for Services - FMS CONTRACT FOR IT SUPPORT SERVICES AT SSTPS
<b>Contract Period/अनुबंध अवधि</b>	2 Year(s) 1 Day(s)
<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>	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
<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>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	2 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	16756997.25
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation

**EMD Detail/ईएमडी विवरण**

Advisory Bank/एडवाइजरी बैंक	ICICI
EMD Amount/ईएमडी राशि	200000

#### ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	ICICI
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	10.00
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 कटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई कटेगरी 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 :

DGM(C&M)  
NTPC Limited, CPG-1, Sector-24, Naya Raipur, 492018  
(Ajay Kumar Shivhare)

#### Splitting/विभाजन

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

#### MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
-------------------------------	-----

#### MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
---	-----

1. 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.

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.

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

**Introduction about the project /services being proposed for procurement using custom bid functionality:**[1694496026.pdf](#)

**Instruction To Bidder:**[1694496029.pdf](#)

**Pre Qualification Criteria ( PQC ) etc if any required:**[1694496755.pdf](#)

**Scope of Work:**[1694496735.pdf](#)

**Service Level Agreement (SLA):**[1694496775.pdf](#)

**Special Terms and Conditions (STC) of the Contract:**[1694496778.pdf](#)

**Payment Terms:**[1694496782.pdf](#)

**Quantifiable Specification / Standards of The Service/ BOQ:**[1694496789.pdf](#)

**GEM Availability Report ( GAR):**[1694496801.pdf](#)

**Any other Documents As per Specific Requirement of Buyer -1:**[1694496814.pdf](#)

**Any other Documents As per Specific Requirement of Buyer -2:**[1694496821.pdf](#)

**Custom Bid For Services - FMS CONTRACT FOR IT SUPPORT SERVICES AT SSTPS ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	FMS CONTRACT FOR IT SUPPORT SERVICES AT SSTPS
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/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Santosh Mishra	231222, Singrauli Super Thermal Power Station P.O. SHAKTINAGAR, SONEBHADRA 231222 SONEBHADRA	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

<b>NIT NO</b>	<b>9900265307</b>
<b>Name of Work</b>	FMS CONTRACT FOR IT SUPPORT SERVICES AT SSTPS.

### A. Bidders are requested to refer the. Additional Terms & Conditions (ATC) of this tender comprises the following documents.

Section	Documents	Placement at GEM Portal
<b>I</b>	<b>Invitation for Bids (IFB)/ Tender Enquiry/Notice In viting Tender (NIT)</b>	Pre-Qualification Criteria ( PQC ) etc if any required
<b>II</b>	<b>Instructions to Bidders (I TB)</b>	Instruction To Bidder
<b>III</b>	<b>General Conditions of Co ntract (GCC)</b>	Service Level Agreement (SLA)
<b>IV</b>	<b>Special Conditions of Co ntract (SCC)</b>	Special Terms and Conditions (STC) of the Contract
<b>V</b>	<b>Technical Specifications and Bid Drawings</b>	Scope of Work

<b>VI</b>	<b>Schedule of Quantities ( SOQ) / Bill of Quantities ( BOQ)</b>	Quantifiable Specification / Standards of The Service/ BOQ
<b>VII</b>	<b>Forms and Procedures</b>	Introduction about the project /services being proposed for procurement using custom bid functionality.
	<b>SCC annexures</b>	Additional Qualification/Data Required
	<b>Attachment -Integrity Pact</b>	Any other Documents As per Specific Requirement of Buyer -1
	<b>Attachment-3-QR declaration</b>	Any other Documents As per Specific Requirement of Buyer -2
	<b>ATC-Checklist</b>	Payment Terms
	<b>Debarment Policy</b>	Penalties
		GEM Report

**B. IMPORTANT INFORMATION MAY BE NOTED (महत्वपूर्ण जानकारी )**

**BIDS are liable to be rejected on non- submission of following documents duly signed. (निम्नलिखित दस्तावेजों को जमा न करने पर BIDS को अस्वीकार कर दिया जाएगा)**

**BID Security/EMD or Valid UDYAM (उद्यम ) certificate -Attachment-1.**

**C.** Bidders are required to submit the documents (dully filled) as mentioned in the CHECKLIST at GeM portal. Formats of these documents can be referred from Section-VII, “Forms and Procedures”.

## D. Important Point for EMD/

(1) EMD to be submitted in the form of BG as per GeM Format. A copy of EMD BG is to be uploaded on GeM Portal during Bid submission. Hard copy of EMD BG shall reach to following address within 5 days from Bid opening on GeM Portal:

**Address**

**DGM (C&M),**

CPG1, 3<sup>rd</sup> Floor  
NTPC Limited,  
CPG-1, Plot No. -87, Sector-24, Atal Nagar,  
Nava Raipur, Raipur, Chhattisgarh, 492001

**In case Hard copy of BG is not received within the stipulated time, Bid is liable to be rejected.**

The BG towards EMD shall remain valid for a period of forty-five (45) days beyond the original Bid validity period or beyond any extension in the period of Bid validity subsequently requested.

(2) While issuing the physical BGs, the Bidder's Bank shall also send electronic message through secure SFMS (in case of BGs issued from within India) or SWIFT (in case of BGs issued from outside India) to Employer's Beneficiary Bank whose details are provided herein below:

- (i) Bank Name: ICICI Bank Limited
- (ii) Branch: CONNAUGHT PLACE BRANCH
- (iii) Bank Address: 9A, PHELPS BUILDING, INNER CIRCLE, NEW DELHI- 110001
- (iv) IFSC Code: ICIC0000007

BG issuing/amending bank must send the BG advice in the form of message format via SFMS (Structured Financial Messaging System) as provided by RBI.

The format of the message for confirmation of the BG shall be as below:

BG advising message	IFN 760COV/IFN 767COV via SFMS
Field Number	7037
Particulars (to be mentioned in Row 1)	NTPCBG (unique identifier)

(3) EMD exemption: Micro and Small Enterprises (MSEs) having UDYAM Registration, for goods produced and services rendered, shall be exempted from paying Earnest Money Deposit. Such registered bidders will have to submit UDYAM Registration Certificate, as a proof of being MSE on GeM Portal.

(4) To avail MSE benefit in respect of EMD exemption and purchase preference, Bidder should be a manufacturer of offered product. Traders are excluded from purview of MSE benefit.

**E. For ready reference, Qualify Requirement is placed below.** Bidders की जानकारी के लिए, Qualifying Requirement को नीचे सलगन किया गया है (Refer NIT Clause 3.0):

3.1	<b>TECHNICAL CRITERIA:</b>
-----	----------------------------

3.1.1	The Bidder should have its own Establishment/Support Office/Repair/ Service Centre in India. (Relevant document having information about address must be provided)
3.1.2	<p>The bidder should have executed the work of "Maintenance Contract/ Support Services/ Facility Management Services with or without supply" of PCs &amp; peripherals and/or Data Networks and/or Wi-Fi Network and/or LAN and/or Miscellaneous IT infrastructure facility for the minimum period of ONE year, within preceding seven (07) years prior to the date of Techno commercial bid opening in any of the following manner.</p> <p>One (1) order having executed value not less than Rs. 57 Lakh</p> <p>OR</p> <p>Two (2) orders having executed value not less than Rs. 36 Lakh each</p> <p>OR</p> <p>Three (3) orders having executed value not less than Rs. 28 Lakh each</p>
	<b>Notes for Technical Criteria:</b>
	<p>1. The word "Executed" mentioned above means that the bidder should have achieved the criteria specified above, even if the total contract is started earlier and/or is not completed/closed.</p> <p>2. In case of orders under execution, the value of work executed prior to the date of Techno Commercial bid opening duly certified by bidder's client shall be considered acceptable.</p> <p>3. Reference work executed by the bidder as a sub-contractor may also be considered provided the certificate issued by main contractor is duly certified by owner specifying the scope of work executed by the sub-contractor in support of qualifying requirements.</p> <p>4. For arriving at the executed value of work specified above, basic amount only shall be considered. In case contract is inclusive of taxes, bidder should provide the break - up of basic value and taxes., 5. In case, bidder has executed reference work with supply / installation then ONLY Maintenance Contract and/or Support Services and/or Facility Management Services portion value in that contract and having minimum period of 01 year will be considered for the purpose of evaluation.</p>
3.2	<b>FINANCIAL CRITERIA:</b>

3.2.1	The Average Annual Turnover of the Bidder should not be less than Rs. 71 Lakh (Rupees Seventy-One Lakhs Only) during the preceding three (3) completed financial years as on the date of Techno-Commercial bid opening
3.2.2	In case the bidder does not satisfy the financial criteria, stipulated at Cl. 3.2.1 above on its own, its Holding Company would be required to meet the stipulated turnover requirements at Cl. 3.2.1 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 would be required to furnish along with its Techno-Commercial bid, a Letter of Undertaking from the Holding Company, supported by Board Resolution, as per the format enclosed in the bid documents, pledging unconditional and irrevocable financial support for the execution of the Contract by the bidder in case of award.
3.2.3	<p>In case the bidder is not able to furnish <b>its audited financial statements on stand-alone entity basis</b>, the unaudited unconsolidated financial statements of the bidder can be considered acceptable provided the bidder further furnishes the following documents for substantiation of its qualification.</p> <ul style="list-style-type: none"> <li>· Copies of the unaudited unconsolidated financial statements of the bidder along with copies of the Audited consolidated financial statements of its Holding Company.</li> <li>· 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.</li> </ul>
3.2.4	In cases <b>where audited results for the last preceding financial year</b> as on the date of Techno-Commercial bid opening <b>are not available</b> , the financial results <b>certified by a practicing Chartered Accountant</b> shall 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 <b>certificate</b> would be required <b>from the CEO/CFO</b> 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.
	<b>Notes for 3.2:</b>
	<ol style="list-style-type: none"> <li>1. Other income shall not be considered for arriving at annual turnover.</li> <li>2. "Holding Company" and "Subsidiary Company" shall have the meaning ascribed to them as per Companies Act of India, in vogue.</li> <li>3. 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 of 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.</li> </ol>

## 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 share 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 वे 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 देना वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाते हैं 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---