



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2024/B/5312354  
Dated/दिनांक : 28-08-2024

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	12-09-2024 11:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	12-09-2024 11:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	120 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Power
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	Ntpc Limited
Office Name/कार्यालय का नाम	Cg
Item Category/मद केटेगरी	Custom Bid for Services - BIENNIAL TWO YEARS MAINTENANCE CONTRACT FOR AMC FMS FOR PCs PERIPHERALS AND NETWORK SOFTWARE SYSTEMS 202527
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) *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	3 Days
Estimated Bid Value/अनुमानित बिड मूल्य	14473530.72
Evaluation Method/मूल्यांकन पद्धति	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 (%)	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 कटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। 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 :

NTPC Ltd  
NTPC Limited, Unified Shared Service Centre, Central Procurement Group-I, Western Region-II Head Quarter, Plot No.-87, Sector-24, Atal Nagar Nava Raipur, Raipur, Chhattisgarh, Pin Code-492101  
(Ntpc Ltd)

#### 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 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.

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

**Instruction To Bidder:**[1724234596.pdf](#)

**Payment Terms:**[1724234611.pdf](#)

**Scope of Work:**[1724234643.pdf](#)

**Quantifiable Specification / Standards of The Service/ BOQ:**[1724234669.pdf](#)

**Educational Qualification including Profile of SME/Consultants /Professional Resources /Technical Resources if they are part of Project .:**[1724234713.pdf](#)

**Project Experience and Qualifying Criteria Requirement:**[1724234722.pdf](#)

**GEM Availability Report ( GAR):**[1724234728.pdf](#)

**Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:**[1724234742.pdf](#)

**Introduction about the project /services being proposed for procurement using custom bid functionality:**[1724301282.pdf](#)

**Pre Qualification Criteria ( PQC ) etc if any required:**[1724820711.pdf](#)

**Custom Bid For Services - BIENNIAL TWO YEARS MAINTENANCE CONTRACT FOR AMC FMS FOR PCs PERIPHERALS AND NETWORK SOFTWARE SYSTEMS 202527 ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	BIENNIAL TWO YEARS MAINTENANCE CONTRACT FOR AMC FMS FOR PCs PERIPHERALS AND NETWORK SOFTWARE SYSTEMS 202527
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	Somanath Rout	531020, Simhadri Super Thermal Power Project P.O. SIMHADRI VISAKHAPATNAM	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>	9900286808
<b>Name of Work</b>	<b>BIENNIAL (TWO YEARS) MAINTENANCE CONTRACT FOR AM C &amp; FMS FOR PCs &amp; PERIPHERALS AND NETWORK &amp; SOFTWARE SYSTEMS 2025-27 at NTPC Simhadri</b>
<b>Mode</b>	OPEN TENDER
<b>Qualifying Requirement</b>	Refer Clause 3 of NIT

### 1. 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 Inviting Tender (NIT)</b>	Introduction about the project /services being proposed for procurement using custom bid functionality
<b>II</b>	<b>Instructions to Bidders (ITB)</b>	Instruction To Bidder
<b>III</b>	<b>General Conditions of Contract (GCC)</b>	Payment Terms
<b>IV</b>	<b>Special Conditions of Contract (SCC)</b>	Pre-Qualification Criteria ( PQC ) etc if any required
<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>	Educational Qualification including profile of SME/Consultants/Professional Resources/Technical Resources if They are part of project
	<b>Attachment 3-QR related</b>	Project Experience And Qualifying Criteria Requirement
	<b>Attachment-13</b>	Attached at Bottom

2. Terms and Conditions stipulated in ATC will supersede those in GEM GTC in case of any conflicting provisions.
3. It shall be deemed that bid submitted by the bidder is unconditionally accepted with all the clauses mentioned in BID (including attachment-9, attachment 13 & appendix of ATC) which is in line with GeM seller undertaking Sl. 3.0 *"I have read all the Bid conditions including the GeM GTC, STC and also all the clauses incorporated by the Buyer in ATC and various corrigendum of the bid. I hereby confirm acceptance and compliance of all the conditions including GTC, STC and ATC and Corrigendum conditions. I also confirm that all the product(s) offered is/are fully compliant with the specifications asked for in the bid, including the additional specification parameters incorporated by the Buyer in the bid document."*
4. Bidders are required to submit the documents as mentioned in the check list in GeM added text based ATC clauses below while submitting their bid and submit the dully filled check list online on GeM portal.
5. The format of the Bank Guarantee shall be in accordance with the form of Bank Guarantee towards Bid Security/EMD/Performance security/\*Security for the Deed of Joint Undertaking (if applicable)/\*Advance payment (if applicable) included in the Employer's Bidding Documents only. In addition, the format of the Insurance Surety Bond shall also be in accordance with the form of Insurance Surety Bond towards Bid security/Performance security/\*Security for the Deed of Joint Undertaking (if applicable) included in the Employer's Bidding Documents only.
6. Any bid not accompanied by an acceptable bid security in a separate sealed envelope shall be rejected by the Employer as being non-responsive.

Check List				
Sl. No.	FORMS & PROCEDURE	Document Required	Action required	Submitted tick(✓)
1	Attachment 1:	Bid Security / EMD (as per ITB Clause No. 14.0)  (i) Bank Guarantee/Insurance Surety Bond, strictly in the format provided in the tender document, Amount as per NIT, validity as per tender document.  OR  (ii) MSE (UDYAM <b>only</b> ) certificate towards exemption of Bid Security / EMD (As applicable).	To be uploaded online   <b>AND</b>  Original BG/ISB to be submitted physically.	
2	Attachment 2:	Authority to Sign the bid	To be uploaded online	

3	Attachment 3:	Bidder's Qualifications – Copies of Documentary evidence in support of the qualification criteria	(APPLICABLE)	
4	Attachment 6:	General Declaration of Bidder	To be uploaded online	
5	Attachment 7:	Electronic Fund Transfer (EFT) Authorization Form	IF vendor code not allotted.	
6	Attachment 8:	Details of PF, ESI, PAN and GSTIN Regn	To be uploaded online duly filled in	
7	Attachment 9:	Declaration Regarding GST	To be uploaded online duly filled in	
8	Attachment 10 :	Technical Compliance	To be uploaded online duly filled in	
9	Attachment 11 :	Declaration of Local Content	To be declared through undertaking at Attachment-13	
10	Attachment 12 :	Integrity Pact as per Performa (pre- signed by employer) duly signed & Stamped at each page-	Not APPLICABLE	
11	Attachment 13 :	Undertaking for compliance of Important Conditions of Tender	Read Attachment 13 & As per participation (Refer Sr No 3)/ To be uploaded online	
12		Schedule of Quantities & Prices i.e. Financial Bid (Price Bid)	To be filled online on GeM portal	

#### Important Point for EMD

In case the bidder have opted for Bid Security/EMD in the form of **Bank Guarantee or Insurance Surety Bond**

- (1) EMD/Bid Security to be submitted in the form of BG/Insurance Surety Bond as per **NTPC Format ONLY** i.e Format provided in the tender documents. A scanned copy of EMD BG is to be uploaded on GeM Portal during Bid submission and hard copy of the same will have to be submitted directly to the Buyer within 5 working days of bid opening, failing which the bid may be treated as incomplete & may lead to rejection of the bid by buyer without making any reference to the seller.

While issuing the BG, the Bidder's Bank must 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:

v	BG Advising Message	IFN 760COV/ IFN 767COV via SFMS
vi	Field Number : Particulars (To be mentioned in Row 1)	7037: NTPCBG (unique identifier)

(2) In

case of Bidders opting for Bank Guarantee as Bid Security but unable to submit the Original Bank Guarantee in physical form at the tender opening location **before the deadline for submission of bids**, bidder shall submit the Original BG in physical form to reach NTPC not later than **10 days** from the date of submission of Techno- Commercial bids or before the Price Bid opening, whichever is earlier, **subject to meeting of following conditions:**

“The issuing bank shall intimate through their own official e-mail id to C&M department with a copy to Bidder regarding issuance /extension of Bank Guarantee (BG) along with following documents, before the **deadline of submission of bids** failing which its bid shall be rejected and not considered for further evaluation.

- a) The scanned copy of the BG.
- b) SFMS / SWIFT message acknowledgement copy sent to NTPC / Employer’s banker stating the date of sending.
- c) An undertaking from the issuing Bank strictly as per format enclosed at Annexure-III to SCC (also attached at bottom).”

**(3) Address for submitting Physical BG/Insurance Surety Bond**

DGM (C&M)/AGM(C&M)  
CPG-1, 3<sup>rd</sup> Floor  
NTPC Limited,  
CPG-1, Plot No. -87, Sector-24, Atal Nagar,  
Nava Raipur, Raipur, Chhattisgarh, 492001

- (4) 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.
- (5) 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.
- (6) 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.

## 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---**