

Bid Document

| Bid Details | |
|--|---|
| Bid End Date/Time | 06-12-2021 18:00:00 |
| Bid Opening Date/Time | 06-12-2021 18:30:00 |
| Bid Life Cycle (From Publish Date) | 90 (Days) |
| Bid Offer Validity (From End Date) | 60 (Days) |
| Ministry/State Name | Delhi |
| Department Name | Training And Technical Education Department Delhi |
| Organisation Name | N/a |
| Office Name | Delhi Skill And Entrepreneurship University |
| Item Category | IT Professional Outsourcing Service - Project/ Programme Implementation; System Admin; Graduate , IT Professional Outsourcing Service - Project/ Programme Implementation; Core Network Engineer; Graduate , IT Professional Outsourcing Service - Operations and Support; Technical Support Engineer; Graduate , IT Professional Outsourcing Service - Operations and Support; Helpdesk Services; Graduate |
| Contract Period | 6 Month(s) |
| Minimum Average Annual Turnover of the Bidder | 30 Lakh (s) |
| Years of Past Experience required | 3 Year (s) |
| Past Experience of Similar Services required | Yes |
| MSE Exemption for Years Of Experience and Turnover | Yes |
| Startup Exemption for Years Of Experience and Turnover | Yes |
| SHG Exemption for Years of Experience and Turnover | No |
| Document required from seller | Experience Criteria,Bidder Turnover,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 | No |
| Time allowed for Technical Clarifications during technical evaluation | 2 Days |
| Evaluation Method | Total value wise evaluation |

EMD Detail

| | |
|----------|----|
| Required | No |
|----------|----|

ePBG Detail

| | |
|-------------------------------------|----------------|
| Advisory Bank | Bank Of Baroda |
| ePBG Percentage(%) | 3.00 |
| Duration of ePBG required (Months). | 8 |

(a). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

Beneficiary:

Registrar

DELHI SKILL AND ENTREPRENEURSHIP UNIVERSITY DSEU Dwarka Campus Sector 9 Delhi -110077

(Ashwani Kumar Kansal)

Splitting

Bid splitting not applied.

MSE Purchase Preference

| | |
|-------------------------|----|
| MSE Purchase Preference | No |
|-------------------------|----|

1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. 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.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. 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.
6. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt

Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Scope of Work: [1637675367.pdf](#)

Pre Bid Detail(s)

| Pre-Bid Date and Time | Pre-Bid Venue |
|-----------------------|-------------------|
| 26-11-2021 11:00:00 | Zoom Virtual Link |

IT Professional Outsourcing Service - Project/ Programme Implementation; System Admin; Graduate (1)

Technical Specifications

| Specification | Values |
|---------------------------------|--|
| Core | |
| Broad Scope | Project/ Programme Implementation |
| Role / Designation of Resources | System Admin |
| Minimum Qualification | Graduate |
| Qualification Stream | MCA , M.Tech , M.Sc(CS/IT) , B.E. (IT/CSE) , B.SC. (CS&IT) , B.Tech(CSE/IT) |
| Min Experience (Years) | 7 |
| Certifications | MCSE |
| Addon(s) | |

Additional Specification Documents

Consignees/Reporting Officer and Quantity

| S.No. | Consignee/Reporting Officer | Address | Number of Resources | Additional Requirement |
|-------|-----------------------------|--|---------------------|------------------------|
| 1 | Jatin Verma | 110077,Ground Floor Integrated Institute of Technology Complex Sector 9 Dwarka | 1 | N/A |

IT Professional Outsourcing Service - Project/ Programme Implementation; Core Network Engineer; Graduate (2)

Technical Specifications

| Specification | Values |
|---------------|--------|
| Core | |

| Specification | Values |
|---------------------------------|--|
| Broad Scope | Project/ Programme Implementation |
| Role / Designation of Resources | Core Network Engineer |
| Minimum Qualification | Graduate |
| Qualification Stream | MCA , M.Tech , M.Sc(CS/IT) , B.E. (IT/CSE) , B.SC. (CS&IT) , B.Tech(CSE/IT) |
| Min Experience (Years) | 5 |
| Certifications | CCNA |
| Addon(s) | |

Additional Specification Documents

Consignees/Reporting Officer and Quantity

| S.No. | Consignee/Reporting Officer | Address | Number of Resources | Additional Requirement |
|-------|-----------------------------|---|---------------------|------------------------|
| 1 | Jatin Verma | 110077,Ground Floor Integrated Institute of Technology Complex Sector 9 Dwarka | 2 | N/A |

IT Professional Outsourcing Service - Operations And Support; Technical Support Engineer; Graduate (15)

Technical Specifications

| Specification | Values |
|---------------------------------|---|
| Core | |
| Broad Scope | Operations and Support |
| Role / Designation of Resources | Technical Support Engineer |
| Minimum Qualification | Graduate |
| Qualification Stream | BCA , MCA , B.Tech(CSE/IT) , B.E. (IT/CSE) , B.SC. (CS&IT) , M.Sc(CS/IT) |
| Min Experience (Years) | 3 |
| Certifications | None |
| Addon(s) | |

Additional Specification Documents

Consignees/Reporting Officer and Quantity

| S.No. | Consignee/Reporting Officer | Address | Number of Resources | Additional Requirement |
|-------|-----------------------------|---|---------------------|------------------------|
| 1 | Jatin Verma | 110077,Ground Floor Integrated Institute of Technology Complex Sector 9 Dwarka | 15 | N/A |

IT Professional Outsourcing Service - Operations And Support; Helpdesk Services; Graduate (1)

Technical Specifications

| Specification | Values |
|---------------------------------|----------------------------|
| Core | |
| Broad Scope | Operations and Support |
| Role / Designation of Resources | Helpdesk Services |
| Minimum Qualification | Graduate |
| Qualification Stream | Graduate in Any Discipline |
| Min Experience (Years) | 3 |
| Certifications | None |
| Addon(s) | |

Additional Specification Documents

Consignees/Reporting Officer and Quantity

| S.No. | Consignee/Reporting Officer | Address | Number of Resources | Additional Requirement |
|-------|-----------------------------|---|---------------------|------------------------|
| 1 | Jatin Verma | 110077,Ground Floor Integrated Institute of Technology Complex Sector 9 Dwarka | 1 | N/A |

Buyer Added Bid Specific Terms and Conditions

- Provisions for workmen compensation, insurance, public liability, property damage, insurance etc. to be ensured by the contractor. Also, safety measures prescribed for working in Extra High Voltage & use of personnel protective equipment must be adhered to.

2. Payment

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

3. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

4. **Generic**

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

5. **Generic**

Duration of the service contract may be extended up to 6 months beyond the initial contract duration (subject to satisfactory performance and mutual consent).

6. **Generic**

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

7. **Generic**

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-

- (i) Inhibit the desires and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

8. **Generic**

OPTIONAL SITE VISIT:

1. The Bidder is advised to visit and examine the installation site and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the Bid. The costs of visiting the site shall be borne by the Bidder. Yes

2. The Bidder representative shall be allowed entry upon consignee premises for such visits, only upon the express conditions that the Bidder will release and indemnify the Buyer and Consignee against all liabilities arising out of such visit including death or injury, loss or damage to property, and any other loss, damage, costs, and expenses incurred as a result of such visit.

3. The Bidder shall not be entitled to hold any claim against Buyer for noncompliance due to lack of any kind of pre-requisite information as it is the sole responsibility of the Bidder to obtain all the necessary information with regard to site, surrounding, working conditions, weather etc. on its own before submission of the bid.

9. **Generic**

Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.

10. **Generic**

- 1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
- 2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.

3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

11. **Generic**

Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:

- i) The Seller fails to comply with any material term of the Contract.
- ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.
- iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.
- iv) The Seller becomes bankrupt or goes into liquidation.
- v) The Seller makes a general assignment for the benefit of creditors.
- vi) A receiver is appointed for any substantial property owned by the Seller.
- vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.

12. **Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

13. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

14. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

15. **Certificates**

ISO 9001: The bidder or the OEM of the offered products must have ISO 9001 certification.

16. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

17. **Past Project Experience**

For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:

- a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
- b. Execution certificate by client with order value.
- c. Any other document in support of order execution like Third Party Inspection release note, etc.

18. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of Registrar, Delhi Skill and Entrepreneurship University payable at New Delhi. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

19. **Financial Criteria**

NET WORTH: Net Worth of the OEM should be positive as per the last audited financial statement.

20. **Buyer Added Bid Specific SLA**

Text Clause(s)

The payment to the selected vendor shall be made on a monthly basis and based on the actual deployment upon submission of a satisfactory performance report.

Note : Preference will be given to the candidate with laptop for all the above profiles.

21. **Buyer Added Bid Specific Scope Of Work(SOW)**

File Attachment [Click here to view the file.](#)

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. 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 specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. 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](#), 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 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.

---Thank You---