

### Bid Document

Bid Details	
Bid End Date/Time	24-05-2021 16:00:00
Bid Opening Date/Time	24-05-2021 16:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	30 (Days)
Ministry/State Name	Ministry Of Electronics And Information Technology
Department Name	Na
Organisation Name	Software Technology Parks Of India (stpi)
Office Name	Karnataka
Item Category	Custom Bid for Services - Hiring of Printer and Copier for use at STPI Bengaluru
Contract Period	2 Year(s)
Minimum Average Annual Turnover of the Bidder	8 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),OEM Authorization Certificate *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	5 Days
Estimated Bid Value	1600000
Evaluation Method	Total value wise evaluation

### EMD Detail

Required	No
----------	----

### ePBG Detail

Advisory Bank	Bank of India
ePBG Percentage(%)	3.00
Duration of ePBG required (Months).	14

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

**Beneficiary:**

Director

No. 76 & 77, 6th Floor, Cyber park, Electronics City, Hosur Road, Bangalore-560 100.

(Software Technology Parks Of India - Bengaluru)

**Splitting**

Bid splitting not applied.

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**

**Introduction about the project /services being proposed for procurement using custom bid functionality:**[1620041973.pdf](#)

**Instruction To Bidder:**[1620041983.pdf](#)

**Pre Qualification Criteria ( PQC ) etc if any required:**[1620041989.pdf](#)

**Scope of Work:**[1620041994.pdf](#)

**Special Terms and Conditions (STC) of the Contract:**[1620042001.pdf](#)

**Service Level Agreement (SLA):**[1620042006.pdf](#)

**Payment Terms:**[1620042011.pdf](#)

**Penalties:**[1620042015.pdf](#)

**Quantifiable Specification / Standards of The Service/ BOQ:**[1620042020.pdf](#)

**Project Experience and Qualifying Criteria Requirement:**[1620042026.pdf](#)

**GEM Availability Report ( GAR):**[1620042033.pdf](#)

**Buyer's Competent Authority Approval:**[1620042044.pdf](#)

**Pre Bid Detail(s)**

Pre-Bid Date and Time	Pre-Bid Venue
12-05-2021 15:00:00	STPI-Bengaluru

**Custom Bid For Services - Hiring Of Printer And Copier For Use At STPI Bengaluru ( 1 )**

**Technical Specifications**

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Hiring of Printer and Copier for use at STPI Bengaluru
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>Addon(s)</b>	

**Additional Specification Documents**

**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Service Quantity of Procurement ( to be chosen 1 in all circumstances)	Additional Requirement
1	Ravi Shankar B	560100,STPI, NO.76-77 , 6TH FLOOR , CYBER PARK , ELECTRONICS CITY , BENGALURU-560100 GST No. 29AAATS2468J3Z0	1	N/A

**Buyer Added Bid Specific Additional Terms and Conditions**

- 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.
- Bidders shall quote only those products in the bid which are not obsolete in the market and has at least 3 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.
- 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 %.

4. **EXPERIENCE CRITERIA :** In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of years as indicated in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criteria.
5. **Experience Criteria:** The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for 3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.
6. **PAST EXPERIENCE FOR SERVICES:** The Bidder must have executed at least one single order of 80% value of the Bid or 2 orders each of 50% value of the Bid or 3 orders each of 40% value of the Bid for similar service(s) in last three years to Govt / PSU / Limited Company containing similar products. Documentary proof to be submitted alongwith the Bid.
7. **PAST PERFORMANCE CRITERIA:** In respect of the filter applied for Past Performance Critriea, the Bidder or its OEM {themselves or through reseller(s)} should have supplied same or similar Category Products for qamntity as indicated in the bid document, in at least one of the last three years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts to be submitted along with bid in support of quantity supplied in the relevant year.
8. The bidder must have at least three years experience (ending month of March prior to the bid opening) of providing similar type of services to Central/State Government/PSUs/Nationalised Banks/Reputed Organisations. Services rendered with list of such Central/State/PSUs/Nationalised Banks/Reputed Organisations with duration of service shall be furnished. (Seller to upload relevant document as part of bid submission. Buyer will verify the documents submitted by seller.)
9. **Upload Manufacturer authorization:** Wherever Authorised Distributors are submitting the bid, Manufacturers Authorisation Form (MAF)/Certificate with OEM details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid.
10. The OEM should have proven facilities for Training, repair and Service Center Support in India at least for past three years. In case OEM is located outside India, it should have training, repair and service center facilities in India also. The certificates/ Undertaking for the same will have to be submitted offline/online.
11. Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name Software Technology Parks of India-Bangalore Account No. 842610110002469 IFSC Code BKID0008952 Bank Name Bank of India Branch address No:110-02, BMA-MDC Bldg, Doddathogur, Begur Hobli, Electronic city Phase - 1, Bangalore - 560100.. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.
12. **NET WORTH:** Net Worth of the OEM should be positive as per the last audited financial statement.
13. 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:- (Seller to upload relevant document as part of bid submission. Buyer will verify the documents submitted by seller.)
  - 1) Three similar completed services costing not less than the amount equal to 40% (Forty per cent) of the estimated cost; or
  - 2) Two similar completed services costing not less than the amount equal to 50% (Fifty per cent) of the estimated cost; or
  - 3) One similar completed service costing not less than the amount equal to 80% (Eighty per cent) of the estimated cost.
14. Average Annual financial turnover of related services during the last three years, ending 31st March of the previous financial year, should be at least 30% (Thirty per cent) of the estimated cost. (Seller to upload relevant document as part of bid submission. Buyer will verify the documents submitted by seller.)
15. **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.
16. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
17. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

18. Commercial Experience Eligibility Criteria:

For experience, the order(s) executed by the bidder, during the last five years ending on the last day of the month immediately preceding the month in which the last date of bid submission falls, should be considered as under:

Three orders each executed for “similar item” where executed value is not less than the amount equal to 30% of the estimated cost.

OR

Two orders each executed for “similar item” where executed value is not less than the amount equal to 40% of the estimated cost.

OR

One order executed for “similar item” where executed value is not less than the amount equal to 50% of the estimated cost.

The last date of order execution may fall in the above mentioned period.

**19. Commercial Experience Eligibility Criteria:**

For experience, the order(s) executed by the bidder, during the last five years ending on the last day of the month immediately preceding the month in which the last date of bid submission falls, should be considered as under:

Three orders each executed for similar item (such as 260000) where executed value is not less than the amount equal to 30% of the estimated cost. (i.e Rs. 240000)

OR

Two orders each executed for similar item (such as 400000) where executed value is not less than the amount equal to 40% of the estimated cost. (i.e Rs. 320000)

OR

One order executed for similar item (such as 800000) where executed value is not less than the amount equal to 50% of the estimated cost. (i.e Rs. 400000)

The last date of order execution may fall in the above mentioned period.

**20. 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.

**21. Warranty period of the supplied products shall be 2 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.**

**22. Replacement under warranty clause shall be made by the Seller free of all charges at site including freight, insurance and other incidental charges. During the warranty period, the Seller shall remain responsible to arrange replacement in next Business day (NBD) and for setting right at his own cost any equipment installed by him which is of defective manufacture or design or becomes unworkable due to any cause whatsoever. The decision of the Buyers representative in this regard to direct the contractor to attend to any damage or defect in work shall be final and binding on the Seller.**

**23. Warranty period of the supplied products shall be 2 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid**

## **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---**