



Bid Number: GEM/2022/B/2771835

Dated: 28-11-2022

Bid Document

Bid Details	
Bid End Date/Time	26-12-2022 16:00:00
Bid Opening Date/Time	26-12-2022 16:30:00
Bid Offer Validity (From End Date)	150 (Days)
Ministry/State Name	Ministry Of Communications
Department Name	Department Of Telecommunications (dot)
Organisation Name	Mahanagar Telephone Nigam Limited(mtnl)
Office Name	Eastern Court Janpath New Delhi 110001
Item Category	Issuance of Smart Cards/ID Cards - Simple plastic card (without QR/Bar code); Employees ID card; Scanning and Digitization, Dispatch/Delivery, Re-issue
Contract Period	4 Year(s)
Years of Past Experience Required for same/similar service	1 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Annual Turnover,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
Bid to RA enabled	No
Time allowed for Technical Clarifications during technical evaluation	3 Days
Estimated Bid Value	50000
Evaluation Method	Total value wise evaluation

EMD Detail

Required	No
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ePBG Detail

Required	No
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Splitting

Bid splitting not applied.

MSE Purchase Preference

MSE Purchase Preference	Yes
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1. 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.
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 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.
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.
4. 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

Minimum employees on payroll:As per ATC

Certification Requirements:As per ATC

Payment Terms:As per ATC

Capacity of production of minimum cards per year:As per ATC

Scope of Work:[1669621116.pdf](#)

Buyer to provide transaction data related to cards during the previous FY as estimator:[1669621127.pdf](#)

Issuance Of Smart Cards/ID Cards - Simple Plastic Card (without QR/Bar Code); Employees ID Card; Scanning And Digitization, Dispatch/Delivery, Re-issue (2000)

Technical Specifications

Specification	Values
Core	
Type of Card	Simple plastic card (without QR/Bar code)
ID Card to be Issued for	Employees ID card
Sub Activities required in Addition to Printing	Scanning and Digitization , Dispatch/Delivery , Re-issue
Call centre support	No
Space for Facilitation Centre to be provided by buyer	Yes
Basic Facilities available in buyer premises	Fan , Seating space and office furniture
Total manpower required for front desk facilitation service centre/call centre	1 TO 5
Qualification of required manpower in helpdesk/call center roles	NA
Hardware to be provisioned by service provider in allotted space	Yes
Hardware required at helpdesk/facilitation center	NA
Application development and/or integration requirements (To be detailed in scope of work)	Yes
Cloud, Disaster Recovery, Hosting & Operation management with respect to application development	To be provisioned by service provider
Addon(s)	
Additional Details	
Operations and Time Schedule of facilitation center	office timings
Buyer to specify mode of dispatch of cards if cost will be borne by buyer or service provider	NA

Additional Specification Documents

Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Estimated Number of Cards during contract period	Additional Requirement
1	Ashok Sharma	110050,Room No. 119, 1st Floor, Eastern Court, NEW DELHI-110001	2000	N/A

Buyer Added Bid Specific Terms and Conditions

1. **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.

2. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [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 specifications 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. Also, GeM does not permit collection of Tender fee / Auction fee in case of Bids / Forward Auction as the case may be. Any stipulation by the Buyer seeking payment of Tender Fee / Auction fee through ATC clauses would be treated as null and void.

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---