

### Bid Document

| Bid Details  |  |
|--|--|
| <b>Bid End Date/Time</b>   | 02-12-2022 12:00:00  |
| <b>Bid Opening Date/Time</b>   | 02-12-2022 12:30:00  |
| <b>Bid Offer Validity (From End Date)</b>                                    | 90 (Days)  |
| <b>Ministry/State Name</b>   | Ministry Of Communications   |
| <b>Department Name</b>   | Department Of Telecommunications (dot)   |
| <b>Organisation Name</b>   | Mahanagar Telephone Nigam Limited(mtnl)  |
| <b>Office Name</b>   | Eastern Court Janpath New Delhi 110001   |
| <b>Item Category</b>   | ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Storage & Backup Devices; Operating System software; As OEM, OEM Authorised Service Provider  |
| <b>Contract Period</b>   | 1 Year(s)  |
| <b>Minimum Average Annual Turnover of the bidder (For 3 Years)</b>           | 2 Lakh (s)   |
| <b>Years of Past Experience Required for same/similar service</b>            | 3 Year (s)   |
| <b>Past Experience of Similar Services required</b>                          | Yes  |
| <b>MSE Exemption for Years Of Experience and Turnover</b>                    | Yes  |
| <b>Startup Exemption for Years of Experience and Turnover</b>                | No   |
| <b>Document required from seller</b>   | Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate<br>*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</b>   | No   |
| <b>Time allowed for Technical Clarifications during technical evaluation</b> | 3 Days   |
| <b>Estimated Bid Value</b>   | 800000   |
| <b>Evaluation Method</b>   | Total value wise evaluation  |

#### EMD Detail

|               |                     |
|---------------|---------------------|
| Advisory Bank | State Bank of India |
| EMD Amount    | 16000               |

## ePBG Detail

|                                     |                     |
|-------------------------------------|---------------------|
| Advisory Bank                       | State Bank of India |
| ePBG Percentage(%)                  | 3.00                |
| Duration of ePBG required (Months). | 18                  |

(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.

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

### Beneficiary:

Sr Manager (Internet)  
4th Flr , Kidwai Bhawan, Janpath, New Delhi-1  
(Mohan Pandit)

### Splitting

Bid splitting not applied.

### MSE Purchase Preference

|                         |     |
|-------------------------|-----|
| MSE Purchase Preference | Yes |
|-------------------------|-----|

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" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. 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. 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.
3. 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.
4. 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.
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**

**Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:** Bidder should be authorized partner/reseller/distributor of Red Hat. They will have to produce an authorized partner/reseller/distributor certificate issued by Red Hat along with the Quote.

The Support should be directly provided by Red Hat Global Support Services on web /phone/onsite SLA Presently MTNL is seeking support for 1 year but it may extend support for further 3 years based on its requirement after issuing a renewal purchase order.

**Other Information:** Bidder should be authorized partner/reseller/distributor of Red Hat. They will have to produce an authorized partner/reseller/distributor certificate issued by Red Hat along with the Quote.

The Support should be directly provided by Red Hat Global Support Services on web /phone/onsite SLA Presently MTNL is seeking support for 1 year but it may extend support for further 3 years based on its requirement after issuing a renewal purchase order.

The Support should be valid for all versions of RHEL including latest beta version released by Red Hat till the last day of service period.

Payment will be made only after issue of username and password for lodging case on support portal of Red Hat. Support will also start from the day of issue of username and password.

Along with license, successful bidder will have to submit two original physical media of RHEL Operating System on CD/DVD/Blue Ray Disc of the version provided by MTNL after PO

**Asset Details and its Distribution across the consignee /user locations:** [1667389255.pdf](#)

**Consignee Wise Service Engineers/Help-Desk Personal details:** [1667389416.pdf](#)

**ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Storage & Backup Devices; Operating System Software; As OEM, OEM Authorised Service Provider ( 10 )**

**Technical Specifications**

| Specification   | Values                                   |
|---|--|
| <b>Core</b>   |  |
| Major category of Assets  | Storage & Backup Devices                 |
| Type Of Asset   | Operating System software                |
| Status of Annual Maintenance Service Provider   | As OEM , OEM Authorised Service Provider |
| Make/Brand Of Assets  | Redhat                                   |
| Onsite Service Engineers Requirement  | As Indicated in Bid Document             |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines | Inclusive                                |
| Periodicity of Preventive Maintenance Services  | Quarterly                                |
| <b>Addon(s)</b>   |  |

**Additional Specification Documents**

## Consignees/Reporting Officer

| S.No. | Consignee/Reporting Officer | Address   | Quantity | Additional Requirement |
|-------|-----------------------------|---|----------|------------------------|
| 1     | RAKESH ARORA                | 110001,O/O GM(BB), 6th FLOOR,KIDWAI BHAWAN,JANPATH,NEW DELHI-110001 | 10       | 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 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 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---