Bid Number: GEM/2021/B/1605923
Dated: 18-10-2021

Bid Document

Bid Details	
Bid End Date/Time	08-11-2021 15:00:00
Bid Opening Date/Time	08-11-2021 15:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	65 (Days)
Ministry/State Name	Ministry Of Railways
Department Name	Na
Organisation Name	N/a
Office Name	Railtel Corporation Of India Ltd. Gurgaon
Total Quantity	14
Item Category	school administration automation software , Manpower for 24X7 Help Desk Support
OEM Average Turnover (Last 3 Years)	867 Lakh (s)
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Past Performance,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),Compliance of BoQ specification and supporting document *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
Past Performance	60 %
Bid to RA enabled	No
Primary product category	Manpower for 24X7 Help Desk Support
Time allowed for Technical Clarifications during technical evaluation	2 Days
Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	Yes
Inspection to be carried out by Buyers own empanelled agency	Yes
Type Of Inspection	Stage-wise Inspection

Bid Details	
Name of the Empanelled Inspection Agency/ Authority	Board of Officers
Quality Assurance Plan document	1634557067.pdf
Estimated Bid Value	57787675
Evaluation Method	Total value wise evaluation

EMD Detail

Required	No

ePBG Detail

Advisory Bank	State Bank of India
ePBG Percentage(%)	3.00
Duration of ePBG required (Months).	62

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

Beneficiary:
GM Mechanical CO
RailTel Corporation Of India Ltd. Gurgaon, Ministry of Railways
(Navaid Talib)

Splitting

Bid splitting not applied.

MII Purchase Preference

MII Purchase Preference	Yes

MSE Purchase Preference

MSE Purchase Preference	Yes

1. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated 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 OEM 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.
2. Preference to Make In India products (For bids < 200 Crore):Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the

Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.
3. 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, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. 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. 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 Seller shall be given opportunity to match L-1 price and contract will be awarded for 25%(selected by Buyer) percentage of total QUANTITY.
4. 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.
5. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 60% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.
6. **Inspection of Stores by Nominated Inspection Authority / Agency of buyer or their authorized representatives**

An independent third party Professional Inspection Body can help buyer in mitigating buyer’s risk with pre-dispatch/post-dispatch inspection in order to ensure that equipment, components, solutions and documentation conform to contractual requirements. The buyer has a right to inspect goods in reasonable manner and within reasonable time at any reasonable place as indicated in contract. Inspection Fee/ Charges (as pre-greed between buyer and Inspection Agency) would be borne by the buyer as per their internal arrangement but may be recovered from the seller if the consignment failed to conform to contractual specification and got rejected by the Inspection Officer .If so requested and accepted by the seller , initially seller may pay for inspection charges as applicable and get the same reimbursed from buyer if consignment accepted by the Inspecting Officer . For reimbursement seller has to submit proof of payment to Inspection Agency.

Seller/OEM shall send a notice in writing / e-mail to the Inspecting officer / inspection agency specifying the place of inspection as per contract and the Inspecting officer shall on receipt of such notice notify to the seller the date and time when the stores would be inspected. The seller shall, at his own expenses, afford to the Inspecting officer, all reasonable facilities as may be necessary for satisfying himself that the stores are being and or have been manufactured in accordance with the technical particulars governing the supply. The decision of the purchaser representative /inspection authority regarding acceptance / rejection of consignment shall be final and binding on the seller.

The Seller shall provide, without any extra charge, all materials, tools, labour and assistance of every kind which the Inspecting officer may demand of him for any test, and examination, other than special or independent test, which he shall require to be made on the seller's premises and the seller shall bear and pay all costs attendant thereon.

The seller shall also provide and deliver store / sample from consignment under inspection free of charge at any such place other than his premises as the Inspecting officer may specify for acceptance tests for which seller/OEM does not have the facilities or for special/ independent tests.

In the event of rejection of stores or any part thereof by the Inspecting officer basis testing outside owing to lack of test facility at sellers premises, the seller shall, on demand, pay to the buyer the costs incurred in the

inspection and/or test. Cost of test shall be assessed at the rate charged by the Laboratory to private persons for similar work.

Inspector shall have the right to put all the stores or materials forming part of the same or any part thereof to such tests as he may like fit and proper as per QAP/governing specification. The seller shall not be entitled to object on any ground whatsoever to the method of testing adopted by the Inspecting officer.

Unless otherwise provided for in the contract, the quantity of the stores or materials expended in test will be borne by seller.

Inspecting officer is the Final Authority to Certify Performance / accept the consignment. The Inspecting officer’s decision as regards the rejection shall be final and binding on the seller.

The seller shall if so required at his own expense shall mark or permit the Inspecting officer to mark all the approved stores with a recognised Government or purchaser's mark.

School Administration Automation Software (2 pieces)

(Minimum 50% Local content required for MII compliance)

Brand Type	Registered Brand

Technical Specifications

[* As per GeM Category Specification]

Specification	Specification Name	Bid Requirement (Allowed Values)
BASIC INFORMATION OF SCHOOL ADMINISTRATION & AUTOMATION SOFTWARE(GOLDEN)	**Type of Software**	Software, Appliance
	Software Domain	School, College, University, Other Educational Institutions
	Number of users	upto 100, upto 200, upto 300, upto 400, upto 500, upto 800, up to 1000, upto 5000, upto 10000, upto 20000, more than 20000
	Type of License	subscription, perpetual, Renewal of licence for one year
FEATURES & FUNCTIONALITY PARAMETERS OF SCHOOL ADMINISTRATION & AUTOMATION SOFTWARE(GOLDEN)	**Deployment option**	In Premise, Private Cloud, SAAS cloud
	Student management module	Yes
	Smart card integration Management	Yes, No
	SMS module	Yes
	Payment Gateway Integration Modules	Yes, No
	Administration modules	Yes
	e-Learning Management system	Yes, No
	Online Payment Module	Yes, No
	Parent /guardian module	Yes, No
	Online Admissions Management module	Yes, No

Specification	Specification Name	Bid Requirement (Allowed Values)
	Multiple school integrated Dashboard module	Yes
	Cost of AMC inclusive for all modules	1, 2, 3, 5
	No of sessions Training Provided at site	0, upto 5, 6 to 10
	Number of Years upto which Support is available from OEM / Franchise online	1, 2, 3, 5
GENERIC PARAMETERS OF SCHOOL ADMINISTRATION & AUTOMATION SOFTWARE	**Free Upgradation to Higher Version**	Yes
	Installation and commissioning	Yes

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Netesh Kumar Singh	110023,Plate-A, 6th Floor, NBCC Building, Tower-II, East Kidwai Nagar, New Delhi	2	75

School Administration Automation Software (2 pieces)

(Minimum 50% Local content required for MII compliance)

Brand Type	Registered Brand

Technical Specifications

* As per GeM Category Specification

Specification	Specification Name	Bid Requirement (Allowed Values)
BASIC INFORMATION OF SCHOOL ADMINISTRATION & AUTOMATION SOFTWARE(GOLDEN)	**Type of Software**	Software, Appliance
	Software Domain	College, Other Educational Institutions
	Number of users	up to 1000
	Type of License	subscription

Specification	Specification Name	Bid Requirement (Allowed Values)
FEATURES & FUNCTIONALITY PARAMETERS OF SCHOOL ADMINISTRATION & AUTOMATION SOFTWARE(GOLDEN)	**Deployment option**	SAAS cloud
	Student management module	Yes, No
	Smart card integration Management	Yes, No
	SMS module	Yes, No
	Payment Gateway Integration Modules	Yes, No
	Administration modules	Yes, No
	e-Learning Management system	Yes
	Online Payment Module	Yes, No
	Parent /guardian module	Yes, No
	Online Admissions Management module	Yes, No
	Multiple school integrated Dashboard module	Yes, No
	Cost of AMC inclusive for all modules	5
	No of sessions Training Provided at site	6 to 10
	Number of Years upto which Support is available from OEM / Franchise online	5
GENERIC PARAMETERS OF SCHOOL ADMINISTRATION & AUTOMATION SOFTWARE	**Free Upgradation to Higher Version**	Yes

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Netesh Kumar Singh	110023,Plate-A, 6th Floor, NBCC Building, Tower-II, East Kidwai Nagar, New Delhi	2	75

Manpower For 24X7 Help Desk Support (10 set)

(Minimum 50% Local content required for MII compliance)

Brand Type	Registered Brand

Technical Specifications

[* As per GeM Category Specification]

Specification	Specification Name	Bid Requirement (Allowed Values)
Helpdesk Support Requirements	**Number of years for which Manpower Resources to be deployed at buyer's premises**	1
	Number of Shifts in a Day	1
	Number of Manpower Resources to be deployed per shift at buyer's premises	1, 2, 3, 4, 5 Or higher
	Number of Man Power Resources to be deployed during general shift at buyer's premises / designated place	1
Helpdesk	Implementaton of Helpdesk	As per ATC of BID
	Helpdesk Operations	As per ATC of Bid
Helpdesk - Educational Qualification	**Educational Qualification for the Manpower/Resourses**	B.Tech/B.E., DOEACC 'B' level Diploma certificate in IT, Graduate with DOEACC 'B' level Diploma certificate in IT
Experience	**Number of Years of Experience in the relevant Field**	1, 2, 3, 4, 5, 6, 7, 8, 9, 10 Or higher

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Netesh Kumar Singh	110023,Plate-A, 6th Floor, NBCC Building, Tower-II, East Kidwai Nagar, New Delhi	10	75

Buyer Added Bid Specific Additional Terms and Conditions

1. Scope of supply (Bid price to include all cost components) : Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)

2. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated 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 OEM 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. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.
3. Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.
4. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
5. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
6. **Pre-dispatch inspection at Seller premises (Fee/Charges to be borne by the BUYER):** Before dispatch, the goods will be inspected by Buyer / Consignee or their Authorized Representative or by Nominated External Inspection Agency (independently or jointly with Buyer or Consignee as decided by the Buyer) at Seller premises (or at designated place for inspection as declared / communicated by the seller) for their compliance to the contract specifications. Fee/Charges taken by the External inspection Agency and any external laboratories testing charges shall be borne by the Buyer. For in-house testing, the Sellers will provide necessary facilities free of cost. Seller shall notify the Buyer through e-mail about readiness of goods for pre-dispatch inspection and Buyer will notify the Seller about the Authorized Representative/ Nominated External Inspection Agency and the date for testing. The goods would be dispatched to consignee only after clearance in pre-dispatch inspection. Consignee's right of rejection as per GTC in respect of the goods finally received at his location shall in no way be limited or waived by reason of the goods having previously been inspected, tested and passed by Buyer/ Consignee or its Nominated External Inspection Agency prior to the goods' shipment. While bidding, the sellers should take into account 7 days for inspection from the date of email offering the goods for inspection. Any delay in inspection beyond 7 days shall be on the part of the buyer and shall be regularised without Liquidated Damages.
   When there is requirement of submission the advance sample, the seller shall inform the buyer promptly through emails about the date of submission of sample to the buyer nominated Inspection agency.
7. Successful bidder will have to ensure that adequate number of dedicated technical service personals / engineers are designated / deployed for attending to the Service Request in a time bound manner and for ensuring Timely Servicing / rectification of defects during warranty period, as per Service level agreement indicated in the relevant clause of the bid.
8. 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 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 also governed by 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---