



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/5117485
Dated/दिनांक : 04-07-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	25-07-2024 14:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	25-07-2024 14:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	120 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Pmo
Department Name/विभाग का नाम	Department Of Atomic Energy
Organisation Name/संगठन का नाम	Irel (india) Limited
Office Name/कार्यालय का नाम	Ho
Item Category/मद केटेगरी	Annual Maintenance service - EPABX System
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	2 Lakh (s)
MSE Exemption for Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Bidder Turnover, Certificate (Requested in ATC), OEM Authorization Certificate, Additional Doc 1 (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/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	738791
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

Bid Details/बिड विवरण**Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है**

Yes

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक

State Bank of India

EMD Amount/ईएमडी राशि

20000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक

State Bank of India

ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)

5.00

Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).

15

(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./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

DGM (F & A)

IREL (India) Limited, OSCOM Bank Details: GST Number: 21AAACI2799F1ZQ, Account Name : IREL(India)Limited, Name of the Bank: State Bank of India, Branch : Matikhalo Branch, IRE Ltd Campus, Account No. : A/C No 10546942016, IFSC : SBIN0006086, MICR Code: 761002521
(Irel India Limited)

Splitting/विभाजन

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन

Yes

MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता

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. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their 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.
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. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal 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 themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. 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 and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. 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 MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
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.

Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :

Price CST for AMC for EPABX and Telephone line - [1720077183.xlsx](#)

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

details of OTHER ASSETS:[1720077202.pdf](#)

Annual Maintenance Service - EPABX System (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
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Specification	Values
Core	
Amc for	PABX System - EPABX (V2)
Brand/MAKE OF EPABX SYSTEM	as per scope of work
Technology/Architecture of EPABX system	Conventional (Card/microcontroller based) , Hybrid (Microprocessor based also supporting SIP extension) , Server Based (Switching through Call Serever Application)
Number Phone/end point (Analogue Extensions /FXS) (max)	4 , 8 , 16 , 32 , 48 , 64 , 96 , 128 , 160 , 192 , 224 , 256 , 384 , 448 , 576 , 704 , 832 , 960 , 1088 , 1600 , 2624 , 3136 , 3648 , 4160 , 4672 , NA
Number of Digital Phone (max)	4 , 8 , 16 , 24 , 32 , 64 , 128 , 256 , NA
Number of Junction/FXO line (max)	4 , 8 , 12 , 16 , 24 , 32 , 48 , 64 , 96 , 128 , NA
Number of SIP Phones (max)	4 , 8 , 16 , 24 , 32 , 64 , 128 , 256 , 512 , 1024 , 2048 , 4096 , NA
Number of SIP Trunks (max)	4 , 8 , 16 , 24 , 32 , 64 , 96 , 128 , 256 , NA
OTHER ASSETS which are integral part of the EPABX system and covered under the scope of the AMC service	MDF , BRI-card , PRI- card , E1 - card , E&M - card , Radio Interface card , GSM -card , EPABX system related network and LAN/cabling , Universal Gateway , SIP Gateway , FXO Gateway , FXS Gateway , PRI Gateway , Radio Gateway , GSM Gateway , E1 Gateway , E&M Gateway , Operator Console , related softwares and application , airconditioners , UPS
VINTAGE of the EPABX System	upto 3 years , 3 to 5 years , 5 to 7 years , 7 to 9 years , 10 years and above
Frequency of Routine/Preventive Maintenance Service	monthly , bi-monthly , quaterly
condition of Product (AT THE TIME OF BIDDING)	Under Warranty and functional; Under AMC and function; Functional;
Type of AMC	Comprehensive
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	RABI SANKAR SABAT	761045,IREL(India) Limited PO MATIKHALO,CHATRAPUR Ganjam District.	1	N/A

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

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

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. Note:

As per para 7.3.5 on (Clarification of Bids/Shortfall Documents) of the Manual for Procurement of Goods 2017, issued by Ministry of Finance, Department of Expenditure, During evaluation and comparison of bids, the purchaser may, at his discretion, ask the bidder for clarifications on the bid. The request for clarification shall be given asking the tenderer to respond by a specified date. If the tenderer does not comply or respond by the date, his tender will be liable to be rejected. Depending on the outcome, such tenders are to be ignored or considered further. No change in prices or substance of the bid shall be sought, offered or permitted. No post bid clarification at the initiative of the bidder shall be entertained. **The shortfall information / documents should be sought only in case of historical documents which pre-existed at the time of the tender opening and which have not undergone change since then.** So far as the submission of documents is concerned with regard to qualification criteria, after submission of the tender, only related shortfall documents should be asked for and considered. **For example, if the bidder has submitted a supply order without its completion / performance certificate, the certificate can be asked for and considered. However, no new supply order should be asked for so as to qualify the bidder**

2) Technical Competency: i) Bidders should be experienced in having successfully executed similar works as detailed below in CPSUs / Central Govt. Dept./ State Govt./ Semi- Govt./ Autonomous bodies or private organizations during **last Seven (7) years ending tender opening date** and meeting the value requirement as below

One similar completed work costing not less than the amount equal to **Rs. 5.01 Lakhs.**

OR

Two similar completed works each costing not less than the amount equal to **Rs. 3.13 Lakhs.**

OR

Three similar completed works each costing not less than the amount equal to **Rs. 2.50 Lakhs.**

Definition of Similar work(s): Annual Maintenance Contract of EPABX / INTERCOM System

Tenderers must furnish documentary evidence like PO/WO/Contract Document in support of the qualification criteria from concerned authority/department/ organization for similar supplies and works executed along with Copy of Completion / Performance Certificate/ Invoices satisfying above PQ.

ii) Service Authorization: Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone

No. required to be furnished along with the bid .

NB: For MSE & Start-up bidders, past experience is relaxed. However, bidders have to establish their technical competency by submitting supporting documents towards successful execution of similar work of or any value, failure to which the offer will not be considered for evaluation.

iii) Concurrent commitment: The bidder has to submit complete list of concurrent commitments on all jobs under execution by them, as per format given below, which will be taken into account to assess the spare capacity available with the bidder. If the annualized concurrent commitments of the bidder plus annualized estimated value of the work exceeds four times the average annual financial turnover during the last three financial years of the bidder, then the bid of such a bidder shall not be considered for further evaluation. Concurrent commitment of the bidder shall be evaluated as on the day of participating in the bid, based on the confirmation/declaration of the bidders that they have disclosed all works being executed by them. Bidders shall exclude all stalled project for which there is no progress in last one year giving reason for no progress considering above cut-off date. In case any adverse report/complaint are received against bidder and on enquiry found correct, offer shall be rejected and bidder shall be liable for appropriate legal action.

Sl. no	Organization	Name of work	Value of contract	Value executed till last month	Balance value to be executed
1					
2					
3					
Total of all balance value					
Average financial turnover (last 3 financial years)					

Documents against the Pre-qualification criteria as above complete in all respect must be uploaded. Failure to compliance of above shall make the bid incomplete and as such it shall be rejected. In the absence of receipt of Pre-qualification criteria, the offer will not be considered under any circumstances.

The offers of the bidders who have defaulted in the past in execution of the contracts or in complying with the obligations as per the contract of IREL(India)Limited shall not be considered.

NB:- Bidder will submit Price break-up as per attached Excel BOQ sheet against header "Financial Document Indicating Price Breakup required" in GeM Portal during Bidding.

3) Note: As per para 7.3.5 on (Clarification of Bids/Shortfall Documents) of the Manual for Procurement of Goods 2017, issued by Ministry of Finance, Department of Expenditure, During evaluation and comparison of bids, the purchaser may, at his discretion, ask the bidder for clarifications on the bid. The request for clarification shall be given asking the tenderer to respond by a specified date. If the tenderer does not comply or respond by the date, his tender will be liable to be rejected. Depending on the outcome, such tenders are to be ignored or considered further. No change in prices or substance of the bid shall be sought, offered or permitted. No post bid clarification at the initiative of the bidder shall be entertained. **The shortfall information / documents should be sought only in case of historical documents which pre-existed at the time of the tender opening and which have not undergone change since then.** So far as the submission of documents is concerned with regard to qualification criteria, after submission of the tender, only related shortfall documents should be asked for and considered. **For example, if the bidder has submitted a supply order without its completion / performance certificate, the certificate can be asked for and considered. However, no new supply order should be asked for so as to qualify the bidder.**

4) As per section 7.3.1 of Manuals for procurement of Goods, the offer shall be declared as unresponsive and be ignored during the initial scrutiny if:

- i) The offer is not in the prescribed format or is unsigned or not signed as per the stipulations in the bid document.
- ii) The required EMD has not been provided or exemption from EMD is claimed without acceptable proof of exemption;
- iii) The bidder is not eligible to participate in the bid as per laid down eligibility criteria(example: the tender enquiry condition says that the bidder has to be a registered MSE unit but the tenderer is a, say, a large scale unit);
- iv) The tenderer has quoted for goods manufactured by a different firm without the required authority letter from the proposed manufacturer.
- v) The bid departs from the essential requirements specified in the bidding document (for example, the ten

- derer has not agreed to give the required performance security); or
- vi) Against a schedule in the list of requirements in the tender enquiry, the tenderer has not quoted for the entire requirement as specified in that schedule (example: in a schedule, it has been stipulated that the tenderer will supply the equipment, install and commission it and also train the purchaser's operators for operating the equipment. The tenderer has, however, quoted only for supply of the equipment).

5) SD / EPBG: Please furnish Security Deposit (SD) @ 5% of the total order value (Excluding GST) within 14 days of receipt of this order in the form of demand draft / RTGS. Alternatively, you may furnish an irrevocable Bank Guarantee for the said amount. The BG should be issued by SBI including its subsidiaries or Nationalized Bank or any schedule 'A' Commercial Bank approved by RBI. BG given by Co-Operative banks will not be accepted. BG shall not bear any interest and is liable to be forfeited for unsatisfactory completion or an abandonment of the supply. The same shall be refunded to you after successful completion of work and after due clearance by user department.

6)EMD(Earnest Money Deposit) & PBG(Performance Bank Guarantee): Party should submit EMD and PBG as per the GEM bid condition.

7)i)Pre-Qualification Criteria can be relaxed as per prevailing norms for MSEs, MII and Startup companies subject to meeting quality and technical specification.

ii) For MSE bidders and start-ups as recognized by DPIIT (Department for Promotion of Industry and Internal Trade)

ii.a) EMD is exempted as per EMD exemption clause available in GEM bid and GEM General T&C.

ii.b) Turnover is exempted as specified in the bid.

ii.c) Purchase Preference is given as specified in bid.

8) Offers from vendors defaulted to IREL (India) Limited, OSCOM during last one year will not be considered

9) Bidder should upload their bank details along with offer for Payment and EMD/SD refund purpose

10) Other terms & condition and contact details are attached in buyer uploaded ATC doc.

11) Engineer-In-Charge: Shri. C B Singh, Mgr-T. (Instrumentation)

12) File No: 34-29124

Contact person of Tendering Authority

IREL(India)Limited, OSCOM Unit

Purpose	Name	Email id	Mobile No.
For Bid/tender related query	Shri R. S. Sabat. DGM-Tech. (Purchase)	rssabat@irel.co.in purchase-os@irel.co.in	+91 8280402609
	Smt.Sweta Sinha, Manager-Tech (Purchase)	sksinha@irel.co.in	+91 7978132875
For Consignment/Goods Transportation related Query	Shri. G K Chandraguptan, CM (Stores)	stores-os@irel.co.in , gkchandraguptan@irel.co.in	+91 9003681969
For Payment/refund related Query	Shri. J. Nayak, DGM (F&A)	jnayak@irel.co.in , finance-os@irel.co.in	+91 9220310513
For Technical Specification/Scope of work related Query	Shri C B Singh, Mgr - Tech. (Instrumentation)	cbsingh@irel.co.in	+91 8075060529

3. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby 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. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, 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/सामान्य नियम और शर्तें](#), 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/सामान्य नियम और शर्तें 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./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---

