



Bid Number/बोली क्रमांक (बिड संख्या):

GEM/2024/B/5497660

Dated/दिनांक : 11-10-2024

**Bid Document/ बिड दस्तावेज़**

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	25-10-2024 19:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	25-10-2024 19:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Commerce And Industry
Department Name/विभाग का नाम	Department For Promotion Of Industry & Internal Trade
Organisation Name/संगठन का नाम	Quality Council Of India
Office Name/कार्यालय का नाम	Delhi
Item Category/मद केटेगरी	Hiring of Agency for IT Projects- Milestone basis
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)	200 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (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
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid

Bid Details/बिड विवरण	
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	2 Days
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation
<b>Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है</b>	Yes

#### EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	AXIS BANK LTD
EMD Amount/ईएमडी राशि	100000

#### ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	AXIS BANK LTD
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 कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी 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 :

Secretary General  
QUALITY COUNCIL OF INDIA 2nd Floor, Institution of Engineers Building 2, Bahadur Shah Zafar Marg, New Delhi - 110002  
(Chakravarthy T Kannan)

#### MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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1. 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.

2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

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.

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Scope of Work:**[1728650381.pdf](#)

**Payment Terms:**[1728650386.pdf](#)

**Pre-Qualification Criteria:**[1728650391.pdf](#)

**This Bid is based on Quality & Cost Based Selelction (QCBS) . The technical qualification parameters are :-**

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
Company profile, understanding, approach, demonstration, POC, Experience, Proposed resources	100	70	<a href="#">View File</a>

**Total Minimum Qualifying Marks for Technical Score: 70**

**QCBS Weightage(Technical:Financial):70:30**

**Presentation Venue:**To be conducted virtually via video conferencing.

**Pre Bid Detail(s)**

Pre-Bid Date and Time	Pre-Bid Venue
18-10-2024 11:00:00	<a href="https://teams.microsoft.com/l/meetup-join/19:meeting_ZjBmZGI4ZmItMjQyYS00N2I5LWE3MTktZWZkNzk0NDY3Zjlm@thread.v2/0?context={\" tid\":\"3fa50ba6-5a24-4f02-8065-953c84cb357f\",\"oid\":\"b016a455-ec53-40a0-91bc-ae065b5e8c1e\"}"="">https://teams.microsoft.com/l/meetup-join/19:meeting_ZjBmZGI4ZmItMjQyYS00N2I5LWE3MTktZWZkNzk0NDY3Zjlm@thread.v2/0?context={\"Tid\":\"3fa50ba6-5a24-4f02-8065-953c84cb357f\",\"Oid\":\"b016a455-ec53-40a0-91bc-ae065b5e8c1e\"}</a>

**Hiring Of Agency For IT Projects- Milestone Basis ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Speci ficati on	Values
Core	

Speci ficati on	Values
Scope of Work	Development of Application , UAT & Go live , Data Digitization , Integration with external applications , Data Migration , Warranty , Operation & Maintenance (O&M)
Resour ces Neede d	As specified in Scope of work
Deploy ment of core team	hybrid(Buyer to specify model in scope of work)
Deliver ables / Timeli nes	Approval of Proof Of Concept (POC) , Submission of Final User Acceptance Testing (UAT) report , Submission of Final version of User Manual , Go-Live of Services , Completion of Data Digitization , Completion of all Data Migration , Imparting all Trainings , Submission of Monthly Monitoring Reports (for projects in O&M phase)
<b>Addon(s)/एडऑन</b>	

#### 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 set to 1	Additional Requirement/अतिरिक्त आवश्यकता
1	Fanish Chandra Srivastava	110002,2nd floor, institution of engineers, bahadur shah zafar marg	1	N/A

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

##### 1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

##### 2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

##### 1. Project Deliverables:

The selected vendor will be responsible for delivering the following:

**i. Fully Functional Chatbot/WhatsApp Bot integrated with Ticket Management System**

- § Integrated Chatbot/WhatsApp Bot (e-Mitra) and Ticket Management System
- § Customized to QCI's branding and specific requirements
- § Deployed and accessible across QCI's digital platforms

**ii. System Integration**

- § Integration with QCI's websites, portals, all applications and databases
- § API setup for potential CRM integration

**iii. Training and Documentation**

- § Comprehensive training for QCI staff (administrators, agents, managers)
- § Complete system documentation including user manuals and admin guides

**iv. Go-Live Support**

- § Technical support during system launch
- § Post-implementation support as per agreed terms

**2. Payment Schedule:**

S. N o.	Particulars	Activity	Milestone
1	Development cost	Charges for development, deployment and integration of Dynamic/complex Chatbot Solution where development efforts required	10% of total component cost paid on Beta launch 60% of total component cost paid on successful delivery and UAT 30% of total component cost paid on successful completion of total Three months (90 Days) from the date of solution Go Live
2	Integration Cost	Charges for integration of Dynamic/complex Chatbot Solution	Payment to be done as and when integration is conducted based on actuals
3	Operations and Maintenance Cost	Charges for maintenance of Active WhatsApp Account & Chatbot Solutions.	Payment to be done on monthly basis on successful verification of reports and SLAs by QCI team.

4	Messaging Charges	Charges for WhatsApp Messages Conversations	Payment to be done on monthly basis on the verification of notification/messages successfully delivered will be conducted through META/WhatsApp, in conjunction with the successful validation of reports and SLAs by QCI team.
5	Licensing cost	Charges for licenses	Payment to be done post activation of licenses on actuals
6	Customisation cost	Charges for any further customisations made	Payment to be done based on actual usage

### 3. Payment Terms:

- i. Payment shall be made on submission of invoices within 30 days of receipt of invoice complete in all respect.
- ii. Incorrect Invoices, Under/Over Payment: In case an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Service provider, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by QCI to the Service provider under this contract.

4. **Performance Bank Guarantee:** QCI shall require the selected service provider to provide a Performance Bank Guarantee, within 30 days of the notification of award, for a value equivalent to 5% of the financial proposal value. The Performance Guarantee shall contain a claim period of three months from the last date as per the contract duration. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the submission of deliverables.

The physical copy of Performance Guarantee should be submitted at QCI-HO within 30 days from the notification of award. In case the selected bidder fails to submit a Performance Guarantee within the time stipulated, the purchaser at its discretion may cancel the order placed on the selected bidder without giving any notice. Purchaser shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or purchaser incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

### 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.

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 कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---