

## Bid Document

| <b>Bid Details</b>   |   |
|--|---|
| <b>Bid End Date/Time</b>   | 28-06-2022 18:00:00   |
| <b>Bid Opening Date/Time</b>   | 28-06-2022 18:30:00   |
| <b>Bid Offer Validity (From End Date)</b>                                    | 80 (Days)   |
| <b>Ministry/State Name</b>   | Ministry Of Finance   |
| <b>Department Name</b>   | Department Of Financial Services  |
| <b>Organisation Name</b>   | National Housing Bank (nhb)   |
| <b>Office Name</b>   | lhc Lodhi Road New Delhi  |
| <b>Item Category</b>   | Custom Bid for Services - RFP for System Integrator for Implementation of HRMS at National Housing Bank   |
| <b>Contract Period</b>   | 5 Year(s)   |
| <b>Minimum Average Annual Turnover of the bidder (For 3 Years)</b>           | 250 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>                | Yes   |
| <b>Document required from seller</b>   | Experience Criteria,Bidder Turnover,OEM Authorization Certificate,Additional Doc 1 (Requested in ATC)<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> | 2 Days  |
| <b>Evaluation Method</b>   | Total value wise evaluation   |
| <b>Financial Document Indicating Price Breakup Required</b>                  | Yes   |

### EMD Detail

|                   |                |
|-------------------|----------------|
| Advisory Bank     | Bank Of Baroda |
| EMD Percentage(%) | 2.00           |

|            |         |
|------------|---------|
| EMD Amount | 1000000 |
|------------|---------|

### ePBG Detail

|                                     |                |
|-------------------------------------|----------------|
| Advisory Bank                       | Bank Of Baroda |
| ePBG Percentage(%)                  | 3.00           |
| Duration of ePBG required (Months). | 62             |

(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:

DGM

IHC Lodhi Road New Delhi, Department of Financial Services, National Housing Bank (NHB), Ministry of Finance (Sourav Seal)

### Splitting

Bid splitting not applied.

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". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. 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". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. 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. 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.
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**

**Introduction about the project /services being proposed for procurement using custom bid functionality:**[1654603111.pdf](#)

**Instruction To Bidder:**[1654603130.pdf](#)

**Pre Qualification Criteria ( PQC ) etc if any required:**[1654603142.pdf](#)

**Scope of Work:**[1654603154.pdf](#)

**Service Level Agreement (SLA):**[1654603177.pdf](#)

**GEM Availability Report ( GAR):**[1654603178.pdf](#)

**Payment Terms:**[1654603191.pdf](#)

**QCBS Document elaborating detailed QCBS Crieteria pertaining to Services / Project Procurement if any as per applicable norms:**[1654603213.pdf](#)

**Buyers are requested to upload the format for price breakup of the lumpsum offering to be provided by the service provider (Please provide the format if financial upload required is selected as "Yes" while creating Bid):**[1654603258.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 |
|---------------------|-----------|--------------|------------------------------------|
| As per RFP Document | 100       | 70           | <a href="#">View File</a>          |

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

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

**Presentation Venue:**Meeting Details shall be shared on NHB's website.

**Pre Bid Detail(s)**

| Pre-Bid Date and Time | Pre-Bid Venue                                     |
|-----------------------|---|
| 20-06-2022 15:00:00   | Meeting Details shall be shared on NHB's website. |

**Custom Bid For Services - RFP For System Integrator For Implementation Of HRMS At National Housing Bank ( 1 )****Technical Specifications**

| Specification  | Values  |
|--|---|
| <b>Core</b>  |   |
| Description /Nomenclature of Service Proposed for procurement using custom bid functionality | RFP for System Integrator for Implementation of HRMS at National Housing Bank |
| Regulatory/ Statutory Compliance of Service  | YES   |
| Compliance of Service to SOW, STC, SLA etc   | YES   |
| <b>Addon(s)</b>  |   |

## Additional Specification Documents

### Consignees/Reporting Officer and Quantity

| S.No. | Consignee/Reporting Officer | Address  | Quantity of Procurement ( to be chosen 1 in all circumstances) | Additional Requirement |
|-------|-----------------------------|--|--|------------------------|
| 1     | Krishna Chandra Maurya      | 110003,India Habitat Centre, Core - 5A, 3rd - 5th Floor, Lodhi Road, New Delhi | 1  | N/A                    |

## Buyer Added Bid Specific Terms and Conditions

### 1. Generic

**Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

### 2. Generic

Bidders shall quote only those products in the bid which are not obsolete in the market and has at least 5 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

### 3. Generic

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

### 4. Generic

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

### 5. Generic

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-

- (i) Inhibit the desires and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

### 6. Generic

Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.

**7. Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

**8. Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

**9. 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](#), conditons 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---**