

## बिड दस्तावेज / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	23-01-2026 12:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	23-01-2026 12:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Personnel Public Grievances And Pen
विभाग का नाम/Department Name	Department Of Personnel And Training
संगठन का नाम/Organisation Name	Capacity Building Commission
कार्यालय का नाम/Office Name	Jawahar Vyapar Bhawan Janpath New Delhi
वस्तु श्रेणी /Item Category	Hiring of Agency for IT Projects- Milestone basis
अनुबंध अवधि /Contract Period	3 Month(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	80 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes   Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes   Complete
विक्रेता से मांगे गए दस्तावेज/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (*In case any bidder is seeking exemption from E the supporting documents to prove his eligibility uploaded for evaluation by the buyer)
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification tender/bid process will also be displayed to others in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	6

### बिड विवरण/Bid Details

ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य /Estimated Bid Value	2000000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

### ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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### ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	PUNJAB NATIONAL BANK
ईपीबीजी प्रतिशत (%)/ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	8

(a).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in force if applicable.

### लाभार्थी /Beneficiary :

DDO CBC

Jawahar Vyapar Bhawan Janpath New Delhi, Department of Personnel and Training, Capacity Building Commission, M  
Grievances and Pensions  
(Ddo Cbc)

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

### एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder is an OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation, shall upload the supporting documents to prove his eligibility for Relaxation.
5. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the year prior to the bid opening, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheet certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded along with bid in support of having provided services during each of the Financial year.
6. 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. Certificates of completion of the bid orders to be uploaded along with bid in support of having provided services during each of the Financial year.
7. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for the purpose of payment terms. This has no relevance or bearing on the bid evaluation process for 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 the quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on the Bid / RA process.
8. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three financial years(ending month of March prior to the bid opening): -
  1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost.
  2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost.
  3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

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

**Scope of Work:**<1767012200.pdf>

**Payment Terms:**<1767012266.pdf>

**Pre-Qualification Criteria:**<1767012271.pdf>

**Instructions to Bidder:**<1767012280.pdf>

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

Parameter Name	Max Marks	Cutoff Marks	Qualification Document
Financial Capability Turnover	25	10	<a href="#">View File</a>
Experience in Execution of Similar Projects	25	10	<a href="#">View File</a>
Average Technical Manpower Strength	25	10	<a href="#">View File</a>
Technical Approach and Methodology, Implementation Plan, Training and Post-Implementation Support	25	10	<a href="#">View File</a>

**Total Minimum Qualifying Marks for Technical Score:** 40

**QCBS Weightage(Technical:Financial):**50:50

**Presentation Venue:**21st Floor- CBC office,Jawahar vyapar Bhawan, Janpath, New Delhi

**Pre Bid Detail(s)**

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
07-01-2026 15:00:00	21st Floor- CBC office, Jawahar vyapar Bhawan, Janpath, New Delhi (onl

**Hiring Of Agency For IT Projects- Milestone Basis ( 1 )****तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Scope of Work	Project Planning and Management , System Study and Design , Development of Application , UAT external applications , Capacity Building , Operation & Maintenance (O&M)
Resources Needed	As specified in Scope of work
Deployment of core team	hybrid(Buyer to specify model in scope of work)
Deliverables / Timelines	specified in SoW
<b>एडऑन /Addon(s)</b>	

**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents****परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity set to 1	
1	Shubham Singh	110001,22ND FLOOR,JAWAHAR VYAPAR BHAWAN, TOLSTOY MARG	1	N/A

**क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions****1. Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the obligations arising thereunder.

**2. Buyer Added Bid Specific ATC**

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

### 3. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

#### Compliance

The participating vendors should be from Delhi NCR region.

#### Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates/documents sought in the Bid Document, ATC and Co

#### Additional Requirements

A fall clause certificate/undertaking as well as an undertaking on Bid Securing Declaration should also be provided along with the sulded in buyer specific bid SLA)

#### Confidentiality Clause

The agency and its personnel shall not, either during the term of this Contract or after its expiration, disclose, divulge, or proprietary, confidential, or sensitive information relating to the services, this Contract, or the business and operations of the Capac with the prior written consent of CBC or as required under applicable law.

#### Penalty Clause

##### A. Liquidated Damages (LD)

In the event the Service Provider fails to deliver the services and/or complete the work within the stipulated time as per the termuyer shall be entitled to impose Liquidated Damages (LD) in accordance with the GeM General Terms and Conditions (GTC).

Liquidated Damages shall be levied at the rate of 0.5% (zero point five percent) of the value of the delayed services for each weekeling of 10% (ten percent) of the total contract value.

##### B. Performance Shortfall

In case of unsatisfactory performance, non-adherence to the prescribed Service Level Agreements (SLAs), or failure to meet the ontract, the Capacity Building Commission (CBC) reserves the right to take one or more of the following actions:

- **Deduct a penalty**, commensurate with the extent of the deficiency, **up to a maximum of 10% of the monthly payable** or
- **Terminate the contract**, wholly or partly, and **forfeit the Performance Security**, as deemed appropriate by CBC.

1.

### 4. Buyer Added Bid Specific SLA

File Attachment [Click here to view the file.](#)

### 5. Buyer Added Bid Specific SLA

Text Clause(s)

When it's time, join the Webex meeting here.

Join meeting

More ways to join:

Join from the meeting link

<https://capacitybuildingcommissionin.webex.com/capacitybuildingcommissionin/j.php?MTID=18e7186d2de02>

Join by meeting number

Meeting number (access code): 2519 615 0655

Meeting password: xJFc66bTa5N (95326628 when dialing from a phone or video system  
)

Tap to join from a mobile device (attendees only)

**+65-6703-6949,,25196150655#95326628#** Singapore Toll

Some mobile devices may ask attendees to enter a numeric password.

Join by phone

+65-6703-6949 Singapore Toll

[Global call-in numbers](#)

Join from a video system or application

Dial [25196150655@capacitybuildingcommissionin.webex.com](mailto:25196150655@capacitybuildingcommissionin.webex.com)

You can also dial 210.4.202.4 and enter your meeting number.

Need help? Go to <https://help.webex.com>

**अस्वीकरण/Disclaimer**

The additional terms and conditions have  
after approval of the Competent Authority  
Buyer organization is solely responsible for

the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bid  
and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is  
regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled  
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.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to existing GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category indication.
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 per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying / 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. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless specified.
16. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms to the document. If buyer needs more items along with the main item, the same must be added through bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this representation against the same by using the Representation window provided in the bid details field in Seller dashboard within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to reply to such representations.

**All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relation Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 brought into force by the Government of India.**

**For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or no corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948 Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity relevant State Rules) shall continue to remain applicable.**

**The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:**

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

**All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.**

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in [सामान्य नियम और शर्तें/General Terms and Conditions](#) is contradicted by the conditions stipulated in Service Level Agreement, then it will be governed by [General Terms and Conditions](#).

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 भादेश 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 भाकरना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगterms 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 share: 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 or immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---