बिड संख्या/Bid Number: GEM/2026/B/8209106
दिनांक /Dated: 06-11-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	21-11-2026 11:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	22-11-2026 11:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	100 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Communications
विभाग का नाम/Department Name	Department Of Telecommunications (dot)
संगठन का नाम/Organisation Name	Telecom Regulatory Authority Of India (trai)
कार्यालय का नाम/Office Name	Delhi
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :jtadv-pr@trai.gov.in Buyer Email id: ranvir.sr20@trai.gov.in
वस्तु श्रेणी /Item Category	Manpower Outsourcing Services - Minimum wage - Skilled; Senior Secondary (12); Admin
अनुबंध अवधि /Contract Period	2 Year(s) 1 Day(s)
पिछले 3 वित्तीय वर्षों का बिडर का न्यूनतम औसत वार्षिक वित्तीय टर्नओवर/Minimum Average Annual Turnover of the bidder (For the last 3 Financial Years)	250 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	2 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for Turnover	Yes | Partial | Turn over value - 125 (in lakhs)
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Relaxation for Turnover	Yes | Partial | Turn over value - 125 (in lakhs)
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (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

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों 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 or representation during the tender/bid process will also be displayed to other participated bidders after log 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	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	3
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Single Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	62879004.15
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%)/ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	26

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

लाभार्थी /Beneficiary :

Secretary
Telecom Regulatory Authority of India (TRAI), New Delhi
(Secretary)

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% / Purchase Preference to MSE OEMs/ Service Provider available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider Purchase preference	100

1. 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 eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE 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.
2. 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, 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. 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 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.
5. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate 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. In respect of bid for Services, the bidder must be the Service provider of the offered Service. 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. 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 in case of product bids, whereas in case of services the eligibility is

automatically validated. 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.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.
6. 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.
7. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and 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; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
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

Buyer to upload Gazette notification for the breakup of ESI/EPF/ELDI etc if required:1793166618.pdf

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per complied with The Code on Wages Act:1793166639.pdf

Scope of work & Job description:1793166687.pdf

In case, the buyer wants to retain some of the existing resources then buyer is needed to upload the list of resources along with the quantity of each type or resource to be continued by the successful bidder/service provider under the new contract as per the T&C of new contract concluded on the basis of this bid along with approval of Competent Authority.:1793941161.pdf

Manpower Outsourcing Services - Minimum Wage - Skilled; Senior Secondary (12); Admin (67)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Skill Category	Skilled
Educational Qualification	Senior Secondary (12)
Type of Function	Admin
List of Profiles	Data Entry Operator
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA

विवरण/ Specification	मूल्य/ Values
Zipcode	NA
District	NA
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Delhi
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	0
Title for Optional Allowances 2	0
Title for Optional Allowances 3	0
Designation	0

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

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 / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Amit Bharadwaj	110029,Telecom Regulatory Authority of India, Tower - F, World Trade Centre, Nauroji Nagar, New Delhi - 29	67	• Minimum daily wage (INR) exclusive of GST : 1024 • Bonus (INR per day) : 85.3 • EDLI (INR per day) : 4.81 • EPF Admin Charge (INR per day) : 4.81 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 0 • Provident Fund (INR per day) : 115.38 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 24

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

1. **Generic**

   OPTION CLAUSE 25% : 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, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.
   For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

2. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

Bid Specific ATC Clauses

1. Eligibility Criteria:

1.1 The bidder must have at least two years' experience (ending month of March prior to the bid opening) of providing similar types of services to central/ State Government/ PSUs/ Nationalized Banks/ 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.

1.2 The bidder must have successfully executed/ completed similar services, over the last two years i.e. ending on 31st March of the previous financial year. Documentary evidence in the form of certified Audited Balance Sheets of relevant period shall be uploaded with the bid. In case the completed financial years after the date of constitution/ Incorporation of the bidder is less than 2 years old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

1.2.1 Three similar completed services costing not less than Rs. 1.00 crore each; **OR**

1.2.2 Two similar completed services costing not less than Rs. 2.00 cro res each; **OR**

1.2.3 One similar completed service costing not less than Rs. 3.00 crores.

1.3 Estimated bid value indicated is solely for the purpose of guidance for determining Eligibility criteria relating to Turn Over, past performance and project/ Past Experience etc. This has no relevance or bearing on the price 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.

2. TERMS AND CONDITIONS OF THE CONTRACT:

A. Additional Terms and conditions: Following additional terms and conditions are proposed (included in draft bid): -

(i) **Geographic Presence:** The bidder must have the registered Head Office in NCR of Delhi (which includes Noida, Ghaziabad, Faridabad & Gurugram) a

nd certificate of incorporation/Registration showing the Office address (of Delhi NCR) must be attached with the Bid documents as proof.

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

(iii) Bidder's offer is liable to be rejected if they don't upload any of the origi nal certificates / documents sought in the Bid document, ATC and Corrigendum if any.

(iv) Bidders are advised to check applicable GST on their own before quoting. The buyer will not take any responsibility in this regard. GST reimburse ment will be as per actuals or as per applicable rates (whichever is lower), subje ct to the maximum quoted GST %.

(v) Dedicated Telephone No. for Service Support: BIDDER must have Dedicated Telephone No. for Service Support.

(vi) Duration of initial contract will be two years which may be extended up to six months subject to satisfactory performance and mutual consent, on annu al basis.

(vii) Escalation Matrix for Service Support: Bidder must provide Escalation M atrix of Service Support executives (with Telephone Numbers).

(viii) For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:

a. Purchase Order copy along with Invoice(s) with self-certification by the bid der that supplies against the invoices have been executed.

b. Execution certificate by client with order value.

c. Any other document in support of order execution like Third Party Inspecti on release note, etc.

(ix) **ISO Certification:** The bidder of the offered products must have ISO 90 01 certification (in manpower).

(x) **OPTION CLAUSE**: The Purchaser reserves the right to increase or decre ase the quantity to be ordered up to 25 percent of the bid quantity at the time o f placement of contract. The purchaser also reserves the right to increase the or dered quantity by up to 25% of the contracted quantity during the currency of t he contract at the contracted rates. Bidders are bound to accept the orders acc ordingly.

(xi) **PAYMENT OF SALARIES AND WAGES**: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on t

heir own and then claim payment from Buyer alongwith all statutory documents like, EPF, etc. as well as the bank statement of payment done to staff.

(xii) Successful Bidder can submit the Performance Security in the form of Fix ed Deposit Receipt (FDR) also (besides PBG which is allowed as per GeM GTC). The FDR should be made out or pledged in the name of TRAI A/C (Name of the S eller). The bank should certify on it that the deposit can be withdrawn only on t he demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorse ment on the back of the FDR duly signed and stamped along with covering lette r. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer with in 15 days of award of contract.

(xiii) Successful Bidder can submit the Performance Security in the form of Ac count Payee Demand Draft also (besides PBG which is allowed as per GeM GTC) . DD should be made in favour of TRAI payable at Delhi. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has t o ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

(xiv) SCOPE OF SERVICE (Bid price to include all cost components): Payment T erms as mentioned in the service level agreement of the service.

(xv) BUYER SPECIFIC: Wages fixed by the State Government of state of consignee or Central Government, **whichever is higher**, will be applicable and selected bidder will ensure payment of wages and other statutory dues like EPF, ELDI etc. accordingly.

(xvi) **REQUIRED DOCUMENTS TO BE SUBMITTED ALONG WITH TENDER:** The tenderer should enclose self-attested photocopies of the following certificates: -

(a) Certificate of Incorporation

(b) EPF Registration

(c) ESI Registration Certificate

(d) PAN Number

(e) GST registration Certificate

(f) ISO 9001 Certificate

(g) MSME Certificate/NSIC Certificate/ Start Up, if any(valid certificate to be attached)

(h) two previous Work Experience certificate such as work orders, work- co mpletion certificates by employer with Contract Value (Year 2024-25 & 2025-2 6)

(i) Turn over certificate duly certified by Chartered Accountant and Audited Annual Account for the last two years (2024-25 and 2025-26)

(j) Document showing that company is having its registered Head office in NCT of Delhi

(k) Escalation matrix for Service support

(l) Toll free number for service support.

(m) GST Return / deposit for the last financial year with GSTR-3B (Copy of la st Financial Year)

(n) Undertaking for non-black listing certificate.

(o) Undertaking certificate from bidder for accepting ATC.

(p) Scanned copy of Authorization letter/power of attorney of person signing the tender.

(q) Scanned copy of Registered Deed of partnership/Memorandum and Articl es of Association/By laws & certificate of Registration.

(r) Bid Security Declaration Form

(xvii) OTHER TERMS & CONDITIONS

a. The agency/service provider shall immediately withdraw/replace such man power who are not found suitable by TRAI for any reasons and if such request is made.

b. The agency/service provider’s personnel shall not claim any benefit/compen sation/ absorption/regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.

c. The agency/service provider’s personnel shall not divulge or disclose to any person, any details of operational processes, data and administrative/organizati onal matters as most are of confidential/secret nature.

d. The agency/service provider’s personnel working should be polite, cordial, p ositive and efficient, while handling the assigned work so that their actions pro mote goodwill and enhance the image of TRAI.

e. The agency/service provider shall ensure proper conduct of his personnel in TRAI premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.

f. The agency/service provide shall be responsible for any act of indiscipline o n the part of persons deployed by it.

g. No wage/remuneration will be paid to any staff for the days of absence from duty. This applies when there is no leave balance in account of the worker.

h. The Agency shall provide all benefits/facilities to its deployed personnel as applicable under the Code on Social Security, 2020, and other applicable labour laws, rules and regulations, as amended from time to time.

ANNEXURE - A

Additional Terms and Conditions (ATC) - Acceptance Letter

(ON COMPANY'S LETTERHEAD)

Dated:_____

To

The Secretary, TRAI
Telecom Regulatory Authority of India
4th, 5th, 6th & 7th Floor ,Tower 'F',
World Trade Centre, Nauroji Nagar,
New Delhi PIN-110029

Sub: Acceptance of Terms & Conditions of the bid.

Gem Bid No: _____dated: _____

Name of Gem Bid / Work :

Dear Sir,

I/ We have downloaded/obtained the Gem Bid document(s) for the above mentioned 'Tender/Work from th e web site(s) namely: - http://gem.gov.in/

a. I / We hereby certify that I/we have read the entire terms and conditions of the mentioned Bid docum ent (including all documents like Annexure(s) which form part of the Bid and I / we shall abide hereby the t erms / conditions / clauses contained therein.

b. The Corrigendum(a) issued from time to time by TRAI, have also been taken into consideration, while submitting this acceptance letter.

c. I/ We hereby unconditionally accept the tender conditions of above mentioned Bid Document(s)/Corr igendum(s) in its totality/entirety.

In case any provisions of this Gem Bid are found to be violated, then TRAI shall, without Prejudice to any o ther right or remedy, be at liberty to reject this bid.

Yours faithfully,

(Signature of the Bidder, with Official & Seal)

ANNEXURE - B

AUTHORIZATION LETTER

(ON FIRM/COMPANY'S LETTER HEAD)

Dated:_____

To.

The Secretary, TRAI

Telecom Regulatory Authority of India

4th, 5th, 6th & 7th Floor ,Tower 'F',

World Trade Centre, Nauroji Nagar,

New Delhi PIN-110029

Subject: Authority Letter

Reference: Tender for deployment of Manpower

Bid No. ..... dt .....

Dear Sir,

We, M/s _____ (Name of the bidder) having registered office at _____ _____ (address of the bidder) herewith submit our bid against t he said tender document.

Mr. / Ms. _____(Name and designation of the signatory), whose signature is appended below, is authorized to sign and submit the bid documents on our behalf against said RFP

Specimen Signature:

The undersigned is authorized to issue such authorization on behalf of us. For M/s _____ _____ (Name of the bidder)

Signature and company seal Name

Designation Email Mobile No.

ANNEXURE - C

Bid Security Declaration Form

(ON FIRM/COMPANY'S LETTER HEAD)

Gem Bid No: _____ dated _____

Name of Gem Bid / Work: _____

Dated: _____

To

The Secretary, TRAI

Telecom Regulatory Authority of India

4th, 5th, 6th & 7th Floor ,Tower 'F',

World Trade Centre, Nauroji Nagar,

New Delhi PIN-110029

I / We. The undersigned, declare that:

I / We understand that, according to your conditions, bids must be supported by a Bid Securing Declaratio n.

"*We hereby understand and accept that if / we withdraw or modify my/ our bids during the period of validit y, or if / we are awarded the contract and on being called upon to submit the performance security/ Secur ity Deposit, fail to submit the performance security/ Security Deposit before the deadline defined in the re quest for bid document/ Notice Inviting Tender, we shall be debarred from exemption of submitting Bid Se curity/ Earnest Money Deposit and performance security/ Security Deposit for a period of 6 (six) months, f rom the date / we are declared disqualified from exemption from submission of EMD/SD for all tenders for procurement of goods/services by TRAI during this period*".

Signed: (insert signature of person whose name and capacity are shown)

in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder) Dated on _____ _____day of _____(insert date of signing)

Authorized Signatory (Name & Signature)

(Company's Seal)

ANNEXURE - D

NON- BLACKLISTING/DEBARRING LETTER

(ON FIRM/COMPANY'S LETTERHEAD)

Dated:

To,

The Secretary, TRAI

Telecom Regulatory Authority of India

4th, 5th, 6th & 7th Floor ,Tower 'F',

World Trade Centre, Nauroji Nagar,

New Delhi PIN-110029

Ref: Tender / Bld No._____dated_____.

Dear Sir,

I/we hereby solemnly declare that our firm/company or any of our Owner/Partners /Directors(s), jointly or severally and/or individually have not been blacklisted/ debarred by the Central Govt./ State Govt. /Public undertakings/ Institute/TRAI and is not under liquidation/ Court receivership or similar proceedings and is not bankrupt nor any criminal case registered/pending against the firm/company or its Owner/Partners /Directors(s) anywhere in India or abroad during last 3 years.

I/we hereby further declare that, if the declaration is found untrue, Telecom Authority of India (TRAI) shall be entitled to take any action against us severally and/or individually or our firm/company in this regard in any manner that may be deemed fit by Telecom Authority of India (TRAI).

Yours faithfully,

(Signature of authorized signatory)

Dated

Name & Address of Firm Authorized

Signature & Seal of the Firm

ANNEXURE - E

Detail of Past Experience of Similar Services in last 2 Financial Years

S.No.	Year	Contract No. & date	Page No.	Value of Contract awarded	Ministry/ Department/ Organization	Nature of Work	Work start Date	Work Completion Date	Value of contract executed	Work Completion Certificate	Page No.
	2024-25										
	2025-26										

Note: The bidders, meeting the eligibility and Additional Terms & Conditions specified in Bid document and also submitting/ uploading duly filled up check list (Annexure-I) along with requisite signed documents on GeM portal, will only be considered for technical evaluation. The bidders not meeting the additional terms and conditions specified in the Bid along with duly filled up Check List and documents on GeM portal with the bids will summarily be rejected.

(Annexure-I)

Check List (must be filled and uploaded by bidders)

Sl. No.	Description of Bid documents to be uploaded	To be filled by bidder	Page No.
1	Name of Bidding company/ Firm/ Agency		
2	Registration of the Firm (Whether Proprietary/ Partnership/ Company) and date of Establishment of Firm/ Certificate of Incorporation		
3	Scanned copy of Registered Deed of partnership/Memorandum and Articles of Association/By laws & certificate of Registration.		
4	Name (s) of the Proprietor/ Partner/ Directors		
5	Name & Contact details of Authorized signatory, if any		
6	Undertaking for acceptance of terms and conditions of the Bid. (As per **Annexure-A**)	Yes/ No	
7	Authorization Letter in the name of Authorized signatory (As per **Annexure-B**)	Yes/No	

8 (i)	Full address of the Bidding Company/ Firm/ Agency along with Land Line Dedicated/ Telephone No. for service support		
8 (ii)	Escalation matrix for service support	Yes/No	
9	Registration under GST		
10	Bidder should have registered Head Office in NCR of Delhi (which includes Noida, Ghaziabad, Faridabad & Gurugram) [Upload Certificate of Incorporation/ Registration showing the office address (of Delhi NCR) as proof]	Yes/ No	
11	EPF and ESIC Registration No.		
12	Permanent Account Number (PAN) with copy		
13	GST Return/ deposit for the last financial year with GSTR-3B copy of last FY	Yes/ No	
14	Relevant ISO 9001 Certificate (in manpower)	Yes/ No	
15	Bid Security Declaration (As per **Annexure-C**)	Yes/ No	
16	Undertaking that the firm is not blacklisted/ debarred by any Ministry/ Department Organization of the Central/ State Government and is not under liquidation/ Court receivership or similar proceedings and is not bankrupt. Bidder has to upload undertaking with bid (As per **Annexure-D**).	Yes/ No	

17	Average Annual Turnover of the bidder during the Last two FY ending on 31st March of the previous financial years for 2024-25 and 2025-26. [Upload CA certificate for turnover and audited annual account of firm of said period.]	2024-25		
		2025-26		
		Average Turnover of 3 years		
18	Past Experience of Similar Services in last 3 Financial Years a. Single order of Rs.3.00 crore b. Two orders of Rs.2.00 crore c. Three orders of of Rs.1.00 crore (Bidder has to upload copy of work orders & work completion certificate by employer). (As per **Annexure-E**)	2024-25		
		2025-26		
19	Number of Resources on Payroll (Total number manpower resources (Data Entry Operators/ Receptionists) on the payroll of service provider	2024-25		
		2025-26		
20	Whether registered with MSME/ Start Up/NSIC, Please Specify.			
21	MSME Udyam Registration Certificate/ StartUp/ NSIC (if yes, Upload relevant certificate)	Yes/ No		
22	Minimum service charges (should not be less than **3.85%**)			
23	Bid document signed on each page	Yes/ No		

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3. **Buyer Added Bid Specific ATC**

   Buyer uploaded ATC document Click here to view the file.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. 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.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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. 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.

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

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or

notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and 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 any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the सामान्य नियम और शर्तें/General Terms and Conditions, 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 सामान्य नियम और शर्तें/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.

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।/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.

---धन्यवाद/Thank You---