

### Bid Document/ बिड दस्तावेज़

| Bid Details/बिड विवरण                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Bid End Date/Time/बिड बंद होने की तारीख/समय</b>                                                                      | 03-10-2024 15:00:00                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Bid Opening Date/Time/बिड खुलने की तारीख/समय</b>                                                                     | 03-10-2024 15:30:00                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)</b>                                        | 180 (Days)                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Ministry/State Name/मंत्रालय/राज्य का नाम</b>                                                                        | Ministry Of Finance                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Department Name/विभाग का नाम</b>                                                                                     | Department Of Financial Services                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Organisation Name/संगठन का नाम</b>                                                                                   | Export Import Bank Of India                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Office Name/कार्यालय का नाम</b>                                                                                      | Mumbai                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Item Category/मद केटेगरी</b>                                                                                         | Security Operations Centre - Dedicated SOC                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Contract Period/अनुबंध अवधि</b>                                                                                      | 3 Year(s)                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)</b>    | 450 Lakh (s)                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष</b> | 5 Year (s)                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है</b>                          | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>MSE Exemption for Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है</b>                                                | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Startup Exemption for Turnover/टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है</b>                                        | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Document required from seller/विक्रेता से मांगे गए दस्तावेज़</b>                                                     | Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (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 |

| Bid Details/बिड विवरण                                                                                                            |                             |
|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| Do you want to show documents uploaded by bidders to all bidders participated in bid?/                                           | Yes                         |
| 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                                                                                           | 82600000                    |
| Evaluation Method/मूल्यांकन पद्धति                                                                                               | Total value wise evaluation |
| Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है                       | Yes                         |

#### EMD Detail/ईएमडी विवरण

|                             |               |
|-----------------------------|---------------|
| Advisory Bank/एडवाइजरी बैंक | AXIS BANK LTD |
| EMD Amount/ईएमडी राशि       | 500000        |

#### ePBG Detail/ईपीबीजी विवरण

|                                                                        |               |
|------------------------------------------------------------------------|---------------|
| Advisory Bank/एडवाइजरी बैंक                                            | AXIS BANK LTD |
| ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)                               | 3.00          |
| Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने). | 36            |

(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 :

DGM

Centre One Building, Floor 21 World Trade Centre Complex Cuffe Parade, Mumbai 400 005  
(Export Import Bank Of India)

#### MII Compliance/एमआईआई अनुपालन

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. 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. 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 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.

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

Financial Document Price Bid - [1726145301.xlsx](#)

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

**Payment Terms:**Please refer tender document

**Scope of Work:**[1726145335.pdf](#)

**Network Infrastructure and data flow diagram:**[1726145341.pdf](#)

**Format of Non disclosure agreement:**[1726145345.pdf](#)

**Format to be uploaded by buyer for the breakup of components on cost/price offered by Service Provider in the Bid:**[1726145348.pdf](#)

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

| Parameter Name       | Max Marks | Cutoff Marks | Qualification Methodology Document |
|----------------------|-----------|--------------|------------------------------------|
| Technical Evaluation | 100       | 70           | <a href="#">View File</a>          |

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

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

**Presentation Venue:**Please refer tender document

**Pre Bid Detail(s)**

| Pre-Bid Date and Time | Pre-Bid Venue                                                                               |
|-----------------------|---------------------------------------------------------------------------------------------|
| 24-09-2024 11:00:00   | Centre One Building, Floor 21<br>World Trade Centre Complex<br>Cuffe Parade, Mumbai 400 005 |

**Security Operations Centre - Dedicated SOC ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification                            | Values                                                                                                                                                                                                                                                                                |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Core</b>                              |                                                                                                                                                                                                                                                                                       |
| Type of SOC service                      | Dedicated SOC                                                                                                                                                                                                                                                                         |
| Tools and Services Needed                | Security Incident & Event Management (SIEM) , Threat Intelligence and Analytics , Case management tool , Threat Intelligence , Security Orchestration and Automated Response , Proactive Threat Intelligence/Hunting , Security Orchestration & Automated Response , Please refer SOW |
| Type of Dashboard                        | Dedicated                                                                                                                                                                                                                                                                             |
| Type of resources needed                 | SOC Analyst , SOC Administrator , SIEM Specialist , Incident Responder , SOC Manager , Team Lead , As per Service Provider's solution , Please refer SOW                                                                                                                              |
| Deployment of resources                  | Hybrid                                                                                                                                                                                                                                                                                |
| Supporting OS                            | Please refer SOW                                                                                                                                                                                                                                                                      |
| Encryption Standards                     | Please refer SOW                                                                                                                                                                                                                                                                      |
| <b>Addon(s)/एडऑन</b>                     |                                                                                                                                                                                                                                                                                       |
| <b>Additional Details/अतिरिक्त विवरण</b> |                                                                                                                                                                                                                                                                                       |
| No. of servers                           |                                                                                                                                                                                                                                                                                       |
| No. of workstations                      |                                                                                                                                                                                                                                                                                       |

| Specification<br>n                         | Values |
|--------------------------------------------|--------|
| No. of devices hosted on cloud environment |        |

#### 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 to set as 1 | Additional Requirement/अतिरिक्त आवश्यकता |
|----------------|---------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------|------------------------------------------|
| 1              | Vineet Kumar Singh                                      | 400005,EXPORT-IMPORT BANK OF INDIA CENTRE ONE BUILDING, FLOOR 21, WORLD TRADE CENTRE COMPLEX, CUFFE PARADE,MUMBAI-400005 | 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 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---**