

भारत सरकार टकसाल / INDIA GOVERNMENT MINT

भारत प्रतिभूति मुद्रण तथा मुद्रा निर्माण निगम लिमिटेड की इकाई

(A UNIT OF SECURITY PRINTING & MINTING CORPORATION OF INDIA LIMITED)

मिनीरत्ना श्रेणी -1 सीपीएसई / MINIRATNA CATEGORY - 1, CPSE

भारत सरकार के पूर्ण स्वामित्वाधीन / WHOLLY OWNED BY GOVERNMENT OF INDIA

(AN ISO 9001: 2015 COMPANY)



आई.डी.ए.फेस II, चेरलापल्ली,
पोस्ट बेग सं.10, एच.सी.एल (पो.आ.)
हैदराबाद, तेलंगाना, भारत-500051

IDA PHASE II, CHERLAPALLY,
P.B. NO.10, H.C.L (P.O)
HYDERABAD, TELANGANA, INDIA -500051

No.X-24/IGMH/PS/2024-25/AMC OF CCTV/806

Dated: 02.08.2025

/// TERMINATION NOTICE ///

WHEREAS, a GeM Bid No: GEM/2024/B/5446060, Dated: 27.09.2024 was floated by this office and consequent upon the participation in the Tender and successful bid of M/s. TEKSTAR E-SYSTEMS PRIVATE LIMITED (hereinafter referred to as "firm"), an order was placed vide GeM Contract No: GEMC-511687754835391, dated 16.11.2024 for AMC of CCTV surveillance system for a period of 12 months from 25.11.2024 to 24.11.2025 at the order value of Rs. 5,90,744.58 (Rupees Five Lakhs Ninety Thousand Seven Hundred and Forty Four Only) to the India Government Mint, Hyderabad.

AND WHEREAS, the contract started from 25.11.2024, however, the firm has not deployed the manpower till 31.12.2024; hence an incident was raised on GeM on 01.01.2025.

AND WHEREAS, the firm has not responded against the incident raised by this office in Gem portal, this office had no other option but to escalate the issue to GeM Portal on 13.01.2025.

ACCORDINGLY, GeM Admin sent a Show Cause Notice (SCN) to M/s. TEKSTAR E-SYSTEM PRIVATE LIMITED on 13.01.2025 to provide reply/written clarification along with necessary supporting documents by selecting the option of 'Respond to SCN' within 10 calendar days of issue of the Notice, failing which an auto action will be taken by GeM portal.

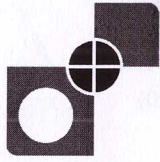
AND WHEREAS, M/s. TEKSTAR E-SYSTEM PRIVATE LIMITED failed to respond to SCN, sent in GeM Portal.

ACCORDINGLY, M/s. TEKSTAR E-SYSTEM PRIVATE LIMITED has been suspended from 24.01.2025 to 23.02.2025.

AND AFTER THAT, the firm has deployed the manpower; however, the deployed manpower could not rectify the issues properly and various issues occurred frequently along with unauthorized absence of engineer from the site.

AND WHEREAS, the firm failed to execute the contractual obligations due to non-compliance and unsatisfactory performance. Despite repeated reminders and follow-ups, the firm has:

- Not deployed qualified manpower for maintenance.
- Shown absence of engineers from site since 06.06.2025 without prior intimation.
- Failed to resolve critical issues such as inaccessibility of CCTV footage and downtime of 89 cameras since 01.06.2025.
- Failed to carry out preventive maintenance as per the SLA.
- Provided non-certified personnel against tender requirements.



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AND WHEREAS, it can be clearly seen that multitude of opportunities were provided to the firm for execution of the contract. However, despite multiple reminders, vide e-mail dated 23.12.2024, 31.12.2024, 06.01.2025, 23.01.2025 and 29.01.2025 and telephonic follow-ups, the firm has consistently failed to resolve the issues pertaining to CCTV Surveillance System.

NOW THEREFORE, having regards to the facts and circumstances of the case and in pursuance to the conditions contained in Clause(s) 7 of GeM SLA under GeM Contract No: GEMC-511687754835391, dated 16.11.2024, the contract is liable for termination for default along with forfeiture of Security Deposit submitted by the firm besides other actions such as downgrading the Seller's rating or debarment from the GeM for specified period as decided by GeM on merits. In this case, the firm has not performed contract obligations such as completing the work as per GeM Contract.

ACCORDINGLY, the undersigned being directed hereby communicate the following:

- 1) The Contract of tender vide GeM Contract No: GEMC-511687754835391, dated 16.11.2024 hereby stands terminated for default.
- 2) M/s. TEKSTAR E-SYSTEM PRIVATE LIMITED is hereby debarred/blacklisting for a period of Two Years.
- 3) Security deposit of ₹ 29,537.00 submitted by M/s. M/s. TEKSTAR E-SYSTEM PRIVATE LIMITED is hereby forfeited.

This is issued with the approval of Competent Authority

(वी. किरण कुमार) / (V Kiran kumar)

सं. महाप्रबंधक (सामग्री) / Jt. General Manager (Materials)

कृते मुख्य महाप्रबंधक / For Chief General Manager

सेवा में/To,

M/s. Tekstar E-System Private Limited,
H.No. 201/B, Shree Ganesh Residency,
Indralok Phase 2, Bhayander East
Mira Bhayander, Thane,
Maharashtra-401105, INDIA
ईमेल/E-mail: tekstaresystems@gmail.com
दूर. Tel: 9867444978