

ദൂരഭാഷ : 0474-2767645
0474-2751872

കർമ്മചാരി ഭവിഷ്യ നിധി സംഗഠന
(ശ്രമ മന്ത്രാലയ, ഭാരത സർക്കാർ)
ക്ഷേത്രീയ കാര്യാലയം,
പൊന്നമ്മ ചേമ്പർ - I, പരമേശ്വര നഗർ,
കോല്ലം - 691001



EMPLOYEES' PROVIDENT FUND ORGANISATION
(MINISTRY OF LABOUR, GOVT. OF INDIA)
REGIONAL OFFICE
PONNAMMA CHAMBERS - I
PARAMESWAR NAGAR, OPP. ARCHANA-ARADHANA THEATRE
KOLLAM - 691 001



Though GeM

E-mail : ro.kollam@epfindia.gov.in

KR/KLM/EDP/AMC/Computer Peripherals/2023

Dated 25.01.2023

INVITATION OF BID THROUGH GeM PORTAL FOR ANNUAL MAINTAINANCE CONTRACT (AMC) FOR COMPUTER SYSTEMS AND PERIPHERALS LOCATED AT EMPLOYEES PROVIDENT FUND ORGANISATION, REGIONAL OFFICE, KOLLAM FOR THE PERIOD 01/04/2023 to 31/03/2024.

Scope of work and Terms and Conditions:

The bidder should read the following terms and conditions & scope of work fully before participation in the bid. No additional claim if any will be entertained at a later stage. After final stage of bidding, if the selected agency refused to accept contract award / failure to comply with the terms and conditions, if any, the agency will be suspended from GeM portal. The details of systems and peripherals are attached as **Annexure 1**.

1. The bidder participating in this bid **should mandatorily have a registered office in the State of Kerala**. Proof of registration in Kerala should be uploaded in the GeM portal. All the bidders must also upload GST registration certificate along with the documents.
2. The bidder shall have relevant experience preferably in managing and to the existing IT hardware in this office.
3. After final stage of bidding, the bidder to which the contract is awarded is required to **provide one resident Hardware engineer** who is well versed with computers and its peripherals. **The hardware engineer should be present in the office premises on all working days to resolve the hardware problems, between 9.00AM to 6.00 PM**. This engineer is also liable to work over and above office hours / on all holidays and Saturdays/Sundays, if required.
4. The Selected agency will be responsible for repair / maintenance work of the computer and related items including replacement of defective parts (except consumables) at their own cost, installation of Operating System, configuring PC and thin client, installation and updation of drivers and software etc. To the extent possible, all repair and maintenance work would be carried out in EPFO office premises only.

5. All the complaints should be attended to and defects rectified immediately by the resident hardware engineer on report of the complaint and in any case on the day of reporting. In case the defect is major and it is not possible to rectify within a day, the problem should be reported to the designated Manager of the EPFO Computer cell and **standby equipment should be provided immediately.**
6. EPFO may, in its own discretion, **add more computers / peripherals to the AMC provider or withdraw some or all equipment from AMC.** In such cases payment shall be made on the **proportionate basis at the rate agreed to in the tender for similar equipment.**
7. The rates should be shown item wise and it should be inclusive of tax. The rates once approved will not be enhanced by the AMC provider in any case during the currency of the contract.
8. No advance payment will be made in any case. The payment will be released on quarterly and at the end of calendar quarter. EPFO reserves the right to withheld the payment if the service is not satisfactory / failed to comply with any terms and conditions.
9. In case the AMC provider backs out of the contract midstream without explicit consent of the EPFO, the security deposit will stand forfeited and agency will be suspended from GeM portal.
10. The prospective bidders may, if they so desire, may depute and authorized representative for verifying the configuration and condition of the equipment.
11. EPFO shall not be responsible for damages of any kind for any mishap/injury/accident caused to any service engineer of the AMC Provider while performing duty in EPFO's premises. All liabilities, legal or monetary, shall be borne by the AMC provider.
12. The successful bidder has to submit the agreement in non-judicial stamp paper of Rs.100/- for the AMC period before commencing the work.
13. Earnest Money Deposit (EMD equivalent to 5% of the quoted amount (rounded to next Rs.100/-) in the form Demand Draft favouring "Regional P F Commissioner, EPFO, RO, Kollam" should be submitted after awarding contract.
14. Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) are exempted for EMD and Application Fee.
15. The AMC awarded agency is required to deposit 5% of the value of the contract towards Performance Security Deposit in the form of DD/BC/Bank

Guarantee from a commercial bank and should remain valid for a period of 60 days beyond the date of completion of all contracts.

16.The agency will be solely responsible towards all its statutory dues and compliances.

17.The contract will be for one year but may be extended up to one year on sole discretion of the Organization.

18.This office reserves all rights to cancel the bid at any state without assigning any reason. The decision of EPFO shall be final.

19.The contract can be terminated by EPFO at any time without assigning any reason. In this connection the decision of EPFO shall be final and binding on the AMC provider.



(Pranav P)

Regional PF Commissioner-II

Copy to:

EPFO Website

Annexure 1**List of Hardwares in use**

| Sl.No | Description of items | Number of Equipments in use |
|--------------|--|------------------------------------|
| 1 | HP Invent Thin Clients(Model-HSTNC-004-TC) | 20 |
| 2 | Green Gate Desktop Thin Client SD Interm Plus 4GB/128GB | 2 |
| 3 | Catalyst Switches (CISCO) 24 Port | 4 |
| 4 | D-Link 24 Port switch | 2 |
| 5 | Lenovo Desktop P C | 8 |
| 6 | Acer Desktop P C | 8 |
| 7 | HP Lasejet Pro M501 printer | 2 |
| 8 | HP LaserJet Pro M403dn printer | 1 |
| 9 | Canon LBP 2900 mono laser Printer | 12 |
| 10 | HP (M1136 MFP) mono laser Printer with Scanner | 1 |
| 11 | HP Ink tank Wireless 419 color multifunction ink tank printer | 2 |
| 12 | Epson L3256 Multifunction color Ink tank printer | 2 |
| 13 | Epson LX 310 printer | 1 |
| 14 | Fujitsu SV600 overhead scanner No.AT5HF04583 | 1 |
| 15 | Canoscanslide 300 Scanner | 1 |
| 16 | Offline UPS (1000VA) | 6 |
| 17 | Offline UPS (600 VA) | 13 |

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:0474-2751872

कर्मचारी भविष्य निधि संगठन

श्रम एवं रोज़गार मंत्रालय, भारत सरकार)

क्षेत्रीय कार्यालय,,

चिन्नक्कडा कोल्लम- 691001



TELEPHONE : 0474-2767645

: 0474-2762017

എംപിഫ്ഐയുടെ പ്രാവിഡന്റ് ഫണ്ട്

ഒരു ഗവണ്മെന്റ് സംസ്ഥാന

(തൊഴിൽമന്ത്രാലയം, ഭാരതസർക്കാർ)

മേഖലാകാര്യാലയം, ചിന്നക്കട, കൊല്ലം -

691001

EMPLOYEES' PROVIDENT FUND ORGANISATION
(MINISTRY OF LABOUR & EMPLOYMENT, GOVT. OF INDIA)
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PARAMESWAR NAGAR OPP: ARCHANA ARADHANA THEATRE
KOLLAM-691001
Email-ro.kollam@epfindia.gov.in

GeM द्वारा

के आर/केल्लम/ईडीपी/एएमसी/कंप्यूटर तथा उपकरण/2023

दिनांक:-25/01/2023

कर्मचारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय. कोल्लम में दिनांक 01/04/2023 से 31/03/2024 तक की अवधि के लिए कंप्यूटर तथा उपकरणों के वार्षिक रखरखाव अनुबंध (एएमसी) के लिए जेम पोर्टल द्वारा बोली का आमंत्रण

कार्य का क्षेत्र और नियम एवं शर्तें

बोली में भाग लेने से पहले बोली लगाने वाले को निम्नलिखित नियमों और शर्तों और कार्य के संबंध में पूरी तरह से पढ़ना चाहिए। बाद में किसी अतिरिक्त दावे पर, यदि कोई हो, विचार नहीं किया जाएगा। बोली लगाने के अंतिम चरण के बाद, यदि चयनित एजेंसी ने अनुबंध को स्वीकार करने से इनकार कर दिया/नियमों और शर्तों का पालन करने में विफल रहता है तो एजेंसी को GeM पोर्टल से निलंबित कर दिया जाएगा। सिस्टम और बाह्य उपकरणों का विवरण अनुबंध I में संलग्न है

1. इस बोली में भाग लेने वाले बोलीदाता के पास अनिवार्य रूप से केरल राज्य में एक पंजीकृत कार्यालय होना चाहिए। केरल में पंजीकरण का प्रमाण GeM पोर्टल में अपलोड किया जाना चाहिए। सभी बोलीदाताओं को दस्तावेजों के साथ जीएसटी पंजीकरण प्रमाण पत्र भी अपलोड करना चाहिए।
2. बोली लगाने वाले को इस कार्यालय में प्रयुक्त होने वाले मौजूदा आईटी हार्डवेयर के प्रबंधन पर उचित अनुभव होना चाहिए।
3. बोली के अंतिम चरण के बाद, जिस बोलीदाता को अनुबंध दिया गया है, उसे एक निवासी हार्डवेयर इंजीनियर प्रदान करना आवश्यक है जो कंप्यूटर और उसके बाह्य उपकरणों में निपुण हो। हार्ड वेयर अभियंता की सेवा सभी कार्य दिवस में सुबह 9.00 बजे से 6.00 बजे के बीच प्रदान करना आवश्यक है। यह अभियंता सभी छुट्टी के दिन और शनिवार/रविवार को (यदि सेवा आवश्यक हो तो) काम करने के उत्तरदायी है।
4. कंप्यूटर की मरम्मत/रखरखाव कार्य, जिसमें खराब हुए भागों (उपभोग्य सामग्रियों को छोड़कर) की प्रतिस्थापना भी शामिल है, ऑपरेटिंग सिस्टम की स्थापना, पीसी और थिन क्लाइंट को कॉन्फ़िगर करना, ड्राइवों और सॉफ़्टवेयर की स्थापना और अद्यतन का कार्य चयनित एजेंसी अपनी लागत में करने के लिए उत्तरदायी होंगे। यथासंभव सभी मरम्मत और रखरखाव का कार्य क.भ.नि.सं कार्यालय परिसर में ही किया जाएगा।
5. सभी शिकायतों को रिपोर्ट प्राप्त होने पर तुरंत ही तथा किसी भी मामले के रिपोर्टिंग के दिन ही सुधारा जाना चाहिए। यदि त्रुटि एक दिन में सुधारा नहीं जाता है तो इसकी सूचना

कभनिसं के कंप्यूटर सेल के नामित प्रबंधक को दी जानी चाहिए तथा समर्थक उपकरण तुरंत प्रदान किया जाना चाहिए।

6. क भ नि सं स्वविवेक से ए एम सी के लिए अधिक कंप्यूटर जोड़ सकता है या ए एम सी से कुछ या सभी उपकरण वापस ले सकता है। ऐसे मामलों में समान उपकरणों के लिए निविदा में सहमत दरों के अनुपात के आधार पर भुगतान किया जाएगा।
7. दरों को मदवार दिखाया जाना चाहिए और इसमें कर शामिल होना चाहिए। एक बार अनुमोदित दरों को एएमसी प्रदाता द्वारा अनुबंध की अवधि के दौरान किसी भी स्थिति में बढ़ाया नहीं जाएगा।
8. किसी भी दशा में अग्रिम भुगतान नहीं किया जायेगा। भुगतान तिमाही और कैलेंडर तिमाही के अंत में जारी किया जाएगा। यदि सेवा संतोषजनक नहीं है/किसी भी नियम और शर्तों का पालन करने में विफल रही है तो कभनिसं भुगतान को रोकने का अधिकार रखता है।
9. अगर कभनिसं की स्पष्ट सहमति के बिना बीच में ही एएमसी प्रदाता अनुबंध से पीछे हट जाता है तो सुरक्षा जमा जब्त की जाएगी तथा GeM पोर्टल से एजेंसी सस्पेंड हो जाएगी।
10. संभावित बोलीदाता, यदि वे चाहें, तो उपकरण की संरचना और स्थिति की पुष्टि करने के लिए एक अधिकृत प्रतिनिधि नियुक्त कर सकते हैं।
11. एएमसी प्रदाता के किसी भी सेवा अभियंता को कभनिसं के परिसर में ड्यूटी करते समय होने वाली किसी भी आपत्ति/दुर्घटना/चोट के नुकसान के लिए कभनिसं ज़िम्मेदार नहीं होगा। सभी कानूनी या आर्थिक दायित्व एएमसी प्रदाता ही वहन करेंगे।
12. काम शुरू करने से पहले सफल बोलीदाता एएमसी अवधि के लिए रु.100/- के गैर-न्यायिक स्टॉप पेपर में अनुबंध प्रस्तुत करेंगे।
13. ठेका मिलने पर क्षेत्रीय भविष्य निधि आयुक्त, कभनिसं, क्षेत्रीय कार्यालय, कोल्लम के पक्ष में आहरित (उद्धृत राशि का 5% की ईएमडी, अगले रु.100/- पर पूर्णांकित करके) डीडी के रूप में प्रस्तुत किया जाना चाहिए।
14. सूक्ष्म, लघु और मध्यम उद्यम विभाग (एमएसएमई) द्वारा जारी एमएसई खरीद नीति के अनुसार सूक्ष्म तथा लघु और उद्यम (एमएसई) को ईएमडी तथा आवेदन शुल्क से छूट दी गई है।
15. निष्पादन प्रतिभूति जमा की दिशा में अनुबंध के मूल्य का 5% ए एम सी प्राप्त एजेंसी को वाणिज्य बैंक से आहरित डीडी/बीसी/बैंक गैरंटी के रूप में जमा करनी होगी जो सभी अनुबंध पूरा होने की तिथि से 60 दिन तक की अवधि के लिए वैध रहना चाहिए।
16. एजेंसी अपनी सभी सांविधिक बकाया तथा अनुपालन के लिए अकेले ही उत्तरदायी होंगे।

17. अनुबंध एक वर्ष का होगा लेकिन संगठन के विवेकाधिकार पर इसे एक वर्ष के लिए बढ़ाया जा सकता है।
18. यह कार्यालय बिना कोई कारण बताए किसी भी चरण में बोली को रद्द करने का सभी अधिकार रखता है। कभनिस का निर्णय अंतिम होगा।
19. कभनिस द्वारा बिना कोई कारण बताए अनुबंध को किसी भी समय समाप्त किया जा सकता है। इस संबंध में कभनिस का निर्णय एएमसी प्रदाता पर अंतिम और बाध्यकारी रहेगा।



(प्रणव पी)

क्षेत्रीय भविष्य निधि आयुक्त-॥

प्रतिलिपि

कभनिस वेबसाइट

Bid Document/ बिड दस्तावेज़

| Bid Details/बिड विवरण | |
|---|--|
| Bid End Date/Time/बिड बंद होने की तारीख/समय | 20-02-2023 15:00:00 |
| Bid Opening Date/Time/बिड खुलने की तारीख/समय | 20-02-2023 15:30:00 |
| Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से) | 110 (Days) |
| Ministry/State Name/मंत्रालय/राज्य का नाम | Ministry Of Labour And Employment |
| Department Name/विभाग का नाम | Na |
| Organisation Name/संगठन का नाम | Employees Provident Fund Organisation (epfo) |
| Office Name/कार्यालय का नाम | Regional Office, Kollam |

| Bid Details/बिड विवरण | |
|--|--|
| Item Category/मद केटेगरी | Annual Maintenance Service - Desktops, Laptops and Peripherals - HP Invent Thin Client; HSTNC004TC , Annual Maintenance Service - Desktops, Laptops and Peripherals - Thin Client; Green Gate Desktop 4GB , Annual Maintenance Service - Desktops, Laptops and Peripherals - 24 Port Swith; Cisco , Annual Maintenance Service - Desktops, Laptops and Peripherals - 24 Port Swith; D Link , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Acer , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge); HP Laserjet PRO M501DN , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge); HP Laserjet Pro M403DN , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Canon LBP 2900B , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range; HP M1136 MFP , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Ink Tank , Mono & Colour , Lowe Range); HP Inktank Wireless 419 , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Ink Tank , Mono & Colour , Mid range); EPSON L3256 , Annual Maintenance Service - Desktops, Laptops and Peripherals - Dot Matrix Printer Low Range Speed; EPSON LX310 , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner Large Format; Fujitsu S V 600 overhead , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner (Flat Bed); Canoscanlide 300 , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS(Offline 1 KVA); Various , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 600-650 VA); Various |
| Contract Period | 1 Year(s) 1 Day(s) |
| MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ | Yes |
| Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ | Yes |
| Document required from seller/विक्रेता से मांगे गए दस्तावेज़ | Experience Criteria *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 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 | 69800 |
| Evaluation Method/मूल्यांकन पद्धति | Total value wise evaluation |

Bid Details/बिड विवरण**Financial Document Indicating Price Breakup Required**

Yes

EMD Detail/ईएमडी विवरण

Required

No

ePBG Detail/ईपीबीजी विवरण

Required

No

Splitting/विभाजन

Bid splitting not applied.

MII Compliance

MII Compliance

Yes

MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता

Yes

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. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs 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 the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
4. 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.

Additional Qualification/Data Required

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services: Bidder should mandatorily have registered office in the State of Kerala. One resident engineer to be provided who should be present in the office during office hours from 9 AM to 6 PM. Resident Engineer also have to work after and before office hours and holidays if required.

Other Information: The Selected agency will be responsible for repair / maintenance work of the computer and related items including replacement of defective parts (except consumables) at their own cost, installation of Operating System, configuring PC and thin client, installation and updation of drivers and software etc. Services should be cleared within the office premises. If defect is major stand by should be provided. EPFO in its discretion add or remove items to / from the AMC

Asset Details and its Distribution across the consignee /user locations: [1674981714.pdf](#)

Consignee Wise Service Engineers/Help-Desk Personal details .: [1674981721.pdf](#)

Annual Maintenance Service - Desktops, Laptops And Peripherals - HP Invent Thin Client; HSTNC004TC (20)**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification | Values |
|---|-------------------------------|
| Core | |
| Type of Asset | HP Invent Thin Client |
| Make/Brand of Assets | HSTNC004TC |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |
| Addon(s) | |

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

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 20 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - Thin Client; Green Gate Desktop 4GB (2)

Technical Specifications/तकनीकी विशिष्टियाँ

| Specification | Values |
|---|-------------------------------|
| Core | |
| Type of Asset | Thin Client |
| Make/Brand of Assets | Green Gate Desktop 4GB |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |
| Addon(s) | |

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

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 2 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - 24 Port Swith; Cisco (4)**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification | Values |
|---|-------------------------------|
| Core | |
| Type of Asset | 24 Port Swith |
| Make/Brand of Assets | Cisco |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |

| Specification | Values |
|---------------|--------|
| Addon(s) | |

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 4 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - 24 Port Swith; D Link (2)

Technical Specifications/तकनीकी विशिष्टियाँ

| Specification | Values |
|---|-------------------------------|
| Core | |
| Type of Asset | 24 Port Swith |
| Make/Brand of Assets | D Link |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |
| Addon(s) | |

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 2 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Lenovo (8)

Technical Specifications/तकनीकी विशिष्टियाँ

| Specification | Values |
|---|-------------------------------|
| Core | |
| Type of Asset | Desktop PC |
| Make/Brand of Assets | Lenovo |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |
| Addon(s) | |

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 8 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Acer (8)

Technical Specifications/तकनीकी विशिष्टियाँ

| Specification | Values |
|---------------|--------|
| Core | |

| Specification | Values |
|---|-------------------------------|
| Type of Asset | Desktop PC |
| Make/Brand of Assets | Acer |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |
| Addon(s) | |

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 8 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); HP Laserjet PRO M501DN (2)

Technical Specifications/तकनीकी विशिष्टियाँ

| Specification | Values |
|---|---|
| Core | |
| Type of Asset | Printer (Monochrome , Laser , Composite Cartridge) |
| Make/Brand of Assets | HP Laserjet PRO M501DN |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |
| Addon(s) | |

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

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 2 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); HP Laserjet Pro M403DN (1)**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification | Values |
|---|---|
| Core | |
| Type of Asset | Printer (Monochrome , Laser , Composite Cartridge) |
| Make/Brand of Assets | HP Laserjet Pro M403DN |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |
| Addon(s) | |

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

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 1 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Canon LBP 2900B (12)

Technical Specifications/तकनीकी विशिष्टियाँ

| Specification | Values |
|---|---|
| Core | |
| Type of Asset | Printer (Monochrome , Laser , Composite Cartridge) |
| Make/Brand of Assets | Canon LBP 2900B |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |
| Addon(s) | |

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

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 12 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower Range; HP M1136 MFP (1)**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification | Values |
|---|--|
| Core | |
| Type of Asset | Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range |
| Make/Brand of Assets | HP M1136 MFP |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |

| Specification | Values |
|-----------------|--------|
| Addon(s) | |

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 1 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Ink Tank , Mono & Colour , Lowe Range); HP Inktank Wireless 419 (2)

Technical Specifications/तकनीकी विशिष्टियाँ

| Specification | Values |
|---|---|
| Core | |
| Type of Asset | Multifunction Printer (Ink Tank , Mono & Colour , Lowe Range) |
| Make/Brand of Assets | HP Inktank Wireless 419 |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |
| Addon(s) | |

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 2 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Ink Tank , Mono & Colour , Mid Range); EPSON L3256 (2)

Technical Specifications/तकनीकी विशिष्टियाँ

| Specification | Values |
|---|--|
| Core | |
| Type of Asset | Multifunction Printer (Ink Tank , Mono & Colour , Mid range) |
| Make/Brand of Assets | EPSON L3256 |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |
| Addon(s) | |

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 2 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - Dot Matrix Printer Low Range Speed; EPSON LX310 (1)

Technical Specifications/तकनीकी विशिष्टियाँ

| Specification | Values |
|---------------|--------|
| Core | |

| Specification | Values |
|---|------------------------------------|
| Type of Asset | Dot Matrix Printer Low Range Speed |
| Make/Brand of Assets | EPSON LX310 |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |
| Addon(s) | |

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 1 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner Large Format; Fujitsu S V 600 Overhead (1)

Technical Specifications/तकनीकी विशिष्टियाँ

| Specification | Values |
|---|-------------------------------|
| Core | |
| Type of Asset | Scanner Large Format |
| Make/Brand of Assets | Fujitsu S V 600 overhead |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |
| Addon(s) | |

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

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 1 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner (Flat Bed); Canoscanlide 300 (1)**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification | Values |
|---|-------------------------------|
| Core | |
| Type of Asset | Scanner (Flat Bed) |
| Make/Brand of Assets | Canoscanlide 300 |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |
| Addon(s) | |

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

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 1 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS(Offline 1 KVA); Various (6)

Technical Specifications/तकनीकी विशिष्टियाँ

| Specification | Values |
|---|-------------------------------|
| Core | |
| Type of Asset | UPS(Offline 1 KVA) |
| Make/Brand of Assets | Various |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |
| Addon(s) | |

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

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 6 | N/A |

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 600-650 VA); Various (13)**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification | Values |
|---|-------------------------------|
| Core | |
| Type of Asset | UPS (Offline 600-650 VA) |
| Make/Brand of Assets | Various |
| Status of Annual Maintenance Service Provider | Neither OEM nor ASP |
| Periodicity of Preventive Maintenance Services | Bi-Monthly |
| Onsite Service Engineers Requirement | As Indicated in Bid Document. |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines | Inclusive |

| Specification | Values |
|---------------|--------|
| Addon(s) | |

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता | Number of each Asset for AMC | Additional Requirement |
|----------------|---|--|------------------------------|------------------------|
| 1 | K G Vinod | 691001,Ponnamma Chambers-1, Parameshwar Nagar, Kollam. | 13 | N/A |

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

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

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. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

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.
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---