



कर्मचारी भविष्यनिधि संगठन

श्रम एवं रोज़गार मंत्रालय, भारत सरकार, क्षेत्रीय कार्यालय
आदित्य सावरी टावर, पोस्ट ऑफिस रोड, तिरुनककरा, कोट्टायम, केरला - 686001.

എംപ്ലോയീസ് പ്രോവിഡന്റ് ഫണ്ട് ഓർഗനൈസേഷൻ
കൊച്ചിൻ ഐ.പി.ഒ. ടവർ, പോസ്റ്റ് ഓഫീസ് റോഡ്, തിരുനകര, കോട്ടയം, കേരളം - 686001.



EMPLOYEES' PROVIDENT FUND ORGANISATION

Ministry of Labour & Employment, Govt. of India
Regional Office

Aditya Sabari Tower, Post Office Road, Tirunakkara, Kottayam, Kerala - 686001
Phone : 0481-2300937 email - ro.kottayam@epfindia.gov.in

के/एआर/के टी एम/ए.एम्.सी /ई डी पी/2024

दिनांक 08-04-2024

निविदा सूचना

इस कार्यालय के कंप्यूटर सिस्टम्स और उसके उपकरणों के लिए 24-05-2024 से 23-05-2024 के दौरान वार्षिक रखरखाव के लिए प्रतिष्ठित, अनुभवी एजेंसियों/संगठनों से निविदाएं आमंत्रित की जाती हैं। निविदा का विवरण GeM पोर्टल बिड संख्या GEM/2024/B/4845823 दिनांक 08-04-2024 में उपलब्ध है (प्रतिलिपि संलग्न)। निविदाएं GeM पोर्टल के माध्यम से ऑनलाइन प्रस्तुत की जानी चाहिए। निविदाएं प्रस्तुत करने की अंतिम तारीख 08-04-2024 दोपहर 12 बजे है।

कृपया ध्यान दें कि निविदाएं GeM पोर्टल के द्वारा ही प्रस्तुत करनी चाहिए। अन्य माध्यम के द्वारा प्रस्तुत निविदाएं स्वीकृत नहीं किया जाएगा।

श्रीजीत पी आर

क्षेत्रीय भविष्य निधि आयुक्त-I



कर्मचारी भविष्यनिधि संगठन

श्रम एवं रोज़गार मंत्रालय, भारत सरकार, क्षेत्रीय कार्यालय
आदित्य शबरी टावर, पोस्ट ऑफिस रोड, तिरुनक्करा, कोट्टायम, केरला - 686001.

എംപ്ലോയീസ് പ്രോവിഡന്റ് ഫണ്ട് ഓർഗനൈസേഷൻ
തൊഴിലാളികളുടെ ഭവിയ്ക്കായും, ഭാരത സർക്കാരിന്മേലുള്ള കാര്യമായും
ആദിത്യ ശബരി ടവർ, പോസ്റ്റ് ഓഫീസ് റോഡ്, തിരുനക്കര,
കൊട്ടയം, കേരളം - 686001.



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KR/KTM/EDP/AMC/2024

Dated : 08-04-2024

Tender Notice

Online bids are invited from reputed, experienced agencies/organisations for Annual Maintenance Contract of Computer Systems & Peripherals of this office for the period from 24-5-2024 to 23-05-2025. The details of the bid are available in GeM Portal Bid NO. GEM/2024/B/4845823 dated 08-04-2024(copy attached). The bids should be submitted online through GeM Portal. The last date for the submission of the bid in GeM portal is 22-04-2024 at 12 Noon.

It may please be noted that bids are to be submitted through GeM Portal only. Manual bids or bids submitted through any other mode will not be accepted.


(SREEJITH P R)
Regional P F Commissioner-I



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/4845823
Dated/दिनांक : 08-04-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	22-04-2024 12:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	22-04-2024 12:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (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	Kottayam

Bid Details/बिड विवरण

<p>Item Category/मद केटेगरी</p>	<p>Annual Maintenance Service - Desktops, Laptops and Peripherals - Server IBM PIII 750Mhz 128MB 29GB IBM Monitor Ext Data Drive; IBM , Annual Maintenance Service - Desktops, Laptops and Peripherals - Dot Matrix Printer Epson 300 Plus; Epson , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laser Printer HP 1020 Plus; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laser Printer HP 1018; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laser Printer HP 1106; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multi Function Mono Laser Printer Canon MF 3010; Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multi function Mono Laser Printer Canon MF 4750; Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multi function Inktank Printer Epson L 6190; Epson , Annual Maintenance Service - Desktops, Laptops and Peripherals - HP Never Stop 1000A Laser Printer; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Inktank Printer Epson L 6460; Epson , Annual Maintenance Service - Desktops, Laptops and Peripherals - Cisco Catalyst Manageable Switch 24 Port; CISCO , Annual Maintenance Service - Desktops, Laptops and Peripherals - Thin Client HP t5630w with Monitor; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Thin Client Green Gate SD Intern Plus Thin Client with monitor; Green Gate , Annual Maintenance Service - Desktops, Laptops and Peripherals - Fujitsu Snap SV 600 Scanner; Fujitsu , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Acer , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - LCD Projector Benq MS524; Benq , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - HP Laserjet Printer HP PRO 501; hp</p>
<p>Contract Period/अनुबंध अवधि</p>	<p>1 Year(s)</p>
<p>Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष</p>	<p>1 Year (s)</p>
<p>MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/</p>	<p>Yes</p>
<p>Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट</p>	<p>No</p>
<p>Document required from seller/विक्रेता से मांगे गए दस्तावेज़</p>	<p>Experience Criteria,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</p>
<p>Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया</p>	<p>No</p>
<p>Type of Bid/बिड का प्रकार</p>	<p>Two Packet Bid</p>

Bid Details/बिड विवरण

Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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Splitting/विभाजन

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

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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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. 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 / 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.

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.

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.
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/अतिरिक्त योग्यता /आवश्यक डेटा

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:THE AMC SHOULD BE COMPREHENSIVE i.e AMC SHOULD COVER THE COST OF ALL SPARES OF ALL ITEMS INCLUDED IN THE AMC (INCLUDING PRINTER FUSER UNIT, PRINTER HEAD, PROJECTOR LAMP ETC) SO THAT THE SYSTEM SHOULD BE MADE OPERATIONAL BY THE AGENCY WITHOUT ANY ADDITIONAL COST. A CERTIFICATE TO THIS EFFECT IN THE LETTER HEAD OF THE BIDDER SHOULD BE UPLOADED ALONG WITH OTHER BID DOCUMENTS. BIDS WITHOUT THIS CERTIFICATE WILL BE REJECTED.

Annual Maintenance Service - Desktops, Laptops And Peripherals - Server IBM PIII 750Mhz 128MB 29GB IBM Monitor Ext Data Drive; IBM (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Server IBM PIII 750Mhz 128MB 29GB IBM Monitor Ext Data Drive
Make/Brand of Assets	IBM
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

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/अतिरिक्त आवश्यकता

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001, Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	1	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Dot Matrix Printer Epson 300 Plus; Epson (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Dot Matrix Printer Epson 300 Plus
Make/Brand of Assets	Epson
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

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/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001,Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	2	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laser Printer HP 1020 Plus; Hp (3)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Laser Printer HP 1020 Plus
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001,Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	3	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laser Printer HP 1018; Hp (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Laser Printer HP 1018
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

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/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001,Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	1	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laser Printer HP 1106; Hp (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Laser Printer HP 1106
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001,Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	1	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multi Function Mono Laser Printer Canon MF 3010; Canon (3)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multi Function Mono Laser Printer Canon MF 3010
Make/Brand of Assets	Canon
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001, Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	3	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multi Function Mono Laser Printer Canon MF 4750; Canon (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multi function Mono Laser Printer Canon MF 4750
Make/Brand of Assets	Canon
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

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/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001,Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	2	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multi Function Inktank Printer Epson L 6190; Epson (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multi function Inktank Printer Epson L 6190
Make/Brand of Assets	Epson
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001,Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	1	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - HP Never Stop 1000A Laser Printer; Hp (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	HP Never Stop 1000A Laser Printer
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001,Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	1	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Inktank Printer Epson L 6460; Epson (4)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Inktank Printer Epson L 6460
Make/Brand of Assets	Epson
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001, Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	4	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Cisco Catalyst Manageable Switch 24 Port; CISCO (4)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Cisco Catalyst Manageable Switch 24 Port
Make/Brand of Assets	CISCO
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001,Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	4	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Thin Client HP T5630w With Monitor; Hp (5)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Thin Client HP t5630w with Monitor
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

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/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001, Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	5	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Thin Client Green Gate SD Intern Plus Thin Client With Monitor; Green Gate (5)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Thin Client Green Gate SD Intern Plus Thin Client with monitor
Make/Brand of Assets	Green Gate
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

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/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001,Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	5	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Fujitsu Snap SV 600 Scanner; Fujitsu (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Fujitsu Snap SV 600 Scanner
Make/Brand of Assets	Fujitsu
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

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/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001, Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	1	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Acer (14)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
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	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

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/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेबिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001, Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	14	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Dell (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	Dell
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेबिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेबिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001, Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	1	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - LCD Projector Benq MS524; Benq (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	LCD Projector Benq MS524
Make/Brand of Assets	Benq
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001,Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	1	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Hp (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001, Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	1	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - HP Laserjet Printer HP PRO 501; Hp (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	HP Laserjet Printer HP PRO 501
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	B Vinod	686001,Aditya Sabari Tower, Post office Road, Tirunakkara, Kottayam	1	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Buyer Added Bid Specific Terms and Conditions/क्रता 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. 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.

3. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

4. Buyer Added Bid Specific SLA

Text Clause(s)

THE AMC SHOULD BE COMPREHENSIVE i.e AMC SHOULD COVER THE COST OF ALL SPARES OF ALL ITEMS INCLUDED IN THE AMC (INCLUDING PRINTER FUSER UNIT, PRINTER HEAD, PROJECTOR LAMP ETC) SO THAT THE SYSTEM SHOULD BE MADE OPERATIONAL BY THE AGENCY WITHOUT ANY ADDITIONAL COST. A CERTIFICATE TO THIS EFFECT IN THE LETTER HEAD OF THE BIDDER SHOULD BE UPLOADED ALONG WITH OTHER BID DOCUMENTS. BIDS WITHOUT THIS CERTIFICATE WILL BE REJECTED.

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 कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---