



कर्मचारी भविष्य निधि संगठन
Employees' Provident Fund Organisation

Ministry of Labour and Employment, Govt. of India
k;kZy; Master Tara Singh Nagar, Lado wali road Jalandhar, मास्टर तारा सिंह नगर, लाडो वाली रोड, जालंधर
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Dated: 13/04/2021

सरकारी ई बाजार (जी.ई.एम.) पोर्टल के माध्यम से निविदा आमंत्रित की सूचना
Notice inviting online bids through GeM

श्रम और रोजगार मंत्रालय, भारत सरकार अधीन कर्मचारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय, जालन्धर - 144001 द्वारा डेस्कटॉप पी.सी., प्रिंटर, थिन क्लाइंट्स और स्कैनर की ए.एम.सी. के लिए प्रतिष्ठित एवम पंजीकृत एजेंसियों/फर्मों/कंपनियों से ऑनलाइन कोटेशन आमंत्रित की जाती है। इच्छुक पार्टियां अपनी ऑनलाइन बोली (बिड) संख्या GEM/2021/B/1170383 दिनांक 13.04.2021 जी.ई.एम (GeM) वेबसाइट <https://gem.gov.in> के माध्यम से जमा कर है। केवल जी.ई.एम. (GeM) पर रखी गई बोलियों पर विचार किया जाएगा। ऑनलाइन जमा करने की अंतिम तिथि 23.04.2021 @ 12:00 बजे है।

Employees' Provident Fund Organisation, under the Ministry of Labour and Employment, Government of India, having its Regional Office at Master Tara Singh Nagar, Jalandhar - 144001 invites quotations from reputed Agencies / Firms/ Companies of Government e-Marketplace (GeM), for AMC of Desktops, Printers, thin clients and scanners. Interested parties may submit their online Bid No. GEM/2021/B/1170383 dated 13.04.2021 through GeM Website <https://gem.gov.in>. Only those bids placed on GeM will be considered. The last date for online submission is 23.04.2021 at 12:00 PM.

(Shobhit Singhal)
Regional P.F. Commissioner-II

Bid Document

Bid Details	
Bid End Date/Time	23-04-2021 12:00:00
Bid Opening Date/Time	23-04-2021 12:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	30 (Days)
Ministry/State Name	Ministry Of Labour And Employment
Department Name	Na
Organisation Name	Employees Provident Fund Organisation (epfo)
Office Name	Ro Jalandhar
Item Category	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; other , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; HCL , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Work station; HCL , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , C , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Ink Jet , Mono and Colo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Annual Maintenance Service - Desktops, Laptops and Peripherals - Dot Matrix Printer Low Range Spe , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner; hp
Contract Period	1 Year(s) 1 Month(s)
Years of Past Experience required	3 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
SHG Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Bidder Turnover *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	No

Bid Details	
Time allowed for Technical Clarifications during technical evaluation	2 Days
Evaluation Method	Total value wise evaluation

EMD Detail

Required	No
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ePBG Detail

Required	No
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Splitting

Bid splitting not applied.

1. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (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.
2. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services: The bidder must stamped and signed all the enclosed 7 (seven) pages of terms and conditions including details of hardware and annexures from 'A to D'. The scanner copy of acceptance of all seven pages should be uploaded along with bid.

Asset Details and its Distribution across the consignee /user locations [1618294682.pdf](#)

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Other (3)

Technical Specifications

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	other
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly

Specification	Values
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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC of above mentioned technical specification	Additional Requirement
1	Lalit Kumar	144001, Master Tara Singh Nagar, Opp Girls Sen Sec School, Near Alaska Chowk, Ladowali Road	3	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; HCL (23)

Technical Specifications

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	HCL
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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC of above mentioned technical specification	Additional Requirement
1	Lalit Kumar	144001, Master Tara Singh Nagar, Opp Girls Sen Sec School, Near Alaska Chowk, Ladowali Road	23	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Hp (9)

Technical Specifications

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	hp
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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC of above mentioned technical specification	Additional Requirement
1	Lalit Kumar	144001, Master Tara Singh Nagar, Opp Girls Sen Sec School, Near Alaska Chowk, Ladowali Road	9	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Lenovo (3)

Technical Specifications

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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC of above mentioned technical specification	Additional Requirement
1	Lalit Kumar	144001, Master Tara Singh Nagar, Opp Girls Sen Sec School, Near Alaska Chowk, Ladowali Road	3	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Work Station; HCL (65)

Technical Specifications

Specification	Values
Core	
Type of Asset	Work station
Make/Brand of Assets	HCL
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**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC of above mentioned technical specification	Additional Requirement
1	Lalit Kumar	144001, Master Tara Singh Nagar, Opp Girls Sen Sec School, Near Alaska Chowk, Ladowali Road	65	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Hp (17)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge)
Make/Brand of Assets	hp
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**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC of above mentioned technical specification	Additional Requirement
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S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC of above mentioned technical specification	Additional Requirement
1	Lalit Kumar	144001, Master Tara Singh Nagar, Opp Girls Sen Sec School, Near Alaska Chowk, Ladowali Road	17	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Ink Jet , Mono And Colour, Lower Range); Hp (3)

Technical Specifications

Specification	Values
Core	
Type of Asset	Printer (Ink Jet , Mono and Colour, Lower Range)
Make/Brand of Assets	hp
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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC of above mentioned technical specification	Additional Requirement
1	Lalit Kumar	144001, Master Tara Singh Nagar, Opp Girls Sen Sec School, Near Alaska Chowk, Ladowali Road	3	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower Range; Canon (4)

Technical Specifications

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range
Make/Brand of Assets	Canon
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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC of above mentioned technical specification	Additional Requirement
1	Lalit Kumar	144001, Master Tara Singh Nagar, Opp Girls Sen Sec School, Near Alaska Chowk, Ladowali Road	4	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Dot Matrix Printer Low Range Speed; Epson (2)

Technical Specifications

Specification	Values
Core	
Type of Asset	Dot Matrix Printer Low Range Speed
Make/Brand of Assets	Epson
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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC of above mentioned technical specification	Additional Requirement
1	Lalit Kumar	144001, Master Tara Singh Nagar, Opp Girls Sen Sec School, Near Alaska Chowk, Ladowali Road	2	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner; Hp (2)

Technical Specifications

Specification	Values
Core	
Type of Asset	Scanner
Make/Brand of Assets	hp
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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC of above mentioned technical specification	Additional Requirement
1	Lalit Kumar	144001, Master Tara Singh Nagar, Opp Girls Sen Sec School, Near Alaska Chowk, Ladowali Road	2	N/A

Buyer Added Bid Specific Additional Terms and Conditions

1. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
2. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. 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 specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. 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, 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 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.

---Thank You---