



Bid Number: GEM/2022/B/2741181

Dated: 17-11-2022

## Bid Document

Bid Details	
<b>Bid End Date/Time</b>	28-11-2022 11:00:00
<b>Bid Opening Date/Time</b>	28-11-2022 11:30:00
<b>Bid Offer Validity (From End Date)</b>	30 (Days)
<b>Ministry/State Name</b>	Ministry Of Health And Family Welfare
<b>Department Name</b>	Department Of Health And Family Welfare
<b>Organisation Name</b>	N/a
<b>Office Name</b>	Lokopriya Gopinath Bordoloi Regional Institute Of Mental Health,tezpur,assam

**Bid Details**

<b>Item Category</b>	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Acer , 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 - Desktop PC; Compaq LG MAC NEC Perfection , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Asus , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; IBM Thinkpad , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 500-550 VA); APC , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 500-550 VA); Emerson , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 500-550 VA); HCL , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 500-550 VA); iBall , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 500-550 VA); Intex , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 500-550 VA); Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 500-550 VA); Microtek , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 500-550 VA); Supercom , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 500-550 VA); Consoul Cyber Power Delta VX Eaton Elnova Frontech Iton Enerson MAC Mac Better Power Odeyssey Orion Projector Protector Tech Com Zebronics , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge ); Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge ); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range); Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner; Canon
<b>Contract Period</b>	1 Year(s)
<b>Minimum Average Annual Turnover of the bidder (For 3 Years)</b>	24 Lakh (s)
<b>Years of Past Experience Required for same/similar service</b>	3 Year (s)
<b>Past Experience of Similar Services required</b>	Yes
<b>MSE Exemption for Years Of Experience and Turnover</b>	Yes
<b>Startup Exemption for Years Of Experience and Turnover</b>	Yes

<b>Bid Details</b>	
<b>Document required from seller</b>	Experience Criteria,Bidder Turnover,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
<b>Bid to RA enabled</b>	No
<b>Time allowed for Technical Clarifications during technical evaluation</b>	2 Days
<b>Estimated Bid Value</b>	675800
<b>Evaluation Method</b>	Total value wise evaluation

#### **EMD Detail**

Advisory Bank	State Bank of India
EMD Amount	13462

#### **ePBG Detail**

Advisory Bank	State Bank of India
ePBG Percentage(%)	3.00
Duration of ePBG required (Months).	14

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

#### **Beneficiary:**

Director LGBRIMH

Lokopriya Gopinath Bordoloi Regional Institute Of Mental Health,Tezpur,Assam, Department of Health and Family Welfare, N/A, Ministry of Health and Family Welfare

(Dr S K Deuri)

#### **Splitting**

Bid splitting not applied.

#### **MSE Purchase Preference**

MSE Purchase Preference	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. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid 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.

5. 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.

6. 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.

7. 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**

**Asset Details and its Distribution across the consignee /user locations:**[1668658980.pdf](#)

#### **Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Acer ( 42 )**

#### **Technical Specifications**

<b>Specification</b>	<b>Values</b>
<b>Core</b>	
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

Specification	Values
<b>Addon(s)</b>	

**Additional Specification Documents**

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**Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	42	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; HCL ( 30 )**

**Technical Specifications**

Specification	Values
<b>Core</b>	
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	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
<b>Addon(s)</b>	

**Additional Specification Documents**

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**Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	30	N/A

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

70 )

**Technical Specifications**

Specification	Values
<b>Core</b>	
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	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
<b>Addon(s)</b>	

**Additional Specification Documents**

**Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	70	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Lenovo ( 2 )**

**Technical Specifications**

Specification	Values
<b>Core</b>	
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	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
<b>Addon(s)</b>	

**Additional Specification Documents****Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	2	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Compaq LG MAC NEC Perfection ( 7 )****Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	Desktop PC
Make/Brand of Assets	Compaq LG MAC NEC Perfection
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
<b>Addon(s)</b>	

**Additional Specification Documents****Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	7	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Lenovo ( 1 )****Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	Laptop
Make/Brand of Assets	Lenovo
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
<b>Addon(s)</b>	

#### Additional Specification Documents

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#### Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001, Mental Hospital Road, Kalibari, Tezpur	1	N/A

#### Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Hp ( 6 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
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
<b>Addon(s)</b>	

#### Additional Specification Documents

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**Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	6	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Dell ( 2 )****Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	Laptop
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
<b>Addon(s)</b>	

**Additional Specification Documents****Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	2	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Asus ( 1 )****Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	Laptop
Make/Brand of Assets	Asus

Specification	Values
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
<b>Addon(s)</b>	

#### Additional Specification Documents

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#### Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	1	N/A

#### Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; IBM Thinkpad ( 1 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	Laptop
Make/Brand of Assets	IBM Thinkpad
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
<b>Addon(s)</b>	

#### Additional Specification Documents

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#### Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	1	N/A

### Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 500-550 VA); APC ( 1 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	UPS (Offline 500-550 VA)
Make/Brand of Assets	APC
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
<b>Addon(s)</b>	

#### Additional Specification Documents

#### Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	1	N/A

### Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 500-550 VA); Emerson ( 1 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	UPS (Offline 500-550 VA)
Make/Brand of Assets	Emerson
Status of Annual Maintenance Service Provider	Neither OEM nor ASP

Specification	Values
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
<b>Addon(s)</b>	

#### Additional Specification Documents

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#### Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001, Mental Hospital Road, Kalibari, Tezpur	1	N/A

#### Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 500-550 VA); HCL ( 8 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	UPS (Offline 500-550 VA)
Make/Brand of Assets	HCL
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
<b>Addon(s)</b>	

#### Additional Specification Documents

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#### Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	8	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 500-550 VA); iBall ( 1 )**

**Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	UPS (Offline 500-550 VA)
Make/Brand of Assets	iBall
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
<b>Addon(s)</b>	

**Additional Specification Documents**

**Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	1	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 500-550 VA); Intex ( 7 )**

**Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	UPS (Offline 500-550 VA)
Make/Brand of Assets	Intex
Status of Annual Maintenance Service Provider	Neither OEM nor ASP

Specification	Values
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
<b>Addon(s)</b>	

#### Additional Specification Documents

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#### Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001, Mental Hospital Road, Kalibari, Tezpur	7	N/A

#### Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 500-550 VA); Lenovo ( 1 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	UPS (Offline 500-550 VA)
Make/Brand of Assets	Lenovo
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
<b>Addon(s)</b>	

#### Additional Specification Documents

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#### Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	1	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 500-550 VA); Microtek ( 23 )**

**Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	UPS (Offline 500-550 VA)
Make/Brand of Assets	Microtek
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
<b>Addon(s)</b>	

**Additional Specification Documents**

**Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	23	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 500-550 VA); Supercom ( 1 )**

**Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	UPS (Offline 500-550 VA)
Make/Brand of Assets	Supercom
Status of Annual Maintenance Service Provider	Neither OEM nor ASP

Specification	Values
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
<b>Addon(s)</b>	

**Additional Specification Documents**

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**Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	1	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 500-550 VA); Consoul Cyber Power Delta VX Eaton Elnova Frontech Iton Enerson MAC Mac Better Power Odeyssey Orion Projector Protector Tech Com Zebronic ( 104 )**

**Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	UPS (Offline 500-550 VA)
Make/Brand of Assets	Consoul Cyber Power Delta VX Eaton Elnova Frontech Iton Enerson MAC Mac Better Power Odeyssey Orion Projector Protector Tech Com Zebronic
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
<b>Addon(s)</b>	

**Additional Specification Documents**

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**Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	104	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge ); Canon ( 52 )****Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge )
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
<b>Addon(s)</b>	

**Additional Specification Documents****Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	52	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge ); Hp ( 22 )****Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge )

Specification	Values
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
<b>Addon(s)</b>	

#### Additional Specification Documents

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#### Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	22	N/A

#### Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid Range); Canon ( 27 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range)
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
<b>Addon(s)</b>	

#### Additional Specification Documents

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**Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	27	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid Range); Hp ( 2 )****Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range)
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
<b>Addon(s)</b>	

**Additional Specification Documents****Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	2	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner; Hp ( 1 )****Technical Specifications**

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

Specification	Values
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
<b>Addon(s)</b>	

#### Additional Specification Documents

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#### Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	1	N/A

#### Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner; Canon ( 1 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	Scanner
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
<b>Addon(s)</b>	

#### Additional Specification Documents

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#### Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Kushal Kr Tamuli	784001,Mental Hospital Road, Kalibari, Tezpur	1	N/A

## Buyer Added Bid Specific Terms and Conditions

1. Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organisation along with Supply/ Purchase Order.
2. If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.
3. **Generic**

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 50 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 50% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

### 4. 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.

### 5. Service & Support

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

### 6. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

### 7. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

### 8. Past Project Experience

For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:

- a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
- b. Execution certificate by client with order value.
- c. Any other document in support of order execution like Third Party Inspection release note, etc.

### 9. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of Director LGBRIMH payable at Tezpur, Assam.

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

### 10. Forms of EMD and PBG

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C (Name of the Buyer). The bank should certify on it that the deposit can be withdrawn only on the demand

or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

#### 11. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of Director LGBRIMH payable at Tezpur, Assam. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

#### 12. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of Director LGBRIMH Tezpur Assam A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

#### 13. **Buyer Added Bid Specific Scope Of Work(SOW)**

File Attachment [Click here to view the file.](#)

#### 14. **Generic**

**Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

#### 15. **Generic**

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address LGBRIMH Tezpur Sonitpur Assam 784001.

#### 16. **Generic**

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-

- (i) Inhibit the desires and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

#### 17. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

## 18. Generic

Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:

- i) The Seller fails to comply with any material term of the Contract.
- ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.
- iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.
- iv) The Seller becomes bankrupt or goes into liquidation.
- v) The Seller makes a general assignment for the benefit of creditors.
- vi) A receiver is appointed for any substantial property owned by the Seller.
- vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.

## 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 specifications 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. Also, GeM does not permit collection of Tender fee / Auction fee in case of Bids / Forward Auction as the case may be. Any stipulation by the Buyer seeking payment of Tender Fee / Auction fee through ATC clauses would be treated as null and void.

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---**