

**बिड दस्तावेज़ / Bid Document**

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	15-05-2026 20:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	15-05-2026 20:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Defence
विभाग का नाम/Department Name	Department Of Military Affairs
संगठन का नाम/Organisation Name	Indian Army
कार्यालय का नाम/Office Name	*****
वस्तु श्रेणी /Item Category	Annual Maintenance Service - Desktops, Laptops and Peripherals - REPAIR AND MAINTENANCE OF COMPUTER , DESKTOP SETUP COMPRISING OF CPU , MONITOR,KEYBOARD AND MOUSE) PRINTER LASERJET, XEROX MACHINE AND UPS UNDER GE AF TEZPUR (AMC FOR THE PERIOD OF ON..
अनुबंध अवधि /Contract Period	1 Year(s) 24 Day(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	2 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience	Yes   Complete
वर्षों के अनुभव के लिए स्टार्टअप को छूट प्राप्त है / Startup Relaxation for Years Of Experience	Yes   Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	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
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	No

**बिड विवरण/Bid Details**

बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / <b>Minimum number of bids required to disable automatic bid extension</b>	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / <b>Number of days for which Bid would be auto-extended</b>	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / <b>Number of Auto Extension count</b>	3
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य / <b>Estimated Bid Value</b>	299253
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

**ईएमडी विवरण/EMD Detail**

आवश्यकता/Required	No
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**ईपीबीजी विवरण /ePBG Detail**

आवश्यकता/Required	No
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बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

**एमआईआई अनुपालन/MII Compliance**

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

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
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सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
3. 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. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
4. 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 as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [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. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
5. 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.
6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
  1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
  2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
  3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.
7. Short Duration Bid has been published by the Buyer with the approval of the Competent authority due to Emergency procurement of critical products/services.

**एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :**

ANNUAL MAINTENANCE CONTRACT OF COMPUTERS , PRINTERS , UPS AND OTHER IT PERIPHERALS INCLUDING PHOTO - [1777991261.xlsx](#)

**अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required**

**Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:**The Servicing and new parts replacement of the computers, Printers, UPS, Xerox and other peripherals shall include viz.

- Electrical parts repair.
- Complete cleaning of the main parts of the machine.
- Making all essential adjustments/ repairs/ replacement of parts, if required.
- Both the electrical as well as mechanical parts of the machine.
- New parts replacement as per para 01 above and beyond upto Rs. 2000-3000 will be paid by the Contractor.

**Other Information:**1. The bidders are required to ensure that their quoted rates shall be inclusive of cost of spare parts like SMPS , mother board, power supply, scanner PCB, laser unit, thermostat, thermostat, different motors, electromagnetic clutches, gears, pulleys, driving belts, bushes, shafts, bearings, paper feed rollers, separation rollers, paper pick up rollers, high voltage transformers, all PCBs and sensors, drum, developer, plastic body and parts etc. and shall include all such other non consumables required for maintenance/ servicing/ cleaning and upkeep of the photocopier machines during the tenure of the AMC.

2. The AMC provider shall maintain the photocopier machines as per manufacturer's guidelines. The items to be supplied by the AMC provider as part of AMC services should be original company make and should be new & genuine.

3. Any complaint raised by the Institute (either written or telephonically) shall be addressed within 48 hours by the successful bidder.

**Asset Details and its Distribution across the consignee /user locations:**[1777991067.pdf](http://1777991067.pdf)

**Annual Maintenance Service - Desktops, Laptops And Peripherals - REPAIR AND MAINTENANCE OF COMPUTER , DESKTOP SETUP COMPRISING OF CPU , MONITOR,KEYBOARD AND MOUSE) PRINTER LASERJET, XEROX MACHINE AND UPS UNDER GE AF TEZPUR (AMC FOR THE PERIOD OF ON.. ( 67 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Type of Asset	REPAIR AND MAINTENANCE OF COMPUTER , DESKTOP SETUP COMPRISING OF CPU , MONITOR,KEYBOARD AND MOUSE) PRINTER LASERJET, XEROX MACHINE AND UPS UNDER GE AF TEZPUR (AMC FOR THE PERIOD OF ONE YEAR ( MAY 2026 TO MAY 2027)
Make/Brand of Assets	hp, Acer, canon, brother, epson , and all other brands
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	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
<b>एडऑन /Addon(s)</b>	
Requirement of Technicians	Yes

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

No

#### अतिरिक्त विशिष्ट दस्तावेज़ /Additional Specification Documents

#### प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of each Asset for AMC	अतिरिक्त आवश्यकता /Additional Requirement
1	*****	*****Sonitpur	67	<ul style="list-style-type: none"><li>• Number of months for technician : 12</li><li>• Number of Resident engineers : 0</li><li>• Number of technicians : 1</li></ul>

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

##### 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. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

#### **DOCUMENTS TO BE UPLOADED AND SUBMITTED BY BIDDER ARE AS UNDER:-**

1. GST Certificate
2. ITR 2023-24, 2024-25, 2025-26
3. Experience certificate
4. Annual BID turn over
5. PAN details
6. MII Declaration
7. MSME Certificate
8. Proof of experience of working in MES and similar services

#### **ADDITIONAL TERMS AND CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTERS , PRINTERS , UPS AND OTHER IT PERIPHERALS I**

## **INCLUDING PHOTOCOPIER MACHINES**

1. The bidders are required to ensure that their quoted rates shall be inclusive of cost of spare parts like SMPS , mother board, power supply, scanner PCB, laser unit, thermostat, thermostat, different motors, electromagnetic clutches, gears, pulleys, driving belts, bushes, shafts, bearings, paper feed rollers, separation rollers, paper pick up rollers, high voltage transformers, all PCBs and sensors, drum, developer, plastic body and parts etc. and shall include all such other non consumables required for maintenance/ servicing/ cleaning and upkeep of the photocopier machines during the tenure of the AMC.
  
2. The Servicing and new parts replacement of the computers, Printers, UPS, Xerox and other peripherals shall include viz.
  - a. Electrical parts repair.
  - b. Complete cleaning of the main parts of the machine.
  - c. Making all essential adjustments/ repairs/ replacement of parts, if required.
  - d. Both the electrical as well as mechanical parts of the machine.
  - e. New parts replacement as per para 01 above and beyond upto Rs. 2000-3000 will be paid by the Contractor.
  
3. The AMC provider shall maintain the photocopier machines as per manufacturer's guidelines. The items to be supplied by the AMC provider as part of AMC services should be original company make and should be new & genuine.
  
4. Any complaint raised by the Institute (either written or telephonically) shall be addressed within 48 hours by the successful bidder.
  
5. In case the problem persists for more than 3 days, a standby machine would be provided by the vendor to ensure that the office work is not hampered in any way. If the firm fails to carry out repairs/provide a standby computers, printers and photo copier machine within 7 days to the satisfaction of the user, a penalty of Rs. 500/- per day shall be charged till such time the copier is repaired/ standby machine is provided. In case the problem persists for more than 7 days , the office reserves the right to get the work/repair done from other service agencies and recover the cost incurred from the AMC amount of the vendor.
  
6. The replacement of all defective parts with good quality and OEM brand ed parts will be done by the service provider without any extra charge. Used/Repaired/refurbished parts are not acceptable. If any part is removed for upgradation and item is provided by this Office for replacement, such item will be treated

as asset of this Office and should be returned to this Office.

7. This would include back-up and file recovery solution, Disk Clean-up, Physical cleaning of the computer systems and peripherals, disaster recovery solution, general antivirus checks and regular maintenance like

- a. Running diagnostic tests to ensure if all the components are working fine/efficiently.
- b. Upkeep, Cleaning and maintenance of the hardware installed.
- c. To provide and maintain the required drivers, additional peripherals and hardware for maintaining the equipment.
- d. Repair to be carried out at the location of the equipment.
- e. Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- f. Support for users and troubleshooting of commercial software packages, network trouble shooting and removal of virus and re-installation of software, if corrupted.
- g. Maintenance of network, replacement of component/s in case of failure. Any other maintenance work to be undertaken related to the computer/peripherals. Shifting of equipment within the building as and when required.
- h. Repair to be carried out at the location of the equipment.
- j. Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- k. Bidders will be responsible for transportation for lifting and return delivery at office of AMC items mentioned in AMC if any and cost will bear by bidders.
- l. The AMC covers supply and installation of all spares free of charge which are found to be worn out in the normal course or not functioning properly by bidder, buyer will not pay for replacement of new spare parts.
- m. Attending to break down call on urgent basis.
- n. Any component to be replaced shall be of equivalent or higher specification of same brand.

8. The Service Provider is required to maintain the log sheet and complaint register in the prescribed format which will include number of services provided during the contract period with dates and part of the equipment got repaired or replaced, with its proper model number, serial number and any other necessary detail. Quarterly call logged and resolution data in pdf/excel format is to be provided with the invoice.

9. **Termination:** The maintenance contract may be terminated by the buyer, If the work done by the contractor is unsatisfactory or in contravention of the contract, buyer may terminate the contract without any advance notice and reason. The decision of the buyer will be final and binding.

10. **Telephone / E-mail support.** Complaints can be registered either telephonically or by e-mail provided by the Service Provider. For this Service Provider should provide a telephone/mobile number and monitored e-mail for registration of complaint/breakdown calls. Complaints can be registered by Office representative by quoting this agreement and providing details of the computers, Printers, UPS and photocopier machine (i.e. Model, Serial No and location). Proper record of the registered complaints should be maintained by the Service Provider.

11. Damage arising during service/repair by engineer/representative of the service provider due to willful or negligent act will be borne by the service provider. Faults reported will be attended within the stipulated time by the technical staff of the service provider.

12. At the time of expiry of contract all the equipment's under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner. The service provider shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in non-working condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the office.

13. All services related to AMC including items (spare parts etc.) and services are offered on a "Free Delivery/Lifting at Site" basis, including transportation (loading, unloading), installation, and commissioning.

14. If the Seller fails to deliver any or all of the Goods/Services within the original/re-fixed Delivery/Time period(s) specified in the Contract, the Purchaser will be also entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value without any controversy/dispute of any sort whatsoever.

15. Bidder's offer is liable to be rejected, if they don't upload any certificate/s/ documents mentioned above in GeM condition, ATC and Corrigendum if any.

16. The buyer reserves the right to :

- (i) Reject/terminate the offer or proposal or order/services at any stage without any notice or refund or reason.
- (ii) Accept or decline based on their discretion.

## अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer, is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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. 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.

**All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.**

**For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.**

**The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:**

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

**All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.**

**This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.**

**However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.**

This Bid is governed by the [सामान्य नियम और शर्तें/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 सामान्य नियम और शर्तें/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.

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।/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.

**---धन्यवाद/Thank You---**