

## बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	24-02-2026 19:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	24-02-2026 19:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Home Affairs
विभाग का नाम / Department Name	Central Armed Police Forces
संगठन का नाम / Organisation Name	Indo Tibetan Border Police (itbp)
कार्यालय का नाम / Office Name	Ss Bn

**बिड विवरण/Bid Details**

<p><b>वस्तु श्रेणी /Item Category</b></p>	<p>Customized AMC/CMC for Pre-owned Products - Load Sell; weighing machine; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes , Customized AMC/CMC for Pre-owned Products - battery; weighing machine; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes , Customized AMC/CMC for Pre-owned Products - main load; weighing machine; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes , Customized AMC/CMC for Pre-owned Products - service charge; weighing machine; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes , Customized AMC/CMC for Pre-owned Products - S NO AW145GD002B0823183E SSD 256GB; ACER DESKTOP COMPUTER REPAIR &amp; SERVICE CHARGES; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes , Customized AMC/CMC for Pre-owned Products - S NO CNCHB75238 TAFLONE,PRESSER ROLLER; PRINTER HP LASERJET 1020 PLUS REPAIR; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes , Customized AMC/CMC for Pre-owned Products - S NO X4CY004604 SCANNER REPAIR; PRINTER EPSONE L6190 ALL-IN-ONE REPAIR; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes , Customized AMC/CMC for Pre-owned Products - S NO AW145GD002B0823233E SSD 256GB; ACER DESKTOP COMPUTER REPAIR &amp; SERVICE CHARGES; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes , Customized AMC/CMC for Pre-owned Products - S NO MK1516M03K2023W3-20744 LCD SCCREN CARD REPAIR; PLEXTX DESTOP COMPUTER REPAIR; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes , Customized AMC/CMC for Pre-owned Products - S NO 1NA902XC1D RAM 4GB; HP DESKTOP COMPUTER REPAIR &amp; SERVICE; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes , Customized AMC/CMC for Pre-owned Products - S NO X4CY004806 PRINTER INK HEAD; PRINTER EPSONE L6190 ALL-IN-ONE REPAIR; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes , Customized AMC/CMC for Pre-owned Products - S NO MK1516M03K2023W3-20698 POWER SUPPLY; PLEXTX DESTOP COMPUTER REPAIR; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes</p>
<p><b>अनुबंध अवधि /Contract Period</b></p>	<p>6 Month(s) 1 Day(s)</p>
<p><b>उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service</b></p>	<p>2 Year (s)</p>
<p><b>वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover</b></p>	<p>Yes   Complete</p>
<p><b>स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover</b></p>	<p>Yes   Complete</p>

<b>बिड विवरण/Bid Details</b>	
<b>विक्रेता से मांगे गए दस्तावेज़/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>क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों 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?</b>	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
<b>बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension</b>	1
<b>दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended</b>	3
<b>ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count</b>	3
<b>बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled</b>	Yes
<b>रिवर्स नीलामी योग्यता नियम/RA Qualification Rule</b>	H1-Highest Priced Bid Elimination
<b>बिड का प्रकार/Type of Bid</b>	Two Packet Bid
<b>तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation</b>	2 Days
<b>मूल्यांकन पद्धति/Evaluation Method</b>	Total value wise evaluation
<b>मध्यस्थता खंड/Arbitration Clause</b>	No
<b>सुलह खंड/Mediation Clause</b>	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
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 Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. 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.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. 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.
6. 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.
7. 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.
8. Short Duration Bid has been published by the Buyer with the approval of the Competent authority due to Emergency procurement of critical products/services.

9. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- If number of technically qualified bidders are only 2 or 3.
- If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

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

**Scope of Work:**[1771590664.pdf](#)

**Special Terms and Conditions/Penalty/Payment Terms pertaining to the Bid/Contract:**[1771590670.pdf](#)

**Product/Equipment Details:**[1771590678.pdf](#)

**Customized AMC/CMC For Pre-owned Products - Load Sell; Weighing Machine; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes ( 1 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Product category	Load Sell
Product Brand	weighing machine
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	Not Applicable
Manpower Required	Yes
<b>एडऑन /Addon(s)</b>	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
1	Akshay Dhaka	131029,SS Bn Saboli Camp ITBP PO Nathupura Distt Sonipat	1	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 1</li> </ul>

**Customized AMC/CMC For Pre-owned Products - Battery; Weighing Machine; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes ( 3 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Product category	battery
Product Brand	weighing machine
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	Not Applicable
Manpower Required	Yes
<b>एडऑन /Addon(s)</b>	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
1	Akshay Dhaka	131029,SS Bn Saboli Camp ITBP PO Nathupura Distt Sonipat	3	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 1</li> </ul>

**Customized AMC/CMC For Pre-owned Products - Main Load; Weighing Machine; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes ( 2 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Product category	main load
Product Brand	weighing machine
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	Not Applicable
Manpower Required	Yes
<b>एडऑन /Addon(s)</b>	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
1	Akshay Dhaka	131029,SS Bn Saboli Camp ITBP PO Nathupura Distt Sonipat	2	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 1</li> </ul>

**Customized AMC/CMC For Pre-owned Products - Service Charge; Weighing Machine; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes ( 5 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Product category	service charge

विवरण/ Specification	मूल्य/ Values
Product Brand	weighing machine
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	Not Applicable
Manpower Required	Yes
<b>एडऑन /Addon(s)</b>	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि 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 / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
1	Akshay Dhaka	131029,SS Bn Saboli Camp ITBP PO Nathupura Distt Sonipat	5	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 1</li> </ul>

**Customized AMC/CMC For Pre-owned Products - S NO AW145GD002B0823183E SSD 256GB; ACER DESKTOP COMPUTER REPAIR & SERVICE CHARGES; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes ( 1 )**

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Product category	S NO AW145GD002B0823183E SSD 256GB
Product Brand	ACER DESKTOP COMPUTER REPAIR & SERVICE CHARGES
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	Not Applicable
Manpower Required	Yes
<b>एडऑन /Addon(s)</b>	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents****परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/equipment	अतिरिक्त आवश्यकता /Additional Requirement
1	Akshay Dhaka	131029,SS Bn Saboli Camp ITBP PO Nathupura Distt Sonipat	1	<ul style="list-style-type: none"><li>Number of months within the contract period for which service is required : 1</li></ul>

**Customized AMC/CMC For Pre-owned Products - S NO CNCHB75238 TAFLONE,PRESSER ROLLER; PRINTER HP LASERJET 1020 PLUS REPAIR; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes ( 1 )****तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Product category	S NO CNCHB75238 TAFLONE,PRESSER ROLLER
Product Brand	PRINTER HP LASERJET 1020 PLUS REPAIR
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	Not Applicable
Manpower Required	Yes
<b>एडऑन /Addon(s)</b>	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
1	Akshay Dhaka	131029,SS Bn Saboli Camp ITBP PO Nathupura Distt Sonipat	1	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 1</li> </ul>

**Customized AMC/CMC For Pre-owned Products - S NO X4CY004604 SCANNER REPAIR; PRINTER EPSONE L6190 ALL-IN-ONE REPAIR; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes ( 1 )**

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Product category	S NO X4CY004604 SCANNER REPAIR
Product Brand	PRINTER EPSONE L6190 ALL-IN-ONE REPAIR
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	Not Applicable
Manpower Required	Yes
<b>एडऑन /Addon(s)</b>	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
1	Akshay Dhaka	131029,SS Bn Saboli Camp ITBP PO Nathupura Distt Sonipat	1	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 1</li> </ul>

**Customized AMC/CMC For Pre-owned Products - S NO AW145GD002B0823233E SSD 256GB; ACER DESKTOP COMPUTER REPAIR & SERVICE CHARGES; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes ( 1 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Product category	S NO AW145GD002B0823233E SSD 256GB
Product Brand	ACER DESKTOP COMPUTER REPAIR & SERVICE CHARGES
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	Not Applicable
Manpower Required	Yes
<b>एडऑन /Addon(s)</b>	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
1	Akshay Dhaka	131029,SS Bn Saboli Camp ITBP PO Nathupura Distt Sonipat	1	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 1</li> </ul>

**Customized AMC/CMC For Pre-owned Products - S NO MK1516M03K2023W3-20744 LCD SCCREN CARD REPAIR; PLEXTEx DESTOP COMPUTER REPAIR; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes ( 1 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Product category	S NO MK1516M03K2023W3-20744 LCD SCCREN CARD REPAIR
Product Brand	PLEXTEx DESTOP COMPUTER REPAIR
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	Not Applicable
Manpower Required	Yes
<b>एडऑन /Addon(s)</b>	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
1	Akshay Dhaka	131029,SS Bn Saboli Camp ITBP PO Nathupura Distt Sonipat	1	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 1</li> </ul>

**Customized AMC/CMC For Pre-owned Products - S NO 1NA902XC1D RAM 4GB; HP DESKTOP COMPUTER REPAIR & SERVICE; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes ( 1 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Product category	S NO 1NA902XC1D RAM 4GB
Product Brand	HP DESKTOP COMPUTER REPAIR & SERVICE
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	Not Applicable
Manpower Required	Yes
<b>एडऑन /Addon(s)</b>	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
1	Akshay Dhaka	131029,SS Bn Saboli Camp ITBP PO Nathupura Distt Sonipat	1	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 1</li> </ul>

**Customized AMC/CMC For Pre-owned Products - S NO X4CY004806 PRINTER INK HEAD; PRINTER EPSONE L6190 ALL-IN-ONE REPAIR; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes ( 1 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Product category	S NO X4CY004806 PRINTER INK HEAD
Product Brand	PRINTER EPSONE L6190 ALL-IN-ONE REPAIR
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	Not Applicable
Manpower Required	Yes
<b>एडऑन /Addon(s)</b>	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
1	Akshay Dhaka	131029,SS Bn Saboli Camp ITBP PO Nathupura Distt Sonipat	1	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 1</li> </ul>

**Customized AMC/CMC For Pre-owned Products - S NO MK1516M03K2023W3-20698 POWER SUPPLY; PLEXTX DESTOP COMPUTER REPAIR; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes ( 1 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Product category	S NO MK1516M03K2023W3-20698 POWER SUPPLY
Product Brand	PLEXTX DESTOP COMPUTER REPAIR
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	Not Applicable
Manpower Required	Yes
<b>एडऑन /Addon(s)</b>	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
1	Akshay Dhaka	131029,SS Bn Saboli Camp ITBP PO Nathupura Distt Sonipat	1	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 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. **Generic**

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

ss bn  
itbp  
saboli  
sonipat 131029  
haryana  
.

### 3. **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.

### 4. **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.

### 5. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

## **Terms & Conditions for Repair & Maintenance Bid**

- All repair and maintenance work shall be carried out on-site at: SS Battalion, ITBP Police, Saboli, Sonipat , Haryana - 131029, under the direct supervision of the designated in-charge.
- All participating firms must visit the site to inspect the machines and assess the repair requirements before submitting their Technical and Financial Bids.
- The final payment will be released only after the successful and satisfactory completion of the repair/maintenance work, verified and certified by the in-charge.
- The service provider must provide a minimum warranty of one (01) year on the repair work and the replaced spare parts (wherever applicable). Any malfunction within the warranty period must be rectified free

of cost.

5. In case any spare part replaced contains copper, the value of copper content (as per applicable market rate) will be deducted at the time of the Reverse Auction (RA).

6. All spare parts used must be new, original, and compatible with the machine's make and model. The firm must submit original purchase invoices of spare parts if asked.

7. The firm will be responsible for any damage caused during repair work. Any damage must be rectified or compensated by the firm without additional cost to the department.

8. All necessary tools, testing equipment, and manpower for repair work shall be arranged by the service provider at their own cost.

9. The firm must complete the repair and maintenance work within the time period specified in the bid. Any unjustified delay may lead to penalties as per GeM guidelines.

10. The firm must ensure adherence to all safety protocols and government regulations while carrying out the work inside the premises.

11. Items not covered under the scope of work or found beyond economical repair must be reported in writing to the in-charge along with a justification report.

12. The awarded firm shall not subcontract or sublet the repair work to any third party. The firm must deploy its own authorized technicians.

13. Only qualified and experienced technicians shall be deployed. The firm may be required to submit proof of technician experience or certification.

14. ATC Acceptance Certificate All participating bidders must upload an Acceptance Certificate clearly stating that they agree to all the ATC, bid terms, and conditions, duly signed and sealed. Copy-paste certificates will not be accepted.

15. The department reserves the right to inspect, verify, or test the repaired machines at any stage before accepting the work as complete.

16. Rejection of Work Any work found unsatisfactory, incomplete, or not meeting quality standards will be rejected and must be redone at no additional cost.

## अस्वीकरण/Disclaimer

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. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

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. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)

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.
15. 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.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. 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 catalogs 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 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.

**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 [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---**