

श्रम एवं रोजगार मंत्रालय, भारत सरकार  
कर्मचारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय  
भविष्य निधि भवन, वॉर्ड नं. 6 कचेरी नी पास, अकोटा, वडोदरा - 390020

श्रम एवं रोजगार मंत्रालय, भारत सरकार  
कर्मचारी भविष्य निधि संगठन  
क्षेत्रीय कार्यालय, भविष्य निधि भवन  
वी एम सी वार्ड - 6 के पास, अकोटा,  
वडोदरा - 390020



Ministry of Labour & Employment, Govt of India  
Employees' Provident Fund Organisation  
Regional Office, Bhavishya Nidhi Bhavan  
Nr. V.M.C - Ward - 6, Akota,  
Vadodara - 390020

Phone No:- 0265 - 2606220/239 Email: [ro.vadodara@epfindia.gov.in](mailto:ro.vadodara@epfindia.gov.in)

जीजे/क्षेभनिआ/वडो/प्रशा-II/सीटी सेल/फास-53(IV)/119

दिनांक: 17/01/2025

**सरकारी ई बाजार (जीईएम) पोर्टल के माध्यम से निविदा आमंत्रण की सूचना /**

**NOTICE INVITING ONLINE BIDS THROUGH GeM**

कर्मचारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय, वडोदरा द्वारा सरकारी ई-बाजार (GeM) के पंजीकृत विक्रेताओं से **Custom Bid for Services - Comprehensive Annual Maintenance Contract for Desktop, AIO, Thin clients, UPS, Scanners, Printers, Switches, Routers, Network Devices, Network Cables, Kiosk, Token Machine and IT peripherals** के वार्षिक रखरखाव (AMC) हेतु अनुभवी एवं इच्छुक सेवा प्रदाता एजेंसीयों से सेवा उपलब्ध कराने के लिए ऑनलाइन बोली आमंत्रित की जाती है। इच्छुक पक्ष अपनी ऑनलाइन बोली [बिड] संख्या: **GEM/2025/B/5824196** दिनांकित: 15.01.2025 GeM वेबसाइट <https://gem.gov.in> के माध्यम से जमा कर सकते हैं। ऑनलाइन बोली [बिड] जमा करने की अंतिम तिथि 05.02.2025 @ 05:00 PM है।

Employees' Provident Fund Organisation, Regional Office, Vadodara invites online Bid for Annual Maintenance Contract for **CAMC Custom Bid for Services - Comprehensive Annual Maintenance Contract for Desktop, AIO, Thin clients, UPS, Scanners, Printers, Switches, Routers, Network Devices, Network Cables, Kiosk, Token Machine and IT peripherals** from the registered sellers of Government e-Marketplace (GeM). Interested parties may submit their online Bid No: **GEM/2025/B/5824196** dated: 15.01.2025 through GeM Website <https://gem.gov.in> The last date for online submission is 05.02.2025 @ 05:00 PM.

(दिनेश विद्यथ)

क्षेत्रीय भविष्य निधि आयुक्त-II (प्रशा)

Gem/2025/B/5824196

શ્રમ અને રોજગાર મંત્રાલય, ભારત સરકાર  
કર્મચારી ભવિષ્ય નિધિ સંગઠન, ક્ષેત્રીય કાર્યાલય  
ભવિષ્ય નિધિ ભવન, વોર્ડ નં. 6 કચેરી ની પાસે, અકોટા, વડોદરા -390020

શ્રમ एवं रोजगार मंत्रालय, भारत सरकार  
कर्मचारी भविष्य निधि संगठन  
क्षेत्रीय कार्यालय, भविष्य निधि भवन  
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Invitation of Bid Through GeM Portal for Comprehensive Annual Maintenance Contract for Desktop /AIO, Thin clients , UPS, Scanners, Printers , Switches, Routers, Network Devices, Network Cables, Kiosk, Token Machine and IT peripherals located at EMPLOYEES PROVIDENT FUND ORGANIZATION, REGIONAL OFFICE, VADODARA for the year 2025-2026.

**Scope of work and Terms and Conditions:**

1. The bidders should mandatorily have a registered office in the State of Gujarat. Proof of registration in Gujarat along with contact number should be uploaded in GeM portal. The bidder shall have relevant experience preferably in managing and to the existing type of hardware. The bidders must also upload GST registration certificate along with the documents.
2. The successful bidder has no right to refuse the contract under any circumstances after final state of bidding. If the contract is refused, necessary actions will be initiated to blacklist the bidder on GeM portal.
3. The successful bidder to whom the contract is awarded (hereafter referred to as CAMC vendor) is required to provide one resident Hardware engineer who is well versed in repairing computer systems & peripherals and networking related works such as configuration of network switches, LAN cabling, establishing connection between switches etc. The resident engineer should be present in the office premises on all working days to resolve the hardware / network issues, between 9.00 AM to 6.00 PM. The engineer is also liable to work over and above office hours / on all holidays and Saturdays/Sundays, if required. Attendance system should be maintained by the CAMC vendor. In case the resident engineer is not able to attend, temporary arrangements should be made by the CAMC vendor itself.



4. In the absence of any Service personal it shall be the responsibility of the agency to depute another competent and experienced engineer during the period of absence of the designated personnel. For any unauthorised absence of Service personal, the office will fulfil the fault/repairs from third party and the charges of the same will be deducted from the bill / deposits of the contract.
5. The CAMC vendor shall provide a stationed Qualified engineer (Service Personal) at EPFO, RO, Vadodara on all working days during office hours throughout the contract period. The agency is required to provide evidence in respect of qualification and experience, which would be checked by EPFO to see the suitability / competency of the service personnel.
6. The vendor will have to provide a list of Engineers who will perform the job along with their resume and qualifications who are on their role.
7. Any change in the technical service personnel shall be promptly informed to the EPFO, RO, Vadodara. The Service personal provided by the Agency shall not be changed frequently. Only one change will be permitted during the present contract period. For any subsequent changes a penalty of Rs. 5000/- would be payable for each change committed. However, if found incompetent by RPFC, the person has to be changed by the Agency.
8. The CAMC vendor will be responsible for repair/maintenance work of hardware including replacement of defective parts (except consumables) at their own cost. The CAMC vendor is also responsible for installation of Operating System, installation and updation of drivers and all softwares provided by EPFO. To the extent possible, all repair and maintenance work would be carried out in EPFO office premises only by the resident engineer within 2 hours of registration of complaint. In case the defect is major and it is not possible to rectify within a day, the problem should be reported to the designated Manager of the EPFO Computer cell and standby equipment should be provided immediately. Minimum 2-3 nos. of each items shall be kept standby at EPFO at their own risk.
9. The VENDOR shall rectify any defects, faults and failures in the EQUIPMENT and shall repair and replace worn out of defective parts of the EQUIPMENT during office's normal local working hours i.e from 09:30 am to 06:00 pm on working days or as directed by the office which may require off-office hours.

10. The CAMC vendor has no right to refuse to repair any hardware. If repairing is not possible due to non-availability of spares / any other reasons, the hardware with same specification, configuration, cost and in good condition should be provided to EPFO for permanent use by the CAMC vendor at his own cost. Failing which, CAMC charges will not be released and performance guarantee as stated in point No.8 will be forfeited proportionate to the cost of hardware and service charges accrued therein.
11. The rates quoted by the bidder should be final and shown item wise and be Inclusive of all taxes, salary of resident engineer, any transportation charges, courier charges and any other charges to fulfil the work under the CAMC. The rates once approved will not be enhanced by the CAMC vendor in any case during the currency of the contract.
12. The CAMC vendor has to submit an agreement in non-judicial stamp paper of **appropriate statutory value** for the CAMC period before commencing the work as required by EPFO. The CAMC vendor should also submit performance guarantee amount to 5 percent of total quoted amount by DD drawn in favour of Regional PF Commissioner-I, EPFO, Regional Office, Vadodara. The performance guarantee is valid till two months after expiry of contract. No exemption is given in this regard.
13. Payment will be released after end of every quarter in equal instalments. No advance payment will be made in any case. EPFO reserves the right to withheld the payment, If the service is not satisfactory / failed to comply with any terms and conditions.
14. EPFO may, in its own discretion, add more computers/peripherals to the CAMC provider or delete some or all equipment from CAMC. In case of addition of peripherals, rates will be fixed as per amount already quoted for similar items reduced proportionately subject to the length of remaining period of contract. In case of deletion of peripherals CAMC charges of the deleted items will not be released for the remaining period of contact.
15. In case the CAMC provider backs out of the contract midstream without explicit consent of the EPFO, the performance guarantee /periodic bills for the period will stand forfeited and amount of CAMC for that quarter will not be released.
16. EPFO shall not be responsible for damages of any kind for any mishap/injury/accident caused to any service engineer of the CAMC Provider while performing duty in EPFO's premises. All liabilities, legal or monetary, shall be borne by the CAMC provider.



17. The CAMC vendor will be solely responsible towards all other statutory dues and compliances.
18. The contract can be terminated by EPFO at any time without assigning any reason. In this connection the decision of EPFO shall be final and binding on the CAMC vendor.
19. The vendor should have at least 5 years' experience of Government of India undertaking, CAMC in PSU Autonomous Organisations/Central Government Organisations etc. Proof of the same need to be produced while applying in Tender.
20. The Vendor should not have been blacklisted by any PSU Banks/Private Institutions/Private Companies/Financial Institutions/Autonomous Organisations/Central Government Organisations etc in the past.
21. The vendor has to perform PERIODIC MAINTANCE of all the items as per standard process with standard devices. The vendor has to perform PERIODIC MAINTANCE at least quarterly. The office may call the maintenance as per requirement also.
22. The CAMC charges will be released on quarterly basis, subject to the vendor submitting to our office, 'Satisfactory Service Reports' from all the user branches/departments and no advance payment shall be made by the EPFO, RO Vadodara.
23. The contract will be on **comprehensive onsite** basis inclusive of repairs and replacement of spare parts including all plastic parts, in case of printer, scanner CPU, peripheral parts without any extra payment.
24. The vendor will be required to provide maintenance for operating systems, installation or re-installation of operating systems, installation of application software like MS-Office, Biometric software, Rajbhasha, etc. Installation and configuration of peripherals like printers, scanners as required by the office from time to time & require assistance in data recovery, pre-emptive action against virus detection/removal.
25. CAMC vendor should keep sufficient number of standby Computer, UPS, Printers at EPFO to meet the stipulated response time. Minimum one number of each items shall be kept standby at EPFO at their own risk.
26. The Vendor shall update all antivirus time to time.
27. The Vendor may inspect/inquire all the assets offered in the CAMC bid before bidding, with specific time and permission from EPFO Office.

28. THE VENDOR will not subcontract/sublet or permit anyone other than THE VENDOR personnel to perform any of the work, services or other performance required of THE VENDOR under the Contract without the prior written consent of the office.
29. THE VENDOR and its personnel shall at all times comply with all security regulations in effect from time to time at office premises and externally for materials belonging to office.
30. THE VENDOR shall not copy any software, document or data existing on the hardware or indulge in any other act which may cause malicious damage to the systems. Violation of the same is liable to attract penalty/punishment under IT ACT 2000 as amended from time to time.
31. THE VENDOR shall perform entire work of maintenance/repairs under the supervision of the office staff unless permitted otherwise.
32. For any devices taken out of the office for repair, the vendor has to maintain the dispatch and delivery records with the Office as well as with the security of the office.
33. The VENDOR has to produce the inventory of all the assets under contract along with working, not working and under repair status.
34. The Vendor has to maintain the proper binding to wires on the workstation.



DINESH VIYYATH  
Regional P. F. Commissioner-II  
(Admin-II)

**Bid Document/ बिड दस्तवेज**

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	05-02-2025 18:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	05-02-2025 18:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	45 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Labour And Employment
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	Employees Provident Fund Organisation (epfo)
Office Name/कार्यालय का नाम	Vadodara
क्रय ईमेल/Buyer Email	dinesh.viyyath@epfindia.gov.in
Item Category/सद कैटेगरी	Custom Bid for Services - Comprehensive Annual Maintenance Contract for Desktop AIO Thin clients UPS Scanners Printers Switches Routers Network Devices Network Cables Kiosk Token Machine and IT peripherals
Similar Category/समान श्रेणी	<ul style="list-style-type: none"> <li>Annual Maintenance Service - Desktops, Laptops and Peripherals</li> <li>Annual Maintenance Contract for Networking Devices (Version 2)</li> </ul>
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	24 Lakh (s)
Years of Past Experience Required for same/similar service/इन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes



**Bid Details/बिड विवरण**

<b>Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है</b>	Yes
<b>Document required from seller/विक्रेता से मांगे गए दस्तावेज</b>	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (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>Do you want to show documents uploaded by bidders to all bidders participated in bid?/</b>	No
<b>Bid to RA enabled/बिड से रिवाइ नीलामी सक्रिय किया</b>	No
<b>Type of Bid/बिड का प्रकार</b>	Two Packet Bid
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	2 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	610000
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation
<b>Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है</b>	Yes
<b>Arbitration Clause</b>	No
<b>Mediation Clause</b>	No

**EMD Detail/ईएमडी विवरण**

<b>Required/आवश्यकता</b>	No
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**ePBG Detail/ईपीबीजी विवरण**

<b>Advisory Bank/एडवाइजरी बैंक</b>	State Bank of India
<b>ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)</b>	5.00
<b>Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).</b>	14

(a). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable. ईएमडी और संपदन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

**Beneficiary/लाभार्थी :**



RPFC-I

Vadodara, NA, Employees Provident Fund Organisation (EPFO), Ministry of Labour and Employment  
(Regional P F Commissioner-I)

**MII Compliance/एमआईआई अनुपालन**

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

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. 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 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.
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 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 QM 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 online in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
6. 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.
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. 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.

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

Comprehensive Annual Maintenance Contract for Desktop /AIO, Thin clients , UPS, Scanners, Printers , - [1736940141.xlsx](#)

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

**Introduction about the project /services being proposed for procurement using custom bid functionality:**[1736940301.pdf](#)

**Instruction To Bidder:**[1736940305.pdf](#)

**Scope of Work:**[1736940312.pdf](#)

**Payment Terms:**[1736940316.pdf](#)

**Penalties:**[1736940322.pdf](#)

**GEM Availability Report ( GAR):**[1736940203.pdf](#)

**Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:**[1736940208.pdf](#)

**Pre Bid Detail(s)**

Pre-Bid Date and Time	Pre-Bid Venue
28-01-2025 16:00:00	EPFO, AKOTA, VADODARA

**Custom Bid For Services - Comprehensive Annual Maintenance Contract For Desktop AIO Thin Clients UPS Scanners Printers Switches Routers Network Devices Network Cables Kiosk Token Machine And IT Peripherals ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Comprehensive Annual Maintenance Contract for Desktop AIO Thin clients UPS Scanners Printers Switches Routers Network Devices Network Cables Kiosk Token Machine and IT peripherals
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>Addon(s)/एडऑन</b>	

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**



**Consignees/Reporting Officer/परवेषिती/रिपोटिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परवेषिती/रिपोटिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Vikram Shrivastava	390020,EPFO, BHAVISHYA NIDHI BHAVAN, BEHIND VMC WARD 6, AKOTA STADIUM ROAD	1	N/A

**Buyer Added Bid Specific Terms and Conditions/क्रियता द्वारा जोड़ी गई बिड की विशेष शर्तें****1. Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

**2. Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

**3. Service & Support**

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

**4. Service & Support**

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

**5. Past Project Experience**

**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

**6. Buyer Added Bid Specific SLA**

Text Clause(s)

The Company Shall Provide one station engineer at EPFO, RO, VADODARA who is well versed in repairing computer systems & peripherals and networking related works such as configuration of network switches, LAN cabling, establishing connection between switches etc. The resident engineer should be present in the office premises on all working days to resolve the hardware / network issues, between 9.00 AM to 6.00 PM. The engineer is also liable to work over and above office hours / on all holidays and Saturdays/Sundays

## **Disclaimer/अस्वीकरण**

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. 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.

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 are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws 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. Any non-compliance will be treated as breach of contract**



**and Buyer may take suitable actions as per GeM Contract.**

This Bid is governed by the General Terms and Conditions/सामान्य नियम और शर्तें, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी शर्त घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाही का आधार होगा।

**---Thank You/धन्यवाद---**

**Comprehensive annual maintenance contract for Desktop and its peripherals  
with LAN cable Manage**

Sr. No.	Description of Items	Existing no of items	Total	Price Value per items
1	PERSONAL COMPUTER WITH MONITORS	Dell -17 nos. Acer 089 nos.	38 nos.	
2	HP ALL IN ONE PC	HP- 08 nos.	08 nos	
3	THIN CLIENT WITH ITS PERIPHERALS	Intel NUC - 55 nos.	70 nos.	
		HP T628 - 15 nos		
4	HP LASERJET COLOR PRINTER (M254)	HP- 02 nos.	02 nos.	
5	LASERJET PRINTER (2900B)	Canon- 26	26 nos.	
6	HP LASERJET M 202 PRINTER	HP- 29 nos.	29 nos.	
7	HP LASERJET 403 DW PRINTER	HP -02 nos.	02 nos.	
8	DOT MATRIX PRINTER	Wipro -01 nos.	01 nos.	
9	UPS 800/1KVA	BPE -65 nos.	170 nos.	
		I ball- 35 nos.		
		Luminous - 70 nos		
10	FLAT SCANNER	Canon-26 nos.	26 nos.	
11	LAPTOP	HP- 01 nos.	01 nos.	
12	MANAGED SWITCH 8/16/24 PORT	Cisco-09 nos.	09 nos.	
13	D LINK 24 PORT SWITCH	D Link-05 nos.	05 nos.	
14	LAN Cable Manage	JOB	JOB	
15	Kiosk		02 nos.	
16	Token Machine		01 nos.	
17	Station Engineer	1		To be Provide for General Work