



सत्यमेव जयते

कर्मचारी भविष्य निधि संगठन

EMPLOYEES' PROVIDENT FUND ORGANISATION

എംപ്ലോയീസ് പ്രോവിഡന്റ് ഫണ്ട് ഓർഗനൈസേഷൻ  
अथ भंडालय, भारत सरकार

Ministry of Labour & Employment, Govt. of India

ജോലിയിൽ & ഏറ്റെടുപ്പാധിനക്കീഴ് ചുമതലയം, ഭാരത സർക്കാരിൻ  
क्षेत्रीय कार्यालय, पोंनम्मा चेമ്പർ-1

REGIONAL OFFICE, PONNAMMA CHAMBERS-1

പ്രൊവിഡന്റ് കമാന്റ് ഓഫീസ്, പൊന്നമ്മ ചേമ്പർ-1

പരമേശ്വര നഗരം, (അർച്ചനാ അരാധനാ തീയേറ്റർ ക്ക്ക്കെ സാമന്തെ) കോല്ലം -691001

PARAMESWAR NAGAR, (OPP. ARCHANA ARADHANA THEATRE)

KOLLAM-691001

പരമേശ്വര നഗരം (അർച്ചനാ അരാധനാ തീയേറ്റർ ക്ക്ക്കെ സാമന്തെ) കോല്ലം-691001

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KR/KLM/EDP/AMC/Computer Peripherals/2024

Dated 07.01.2025

INVITATION OF BID THROUGH GeM PORTAL FOR ANNUAL MAINTAINANCE CONTRACT (AMC) FOR COMPUTER SYSTEMS AND PERIPHERALS AND NETWORK DEVICES LOCATED AT EMPLOYEES PROVIDENT FUND ORGANIZATION, REGIONAL OFFICE, KOLLAM FOR THE PERIOD 01/04/2025 to 31/03/2026.

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

1. The bidders should mandatorily have a **registered office in the State of Kerala**. Proof of registration in Kerala 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 in GeM.
3. The successful bidder to whom the contract is awarded (hereafter referred to as AMC 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 8.30 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 AMC vendor. In case the resident engineer is not able to attend, temporary arrangements should be made by the AMC vendor itself.
4. The list of hardware for AMC is attached as Annexure 1. The prospective bidders may, if desired, may visit EPFO either in person or through an authorized representative for verifying the configuration and condition of the equipments.
5. The AMC vendor will be responsible for repair / maintenance work of hardware including replacement of defective parts (except consumables) at their own

cost. The AMC 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.**

6. The AMC 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 and in good condition should be provided to EPFO for permanent use by the AMC vendor at his own cost.** Failing which, AMC charges will not be released and performance guarantee as stated in point No.9 will be forfeited.
7. The rates quoted by the bidder should be final and shown item wise and be inclusive of all taxes and salary of resident engineer. The rates once approved will not be enhanced by the AMC vendor in any case during the currency of the contract.
8. Earnest Money Deposit (EMD equivalent to 5% of the quoted amount (rounded to next Rs.100/-) in the form Demand Draft favouring "Regional P F Commissioner-II, EPFO, Regional Office, Kollam" should be submitted for participating in bid. Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) are exempted for EMD and Application Fee.
9. The AMC vendor has to submit an agreement in **non-judicial stamp paper of Rs.100/-** for the AMC period before commencing the work as required by EPFO. The AMC vendor should also submit performance guarantee amount to **5 percent** of total quoted amount by DD drawn in favour of Regional PF Commissioner-II, EPFO, Regional Office Kollam. The performance guarantee is valid till two months after expiry of contract. No exemption is given in this regard.
10. Payment will be released after end of every quarter in equal installments. 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.
11. EPFO may, in its own discretion, add more computers / peripherals to the AMC provider or delete some or all equipment from AMC. 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 AMC charges of the deleted items will not be released for the remaining period of contact.

12. In case the AMC provider backs out of the contract midstream without explicit consent of the EPFO, the performance guarantee will stand forfeited and amount of AMC for that quarter will not be released.
13. EPFO shall not be responsible for damages of any kind for any mishap/injury/accident caused to any service engineer of the AMC Provider while performing duty in EPFO's premises. All liabilities, legal or monetary, shall be borne by the AMC provider.
14. The AMC vendor will be solely responsible towards all other statutory dues and compliances.
15. The present contract will be for one year but may be extended up to three years on sole discretion of the EPFO.
16. EPFO reserves all rights to cancel the bid at any state without assigning any reason. The decision of EPFO shall be final.
17. 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 AMC vendor.



(Pranav P)

Regional PF Commissioner-II

Copy to:

EPFO Website

**Annexure I**

SL NO:	ITEMS	NO
1	ACER DESKTOP PC	14
2	DELL DESKTOP PC	1
3	LENOVO THINKCENTER MINI PC	1
4	SMART DESK THINK CLIENT 4GB/128GB	10
5	SMART DESK THINK CLIENT 4GB/64GB	2
6	CANON LBP-2900B MONO LASER PRINTER	14
7	HP LASER 108A PRINTER	1
8	HP LASERJET PRO M501 PRINTER	2
9	HP LASERJET PRO M403DN PRINTER	1
10	HP MONO LASER PRINTER & SCANNER (M1136 MFP)	1
11	CANON PIXMA G-6070 PRINTER & SCANNER	1
12	EPSON L3256 MULTIFUNCTION COLOUR INKTANK PRINTER & SCANNER	2
13	EPSON LX-310 DOT MATRIX PRINTER	1
14	FUJITSU SV 600 OVERHEAD SCANNER	1
15	CANONSCANLIDE 300 SCANNER	1
16	AVISION SCANNER FB1000N	2
17	CANON FEEDER SCANNER DR-C230	1
18	DLINK-24 PORT UN MANAGED SWITCH	2
19	TP-LINK-24 PORT MANAGED SWITCH	1
20	CISCO-24 PORT MANAGED SWITCH 2960+	6
21	600VA OFFLINE UPS	14
22	1 K.V OFFLINE UPS	7
23	NETWORK MAINTENANCE	General Work
24	RESIDENT ENGINEER TO BE PROVIDED	1



എം.പി.എഫ്.ഒ. കോളം  
कर्मचारी भविष्य निधि संगठन  
EMPLOYEES' PROVIDENT FUND ORGANISATION



भारत एवं पंजाब संसद, भारत सरकार  
Ministry of Labour & Employment, Govt. of India

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के आर/केल्लम/ईडीपी/एएमसी/कंप्यूटर तथा उपकरण/2024

दिनांक:-07/01/2025

कर्मचारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय, कोल्लम में दिनांक 01/04/2025 से 31/03/2026 की अवधि के लिए कंप्यूटर सिस्टम तथा बाह्य उपकरण और नेटवर्क उपकरणों के वार्षिक रखरखाव अनुबंध (एएमसी) के लिए GeM पोर्टल के माध्यम से बोली का आमंत्रण

### कार्य का क्षेत्र और नियम और शर्तें:

1. बोलीदाताओं को अनिवार्य रूप से केरल राज्य में एक पंजीकृत कार्यालय होना चाहिए। केरल में पंजीकरण का प्रमाण तथा संपर्क नंबर GeM पोर्टल में अपलोड किया जाना चाहिए। बोलीदाता के पास विशेष रूप से प्रबंधन और मौजूदा प्रकार के हार्डवेयर में उचित अनुभव होना चाहिए। बोलीदाताओं को दस्तावेजों के साथ जीएसटी पंजीकरण प्रमाणपत्र भी अपलोड करना चाहिए।

2. सफल बोलीदाता को बोली के अंतिम चरण के बाद किसी भी परिस्थिति में अनुबंध को अस्वीकार करने का कोई अधिकार नहीं है। यदि अनुबंध अस्वीकार कर दिया जाता है, तो बोलीदाता को GeM में ब्लैक लिस्ट करने के लिए आवश्यक कार्रवाई शुरू की जाएगी।

3 अनुबंध प्रदान किए गए सफल बोलीदाता को (जिसे आगे AMC विक्रेता के रूप में संदर्भित किया जाएगा) कंप्यूटर सिस्टम और बाह्य उपकरणों की मरम्मत और नेटवर्किंग से संबंधित कार्यों जैसे नेटवर्क स्विच की कॉन्फिगरेशन, LAN केबलिंग, स्विच के बीच कनेक्शन स्थापित करना आदि में निपुण एक निवासी हार्डवेयर इंजीनियर प्रदान करना आवश्यक है। निवासी इंजीनियर को हार्डवेयर / नेटवर्क समस्याओं को हल करने के लिए सभी कार्य दिवसों में सुबह 8.30 बजे से शाम 6.00 बजे के बीच कार्यालय परिसर में उपस्थित रहना चाहिए। इंजीनियर को कार्यालय समय के अलावा यदि आवश्यक हो तो सभी छुट्टियों और शनिवार / रविवार को भी काम करना होगा। उपस्थिति प्रणाली को AMC विक्रेता द्वारा बनाए रखा जाना चाहिए। यदि निवासी इंजीनियर उपस्थित नहीं हो पाता है, तो AMC विक्रेता द्वारा अस्थायी व्यवस्था की जानी चाहिए।

4. एएमसी के लिए हार्डवेयर की सूची अनुलग्नक 1 के रूप में संलग्न है। संभावित बोलीदाता, उपकरणों की व्यवस्था और स्थिति की पुष्टि करने के लिए व्यक्तिगत रूप से या किसी अधिकृत प्रतिनिधि के माध्यम से, यदि चाहें तो ईपीएफओ कार्यालय का दौरा कर सकते हैं।

5. एमसी विक्रेता अपने स्वयं के खर्च पर त्रुटिपूर्ण भागों (उपभोज्य को छोड़कर) के प्रतिस्थापन सहित हार्डवेयर की मरम्मत / रखरखाव कार्य के लिए जिम्मेदार होगा। एमसी विक्रेता ऑपरेटिंग सिस्टम की स्थापना, ड्राइवों की स्थापना और अद्यतनीकरण और ईपीएफओ द्वारा प्रदान किए गए सभी सॉफ्टवेयर के लिए भी जिम्मेदार है। जहां तक संभव हो, सभी मरम्मत और रखरखाव का काम शिकायत दर्ज होने के 2 घंटे के भीतर ईपीएफओ कार्यालय परिसर में ही निवासी इंजीनियर द्वारा किया जाएगा। यदि त्रुटि एक दिन के भीतर सुधारना संभव नहीं है, तो समस्या की सूचना ईपीएफओ कंप्यूटर सेल के नामित प्रबंधक को दी जानी चाहिए और स्टैंडबाय उपकरण तुरंत उपलब्ध कराए जाने चाहिए।

6. एमसी विक्रेता को किसी भी हार्डवेयर की मरम्मत करने से इनकार करने का कोई अधिकार नहीं है। यदि स्पेयर पार्ट्स की अनुपलब्धता/किसी अन्य कारण से मरम्मत संभव नहीं है, तो उसी विनिर्देशन और अच्छी स्थिति वाले हार्डवेयर को एमसी विक्रेता द्वारा अपने स्वयं के खर्च पर स्थायी उपयोग के लिए ईपीएफओ को प्रदान किया जाना चाहिए। अन्यथा एमसी शुल्क जारी नहीं किए जाएंगे और बिंदु संख्या 9 में बताई गई निष्पादन गारंटी जब्त कर ली जाएगी।

7. बोलीदाता द्वारा उद्धृत दरें अंतिम होनी चाहिए और मदवार दर्शाई जानी चाहिए तथा इसमें सभी कर और निवासी इंजीनियर का वेतन शामिल होना चाहिए। एक बार स्वीकृत होने के बाद दर को अनुबंध की अवधि के दौरान किसी भी मामले में एमसी विक्रेता द्वारा बढ़ाया नहीं जाएगा।

8. बोली में भाग लेने के लिए "क्षेत्रीय भविष्य निधि आयुक्त-11, ईपीएफओ, क्षेत्रीय कार्यालय, कोल्लम" के पक्ष में आहरित उद्धृत राशि के 5% के बराबर बयाना राशि जमा (ईएमडी) डिमांड ड्राफ्ट के रूप में जमा की जानी चाहिए। सूक्ष्म, लघु और मध्यम उद्यम विभाग (एमएसएमई) द्वारा जारी एमएसई खरीद नीति के अनुसार सूक्ष्म और लघु उद्यमों (एमएसई) को ईएमडी और आवेदन शुल्क से छूट दी गई है।

9. एमसी विक्रेता को कभनिस द्वारा अपेक्षित कार्य शुरू करने से पहले एमसी अवधि के लिए 100/- रूपए के गैर-न्यायिक स्टाम्प पेपर में एक समझौता प्रस्तुत करना होगा। एमसी विक्रेता को क्षेत्रीय पीएफ आयुक्त-11, ईपीएफओ, क्षेत्रीय कार्यालय कोल्लम के पक्ष में डीडी द्वारा कुल उद्धृत राशि का 5 प्रतिशत प्रदर्शन गारंटी राशि भी जमा करनी होगी। अनुबंध की समाप्ति के दो महीने बाद तक निष्पादन गारंटी वैध है। इस संबंध में कोई छूट नहीं दी गई है।

10. भुगतान प्रत्येक तिमाही के अंत में समान किस्तों में जारी किया जाएगा। किसी भी मामले में कोई अग्रिम भुगतान नहीं किया जाएगा। यदि सेवा संतोषजनक नहीं है / किसी भी नियम

और शर्तों का पालन करने में विफल रही है, तो ईपीएफओ भुगतान को रोकने का अधिकार रखता है।

11. ईपीएफओ अपने विवेक से, एएमसी प्रदाता में और अधिक कंप्यूटर / बाह्य उपकरण जोड़ सकता है या एएमसी से कुछ या सभी उपकरण हटा सकता है। बाह्य उपकरणों को जोड़ने के मामले में, समान वस्तुओं के लिए पहले से उद्धृत राशि के अनुसार दरें तय की जाएंगी, जो अनुबंध की शेष अवधि की लंबाई के अधीन आनुपातिक रूप से कम हो जाएंगी। अगर बाह्य उपकरण हटाए जाते हैं तो हटाए गए आइटम के एएमसी शुल्क शेष अवधि के लिए नहीं दिए जाएंगे।

12. यदि एएमसी प्रदाता ईपीएफओ की स्पष्ट सहमति के बिना अनुबंध से पीछे हट जाता है, तो निष्पादन गारंटी जब्त हो जाएगी और एएमसी की राशि जब्त कर ली जाएगी। उस तिमाही में कोई भी भुगतान नहीं किया जाएगा।

13. ईपीएफओ अपने परिसर में इयूटी करते समय एएमसी प्रदाता के किसी भी सेवा इंजीनियर को हुई किसी भी चोट/दुर्घटना के लिए किसी भी तरह के नुकसान के लिए जिम्मेदार नहीं होगा। सभी कानूनी या आर्थिक दायित्व एएमसी प्रदाता ही वहन करेंगे।

14. एएमसी विक्रेता अपने सभी सांविधिक बकाया और अनुपालन के लिए पूरी तरह से जिम्मेदार होगा।

15. वर्तमान अनुबंध एक वर्ष के लिए होगा, लेकिन संगठन के विवेकाधिकार पर इसे तीन साल तक बढ़ाया जा सकता है।

16. ईपीएफओ बिना कोई कारण बताए किसी भी बोली को रद्द करने का पूरा अधिकार रखता है। ईपीएफओ का निर्णय अंतिम रहेगा।

17. ईपीएफओ द्वारा बिना कोई कारण बताए अनुबंध को किसी भी समय समाप्त किया जा सकता है। इस संबंध में कभनिस का निर्णय एएमसी प्रदाता पर अंतिम और बाध्यकारी रहेगा।

  
(प्रणव पी)

क्षेत्रीय भविष्य निधि आयुक्त-1।

प्रतिलिपि

कभनिस वेबसाइट

**Annexure I**

SL NO:	ITEMS	NO
1	ACER DESKTOP PC	14
2	DELL DESKTOP PC	1
3	LENOVO THINKCENTER MINI PC	1
4	SMART DESK THINK CLIENT 4GB/128GB	10
5	SMART DESK THINK CLIENT 4GB/64GB	2
6	CANON LBP-2900B MONO LASER PRINTER	14
7	HP LASER 108A PRINTER	1
8	HP LASERJET PRO M501 PRINTER	2
9	HP LASERJET PRO M403DN PRINTER	1
10	HP MONO LASER PRINTER & SCANNER (M1136 MFP)	1
11	CANON PIXMA G-6070 PRINTER & SCANNER	1
12	EPSON L3256 MULTIFUNCTION COLOUR INKTANK PRINTER & SCANNER	2
13	EPSON LX-310 DOT MATRIX PRINTER	1
14	FUJITSU SV 600 OVERHEAD SCANNER	1
15	CANONSCANLIDE 300 SCANNER	1
16	AVISION SCANNER FB1000N	2
17	CANON FEEDER SCANNER DR-C230	1
18	DLINK-24 PORT UN MANAGED SWITCH	2
19	TP-LINK-24 PORT MANAGED SWITCH	1
20	CISCO-24 PORT MANAGED SWITCH 2960+	6
21	600VA OFFLINE UPS	14
22	1 K.V OFFLINE UPS	7
23	NETWORK MAINTENANCE	General Work
24	RESIDENT ENGINEER TO BE PROVIDED	1





Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2025/B/5784278  
Dated/दिनांक : 08-01-2025

**Bid Document/ बिड दस्तावेज़**

<b>Bid Details/बिड विवरण</b>	
<b>Bid End Date/Time/बिड बंद होने की तारीख/समय</b>	28-01-2025 17:00:00
<b>Bid Opening Date/Time/बिड खुलने की तारीख/समय</b>	28-01-2025 17:30:00
<b>Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)</b>	110 (Days)
<b>Ministry/State Name/मंत्रालय/राज्य का नाम</b>	Ministry Of Labour And Employment
<b>Department Name/विभाग का नाम</b>	Na
<b>Organisation Name/संगठन का नाम</b>	Employees Provident Fund Organisation (epfo)
<b>Office Name/कार्यालय का नाम</b>	Regional Office Kollam
<b>क्रैता ईमेल/Buyer Email</b>	nisha.s@epfindia.gov.in

**Bid Details/बिड विवरण**

<b>Item Category/मद केटेगरी</b>	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Acer , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - THINKCENTRE MINI PC; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - THINCLIENT 4GB 128GB; SMARTDESK , Annual Maintenance Service - Desktops, Laptops and Peripherals - THINCLIENT 4GB 64GB; SMARTDESK , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge ); CANON LBP 2900B , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge ); HP 108A , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge ); HP LASERJET PRO M501 , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge ); HP LASERJET PRO M403DN , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range); HP M1136 MFP PRINTER WITH SCANNER , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer ( Ink Tank , Mono & Colour , Mid range ); CANON G 6070 PRINTER WITH SCANNER , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer ( Ink Tank , Mono & Colour , Lowe Range ); EPSON L3256 PRINTER WITH SCANNER , Annual Maintenance Service - Desktops, Laptops and Peripherals - Dot Matrix Printer Low Range Speed; EPSON LX 310 DOTMATRIX , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner Large Format; FUJITSU SV 600 OVERHEAD SCANNER , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner ( Flat Bed); CANOSCANSLIDE 300 FLATBED , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner ( Flat Bed); AVISION FB1000N FLATBED , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner Large Format; CANON DR C230 FEEDER FAST COLOR SCANNER , Annual Maintenance Service - Desktops, Laptops and Peripherals - 24 PORT UNMANAGED SWITCH; D LINK , Annual Maintenance Service - Desktops, Laptops and Peripherals - 24 PORT MANAGED SWITCH; TP LINK , Annual Maintenance Service - Desktops, Laptops and Peripherals - 24 PORT MANAGED SWITCH; CISO 2960 PLUS , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 600-650 VA); VARIOUS , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS( Offline 1 KVA); VARIOUS , Annual Maintenance Service - Desktops, Laptops and Peripherals - NETWORK AND CABLING; ONLY SERVICE BY RESIDENT ENGINEER , Annual Maintenance Service - Desktops, Laptops and Peripherals - RESIDENT ENGINEER CUM TECHNICIAN; WELL EXPERIENCED IN HARDWARE NETWORKING CABLING ETC
<b>Contract Period/अनुबंध अवधि</b>	1 Year(s)
<b>Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)</b>	14 Lakh (s)

**Bid Details/बिड विवरण**

<b>Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष</b>	3 Year (s)
<b>Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है</b>	Yes
<b>MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/</b>	Yes
<b>Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/</b>	Yes
<b>Document required from seller/विक्रेता से मांगे गए दस्तावेज</b>	Experience Criteria,Bidder Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
<b>Do you want to show documents uploaded by bidders to all bidders participated in bid?/</b>	Yes
<b>Bid to RA enabled/बिड से रिवर्स 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>	372250
<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**

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

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	5.00

Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).

14

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

**Beneficiary/लाभार्थी :**

Regional PF Commissioner II

REGIONAL OFFICE KOLLAM, NA, Employees Provident Fund Organisation (EPFO), Ministry of Labour and Employment  
(Pranav P)

**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन

Yes

**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता

Yes

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 [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.
6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and

for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

7. Past Experience of Similar Services: The bidder must have successfully executed/completed 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.

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

**Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:Attached PDF**

**Asset Details and its Distribution across the consignee /user locations:**[1736332569.pdf](https://www.acer.com/1736332569.pdf)

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Acer ( 14 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Desktop PC
Make/Brand of Assets	Acer
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	14	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

### Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Dell ( 1 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Type of Asset	Desktop PC
Make/Brand of Assets	Dell
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	1	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

### Annual Maintenance Service - Desktops, Laptops And Peripherals - THINKCENTRE MINI PC; Lenovo ( 1 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Type of Asset	THINKCENTRE MINI PC
Make/Brand of Assets	Lenovo
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	1	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

### Annual Maintenance Service - Desktops, Laptops And Peripherals - THINCLIENT 4GB 128GB; SMARTDESK ( 10 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Type of Asset	THINCLIENT 4GB 128GB
Make/Brand of Assets	SMARTDESK
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	10	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

### Annual Maintenance Service - Desktops, Laptops And Peripherals - THINCLIENT 4GB 64GB; SMARTDESK ( 2 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Type of Asset	THINCLIENT 4GB 64GB
Make/Brand of Assets	SMARTDESK
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	2	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge ); CANON LBP 2900B ( 14 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge )
Make/Brand of Assets	CANON LBP 2900B
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	14	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge ); HP 108A ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge )
Make/Brand of Assets	HP 108A
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	1	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge ); HP LASERJET PRO M501 ( 2 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge )
Make/Brand of Assets	HP LASERJET PRO M501
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	2	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge ); HP LASERJET PRO M403DN ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge )
Make/Brand of Assets	HP LASERJET PRO M403DN
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	1	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid Range); HP M1136 MFP PRINTER WITH SCANNER ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range)
Make/Brand of Assets	HP M1136 MFP PRINTER WITH SCANNER
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	1	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer ( Ink Tank , Mono & Colour , Mid Range ); CANON G 6070 PRINTER WITH SCANNER ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Multifunction Printer ( Ink Tank , Mono & Colour , Mid range )
Make/Brand of Assets	CANON G 6070 PRINTER WITH SCANNER
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	1	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer ( Ink Tank , Mono & Colour , Lowe Range ); EPSON L3256 PRINTER WITH SCANNER ( 2 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Multifunction Printer ( Ink Tank , Mono & Colour , Lowe Range )
Make/Brand of Assets	EPSON L3256 PRINTER WITH SCANNER
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	2	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Dot Matrix Printer Low Range Speed; EPSON LX 310 DOTMATRIX ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Dot Matrix Printer Low Range Speed
Make/Brand of Assets	EPSON LX 310 DOTMATRIX
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	1	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner Large Format; FUJITSU SV 600 OVERHEAD SCANNER ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Scanner Large Format
Make/Brand of Assets	FUJITSU SV 600 OVERHEAD SCANNER
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	1	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner ( Flat Bed); CANOSCANSLIDE 300 FLATBED ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Scanner ( Flat Bed)
Make/Brand of Assets	CANOSCANSLIDE 300 FLATBED
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	1	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner ( Flat Bed); AVISION FB1000N FLATBED ( 2 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Scanner ( Flat Bed)
Make/Brand of Assets	AVISION FB1000N FLATBED
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	2	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner Large Format; CANON DR C230 FEEDER FAST COLOR SCANNER ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Scanner Large Format
Make/Brand of Assets	CANON DR C230 FEEDER FAST COLOR SCANNER
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	1	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

### Annual Maintenance Service - Desktops, Laptops And Peripherals - 24 PORT UNMANAGED SWITCH; D LINK ( 2 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Type of Asset	24 PORT UNMANAGED SWITCH
Make/Brand of Assets	D LINK
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	2	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

### Annual Maintenance Service - Desktops, Laptops And Peripherals - 24 PORT MANAGED SWITCH; TP LINK ( 1 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Type of Asset	24 PORT MANAGED SWITCH
Make/Brand of Assets	TP LINK
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	1	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - 24 PORT MANAGED SWITCH; CISO 2960 PLUS ( 6 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	24 PORT MANAGED SWITCH
Make/Brand of Assets	CISO 2960 PLUS
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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



S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	6	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 600-650 VA); VARIOUS ( 14 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	UPS (Offline 600-650 VA)
Make/Brand of Assets	VARIOUS
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	14	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

### Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS( Offline 1 KVA); VARIOUS ( 7 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Type of Asset	UPS( Offline 1 KVA)
Make/Brand of Assets	VARIOUS
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	7	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - NETWORK AND CABLING; ONLY SERVICE BY RESIDENT ENGINEER ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	NETWORK AND CABLING
Make/Brand of Assets	ONLY SERVICE BY RESIDENT ENGINEER
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
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>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	1	<ul style="list-style-type: none"> <li>Number of month for resident engineers : 12</li> <li>Number of Resident engineers : 1</li> <li>Number of technicians : 0</li> </ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - RESIDENT ENGINEER CUM TECHNICIAN; WELL EXPERIENCED IN HARDWARE NETWORKING CABLING ETC ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	RESIDENT ENGINEER CUM TECHNICIAN
Make/Brand of Assets	WELL EXPERIENCED IN HARDWARE NETWORKING CABLING ETC
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	Yes
Requirement of Technicians	NA

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	1	<ul style="list-style-type: none"> <li>• Number of month for resident engineers : 12</li> <li>• Number of Resident engineers : 1</li> <li>• Number of technicians : 0</li> </ul>

## Buyer Added Bid Specific Terms and Conditions/क्रेता 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.

## 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 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।

---Thank You/धन्यवाद---