

Bid Document

Bid Details	
Bid End Date/Time	20-09-2021 15:00:00
Bid Opening Date/Time	20-09-2021 15:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	70 (Days)
Ministry/State Name	Gujarat
Department Name	Food Civil Supplies And Consumer Affairs Department Gujarat
Organisation Name	Directorate Of Food And Civil Supplies
Office Name	Block No-14/6, New Sachivalaya, Gandhinagar.
Item Category	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Acer , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge) ; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge) ; Samsung , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range; Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner; Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner (Flat Bed); hp
Contract Period	1 Year(s) 4 Day(s)
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
SHG Exemption for Years of Experience and Turnover	No
Document required from seller	Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	Yes
RA Qualification Rule	50% Lowest Priced Technically Qualified Bidders
Time allowed for Technical Clarifications during technical evaluation	2 Days
Estimated Bid Value	388992

Bid Details

Evaluation Method

Total value wise evaluation

EMD Detail

Required

No

ePBG Detail

Required

No

Splitting

Bid splitting not applied.

1. 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.

2. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order of prices from lowest to highest. Number of sellers eligible for participating in RA would be rounded off to next higher integer value if number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L-1 to L-4). In case number of technically qualified bidders are 2 or 3, RA will be between all without any elimination. If Buyer has chosen to split the bid amongst N sellers, then minimum N sellers would be taken to RA round. In case Primary products of only one OEM are left in contention for participation in RA based on lowest 50% bidders qualifying for RA, the number of sellers qualifying for RA would be increased to get at least products of one more OEM (directly participated or through its reseller) if available. Further, if bid(s) of any seller(s) eligible for MSE preference is / are coming within price band of 15% of Non MSE L-1 or if bid of any seller(s) eligible for Make in India preference is / are coming within price band of 20% of non MII L-1, then such MSE / Make in India seller shall also be allowed to participate in the RA process.

Additional Qualification/Data Required

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:- The Selected bidder shall replace all faulty parts except consumables, at no extra cost on immediate basis.

- The transportation, loading/unloading and any associated activity with the repair and maintenance shall be the sole responsibility of the vendor.
- In case if the vendor is not in the position to repair the original equipment, then the vendor has to provide the functionally equivalent equipment within 24 hours.

Other Information:- Currently, all the computer peripherals & hardware are in working condition as per assets details attached in the BID. After issue of the work order, if any parts found in Non working condition /faulty, than bidder must have to repaired or replaced items without any extra cost.

- The Selected bidder has to store enough stock of necessary hardware like Mouse, Keyboard, CPU, RAM, Mother Board, Monitor, Printer, computer.
- One Resident Engineer required at office of the Director of Food and Civil Supplies, Gandhinagar.
- The Selected bidder has to support on any day including holidays if it is requires by office of the Director of Food and Civil Supplies for any condition like video conference, seminar, webinar, Meeting or any other office work.

Asset Details and its Distribution across the consignee /user locations:[1630584584.pdf](#)

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Acer (65)

Technical Specifications

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	Acer
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	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
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Loliyaniya Manishkumar Chandulal	382010,Block no-14/6th floor, new Sachivalaya, Sardar bhavan, Gandhinagar.	65	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Hp (3)

Technical Specifications

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	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
Addon(s)	

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

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Loliyaniya Manishkumar Chandulal	382010,Block no-14/6th floor, new Sachivalaya, Sardar bhavan, Gandhinagar.	3	N/A

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

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	Lenovo
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	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
Addon(s)	

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

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Loliyaniya Manishkumar Chandulal	382010,Block no-14/6th floor, new Sachivalaya, Sardar bhavan, Gandhinagar.	2	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Hp (33)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Loliyani Manishkumar Chandulal	382010,Block no-14/6th floor, new Sachivalaya, Sardar bhavan, Gandhinagar.	33	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Samsung (22)

Technical Specifications

Specification	Values
Core	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge)
Make/Brand of Assets	Samsung
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Loliyaniya Manishkumar Chandulal	382010,Block no-14/6th floor, new Sachivalaya, Sardar bhavan, Gandhinagar.	22	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower Range; Canon (14)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range
Make/Brand of Assets	Canon
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

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

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Loliyaniya Manishkumar Chandulal	382010,Block no-14/6th floor, new Sachivalaya, Sardar bhavan, Gandhinagar.	14	N/A

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

Specification	Values
Core	
Type of Asset	Scanner

Specification	Values
Make/Brand of Assets	Canon
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Loliyaniya Manishkumar Chandulal	382010,Block no-14/6th floor, new Sachivalaya, Sardar bhavan, Gandhinagar.	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner (Flat Bed); Hp (12)

Technical Specifications

Specification	Values
Core	
Type of Asset	Scanner (Flat Bed)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Loliyaniya Manishkumar Chandulal	382010,Block no-14/6th floor, new Sachivalaya, Sardar bhavan, Gandhinagar.	12	N/A

Buyer Added Bid Specific Additional Terms and Conditions

1. 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.
2. Buyer uploaded ATC document [Click here to view the file.](#)
3. **Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.
4. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
5. ISO 9001: The bidder or the OEM of the offered products must have ISO 9001 certification.
6. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
7. Duration of the service contract may be extended up to 6 months beyond the initial contract duration (subject to satisfactory performance and mutual consent).
8. OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. If any seller has any objection / grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---

