

ASSET DETAILS

Sr. No	Make & Model Name	Year of purchase	Qty.	Location
1	IRA (EXPLORE MORE) T1021 10 inch Tablet computer with 4 GB RAM and 64 GB internal storage	06.03.2024	40	Directorate of Economics & Statistics, Sector-18, Gandhinagar

Tablet IRA (EXPLORE MORE) T1021 10 INCH 4-64GB

Technical Specification :

- Display Size (in Inch): 10
- Display Resolution (in Pixels): 1920 x 1080
- Display Colour : 16 Million
- Multi touch Support : Yes
- Brightness (Minimum)(Nits) : 390
- Operating System: Android 13.0 or higher
- Connectivity Type : Wifi + Cellular
- Cellular Data Support : 3G,4G/LTE, VoLTE, GSM/Edge
- GPS : Yes
- Number of GSM SIM Available : 2
- Cellular Voice Calling : Yes
- Wi-Fi Connectivity Type : 802.11 b/g/n,802.11a/b/g/n,802.11 ac,802.11a/b/g/n/ac 2.4 GHz+5GHz
- Bluetooth connectivity (Minimum Version) : 5
- Processor Speed (Minimum)(GHz) : 2.0 & higher
- Processor Core (Number): 8
- Processor Architecture : 64 Bit
- RAM Type : LPDDR4
- RAM Size (GB): 4 GB
- Internal Storage Capacity (GB) : 64 GB
- Micro SD Card Support : Yes
- Storage upgradable upto (Through Micro SD Card) (GB) : 1000
- Rear Camera (Mega Pixel) : 8
- Front Camera (Mega Pixel) : 5
- Video Recording Resolution : 1080p
- Video Recording Frame Rate (fps) : 30
- Digital Zoom : Yes
- Geotagging Feature : Yes
- Battery Capacity (minimum) (MAH) : 7001 & higher
- USB Ports : Type C
- Audio Port : 3.5mm Jack
- In-built Speaker : Yes

Scope of Work

1. Terms & Condition

During the term of this Agreement THE BIDDER agrees to maintain the EQUIPMENT in good working order and for this purpose will provide the following repair and maintenance service

- a) THE BIDDER shall correct any faults and failures in the EQUIPMENT and shall repair and replace worn or defective parts of the EQUIPMENT during THE Office's normal working hours on all working days. In cases where unserviceable parts of the EQUIPMENT, need replacement THE BIDDER shall replace such parts, at no extra cost to THE OFFICE, with brand new parts or those equivalent to new parts in performance. THE BIDDER shall further ensure that the EQUIPMENT is not down at any time for want of spare parts. Each and every components including plastic parts, breakdown due to power conditions etc. are covers under the contract.

Note: Tablets shall be covered under comprehensive AMC inclusive of all type of spares including plastic parts. Bidder may please note that no extra payment towards this additional spares will be given.

Note : Successful bidder will have provide Comprehensive AMC for 1 Year from the date order. However, Department will review the performance of the successful bidder after 1 year and decide to extend the AMC for further period of 1 Year on same rate and same terms & conditions of contract order. Department will have right to cancel the contract if the performance is found not satisfactory.

- b) Before any bidder participates in the bid, they will have to do the necessary onsite inspection of the condition of the IT assets at the location of Directorate of Economics & Statistics, Sector-18, Gandhinagar. After that, no representations will be considered from any bidder regarding the condition of the IT Assets.
- c) THE BIDDER agrees that special arrangements may be made by THE OFFICE to have such maintenance service provided outside the hours specified.
- d) THE BIDDER shall provide repair and maintenance service, in response to oral, including telephone, notice by THE OFFICE and such services should be available for a period of 09 hours from 10 a.m. to 7 p.m. on all working days. However, due to any reason if THE OFFICE will remain open on any public holiday then THE BIDDER has to provide service on the request of THE OFFICE. The necessary cost would be incurred by the bidder.
- e) THE BIDDER shall ensure 24 hours response time (i.e. total time taken by THE BIDDER between registering the complaint and attending the complaint) or as per the GeM policy.
- f) THE BIDDER shall ensure break down call time of 48 hours (i.e. total time taken by THE BIDDER between registering the complaint and rectifying the fault). This time includes time taken to reach the site, diagnose, repair/ replace the faulty component/module/device & network equipment that are covered under the contract or as per the GeM policy.
- g) THE BIDDER shall ensure Spares availability. In case, it is not possible to repair

some equipment or not possible to repair at site and has to be taken out for repairs, THE BIDDER shall provide a suitable replacement as Standby arrangement within 24 hours so that the work is not hampered. The packing/unpacking, transportation, loading/unloading, connection/disconnection, configuration/re-configuration and any associated activity with the repair and maintenance shall be the sole responsibility of THE BIDDER. However, if standby arrangement has been made then it shall be replaced with original or functionally equivalent equipment within next 15 working business days. **In case if THE BIDDER is not in the position to repair the original equipment, then THE BIDDER has to provide the functionally equivalent equipment.**

- h) **Preventive Maintenance:** THE BIDDER shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the EQUIPMENT, checking and testing of batteries and necessary repairing of the EQUIPMENT) once within the first fifteen days of the commencement of the maintenance period and once within every subsequent quarter, during the currency of this Agreement, on a day and at a time to be mutually agreed upon and inform the representative of THE OFFICE about any necessary steps to be taken like back up of data or purchase of consumables etc. Notwithstanding the foregoing, THE BIDDER recognizes THE OFFICE's operational needs and agrees that THE OFFICE shall have the right to require THE BIDDER to adjourn Preventive Maintenance from any scheduled time to a date and time, not later than fifteen working days thereafter. The report of preventive maintenance shall be submitted to THE OFFICE.
- i) All engineering changes generally adopted hereafter by THE BIDDER, for equipment similar to that covered by this Agreement, shall be made to the EQUIPMENT at no cost to THE OFFICE.
- j) Qualified maintenance engineers totally familiar with the EQUIPMENT shall perform all repair and maintenance service described herein.
- k) Deputed resident engineer should be having adequate knowledge regarding troubleshooting of IT assets.
- l) Appropriate call register and ticket handling status system should be in place to log and track troubleshooting activity.
- m) THE BIDDER shall maintain at THE OFFICE's site, a written maintenance and repair log; and shall record therein each incident of EQUIPMENT malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the EQUIPMENT together with a description of the cause for work, either by description of the malfunction or as regularly scheduled Preventive Maintenance. THE OFFICE shall use the same log for recording the nature of faults and failures observed in the EQUIPMENT, the date and time of their occurrence and the date and time of their communication to THE BIDDER.
- n) THE BIDDER shall maintain the operating system software as per the terms of the purchase order/agreement related to this EQUIPMENT.
- o) THE BIDDER shall also maintain the system health against virus attack which includes cleaning of viruses.

- p) In case if THE BIDDER is not able to repair the original equipment, THE BIDDER shall supply the new substitute of same specifications or of higher specifications of reputable brand, with prior approval of THE OFFICE. In case, if THE OFFICE found the substitute of lower quality or cheaper substitute than the difference between genuine substitute of reputable brand and the one used by THE BIDDER has to be paid by THE BIDDER.
- q) Failure in adhering to any of the terms and conditions mentioned in the scope of work will attract penalty clause.
- r) Any worn or defective parts/equipment withdrawn from the EQUIPMENT and replaced by THE BIDDER shall become the property of THE BIDDER; and the parts/equipment replacing the withdrawn parts/equipment shall become the property of THE OFFICE.
- s) THE BIDDER's maintenance personnel shall be given access to the EQUIPMENT when necessary, for purposes of performing the repair and maintenance services indicated in this Agreement.
- t) THE EQUIPMENT shall not be shifted to an alternate site and installed thereat during the currency of this Agreement without prior written notice to THE BIDDER. However, if THE OFFICE desires to shift the EQUIPMENT to a new site and install it thereat urgently, THE BIDDER shall be informed of the same immediately. THE OFFICE shall bear the charges for such shifting and reinstallation and THE BIDDER shall provide necessary assistance to THE OFFICE in doing so. This Agreement, after such shifting and reinstallation, would continue to be binding on THE BIDDER and THE OFFICE, provided that the two parties may agree to amended charges for the maintenance services after such an event.
- u) THE OFFICE shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, and dust to within the acceptable limits required for equipment similar to that covered by this Agreement.
- v) No terms or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by the other, whether express or implied, shall not constitute a consent to, or waiver of, or excuse for any other, different or subsequent breach.
- w) During the system failure, if there is need to format storage, then bidder shall take prior permission of the concern authority. Also, bidder has to take back up of the data before formatting of hardware as required by concern authority.
- x) In the event of a system failure where formatting, reinitialization, or wiping of any storage media (including but not limited to hard disk drives, solid-state drives, or other storage devices) is required as part of troubleshooting, repair, or restoration activities, the Bidder shall obtain prior written approval from the Purchaser/Department before carrying out such activity.

The Bidder shall ensure that no formatting, data deletion, or storage media wiping is performed without the explicit authorization of the designated departmental representative. The Bidder shall comply with all applicable Departmental Information Security Policies, Data Privacy Guidelines, and Data Retention Procedures, wherever applicable.

Upon receiving written approval, the Bidder shall perform the formatting or secure wiping of the storage device strictly in accordance with the Department's approved procedures and security requirements. The Bidder shall be responsible for ensuring the confidentiality, integrity, and protection of departmental data throughout the maintenance process and shall not access, copy, disclose, retain, or transfer any data stored on the equipment except as expressly authorized by the Department.

The Bidder shall not be held responsible for any loss of data resulting from formatting or secure wiping carried out after obtaining the Department's written approval. Where required by the Department, the Bidder shall maintain records of such approval and provide a service report detailing the activities performed.

- y) Accidental Damage Coverage (ADC): During the contract period, if any equipment covered under this contract sustains accidental damage, including but not limited to screen/display breakage, liquid ingress or liquid damage, accidental physical damage, damage to the charging port, or other accidental hardware failures, the Bidder shall repair or replace the affected equipment at no additional cost to the Purchaser, subject to the terms and conditions of the contract.

Where repair is not technically feasible, commercially viable, or cannot be completed within the stipulated Service Level Agreement (SLA) timelines, the Bidder shall provide a replacement unit of the same make and model or, if the same model is unavailable, an equivalent or higher specification/model. The replacement equipment shall have specifications and performance that are equal to or better than the original equipment and shall be supplied with all applicable warranties, licenses (where applicable), accessories, and support services under the same terms and conditions as the original equipment.

The replacement equipment shall be new or OEM-certified, unless otherwise approved in writing by the Purchaser, and shall remain covered under the existing contract for the remaining contract period. The Bidder shall ensure that repair or replacement is carried out with minimum disruption to the Department's operations and in accordance with the agreed SLA.

2. Bid Evaluation Criteria:

- Bidder will have to submit Self-Declaration letter for acceptance of ATC Given in bid.
- Bidder Turn over: The Bidder must have average annual turnover of Rs.1,20,000 in last three financial Years (2022-23, 2023-24,2024-25). The copies of Audited Annual Accounts/ Statutory CA Certificate for last three years shall be uploaded along with the bid with UDIN Number.
- The bidder must have successfully executed/completed at least
 - o Single order of 32 Qty. **OR**
 - o 2 orders each of 20 Qty. **OR**
 - o 3 orders each of 16 Qty.for same or similar product in last 3 years before the bid opening date to any central / state Government / PSU/ Listed Company. Copies of relevant contracts to be submitted along with bid.

- The bidder must have one office in Gujarat. Please upload the copy of any one of the following: Property tax bill/Electricity Bill/Telephone Bill/GST Registration/Lease agreement etc.. **OR** if bidder do not have office in Gujarat then at the time of bid submission, they will have to submit undertaking letter to open office in Gujarat within 45 days after award of the contract.
- Bidder should not be blacklisted/debarred by any state government / central government / PSU in last three years as on last date of bid submission. Bidder shall submit undertaking letter at the time of bidding.

3. Additional Conditions:

- Upon satisfactory completion of the bid tenure, the tenure will be extended for a further 2 years, by mutual understanding, on the same rates and conditions as the current bid.

Please submit undertaking letter as per Ministry of Finance Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 as per Performa given below on bidder's letterhead.

On letterhead of Bidder

Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division

Ref: Bid Number: _____

I have read the clause regarding restriction on procurement/services from a bidder of a country which shares a land border with India. I certify that we as a bidder are not from such a country or, if from such a country, we have been registered with competent authority. I hereby certify that we fulfill all requirements in this regard and is eligible to be considered for procurement/services for Bid number _____.

In case I'm supplying material/services from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority, otherwise GIL/End user Dept. reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s <<Name of Company>>**