

Bid Document

Bid Details	
Bid End Date/Time	27-05-2022 19:00:00
Bid Opening Date/Time	27-05-2022 19:30:00
Bid Offer Validity (From End Date)	60 (Days)
Ministry/State Name	Ministry Of Health And Family Welfare
Department Name	Department Of Health Research
Organisation Name	Indian Council Of Medical Research (icmr)
Office Name	Icmr National Institute For Research In Reproductive Health, Mumbai
Item Category	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; All branded PCs as available in the Institute
Contract Period	1 Year(s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years Of Experience and Turnover	Yes
Startup Exemption for Years Of Experience and Turnover	Yes
Document required from seller	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
Bid to RA enabled	No
Time allowed for Technical Clarifications during technical evaluation	2 Days
Evaluation Method	Total value wise evaluation

EMD Detail

Required	No
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ePBG Detail

Required	No
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Splitting

Bid splitting not applied.

MSE Purchase Preference

MSE Purchase Preference	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. 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". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. 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. 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 defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
4. 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.
5. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:01 dedicated service person / technician should be made available 05 days a week during working hours of the office and any other specified time as directed by the Competent authority of the Institute.

Other Information:The above list is tentative and the bidder have to attach a separate sheet specifying the amount charged for service of each PC.

Asset Details and its Distribution across the consignee /user locations:[1652784128.pdf](#)

Consignee Wise Service Engineers/Help-Desk Personal details .:[1652784339.pdf](#)

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; All Branded PCs As Available In The Institute (1)

Technical Specifications

Specification	Values
Core	
Type of Asset	Desktop PC

Specification	Values
Make/Brand of Assets	All branded PCs as available in the Institute
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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	Aditya Balasaheb Sarnaik	400012,NATIONAL INSTITUTE FOR RESEARCH IN REPRODUCTIVE HEALTH JEHANGIR MERWANJI STREET, PAREL MUMBAI 400012 MAHARASHTRA	1	N/A

Buyer Added Bid Specific Terms and Conditions

1. Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organisation along with Supply/ Purchase Order.
2. If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.
3. Make in india specific authorisation certificate needs to be enclosed.
4. **Generic**

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 50 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 50% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

5. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. The payment is subject to the actual number of computers / PCs required to be serviced.
2. No. of free Preventive Maintenance calls to be made is atleast two. All emergency and breakdown calls must be attended free of cost.
3. The scope of work also includes providing 01 Technically Qualified Engineer for Annual Maintenance Contract.

4. The Preventive Maintenance service has to be done only during the Office hours i.e., 9:00 am to 05:30pm on working days & ICMR - NIRRH will not be responsible for any accidental human casualty / loss if any.
5. The servicing may be carried out in the Institute as far as possible and shall be executed without any loss or damage to the ICMR NIRRH properties.
6. Agency will suggest parts to be replaced and on approval by the Institute, the same may be replaced by them. The cost will be reimbursed by the Institute for Non-Comprehensive AMC, if parts are supplied by the Agency.
7. The Institute shall not be liable to make payment over and above the Comprehensive Maintenance Contract. All types of repair and replacement of spare parts shall be covered under the comprehensive Maintenance Contract if awarded.
8. No advance payment will be made in any case.
9. Payment will be done in two installments after providing the service reports only signed & name with designation by the end user and to be submitted to the Stores section, ICMR NIRRH
10. Each payment will be subject to Tax Deduction at Source (TDS) at the rate applicable from time to time.
11. ICMR NIRRH will not provide any transportation and accommodation for the Engineers / representatives for attending services and have to make their own arrangements.
12. The contract may be terminated at any time by either party provided reasonable justification given in writing with 03 months prior notice. However in case of non-compliance of terms and conditions, the contract may be terminated by the Director without any notice.
13. Any dispute arising out of this contract will be settled amicably between the parties.
14. All disputes are subject to the exclusive jurisdiction of competent court / forum in Mumbai, India only
15. No other condition of the firm is acceptable.

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---