

अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687702882175

अनुबंध तिथि | Generated Date : 03-May-2024

बोली/आरए/पीबीपी संख्या | Bid/RA/PBP No.: [GEM/2024/B/4500863](#)

संगठन विवरण Organisation Details		खरीदार विवरण Buyer Details	
प्रकृत्या Type :	Central Government	पद Designation :	Senior Accounts Officer
मंत्रालय Ministry :	Ministry of Housing & Urban Affairs (MoHUA)	संपर्क नंबर Contact No. :	011-23061283-
विभाग Department :	NA	ईमेल आईडी Email ID :	subhasish.debroy@gov.in
संगठन का नाम Organisation Name :	Office of Chief Controller of Accounts MoHUA	जीएसटीआईएन GSTIN :	-
कार्यालय क्षेत्र Office Zone:	Delhi	पता Address :	Room No. 202, F-Wing, Principal Accounts Office, Nirman Bhawan, New Delhi, New Delhi, DELHI-110011, India

वित्तीय स्वीकृति विवरण Financial Approval Detail		भुगतान प्राप्तिकरण विवरण Paying Authority Details	
आईएफडी सहमति IFD Concurrence :	Yes	Role:	BUYER
प्रशासनिक अनुमोदन का पदनाम	Secretary, MoHUA	भुगतान का तरीका	Offline
Designation of Administrative Approval:		Payment Mode:	
वित्तीय अनुमोदन का पदनाम	Secretary, MoHUA	पद Designation :	Senior Accounts Officer
Designation of Financial Approval :		ईमेल आईडी Email ID :	subhasish.debroy@gov.in
		जीएसटीआईएन GSTIN :	-
		पता Address:	Room No. 202, F-Wing, Principal Accounts Office, Nirman Bhawan, New Delhi, NEW DELHI, DELHI-110011, India

विक्रेता विवरण Seller Details	
जेम विक्रेता आईडी GeM Seller ID :	2BB3190000787781
कंपनी का नाम Company Name :	RHS DYNAMIC SOLUTIONS PRIVATE LIMITED
संपर्क नंबर Contact No. :	09818726390
ईमेल आईडी Email ID :	rhsdynamicsol@gmail.com
पता Address :	E-100, Ground Floor, E Block, Preet Vihar, Preet Vihar, East Delhi, DELHI-110092, -
एमएसएमई सत्यापिति MSME verified :	No
एमएसएमई पंजीकरण संख्या MSME Registration number :	UDYAM-DL-02-0011471
एमएसई सामाजिक श्रेणी MSE Social Category :	General
एमएसई लिंग श्रेणी MSE Gender :	Female
जीएसटीआईएन GSTIN:	07AAJCR2295Q1ZK (R), (S), (S)

*जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा | GST / Tax invoice to be raised in the name of - Buyer

वितरण निर्देश Delivery Instructions : NA						
--	--	--	--	--	--	--

#	आइटम विवरण Item Description	आइटम विवरण Ordered Quantity	इकाई Unit	इकाई मूल्य (INR) Unit Price (INR)	कर विभाजन (INR) Tax Bifurcation (INR)	मूल्य (INR में सभी शुल्क और कर सहित) Price (Inclusive of all Duties and Taxes in INR)
1	उत्पाद का नाम Product Name : hp Intel Core i5 12500 8 GB/ 1000 GB HDD/ Windows 11 Professional ब्रांड Brand : hp ब्रांड प्रकार Brand Type : Registered Brand कैटलॉग की स्थिति Catalogue Status: OEM verified catalogue कैसे बेचा जा रहा है Selling As : OEM verified Reseller श्रेणी का नाम और चतुर्भास्ति Category Name & Quadrant : Desktop Computers (Q2) मॉडल Model: HP 400 G9 MT i5 12500 Win11P 812563 23.8" एचएसएन कोड HSN Code: HSN not specified by seller	25	pieces	43,750	NA	1,093,750
2	उत्पाद का नाम Product Name : hp CIS Sheet Fed scanner, On Site OEM Warranty 1 year ब्रांड Brand : hp ब्रांड प्रकार Brand Type : Registered Brand कैटलॉग की स्थिति Catalogue Status: OEM verified catalogue कैसे बेचा जा रहा है Selling As : OEM verified Reseller श्रेणी का नाम और चतुर्भास्ति Category Name & Quadrant : Scanner (V2) (Q2) मॉडल Model: HP ScanJet Pro SJ 2000 S2 एचएसएन कोड HSN Code: HSN not specified by seller	3	pieces	25,000	NA	75,000
	उत्पाद का नाम Product Name : hp Multifunction Machines Mfm, On Site OEM Warranty 3 Year ब्रांड Brand : hp ब्रांड प्रकार Brand Type : Registered Brand कैटलॉग की स्थिति Catalogue Status: OEM verified catalogue					

3	कैसे बेचा जा रहा है Selling As : OEM verified Reseller श्रेणी का नाम और चतुर्भास Category Name & Quadrant : Multifunction Machines MFM (Q2) मॉडल Model: HP LaserJet MFP M233SDW Printer with 3 year warranty एचएसएन कोड HSN Code: HSN not specified by seller	2	pieces	29,000	NA	58,000
4	उत्पाद का नाम Product Name : ICT charges for Desktop Computers ब्रांड Brand : NA ब्रांड प्रकार Brand Type : Unbranded कैटलॉग की स्थिति Catalogue Status: Catalogue not verified by OEM कैसे बेचा जा रहा है Selling As : Reseller not verified by OEM श्रेणी का नाम और चतुर्भास Category Name & Quadrant : Addon Services for bid (Q3) मॉडल Model: ICT एचएसएन कोड HSN Code: HSN not specified by seller	25	pieces	18,750	NA	468,750

कुल ऑर्डर मूल्य | Total Order Value (in INR)

1,695,500

परेषिती विवरण| Consignee Detail

क्र.सं. S.No	परेषिती Consignee	वस्तु Item	लॉट नंबर Lot No.	मात्रा Quantity	दिनांक के बाद डिलीवरी शुरू करना है Delivery Start After	वितरण पूरा कब तक करना है Delivery To Be Completed By
1	पद Designation : - ईमेल आईडी Email ID : khwahish.verma@gov.in संपर्क Contact : - जीएसटीआईएन GSTIN : N पता Address : Room No. 202, F-Wing, Principal Accounts Office, Nirman Bhawan, New Delhi, New Delhi, DELHI-110011, India	hp Intel Core i5 12500 8 GB/ 1000 GB HDD/ Windows 11 Professional	-	25	03-May-2024	17-Jun-2024
		hp CIS Sheet Fed scanner, On Site OEM Warranty 1 year	-	3	03-May-2024	18-May-2024
		hp Multifunction Machines Mfm, On Site OEM Warranty 3 Year	-	2	03-May-2024	17-Jun-2024

Product Specification for hp Intel Core i5 12500 8 GB/ 1000 GB HDD/ Windows 11 Professional

विवरण Specification	उप-विवरण Sub-Spec	मूल्य Value
Processor	Processor Make	Intel
	Processor Generation	12
	Number of Cores per Processor	6
	Processor Base Frequency (GHz)	3
	Processor Description	Intel Core i5
	Processor Number	Intel Core i5 12500
	Out of Band Management	NA
	Cache (MB)	18
Motherboard	Chipset Series	Intel Q Series
	Chipset Number	Intel Q670
	Expansion Slots (PCIe x 1) (Number)	1
	Expansion Slots (PCIe x 4) (Number)	0
	Expansion Slots (PCIe x 16) (Number)	1
	Expansion Slots (PCI) (Number)	0
	Expansion Slots (M.2) (Number)	2
Graphics	Graphics Type	Integrated
	Graphic Card Description	UHD Graphics 770
	Size of Memory in Case of Dedicated Graphic Card (GB)	0
	Size of VRAM in case of Integrated Graphics (MB)	128
Operating System	Operating System (Factory Pre-Loaded)	Windows 11 Professional
	Recovery Image Media	On Line / Cloud
	OS Certification	Windows
	Type of RAM	DDR4
	RAM Size (GB)	8

Memory	RAM Speed (MHz)	3200
	Total Numbers of DIMM Slots Available	2
	Number of DIMM Slots populated	1
	RAM Expandability up to(using spare DIMM Slots in GB)	64
Storage	Total Number of Internal Bays available	2
	Number of 2 point 5 inches internal Bays	0
	Number of 3 point 5 inches Internal Bays	2
	Number of 2 point 5 Inches Internal Bays Populated	0
	Number of 3 point 5 Inches Internal Bays Populated	1
	Type of Drives used to populate the Internal Bays	HDD,SSD
	Number of Internal Bays populated with HDD	1
	Capacity of each HDD (GB)	1000 @7200 rpm
	Total HDD Capacity (GB)	1000
	Number of Internal Bays populated with SSD	1
	Capacity of each SSD (GB)	256
	Total SSD Capacity (GB)	256
	Number of Internal Bays populated with SSHD	0
	Capacity of each SSHD (GB)	NA
Cabinet	Total SSHD Capacity in addition to 8 GB Flash (GB)	0
	Number of Internal Bays populated with SSED	0
	Capacity of each SSED (GB)	0
	Total SSED Capacity (GB)	0
	Optane Memory (GB)	0
	Cabinet Form Factor	Tower (13.1 to 26 Litres)
	Cabinet Volume (Litres)	16.1
	External Bays (Number)	1
	Optical Drive	N/A
	Internal Speaker	Yes
Connectivity	Audio-in	No
	Audio-out	Yes
	Headphone out	Yes
	Microphone-in	Yes
	Wireless Connectivity	No
	If Yes, Type of Wireless Connectivity	NA
	Number of Ethernet Ports	1
Ports	Type of Ethernet Ports	10/100/1000 on board Integrated Gigabit Port
	Bluetooth Connectivity	No
	If Yes, Version of Bluetooth Available	0
	Number of USB Version 2 Point 0 Ports	2
	Number of USB Version 3 point 0 / 3 point 1, Gen 1 Ports	3
	Number of USB Version 3 point 1, Gen 2 Ports	3
	Number of USB Type C Ports	1
	Number of Serial Ports	0
	Number of Parallel Ports	0
	Number of VGA Ports	0
	Number of HDMI Ports	1
	Number of DP Ports	1
	Model of the Monitor	23.8"

	Monitor Technology	IPS
	LED Backlit Monitor Size (INCHES)	23.8
	Monitor Resolution (PIXELS)	1920x1080
	TCO Certification for Monitor	8.0
Monitor	Number of VGA Ports in the Monitor	1
	Number of HDMI Ports in the Monitor	1
	Number of Display Ports in the Monitor	0
	Availability of Webcam integrated with Monitor	No
	If Yes, Resolution of Webcam	NA
	Availability of Speakers integrated with Monitor	No
	If Yes, Number of Speakers available	0
Power	Power Supply Capacity (Watt)	400
	Minimum Power Efficiency Range (%)	90 - 94
Certification	ROHS Compliance	Yes
	BEE / Energy Star for the given Model	Yes
Input Devices	Mouse Connectivity	Wired
	Type of Mouse	Optical Scroll
	Keyboard Connectivity	Wired
	Type of Keyboard	Standard
Operating Conditions	Minimum Operating Temperature	5 degree Celsius
	Maximum Operating Temperature	35 degree Celsius
	Minimum Operating Humidity (%RH)	5
	Maximum Operating Humidity (%RH)	90
Warranty	On Site OEM Warranty (Year)	3

उपरोक्त मद के लिए स्थापना कमीशनिंग और परीक्षण (आईसीटी) विवरण | Installation Commissioning and Testing (ICT) details for the above item::

% of Product Cost Payable on Product Delivery	70 %
Min Cost Allocation for ICT as a % of product cost	30 %
Number of days allowed for ICT after site readiness communication to seller	15 Days

Product Specification for hp CIS Sheet Fed scanner, On Site OEM Warranty 1 year

विवरण Specification	उप-विवरण Sub-Spec	मूल्य Value
	Scanner Type	Sheet Fed
	Scanning Technology	CIS
	Document Size	Legal
	Optical Resolution (Dpi)	600
	Maximum Resolution (Dpi)	1200
	Simplex Monochrome Scan Speed for document @200dpi/@300dpi/@400dpi/@600 dpi/@1200dpi as applicable (ppm)	35
	Simplex Colour Scan Speed for document @200dpi/@300dpi/@400dpi/@600 dpi/@1200dpi as applicable (ppm)	35
	Duplex Monochrome Scan Speed for document @200dpi/@300dpi/@400dpi/@600 dpi/@1200dpi as applicable (ppm)	70
	Duplex Colour Scan Speed for document @200dpi/@300dpi/@400dpi/@600 dpi/@1200dpi as applicable (ppm)	70
	Colour Depth (Bits)	48
	Paper Weight Handling Capacity (GSM)	210
	Scanning Feature	Duplex
	Paper Path	Straight
	Multi Fed Detection Feature	No
	Automatic Document Feeder (ADF)	Available
	ADF Tray Capacity (Number of sheets)	50

Specification	USB interface	Available
	Network Interface	Not Available
	Wi-fi Interface	Not Available
	If Wi-fi Interface available	Not Applicable
	OS Compatibility (Latest version)	Windows,Linux,Mac OS
	Daily Duty Cycle (Number of Pages)	3500
	Scan File Formats	PDF,JPEG,PNG
	Bundled Softwares	WIA/Twain
	Power Consumption in Standby mode (Watts)	1
	Power Consumption in Operational mode (Watts)	3.6
	BIS Registration as per Compulsory Registration Scheme under Gazette of India Notification number SO 2357(E) dated 07/09/2012 issued by Department of Electronics and Information Technology	Yes
	BIS Registration Number and Its validity	R-41206334
	Minimum Operating Temperature (Degree C)	15
	Maximum Operating Temperature (Degree C)	55
	Minimum Operating Humidity (% RH)	15
	Maximum Operating Humidity (% RH)	80
	Dimensions (W x D x H) (mm x mm x mm)	300 x 488 x 303 mm
	Weight (Kg)	2.6
	On Site OEM Warranty (Year)	1

Product Specification for hp Multifunction Machines Mfrm, On Site OEM Warranty 3 Year

विवरणीय Specification	उप-विवरणीय Sub-Spec	मूल्य Value
Type of Machine		Multifunction Machine
Print Technology		Laser
Type of Printing		Mono
Cartridge Technology		Composite Cartridge
Developer Unit		No
Platen/Flatbed Size		A4
Paper Size (Original/Image)		A4/A4
RAM size (MB)		64
Hard Disk Capacity(GB)		0
Minimum Speed per Minute as per ISO/IEC 24734 in A4 Size-Mono		28
Minimum Speed per Minute as per ISO/IEC 24734 in A4 Size-Colour		0
Minimum Speed per Minute as per ISO/IEC 24734 in A3 Size-Mono		0
Minimum Speed per Minute as per ISO/IEC 24734 in A3 Size-Colour		0
Scanning Feature Availability		Yes
Duplexing Feature Availability		Yes
Faxing Feature Availability		No
Speed of Fax, If Fax Feature is available		NA
Networking Feature Availability		Yes
If yes, Type of Network Interface		Ethernet 10/100
Wi-Fi Availability		Yes
If yes, Wi-Fi Type		Wi fi 802.11 b/g/n & Wi Fi Direct
Original Document Feeder Type		ADF
Feeder Capacity (Number)		40

Ungrouped	Number of Main Paper Tray	1
	Each Main Paper Tray Capacity (Number)	150
	Bypass Facility	No
	If Yes, Bypass Tray Capacity	0
	Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19798/2007(E) for Cyan colour (Number of prints)	0
	Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19798/2007(E) for Yellow colour (Number of prints)	0
	Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19798/2007(E) for Magenta colour (Number of prints)	0
	Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19752/2004(E) for Black (Number of prints)	1000
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology - Cyan (Number of Prints)	0
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology - Yellow (Number of Prints)	0
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology - Magenta (Number of Prints)	0
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology - Black (Number of Prints)	0
	Duty Cycle (No of Prints/month)	20000
	Minimum Operating Temperature (Degree C)	15
	Maximum Operating Temperature (Degree C)	32.5
	Minimum Operating Humidity (%RH)	10
	Maximum Operating Humidity (%RH)	90
	BIS Registration under CRS of Meity	Yes
	BIS Registration Number	R-41001821
	Other Certifications Available	UL,CE,RoHS
	Dimension (mm x mm x mm)	418x308.0x294.4
	Weight (Kg)	9.5
	On Site OEM Warranty (Year)	3

उत्पाद का बीजाईएस लाइसेंस | BIS license of the product: 41001821

शुद्धिपत्र | Corrigendum

1. तक बढ़ाया गया | Extended Upto : 2024-03-15 17:00:00

ईपीबीजी विवरण | ePBG Detail

सलाहकार बैंक Advisory Bank :	AXIS BANK LTD
ईपीबीजी प्रतिशत (%) ePBG Percentage(%):	3.00

बोली लगाने वाले को बोली के नियमों और शर्तों के अनुसार लागू ईपीबीजी प्रस्तुत करना होगा | The bidder shall furnish ePBG as applicable as per bid's terms and conditions

नियम और शर्तें | Terms and Conditions

1. Special terms and conditions- Version:3 effective from 28-10-2023

1.1 'Local content means the amount of value added in India which shall, unless otherwise Prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value and percent.

'Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50% as defined under this Order

'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under this Order.

1 OPERATING SYSTEM

- (i) There is no requirement that the OEM of the Desktop computer systems should be a device partner of Microsoft and hold a Microsoft Authorization form
- (ii) Microsoft OS may be sourced directly from Microsoft by the OEMs holding device partner status and those not holding device partner status may source from authorized distributors i.e., M/s. Ingram or M/s. Reddington and their authorized channel partners.
- (iii) Buyers may ensure that MAF shall not be made a mandatory requirement in bids.
- (iv) If the supplies are made as per brands of OEMs who are global device partners, then the serial no of the machine supplied can be used to check the details of the product from the website of the OEM.
- (v) In the case of local device partners of Microsoft OS details such as digital key no., should be produced with supplies and the buyer may verify from Microsoft.
- (vi) In case of other OEMs who are sourcing from authorized National distributors of Microsoft Reddington or Ingram copy of the Invoice which contains the relevant serial no of Windows OS shall be submitted along with supplies and the buyer/consignee can verify the same from the OS server website or by telephone, or both
- (vii) In case the product offered is with DOS or Linux Operating system such verification of OS shall not be applicable

2 REQUIREMENT OF OEM LOGO

- (i) Buyers are advised to note that the incorporation of the condition stipulating the OEM logo on the motherboard is restrictive and may not be incorporated in the bids

3 CHANGING OR ALTERING THE CONFIGURATION

- (i) The seller must refrain from changing or altering the configuration of the factory pre-loaded machine. The machine should be delivered to the purchaser in its original, factory-approved configuration.

4 WARRANTY

- (i) The seller shall furnish a valid warranty Certificate/Tag from the OEM to the purchaser, guaranteeing the product's coverage under the specified warranty terms
- (ii) The warranty certificate should be verifiable through the OEM website/Customer care center. Buyer/consignee may ensure that as soon as supplies are received, they log to the OEM website/call center and verify the warranty certificate.

5 CHECKPOINTS DURING ACCEPTANCE OF SUPPLIES

- (i) Before generating the Consignee Receipt and Acceptance Certificate (CRAC), the consignee may inspect the system condition and verify that it complies with the agreed specifications and configurations and to ensure that there is no scope for the supply of refurbished products.
- (ii) In the case of a large number of units procured or complex installations buyer may opt for bidding and accordingly stipulate conditions regarding installation, inspection by consignees/inspection agency specifying verification of configuration, warranty applicability, checking for refurbished /altered configurations, and checking other relevant details through OEMs website.
- (iv) At the time of receiving supplies, the consignee may ensure the following to ensure that any discrepancies are there in supplies can be flagged and reflected and taken into account while generating CRAC.
 - (i) Packing should be checked properly
 - (ii) Warranty certificate from OEM should be insisted and checked.
 - (iii) Instruction manuals, and OS installed should be checked
 - (iv) The machine serial no should also be checked.
- (v) The above points are for guidance and the buyer/consignee may take steps considered suitable by them for checking at the consignee end before acceptance of the systems

6 COMPLIANCE OF EXTENDED PRODUCER'S RESPONSIBILITY

- (i) With effect from 01.04.23 as per E-waste rules 2022 EPR registration is mandatory for manufacturing entities shall ensure compliance.

7 MANDATORY / STATUTORY REQUIREMENTS AS APPLICABLE

(ii) OEMs shall have to ensure the mandatory/statutory requirements such as BIS-CRS, ISI Mark, Eco Mark, etc., as per the Government of India Notification issued from time to time for hardware components including monitor, keyboard, mouse, etc., as applicable.

2. General Terms and Conditions-

2.1 This contract is governed by the [General Terms and Conditions](#), conditions stipulated to this Product/Service as provided in the Marketplace.

2.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

3. Buyer Added Bid Specific Terms and Conditions-

3.1 Generic:

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.

3.2 Scope of Supply:

Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods

3.3 Turnover:

Bidder Turn Over Criteria: 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 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.

3.4 Turnover:

OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated 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 OEM 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. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.

3.5 OEM:

IMPORTED PRODUCTS: In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.

3.6 Purchase Preference (Centre):

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, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid 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 product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 50% of total value.

3.7 Service & Support:

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

3.8 Service & Support:

Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.

3.9 Service & Support:

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

3.10 Certificates:

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

3.11 Certificates:

The bidder is required to upload, along with the bid, all relevant certificates such as BIS licence, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document.

3.12 Certificates:

ISO 9001: The bidder or the OEM of the offered products must have ISO 9001 certification.

3.13 Warranty:

Warranty period of the supplied products shall be 3 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

3.14 Warranty:

Over and above the normal Warranty terms as per GeM GTC, the successful bidder / OEM shall have to provide Comprehensive Warranty during the entire Standard warranty period as per contract. : The comprehensive warranty shall be covering the following scope

A

(Upload an undertaking with the bid confirming compliance by the bidder if Bidder is taking onus of this compliance. In case OEM is taking onus of this compliance, OEM

undertaking is to be uploaded along with Bidder undertaking)

3.15 *Warranty:*

Successful bidder will have to ensure that adequate number of dedicated technical service personals / engineers are designated / deployed for attending to the Service Request in a time bound manner and for ensuring Timely Servicing / rectification of defects during warranty period, as per Service level agreement indicated in the relevant clause of the bid.

3.16 *Warranty:*

Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 3 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG). Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imburse the cost of such service / rectification to the Buyer.

3.17 *Past Project Experience:*

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

3.18 *Past Project Experience:*

The Bidder / OEM (themselves or through reseller(s)), should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following criteria:

- (i) Single order of at least 35% of estimated bid value; or
- (ii) Two orders of at least 20% each of estimated bid value; or
- (iii) Three orders of at least 15% each of estimated bid value.

Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion

3.19 *Financial Criteria:*

NET WORTH: Net Worth of the OEM should be positive as per the last audited financial statement.

3.20 *Buyer Added Bid Specific ATC:*

Buyer Added text based ATC clauses

1. Bidder should have a minimum of 3 years experience in sale of IT Hardware and Software. Copy of relevant document may be furnished along with turnover documents for past 03 years.
2. The firm should have registration No. of GST, PAN. Documents should be provided as proof.
3. Bidder should furnish a copy of certificate of registration, incorporation, etc.
4. It may be noted that in case, the successful firm backs out after awarding the contract without any explicit consent of this office, it will be liable to automatically debar the firm from any further dealing with this office and the EMD/performance guarantee amount would be forfeited. This department will not bear any obligation, claim or any welfare measure involving monetary expenditure.
5. No advance payment in any case would be made.
6. Bidder must upload an Undertaking to the effect that all terms and conditions mentioned with the Bid Document have been read and accepted by him/ her.
7. In case any of the mentioned documents is found lacking, bidder is liable to be rejected from participation.
8. Principal Accounts Office reserves the right to accept or reject the lowest or any or all the offers without assigning any reason whatsoever.
9. All matters/ disputes pertaining to the tender and resultant contract shall be settled by this office.

नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है। इस दस्तावेज़ का प्रिंट आउट भुगतान/लेनदेन उद्देश्य के लिए मान्य नहीं है।

Note: This is system generated file. No signature is required. Print out of this document is not valid for payment/ transaction purpose.