अनुबंध|Contract



अनुबंध क्रमांक | Contract No: GEMC-511687781179593

अनुबंध तिथि। Generated Date: 07-Mar-2025

बोली/आरए/पीबीपी संख्या|Bid/RA/PBP No.: <u>GEM/2024/B/5692238</u>

अनुसूची नाम | Schedule Name: Schedule 2

संगठन विवरण|Organisation Details

प्ररूप|Type : Statutory bodies मंत्रालय|Ministry: Ministry of Finance

विभाग | Department : Department of Financial Services

संगठन का नाम|Organisation Name: National Bank for Agriculture and RuralDevelopment

कार्यालय क्षेत्र|Office Zone: National Bank Staff College Lucknow खरीदार विवरण|Buyer Details

पद|Designation : Manager

संपर्क नंबर|Contact No.: 0522-2421065-7026 buyer84.nbar.up@gembuyer.in

ईमेल आईडी|Email ID : जीएसटीआईएन|GSTIN:

NBSC CAMPUS, SECTOR-H, LDA COLONY, KANPUR ROAD, पता|Address :

Lucknow, UTTAR PRADESH-226012, India

वित्तीय स्वीकृति विवरण|Financial Approval Detail

आईएफडी सहमित IFD Concurrence :

प्रशासनिक अनुमोदन का पदनाम| Principal, National Bank Staff College, Luckno

Designation of Administrative Approval:

वित्तीय अनुमोदन का पदनाम। Principal, National Bank Staff College, Luckno

Designation of Financial Approval :

भुगतान प्राधिकरण विवरण|Paying Authority Details

Role: BUYER भगतान का तरीका। Offline Payment Mode: पद|Designation : Manager

ईमेल आईडी|Email ID : buyer84.nbar.up@gembuyer.in

जीएसटीआईएन|GSTIN: 09AAACT4020G2ZO

NBSC CAMPUS, SECTOR-H, LDA COLONY, KANPUR ROAD, पता|Address:

Lucknow, UTTAR PRADESH-226012, India

विक्रैता विवरण|Seller Details

जेम विक्रैता आईडी|GeM Seller ID : B1B9180000099513 कंपनी का नाम|Company Name: Ritcom Systems And Services

संपर्क नंबर। Contact No. : 09335311724 ईमेल आईडी|Email ID : mail@ritcomsystems.com

M/S RITCOM SYSTEMS AND SERVICES, LGF-7, DHAN NIRMAN COMPLEX, ASHOK MARG, पता| Address :

Lucknow, UTTAR PRADESH-226001, India

एमएसएमई पंजीकरण संख्या|MSME Registration number : UDYAM-UP-50-0009315 जीएसटीआईएन|GSTIN: 09ADDPC4927A1Z2 (B), (R)

एमएसई सामाजिक श्रेणी|MSE Social Category : OBC एमएसई लिंग श्रेणी|MSE Gender

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

वितरण निर्देश | Delivery Instructions : NA

उत्पाद विवरण | Product Details

| # | 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 : acer Intel Core i7 15.6 Inch Laptop (Windows 11 Professional) ब्रांड Brand : acer 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 चतुर्थाश Category Name & Quadrant : Laptop - Notebook (Q2) मॉडल Model: Aspire Lite AL15 52 एचएसएन कोड HSN Code: 8471 | 43 | pieces | 84,881 | NA | 3,649,883 |
| कुल | ल ऑर्डर मूल्य Total Order Value (in INR) | | | | | 3,649,883 |

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 हैं Delivery To Be Completed By |
|--------------|---|------------|----------------------|-----------------|--|---|
| | पद Designation : - ईमेल आईडी Email ID : con77.nbar.up@gembuyer.in | | | | | |

| 1 जीएस पता / ROAl | Contact : 0522-2497020- टीआईएन GSTIN : 09AAACT4020G2ZO Address : NBSC CAMPUS, SECTOR-H, LDA COLONY, KANPUR D, Lucknow, now, UTTAR PRADESH-226012, India | acer Intel Core i7 15 Inch Laptop (Windo 11 Professional) | | - | 43 | 07-Mar-2025 | 21-Apr-202 | |
|-------------------------|---|---|--|-------------|---------------|-----------------------|---------------|--|
| Product Spec | ification for acer Intel Core i7 15.6 Inch Laptop (V | Vindows 11 Professi | onal) | | | | | |
| | ation उप-विनिर्देश Sub-Spec | | मूल्य V | alue | | | | |
| | Form Factor | | Standar | | | | | |
| Construction | Chassis Material | | | Alluminium | | | | |
| | Hinges | Hinges N | | Metallic | | | | |
| | Processor Make | Intel | | | | | | |
| | Processor Generation | | 12 | | | | | |
| | Number of Cores per Processor | Number of Cores per Processor | | 10 | | | | |
| | Processor Base Frequency (GHz) | | 1.7 | | | | | |
| Processor | Processor Description | | Intel Co | re i7 | | | | |
| | Processor Number | | Intel Co | re i7 1255U | | | | |
| | Out of Band Management | | NA | | | | | |
| | Cache (MB) | | | | | | | |
| Motherboard | Expansion Slots (M Dot 2) | | 2 | | | | | |
| | Graphics Type | | Integra | ted | | | | |
| | Graphic Card Description | | | XeGraphics | <u> </u> | | | |
| Graphics | Size of Memory in Case of Dedicated Graphic Card (GB) | | 0 | <u>'</u> | | | | |
| | Size of VRAM in case of Integrated Graphics (MB) | | 128 | | | | | |
| | Operating System (Factory Pre-Loaded) | | | s 11 Profes | sional | | | |
| Operating System | | | CD from | n the OEM / | | tion of the Hard Disk | (/ USB Drive | |
| | OS Certification | | Window | /S | | | | |
| | Type of RAM | | DDR4 | | | | | |
| | RAM Size (GB) | | 16 | | | | | |
| | RAM Speed (MHz) | | 3200 | | | | | |
| Memory | Total Numbers of DIMM Slots Available | | 2 | | | | | |
| | Number of DIMM Slots populated | | 1 | | | | | |
| | RAM Expandability up to(using spare DIMM Slots in GB) | | 64 | | | | | |
| | Type of Drives used to populate the Internal Bays | | SSD,HD | D,SSHD,SSE | D,PCIe SSD,EM | MC | | |
| | Number of Internal Bays populated with HDD | | 0 | | | | | |
| | Capacity of each HDD (GB) | | NA | | | | | |
| | Total HDD Capacity (GB) | | 0 | | | | | |
| | Number of Internal Bays populated with SSD | | 1 | | | | | |
| | | | 512 | | | | | |
| | Capacity of each SSD (GB) | | 312 | 512 | | | | |
| | Capacity of each SSD (GB) Total SSD Capacity (GB) | | | | | | | |
| Storage | | | | | | | | |
| Storage | Total SSD Capacity (GB) | | 512 | | | | | |
| Storage | Total SSD Capacity (GB) Number of Internal Bays populated with SSHD Capacity of each SSHD (GB) | | 512 | | | | | |
| Storage | Total SSD Capacity (GB) Number of Internal Bays populated with SSHD | | 512 0 NA | | | | | |
| Storage | Total SSD Capacity (GB) Number of Internal Bays populated with SSHD Capacity of each SSHD (GB) Total SSHD Capacity in addition to 8 GB Flash (GB) | | 512 0 NA 0 | | | | | |
| Storage | Total SSD Capacity (GB) Number of Internal Bays populated with SSHD Capacity of each SSHD (GB) Total SSHD Capacity in addition to 8 GB Flash (GB) Number of Internal Bays populated with SSED Capacity of each SSED (GB) | | 512 0 NA 0 | | | | | |
| Storage | Total SSD Capacity (GB) Number of Internal Bays populated with SSHD Capacity of each SSHD (GB) Total SSHD Capacity in addition to 8 GB Flash (GB) Number of Internal Bays populated with SSED Capacity of each SSED (GB) Total SSED Capacity (GB) | | 512 0 NA 0 0 | | | | | |
| Storage | Total SSD Capacity (GB) Number of Internal Bays populated with SSHD Capacity of each SSHD (GB) Total SSHD Capacity in addition to 8 GB Flash (GB) Number of Internal Bays populated with SSED Capacity of each SSED (GB) Total SSED Capacity (GB) Optane Memory (GB) | | 512 0 NA 0 0 0 0 | | | | | |
| Storage | Total SSD Capacity (GB) Number of Internal Bays populated with SSHD Capacity of each SSHD (GB) Total SSHD Capacity in addition to 8 GB Flash (GB) Number of Internal Bays populated with SSED Capacity of each SSED (GB) Total SSED Capacity (GB) | | 512 0 NA 0 0 0 0 0 Yes | AX200 + Blu | etooth 5.0 | | | |

| | If available, Type of Ethernet Ports | 10/100/1000 on board Integrated Gigabit Port |
|---------------|---|--|
| | Bluetooth Connectivity | Yes |
| | If Yes, Version of Bluetooth Available | 5.2 |
| | Number of USB Version 2 Point 0 Ports | 1 |
| | Number of USB Version 3 point 0 / 3 point 1, Gen 1 Ports | 1 |
| | Number of USB Version 3 point 1, Gen 2 Ports | 1 |
| | Number of USB Type C Ports | 1 |
| Ports | Number of Serial Ports | 0 |
| | Number of VGA Ports | 0 |
| | Number of HDMI Ports | 1 |
| | Number of DP Ports | 0 |
| | Number of Thunderbolt Port | 0 |
| | Display Size (Inch) | 15.6 |
| | Display Type | Non Touch |
| | Display Technology | LED HD Backlit Antiglare |
| | Panel Technology | TN |
| Display | Display Resolution (Pixels) | 1920x1080 |
| | Availability of Webcam integrated with Display | Yes |
| | If Yes, Resolution of Webcam | HD |
| | Infra Red Webcam | No |
| | Optical Drive | NA NA |
| | Type of Optical Drive | N/A |
| | Internal Speaker (Dual) | Yes |
| | Audio-in | Yes |
| | Audio-out | Yes |
| | Headphone out | Yes |
| | Microphone-in | Yes |
| | Type of Keyboard | Standard |
| | Backlit Keyboard | Yes |
| Miscellaneous | Spill Resistant Keyboard | Yes |
| | Pointing Device/Touchpad | Touchpad with multi-touch gestures enabled |
| | Finger Print Reader | No No |
| | Hardware Trusted Platform Enabled | No No |
| | Carry Case | Yes |
| | If Yes, Type of Carry Case | Back Pack |
| | Security Lock Slot | Yes |
| | If Yes,Availability of Cable Lock | No No |
| | Weight (Including Battery) (Kilogram) | 1.6 |
| | Battery Type | Integrated |
| | Battery Chemistry | Li - ion |
| Power | Battery Capacity (Watt Hour) | 36 |
| | Battery Backup Time (Hours)(Value exactly as per Mobile Mark 2014 to be | |
| | indicated) | 8 |
| | BIS Registration under CRS of Meity | Yes |
| | BIS Registration Number and its validity | R-61000108, 04/01/25 |
| Certification | BEE / Energy Star for the given Model | Yes |
| | ROHS Compliance | Yes |
| | Other Certifications available | FCC,CE |
| | Minimum Operating Temperature | 0 degree Celsius |
| | ļ | 1 |

| | Operating Conditions | Maximum Operating Temperature | 45 degree Celsius |
|--|----------------------|---|-------------------|
| | | Minimum Operating Humidity (%RH) | 0 |
| | | Maximum Operating Humidity (%RH) | 85 |
| | | Battery Warranty | 3 |
| | Warranty | On Site OEM Warranty (Year)(OEM/ Authorised channel partner shall note that W/G to be fulfilled by OEM at site) | 3 |

उत्पाद का बीआईएस लाइसेंस|BIS license of the product: 61000108

खरीदार परिभाषित अतिरिक्त विशिष्टता के लिए |Buyer Defined Additional Specification for acer Intel Core i7 15.6 Inch Laptop (Windows 11 Professional)

| विनिर्देश Specification | मूल्य Value | |
|---|---|--|
| 1. Processor; 2- RAM; 3- Display size; 4- Main memory (SSD) | 1. Intel Core i7 12th/ 13th Generation or above/ Equivalent; 2. 16 GB (DDR4) 3200 MHz; 3. 15.6" (inches) with Anti-GLARE; 4. 512 GB PCIe (R) NVMe (TM) SSD | |
| 1-Connectivity; 2-Ports; 3- Power Supply & battery backup; 4-Operating System | 100/1000 Gigabit Ethernet Port, Wi-Fi 6 AX200 + Bluetooth 5.0 ; 2- USB 3.x Port : 3 or more, USB type-C port :1, HDMI Port : 1 ; 3- ttery Backup Minimum 8 hours ; 4- Windows 11 Pro preloaded (No volume based license allowed) | |
| 1-Multimedia; 2- Keyboard & Mouse; 3- Laptop weight; 4- Others | 1 - Inbuilt speakers, Integrated Microphone, Integrated Webcam ; 2- Integrated Backlit Keyboard, Inbuilt Touchpad ; 3- Laptop weight- Up to 2.5 kg for 15.6" size laptop; 4- Laptop backpack (bag), Security lock hole should be available. | |
| 1. Compliance- Energy Efficiency | 1. RoHS-compliant, ENERGY STAR or EPEAT or equivalent compliance | |
| 1. Warranty ; 2. Insurance | 1. Three-years Comprehensive On-site warranty including battery from the OEM; 2. Accident, Liquid spillage, and Repair Insurance for the life of laptop (considering life of of laptop equivalent to warranty period i.e. 03 years) | |

शुद्धिपत्र|Corrigendum

- 1. GeM-Bidding-Corr-7232858-1.pdf :यहां क्लिक करें|click here
- 2. तक बढ़ाया गया | Extended Upto: 2025-01-24 12:00:00

ईपीबीजी विवरण | ePBG Detail

| सलाहकार बैंक Advisory Bank : | State Bank of India |
|---|---------------------|
| 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- $\mbox{\it Version:2}$ effective from 09-04-2021
- 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

- 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
- 2.3 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.
- 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 Generic.

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

The Principal

National Bank Staff College (NBSC) Sector H, LDA Colony Kanpur Road, Lucknow Uttar Pradesh Pin code 226012

3.3 Generii

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.

3.4 Generic.

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. <u>Click here to view the file</u>

3.5 Generic

Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

3.6 Generic.

Experience Criteria: The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for 3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.

3.7 Generic

IT equipment shall be IPv6 ready from day one.

3.8 Generic

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

- (a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to:

 (i) Inhibit the desires and designed function of the equipment.
 - (ii) Cause physical damage to the user or equipment during the exploitation.
 - (iii) Tap information resident or transient in the equipment/network.
- (b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

3.9 Generic

Manufacturer Authorization: Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

3.10 Generic

Non return of Hard Disk: As per Buyer organization's Security Policy, Faulty Hard Disk of Servers/Desktop Computers/ Laptops etc. will not be returned back to the OEM/supplier against warranty replacement.

3.11 Scope of Supply.

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

3.12 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.

3.13 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.

3.14 Purchase Preference (Centre):

Purchase Preference linked with Local Content (PP-LC) Policy:

The bid clause regarding "Preference to Make In India products" stands modified in this bid and shall be governed by the PPLC Policy No. FP-20013/2/2017-FP-PNG dated 17.11.2020 issued by MoP&NG as amended up to date. Accordingly, bidders with Local Content less than or equal to 20% will be treated as "Non Local Supplier". The prescribed LC shall be applicable on the date of Bid opening. Sanctions on the bidders for false / wrong declaration or not fulfilling the Local Content requirement shall be as per the PPLC policy. Further following additional provisions are added in the certification and verification of local content provision of the Preference to Make in India clause:

- i. In case of foreign bidder, certificate from the statutory auditor or cost auditor of their own office or subsidiary in India giving the percentage of local content is also acceptable. In case office or subsidiary in India does not exist or Indian office/subsidiary is not required to appoint statutory auditor or cost auditor, certificate from practicing cost accountant or practicing chartered accountant giving the percentage of local content is also acceptable.
- ii. Along with Each Invoice: The local content certificate (issued by statutory auditor on behalf of procuring company) shall be submitted along with each invoice raised. However, the % of local content may vary with each invoice while maintaining the overall % of local content for the total work/purchase of the pro-rata local content requirement. In case, it is not satisfied cumulatively in the invoices raised up to that stage, the supplier shall indicate how the local content requirement would be met in the subsequent stages.
- iii. The bidder shall submit an undertaking from the authorized signatory of bidder having the Power of Attorney along with the bid stating the bidder meets the mandatory minimum LC requirement and such undertaking shall become a part of the contract.

3.15 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.

3.16 Service & Support:

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

3.17 Service & Support:

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

3 18 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 19 Certificates

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

3.20 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.

3.21 Certificates:

To be eligible for award of contract, Bidder / OEM must possess following Certificates / Test Reports on the date of bid opening (to be uploaded with bid):

As mentioned in the Checklist attached as Annexure-1

3.22 Warranty.

Warranty period of the supplied products shall be as given in specifications 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.

3.23 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.

3.24 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 5 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-imberse the cost of such service / rectification to the Buyer.

3.25 Buyback for Non PFMS / Non GPA:

Buyback for Non PFMS/Non GPA:

- 1. GST will apply on the value of buyback and separate invoice is to be prepared by Government buyer/Consignee for buyback items offline outside the GeM system. Vendor should work out input credit for that GST applicable on the buy back while quoting the product/services.
- 2. Input GST Credit consideration by seller- seller shall offer the prices in the bid by the total amount of new goods including GST- total amount of old goods quoted by the firm excluding GST. This is because GST charged by buyer on buy-back value will be available for full ITC (input tax credit) on the hands of bidder. Therefore, for the purpose of quoting in the bid and evaluation, value as quoted by the bidder (excluding any GST on buy back) as indicated in column G below will be considered.

 Illustrative examples for bidders are as under for understanding of the seller.

| | Excel sheet for explanation to Buyback ATC | | | | | | | | | |
|-----|--|---|---------------------------------|--------------------------------|--|--|--|--|--|--|
| S.ı | Cost of Fresh Good (A) | %age of GST on Fresh Good as considered by seller at the time of quote (B). | GST Amount on Fresh Good (C) | Cost of Buyback item (D) | %age of GST on Buyback items (E) as fixed by buyer in the bid | GST Amount on Buyback item (F) as applicable at the time of invoice by buyer | Quote of the Bidder (G={A+C- D}) | | | |
| 1 | 100 | 28 | 28 | 20 | 8 | 1.6 | 108 | | | |
| 2 | 100 | 9 | 9 | 20 | 8 | 1.6 | 89 | | | |
| 3 | 110 | 10 | 11 | 24 | 8 | 1.92 | 97 | | | |
| | Seller after the award of the GeM contract, will indicate all column A to G which will not alter their quoted price indicated in Colum-G | | | | | | | | | |

- 3. Successful lowest bidder has to provide detailed cost break up of tendered items as well as buy back items separately after award of contract through email to the government buver/consignee.
- 4. The seller of new item /service provider shall deposit the cost of invoiced buy back item with GST to the buyer for allowing seller to lift up the material from the buyer/consignee premise.
- $5. \ Transportation \ of buy \ back \ items \ from \ buyer \ premises \ shall \ be \ arranged \ by \ the \ seller \ itself \ without \ any \ extra \ cost.$
- 6. Government Buyer organisation /consignee will issue invoice of buy back items to the seller at the cost of buyback to be indicated to the buyer by the seller offline after receipt of order. This in no case will modify the bid in any manner.
- 7. The seller will be entirely responsible for the safe disposal of old items without affecting the environment in any manner as per prevailing statutory rules and Act/ law of the land.
- 8. The seller may visit the site and inspect the condition of buy back item in advance before quoting for the bid.
- 9. Receipt of payment by the buyer for Old items and invoicing by buyer will be out of GeM portal.
- 10. Government Buyer will upload the details of old goods along with the bid in the corrigendum with minimum price.
- 11. If the minimum price (Optional) is indicated and sellers of new item who are not agreeing to take back the old item at equal to or above that minimum price should not participate in the bid.
- 12. In case they participate into the bid and afterwards indicates the price of old goods, less than the minimum price shown by Government Buyer in corrigendum, EMD of the bidder will be forfeited.
- 13. Item Details Consignee wise will be indicated in the corrigendum like -
 - 1. Consignee wise
 - 2. Item Description
 - 3. Serial Number
 - 4. Model
 - 5. Brand
 - 6. Year of manufacturing
 - 7. Purchased on
 - 8. Age
 - 9. Size, Rating, Designation
 - 10. Quantity
 - 11. Min price (Optional)

- 12 Unit
- 13. Working Guidelines (/Functional/Non-Functional)
- 14. Remarks
- 14. The successful bidder shall remove the old goods from the premise of the Government buyer/consignee at the time of the supply, installation and commis-sioning of fresh goods. Seller will be entitled for payment only after removal of old goods from Government buyer/consignee/user's premise and after supplying the fresh goods in terms of
- 15. Note: This clause of ATC shall be operated by non PFMS; non GPA buyer i.e. all PSU working through their ERP and not integrated with GPA.

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.

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

3.28 Forms of EMD and PBG:

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

NARARD

Account No.

NARADMN20

IFSC Code

NBRD0000002

Bank Name

NARARD

Branch address

NABARD, HEAD OFFICE, MUMBAI

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid

3.29 Forms of EMD and PBG:

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). Online payment shall be in Beneficiary name

NABARD

Account No.

NARADMN20

IESC Code NBRD0000002

Bank Name

NABARD

Branch address

NABARD, HEAD OFFICE, MUMBAI

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

3.30 Financial Criteria:

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

3.31 Buyer Added Bid Specific ATC:

Buyer Added text based ATC clauses

- 1. All the documents mentioned in the Checklist (Annexure-1) have to be attached by every bidder.
- 2. Acceptance of all the Terms and Conditions of this bid document including the Buyer Added Special Terms and Conditions mentioned in Annexure-4, have to be submitted (for mat given in Annexure-2).
- 3. Compliance to Additional Technical Specifications (as per Annexure-3) also need to be submitted.
- 4. Submission of IRREVOCABLE UNDERTAKING on Rs. 500/- stamp paper as per Annexure-5
- 5. Submission of Pre-contract Integrity Pact on stamp paper of Rs. 200/- as per attached format is mandatory for every bidder. (format is given in Annexure-6). This format is sam e as that given in clause 4 of Buyer Added Bid Specific Terms and Conditions of this bid document.
- 6. List of IT hardware assets proposed to be given in Buyback arrangement to the successful bidder under this bid is attached herewith as Annexure-7.
- 7. Bureau of Indian Standards (BIS) certificate is required to be submitted for each of the product item for which bid is being submitted by the bidder.
- 8. In case of any contradiction between the Technical specification and Additional Technical Specification is found, the Additional Technical Specification will prevail, case of Deskto p-computers as well as Laptop-Notebooks (e.g. Minimum processor configuration should be i7 or equivalent)

(Annexures refer to the Annexure 1 to Annexure 7, as given in Buyer uploaded ATC document)

3.32 Buyer Added Bid Specific ATC:

Buyer uploaded ATC document Click here to view the file.

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

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