

**Bid Document/ बिड दस्तावेज़**

Bid Details/बिड विवरण	
<b>Bid End Date/Time/बिड बंद होने की तारीख/समय</b>	19-05-2025 11:00:00
<b>Bid Opening Date/Time/बिड खुलने की तारीख/समय</b>	19-05-2025 11:30:00
<b>Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)</b>	90 (Days)
<b>Ministry/State Name/मंत्रालय/राज्य का नाम</b>	Ministry Of Communications
<b>Department Name/विभाग का नाम</b>	Department Of Telecommunications (dot)
<b>Organisation Name/संगठन का नाम</b>	Controller General Of Communication Accounts
<b>Office Name/कार्यालय का नाम</b>	Cca West Bengal Circle
<b>क्रेता ईमेल/Buyer Email</b>	kshk.bhattacharya@gov.in
<b>Item Category/मद केटेगरी</b>	Annual Maintenance Service - Desktops, Laptops and Peripherals - AMC OF PC AND PERIPHERALS AS PER SOW; HP ACER ETC MIXED
<b>Contract Period/अनुबंध अवधि</b>	1 Year(s)
<b>Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)</b>	3 Lakh (s)
<b>Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष</b>	3 Year (s)
<b>Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है</b>	Yes
<b>MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है</b>	Yes
<b>Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है</b>	Yes

Bid Details/बिड विवरण	
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	Yes
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	105000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज़ ब्रेकअप आवश्यक है	Yes
Arbitration Clause	No
Mediation Clause	No

#### EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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#### ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	1.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

#### Beneficiary/लाभार्थी :

ASSISTANT ACCOUNTS OFFICER  
CCA West Bengal Circle, Department of Telecommunications (DOT), Controller General Of Communication  
Accounts, Ministry of Communications

**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
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**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	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" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. 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" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. 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. 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 above 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.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. 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 as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
6. 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.
7. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
  1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
  2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
  3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा****Annual Maintenance Service - Desktops, Laptops And Peripherals - AMC OF PC AND PERIPHERALS AS PER SOW; HP ACER ETC MIXED ( 1 )****Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	AMC OF PC AND PERIPHERALS AS PER SOW
Make/Brand of Assets	HP ACER ETC MIXED
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	None
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
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़****Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Koushik Bhattacharya	700020,2nd MSO Building, 10th Floor, Nizam Palace, 234/4 AJC Bose Road	1	<ul style="list-style-type: none"><li>Number of months for technician : 12</li><li>Number of Resident engineers : 0</li><li>Number of technicians : 1</li></ul>

**Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें****1. Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

## 2. **Payment**

**PAYMENT OF SALARIES AND WAGES:** Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

## 3. **Generic**

Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the market and has at least 3 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

## 4. **Forms of EMD and PBG**

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

AO(CASH), O/O CCA, WBC

Account No.

30266872432

IFSC Code

SBIN0000001

Bank Name

STATE BANK OF INDIA

Branch address

SBI MAIN BRANCH, SAMRIDDHI BHAWAN, STRAND ROAD, KOL-01

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.

## 5. **Buyer Added Bid Specific Scope Of Work(SOW)**

Text Clause(s)

### **Buyer Added ATC Clauses**

The details of the work is given below :-

Name of work: Annual maintenance Contract of Desktop/Laptop/printer/Scanner and networking etc. the as set details is as under :-

SI No.	Item	No.
1	Desktop	69
2	All in One Computer	02
3	Laptop	03
4	Server	02
5	Multifunction Printer	17
6	Printer	17
7	Scanner	06

<b>8</b>	LAN	As a whole for all systems
<b>9</b>	UPS	16
<b>10</b>	Biometric	05
<b>11</b>	Video Conferencing System with one P TZ camera	01
<b>12</b>	Switch	22
<b>13</b>	Router	04

The rates should be quoted inclusive of all taxes viz. GST etc. and clearly indicate the GST rate for one year duration.

1. Bidders must inspect all the items as stated above before the BID and shall ensure to have experience of similar works previously for at least 03 years and shall be registered with Central Govt/ State Govt.
2. Copy of OEM authorisation certificate with trade license Certificate to be submitted
3. Bidder's financial standing for non-liquidation, non-bankrupt, non-black listing, no court receivership or any such similar proceedings ongoing, no pointers from the EoW of Gol.
4. PAN+GST+NEFT/bank mandate is necessary.
5. Bidders shall have registered office in Kolkata otherwise the BID is liable to be cancelled
6. ISO certification of the Bidder /OEM to be uploaded.
7. Bidders are required to quote for non-comprehensive AMC. Bidders should ensure on their letter head duly signed minimum number of visits for each category of IT equipment.
8. Payment for AMC of Desktop/laptops/Printer/Scanner/Server and LAN etc. will be made on quarterly basis after satisfactory certification of work done. No advance payment in any occasion will be made.
9. The non-comprehensive maintenance contract includes the cost of repairing/replacement of the defective parts as well as maintenance support but does not include the cost of plastic parts, printer Teflon, scanner lamp, physical damages, burnt items, consumable items like cartridge etc.
10. Warranty of the replaced parts shall remain valid for minimum 12 months for work from the final acceptance.
11. Cyber audit & hardening: as per Gol directives of DoT Deptt. the residential engineer should have knowledge on the works of Cyber audit and hardening of the computer and all peripherals
12. At least one residential Engineer will attend the work for all working days from 9:30 AM to 6:00 PM. The curriculum vitae and experience certificate of the engineer have to be placed.
13. In case of non-submission/failure to upload the required documents as per the BID GTC and ATCs, Bidder's offer is liable to be cancelled/ rejected.
14. Payment will be deducted on pro-rata basis as per attendance of the deployed resident Engineer.
16. The resident service engineer provided by the bidder shall not be changed frequently. If the said engineer is required to take leave, a suitable replacement will have to be provided otherwise a penalty @ 200/- per diem will be charged.
17. The service resident engineer should be courteous in behaviour and promptly response towards the needs of smooth function of the IT systems. The engineer and the vendor management must ensure the confidentiality regarding handling of information obtained within this office and other sensitive materials.
18. The bidder should ensure uninterrupted IT and LAN service and should visit the office at regular interval and as and when required to sort out any AMC related issue.

## 6. Buyer Added Bid Specific ATC

### **Buyer Added ATC Clauses**

The details of the work is given below :-

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<b>SI No.</b>	<b>Item</b>	<b>No.</b>
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<b>5</b>	Multifunction Printer	17
<b>6</b>	Printer	17
<b>7</b>	Scanner	06
<b>8</b>	LAN	As a whole for all systems
<b>9</b>	UPS	16
<b>10</b>	Biometric	05
<b>11</b>	Video Conferencing System with one P TZ camera	01
<b>12</b>	Switch	22
<b>13</b>	Router	04

The rates should be quoted inclusive of all taxes viz. GST etc. and clearly indicate the GST rate for one year duration.

1. Bidders must inspect all the items as stated above before the BID and shall ensure to have experience of similar works previously for at least 03 years and shall be registered with Central Govt/ State Govt.
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10. Warranty of the replaced parts shall remain valid for minimum 12 months for work from the final accep

tance.

11. Cyber audit & hardening: as per GoI directives of DoT Deptt. the residential engineer should have knowledge on the works of Cyber audit and hardening of the computer and all peripherals

12. At least one residential Engineer will attend the work for all working days from 9:30 AM to 6:00 PM. The curriculum vitae and experience certificate of the engineer have to be placed.

13. In case of non-submission/failure to upload the required documents as per the BID GTC and ATCs, Bidder's offer is liable to be cancelled/ rejected.

14. Payment will be deducted on pro-rata basis as per attendance of the deployed resident Engineer.

16. The resident service engineer provided by the bidder shall not be changed frequently. If the said engineer is required to take leave, a suitable replacement will have to be provided otherwise a penalty @ 200/- per diem will be charged.

17. The service resident engineer should be courteous in behaviour and promptly response towards the needs of smooth function of the IT systems. The engineer and the vendor management must ensure the confidentiality regarding handling of information obtained within this office and other sensitive materials.

18. The bidder should ensure uninterrupted IT and LAN service and should visit the office at regular interval and as and when required to sort out any AMC related issue.

#### 7. Buyer Added Bid Specific SLA

Text Clause(s)

#### **Buyer Added ATC Clauses**

The details of the work is given below :-

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10	Biometric	05
11	Video Conferencing System with one PTZ camera	01
12	Switch	22



The rates should be quoted inclusive of all taxes viz. GST etc. and clearly indicate the GST rate for one year duration.

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17. The service resident engineer should be courteous in behaviour and promptly response towards the needs of smooth function of the IT systems. The engineer and the vendor management must ensure the confidentiality regarding handling of information obtained within this office and other sensitive materials.
18. The bidder should ensure uninterrupted IT and LAN service and should visit the office at regular interval and as and when required to sort out any AMC related issue.

## Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby 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 specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, 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.

**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.**

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), 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/सामान्य नियम और शर्तें 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./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई

का आधार होगा।

**---Thank You/धन्यवाद---**