

## Bid Document

Bid Details	
<b>Bid End Date/Time</b>	06-08-2021 14:00:00
<b>Bid Opening Date/Time</b>	06-08-2021 14:30:00
<b>Bid Life Cycle (From Publish Date)</b>	90 (Days)
<b>Bid Offer Validity (From End Date)</b>	30 (Days)
<b>Ministry/State Name</b>	Uttarakhand
<b>Department Name</b>	School Education Department Uttarakhand
<b>Organisation Name</b>	State School Education Portal
<b>Office Name</b>	Cheif Education Office Pithoragarh
<b>Total Quantity</b>	17
<b>Item Category</b>	Desktop Computers , Laptop-Notebook , Computer Printers
<b>Minimum Average Annual Turnover of the Bidder</b>	2 Lakh (s)
<b>OEM Average Turnover (Last 3 Years)</b>	15 Lakh (s)
<b>Years of Past Experience required</b>	1 Year (s)
<b>MSE Exemption for Years Of Experience and Turnover</b>	Yes
<b>Startup Exemption for Years of Experience and Turnover</b>	No
<b>Document required from seller</b>	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual 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
<b>Past Performance</b>	10 %
<b>Bid to RA enabled</b>	No
<b>Primary product category</b>	Computer Printers
<b>Time allowed for Technical Clarifications during technical evaluation</b>	2 Days
<b>Evaluation Method</b>	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.

### MII Purchase Preference

MII Purchase Preference	No
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### 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. 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.
3. Experience Criteria: In respect of the filter applied for 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 / Public Listed Company for number of Financial years as indicated above in the bid document 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 Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.
4. 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.
5. Purchase preference to Micro and Small Enterprises (MSEs) from the State of Bid Inviting Authority : Purchase preference will be given to MSEs as Micro and Small Enterprises from the State of Bid inviting Authority. 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 15 % of total quantity as defined/ decided in relevant policy.
6. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 10% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

### Desktop Computers ( 8 pieces )

Brand Type	Registered Brand
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## Technical Specifications

[\\* As per GeM Category Specification](#)

Specification	Specification Name	Bid Requirement (Allowed Values)
Motherboard	<b>Chipset Series</b>	Intel H Series, Intel B Series, Intel Q Series, Intel Z Series Or higher
	<b>Chipset Number</b>	Intel Q 250, Intel Q 270, Intel Q 370, Intel B 365, Intel B 460, Intel Z 490, Intel Q 470 Or higher
	Expansion Slots (PCIe x 16) (Number)	1, 2, 3 Or higher
Processor	<b>Processor Make</b>	Intel
	<b>Processor Generation</b>	9.0, 10.0 Or higher
	<b>Number of Cores per Processor</b>	4, 6, 8, 10, 12 Or higher
	Processor Base Frequency (GHz)	2.9, 3, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 3.8, 3.9, 4, 4.1, 4.2, 4.3 Or higher
	<b>Processor Description</b>	Intel Core i3, Intel Core i5, Intel Core i7, Intel Core i9 Or higher
	<b>Processor Number</b>	Intel Core i5 7600K, Intel Core i5 8400, Intel Core i5 8500, Intel Core i5 8600, Intel Core i5 8600K, Intel Core i7 7700T, Intel Core i7 7700, Intel Core i7 8700T, Intel Core i7 7700K, Intel Core i7 8700, Intel Core i7 8700K, Intel Core i3 9100, Intel Core i3 9300, Intel Core i3 9320, Intel Core i5 9400, Intel Core i5 9500, Intel Core i5 9600, Intel Core i7 9700, Intel Core i9 9900, Intel Core i7 9700K, Intel Core i9 9900K, Intel Core i9 10900K, Intel Core i9 10900KF, Intel Core i9 10900, Intel Core i9 10900F, Intel Core i9 9900KS, Intel Core i7 10700K, Intel Core i7 10700KF, Intel Core i9 9900KF, Intel Core i7 10700, Intel Core i7 10700F, Intel Core i7 9700KF, Intel Core i5 10600K, Intel Core i5 10600KF, Intel Core i5 10600, Intel Core i7 9700F, Intel Core i7 8086K, Intel Core i5 10500, Intel Core i9 10900T, Intel Core i3 10320, Intel Core i5 10400, Intel Core i5 10400F, Intel Core i5 9600K, Intel Core i5 9600KF, Intel Core i7 10700T, Intel Core i3 10300, Intel Core i9 9900T, Intel Core i5 10600T, Intel Core i3 10100, Intel Core i5 9500F, Intel Core i5 9400F, Intel Core i3 9350KF, Intel Core i3 9350K, Intel Core i7 9700T, Intel Core i5 10500T, Intel Core i3 8350K, Intel Core i5 9600T, Intel Core i3 10300T, Intel Core i5 8600T Or higher
	Out of Band Management	Intel vPro, AMD DASH, NA Or higher
	Cache (MB)	8.0 - 96.0 Or higher
Graphics	Graphics Type	Integrated
	Size of Memory in Case of Dedicated Graphic Card (GB)	0, 1, 2, 3, 4, 6, 8 Or higher
Operating System	<b>Operating System (Factory Pre-Loaded)</b>	Windows 10 Professional, Windows 10 Home

Specification	Specification Name	Bid Requirement (Allowed Values)
Memory	<b>RAM Size (GB)</b>	4, 8, 16, 32, 64, 128 Or higher
	<b>RAM Expandability up to( using spare DIMM Slots in GB)</b>	64, 128 Or higher
Storage	<b>Type of Drives used to populate the Internal Bays</b>	HDD
	<b>Total HDD Capacity (GB)</b>	1000, 1500, 2000, 2500, 3000, 4000 Or higher
	<b>Total SSD Capacity (GB)</b>	128, 256, 384, 512, 768, 0, 1024, 2048, 4096 Or higher
	<b>Total SSHD Capacity in addition to 8 GB Flash (GB)</b>	500, 1000, 2000, 0 Or higher
	Optane Memory (GB)	8, 16, 32, 0, 64 Or higher
Cabinet	<b>Cabinet Form Factor</b>	Tower (13.1 to 26 Litres)
	Optical Drive	DVD R/W
Monitor	<b>Monitor Technology</b>	IPS Or higher
	<b>LED Backlit Monitor Size (INCHES)</b>	21.5, 22, 23, 24, 27, 23.8, 32 Or higher
	<b>Monitor Resolution (PIXELS)</b>	1920x1080, 1920 x 1200, 3200x1800, 3840 x 2160, 2560 x 1440 Or higher
	Availability of Webcam integrated with Monitor	Yes, No
	If Yes, Resolution of Webcam	HD, FHD, NA Or higher
	Availability of Speakers integrated with Monitor	Yes, No
	If Yes, Number of Speakers available	0, 1, 2 Or higher
Input Devices	Mouse Connectivity	Wired, Wireless Or higher
	Keyboard Connectivity	Wired, Wireless Or higher
Warranty	<b>On Site OEM Warranty (Year)</b>	3, 5, 4 Or higher

#### Additional Specification Parameters - Desktop Computers ( 8 pieces )

Specification Parameter Name	Bid Requirement (Allowed Values)
SATA HDD	1TB

\* Bidders offering must also comply with the additional specification parameters mentioned above.

**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Chandra Shekhar Pant	262501,ceo office Pithoragarh	8	15

**Laptop-Notebook ( 1 pieces )**

Brand Type	Registered Brand
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**Technical Specifications**

[\\* As per GeM Category Specification](#)

Specification	Specification Name	Bid Requirement (Allowed Values)
Processor	<b>Processor Make</b>	Intel
	<b>Processor Generation</b>	11.0 Or higher
	<b>Number of Cores per Processor</b>	4, 6, 8 Or higher
	Processor Base Frequency (GHz)	2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 3, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 3.8, 3.9, 4, 4.1, 4.2, 4.3, 4.7 Or higher
	<b>Processor Description</b>	Intel Core i5, Intel Core i7 Or higher
	<b>Processor Number</b>	Intel Core i7 1165G7, Intel Core i5 1135G7 Or higher
Graphics	Graphics Type	Integrated
	<b>Size of Memory in Case of Dedicated Graphic Card (GB)</b>	0, 1, 2, 3, 4, 6 Or higher
Operating System	<b>Operating System (Factory Pre-Loaded)</b>	Windows 10 Professional, Windows 10 Home
Memory	<b>RAM Size (GB)</b>	8, 16, 32, 64 Or higher
Storage	<b>Type of Drives used to populate the Internal Bays</b>	HDD
	<b>Total HDD Capacity (GB)</b>	1000, 1500, 2000, 2500, 3000 Or higher
	<b>Capacity of each SSD (GB)</b>	128, 256, 512, 1024, 2048, 0
	<b>Total SSD Capacity (GB)</b>	128, 256, 384, 512, 768, 1024, 1280, 2048, 4096, 0 Or higher
	<b>Capacity of each SSHD (GB)</b>	8 GB Flash + 500 GB @5400 rpm, 8 GB Flash + 1000 GB @5400 rpm, 8 GB Flash + 2000 GB @5400 rpm, NA Or higher
	<b>Total SSHD Capacity in addition to 8 GB Flash (GB)</b>	500, 1000, 1500, 0 Or higher
Connectivity	<b>Wireless Connectivity</b>	Yes
	Number of Ethernet Ports	1 Or higher
Ports	Number of USB Version 3 point 1, Gen 2 Ports	0, 1, 2, 3, 4 Or higher

Specification	Specification Name	Bid Requirement (Allowed Values)
Display	<b>Display Size (Inch)</b>	15.4, 15.6, 16 Or higher
	<b>Display Type</b>	Non Touch, Touch Or higher
	<b>Display Resolution (Pixels)</b>	1920x1080, 1920 x 1200, 3200x1800, 3840 x 2160, 2304 x 1440, 2560 x 1600, 2736 x 1824, 2880 x 1800, 2256x1504, 3000x2000, 3240x2160, 3272 x 1920, 2880 x 1920, 3072 x 1920 Or higher
Miscellaneous	<b>Optical Drive</b>	Integrated, External, NA Or higher
	Type of Optical Drive	N/A
	Type of Keyboard	Standard with Rupee Symbol Or higher
	Weight (Including Battery) (Kilogram)	1.0 - 1.98 Or lower
Power	Battery Backup Time (Hours)	6.0 - 22.0 Or higher
Warranty	<b>Battery Warranty</b>	1, 3, 4, 5 Or higher
	<b>On Site OEM Warranty (Year)</b>	3

#### Additional Specification Parameters - Laptop-Notebook ( 1 pieces )

Specification Parameter Name	Bid Requirement (Allowed Values)
optical drive DVD R/W	1
wifi ,bluetooth ,web cam	1
carry bag	1

\* Bidders offering must also comply with the additional specification parameters mentioned above.

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Chandra Shekhar Pant	262501,ceo office Pithoragarh	1	15

#### Computer Printers ( 8 pieces )

Brand Type	Registered Brand
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#### Technical Specifications

[\\* As per GeM Category Specification](#)

Specification	Specification Name	Bid Requirement (Allowed Values)
Specifications	<b>Cartridge Technology</b>	Composite Cartridge, separate toner and drum Or higher
	<b>Printing Technology</b>	Laser
	<b>Type of Printing</b>	Mono
	<b>Paper Size</b>	A4, A3 Or higher
	<b>Print Speed per minute as per ISO/IEC 24734 in (A4) Size - Mono</b>	20, 21, 22, 25, 27, 28, 30, 35, 38, 40, 43, 45, 47, 50, 52, 55, 60, 61, 65, 70, 71, 75, 80, 85, 90, 95, 100, 105, 110, 26, 31, 32, 24, 62, 33, 41, 46, 56, 29, 34 Or higher
	<b>Print Speed per minute as per ISO/IEC 24734 in (A4) - Color</b>	4, 7, 8, 10, 12, 15, 16, 18, 20, 25, 30, 35, 40, 45, 50, 55, 60, 65, 70, 75, 80, 85, 90, 95, 100, 105, 110, 26, 27, 31, 38, 4.4, 5, 5.7, 5.8, 6.8, 10.4, 15.5, 21, 24, 33, 46, 34, 19, 0, 14 Or higher
	Resolution (Dpi)	600x600, 1200x1200, 2400x600, 2400x1200, 1440x720, 3840x600, 4800x1200, 5760x1440, 9600x600, 4800x600, 600x1200 Or higher
	Memory (MB)	2, 8, 16, 32, 64, 128, 256, 512, 1024, 2048, 4096, 6144, 384, 768, 1563, 2560, 1536, 1000, 192, 3072 Or higher
	Hard Disk Capacity (GB)	0, 8, 128, 160, 256, 320, 500, 1024, 250 Or higher
	<b>Duplexing Feature</b>	Yes, No Or higher
	Duplex Print Speed ( IPM)	0, 12, 15, 18, 24, 30, 34, 43, 50, 58, 14, 10, 11, 22, 26, 36, 38, 40, 41, 8, 21, 28, 20 Or higher
	Network Connectivity	Yes, No Or higher
	Network Interface, if available	Ethernet 10/100/1000, Ethernet 10/100, NA Or higher
	<b>Wireless Connectivity</b>	Yes, No Or higher
	If Yes, Type of Wireless Connectivity	Wireless (802.11 b/g/n), Wi Fi Direct, NA Or higher
	<b>Number of Main Paper Trays</b>	1, 2, 3, 4, 5 Or higher
	Each Main Paper Tray Capacity	150, 250, 300, 500, 520, 550, 225, 750, 2000 Or higher
	<b>Bypass Tray Facility</b>	Yes, No Or higher
	If Yes, Bypass Tray Capacity	1, 10, 50, 100, 150, 0 Or higher
	Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19798/2007(E) for Cyan colour (Number of prints)	690, 1200, 5400, 9500, 18000, 22500, 7400, 213, 231, 337, 384, 700, 7000, 165, 330, 400, 500, 1500, 2500, 2000, 6000, 73000, 15000, 31500, 13500, 32000, 7300, 3500, 3000, 8000, 1000, 1300, 1400, 2300, 2600, 5000, 13000, 0, 2400, 3300, 5300, 5900, 10000, 10300, 12000 Or higher

Specification	Specification Name	Bid Requirement (Allowed Values)
	Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19798/2007(E) for Yellow colour (Number of prints)	690, 1200, 5400, 7400, 9500, 18000, 22500, 87, 96, 120, 146, 700, 7000, 330, 165, 400, 500, 1500, 2500, 2000, 6000, 73000, 15000, 31500, 13500, 32000, 7300, 3500, 3000, 8000, 1000, 1300, 1400, 2300, 2600, 5000, 13000, 0, 2400, 3300, 5300, 5900, 10000, 10300, 12000 Or higher
	Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19752/2004(E) for Black (Number of prints)	1500, 6000, 9000, 10000, 12000, 15000, 24000, 29500, 37000, 43000, 1600, 1700, 2000, 2200, 3100, 6300, 7000, 7500, 11000, 5000, 3000, 4000, 6900, 3500, 40000, 13500, 29000, 16000, 2600, 13000, 2300, 8000, 3300, 5300, 5900, 10300, 51500 Or higher
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology -Cyan	48000, 60000, 175000, 270000, 3000, 9200, 30000, 18000, 0, 10000, 40000, 82200, 190000 Or higher
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology - Yellow	48000, 60000, 175000, 27000, 3000, 9200, 30000, 18000, 0, 10000, 40000, 82200, 190000 Or higher
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology - Magenta	48000, 60000, 175000, 270000, 3000, 9200, 30000, 18000, 0, 10000, 40000, 82200, 190000 Or higher
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology - Black	20000, 60000, 120000, 160000, 175000, 500000, 400000, 1200000, 9000, 10000, 12000, 23000, 3000, 9200, 30000, 18000, 0, 40000, 82200, 190000 Or higher
	Duty Cycle (No of Prints/month)	10000, 12000, 15000, 20000, 30000, 40000, 50000, 60000, 80000, 100000, 120000, 150000, 175000, 200000, 250000, 275000, 300000, 75000, 280000, 65000, 153000, 205000 Or higher
	<b>On site OEM warranty (Years)</b>	1, 3, 5, 2, 4 Or higher

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Chandra Shekhar Pant	262501,ceo office Pithoragarh	8	15

#### Special terms and conditions-Version:2 effective from 09-04-2021 for category Desktop Computers

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*

### **Special terms and conditions-Version:2 effective from 09-04-2021 for category Laptop-Notebook**

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*

### **Buyer Added Bid Specific Additional Terms and Conditions**

1. Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address block education office bin and munakote block education office berinag and gangolihat block education office didihat and kanalichina block education office dharchula and munsyari district education office MDM cell opposite to PNB pithoragarh.
2. **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. Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.
4. 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 / Public Listed Company for 2 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.
5. Installation, Commissioning, Testing, Configuration, Training (if any - which ever is applicable as per scope of supply) is to be carried out by OEM / OEM Certified resource or OEM authorised Reseller.
6. 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.
7. IT equipment shall be IPv6 ready from day one.
8. **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.
9. Scope of supply includes Training: Number of employees to be trained 8 , Place for Training respective Isupplied location and Duration of training 2 days.
10. **Upload Manufacturer authorization:** Wherever Authorised Distributors are submitting the bid,

Manufacturers Authorisation Form (MAF)/Certificate with OEM details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid.

11. 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.
12. 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.
13. 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.
14. 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.
15. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
16. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
17. ISO 9001: The bidder or the OEM of the offered products must have ISO 9001 certification.
18. 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.

## 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 also governed by 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---**

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