



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2023/B/3136625
Dated/दिनांक : 15-02-2023

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	01-03-2023 17:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	01-03-2023 17:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Agriculture And Farmers Welfare
Department Name/विभाग का नाम	Department Of Agricultural Research And Education (dare)
Organisation Name/संगठन का नाम	Indian Council Of Agricultural Research (icar)
Office Name/कार्यालय का नाम	Asrb
Item Category/मद केटेगरी	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Hp52 Acer08 Dell11 , Annual Maintenance Service - Desktops, Laptops and Peripherals - All In One PC; Hp03 Acer06 Dell01 Asus04 , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Hp30 Kyocera09 Brother08 Xerox01 , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range); Hp04 Kyocera04 , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Colour, Laser, Composite Cartridge); Hp01 Samsung01 , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Colour , Laser , Separate Drum & Toner, Mid range); Kyocera02 Brother07 , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner; Hp03 Canon06 Avison07 , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS(Offline 1 KVA); Cyberpower29 BPE07 Microtek07 Luminous06 , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 600-650 VA); Microtek 04 Luminous04 Zebtronics02 , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Online 2 KVA); Uniline , Annual Maintenance Service - Desktops, Laptops and Peripherals - Online UPS 4KVA; BPE
Contract Period	1 Year(s) 1 Day(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	4 Lakh (s)

Yes	MII Compliance
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MII Compliance

Bid splitting not applied.

Splitting/विभाजन

No	Required
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eBPG Detail/ईपीजी विवरण

No	Required
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EMD Detail/ईएमडी विवरण

Bid Details/बिड विवरण	
3 Year (s)	Years of Past Experience Required for same/similar service/उत्पत्ती/समान सेवाओं के लिए अर्जित विगत अनुभव के वर्ष
Yes	Past Experience of Similar Services required
Yes	MSE Exemption for Years Of Experience/अनुभव के वर्षों से प्राप्त/ and Turnover
Yes	Startup Exemption for Years Of Experience/अनुभव के वर्षों से प्राप्त/ and Turnover
Yes	Document required from seller/विक्रेता से मांगे गए दस्तावेज *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
No	Bid to RA enabled/बिड से रिटर्न नीति सक्षम किया
Two Packet Bid	Type of Bid/बिड का प्रकार
2 Days	Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण देते अनुभव समय
410000	Estimated Bid Value/अनुमानित बिड मूल्य
Total value wise evaluation	Evaluation Method/मूल्यांकन पद्धति

MSE Purchase Preference/एमएसई खरीद वरीयता

Yes

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 data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. 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 defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
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 at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Hp52 Acer08 Dell11 (71)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	Hp52 Acer08 Dell11

Addons(s)	
Inclusive	Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines
As Indicated in Bid Document.	Onsite Service Engineers Requirement
Quarterly	Periodicity of Preventive Maintenance Services
Neither OEM nor ASP	Status of Annual Maintenance Service Provider
Hp03 Acer06 Dell01 Asus04	Make/Brand of Assets
All In One PC	Type of Asset
Core	
Specification	Values

Technical Specifications/तकनीकी विवरण

Annual Maintenance Service - Desktops, Laptops And Peripherals - All In One PC; Hp03 Acer06 Dell01 Asus04 (14)

S.No./क्र. सं.	Reporting/Officer/अधीनकारी/रिपोर्टर	Address/पता	Number of each Asset for AMC	Additional Requirement
1	LAL SINGH RAWAT	110012, AGRICULTURAL SCIENTISTS RECRUITMENT BOARD, KRISHI ANUSANDHAN BHAWAN-I (KAB-I), PUSA CAMPUS, NEW DELHI-110012	71	N/A

Consignees/Reporting Officer/अधीनकारी/रिपोर्टर

Additional Specification Documents/अतिरिक्त विवरण दस्तावेज

Addons(s)	
Inclusive	Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines
As Indicated in Bid Document.	Onsite Service Engineers Requirement
Quarterly	Periodicity of Preventive Maintenance Services
Neither OEM nor ASP	Status of Annual Maintenance Service Provider
Specification	Values

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
1	LAL SINGH RAWAT	110012, AGRICULTURAL SCIENTISTS RECRUITMENT BOARD, KRISHI ANUSANDHAN BHAWAN-I (KAB-I), PUSA CAMPUS, NEW DELHI-110012	14	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Hp30 Kyocera09 Brother08 Xerox01 (48)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge)
Make/Brand of Assets	Hp30 Kyocera09 Brother08 Xerox01
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents/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
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Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Colour, Laser, Composite Cartridge); Hp01 Samsung01 (2)

1	LAL SINGH RAWAT	110012,AGRICULTURAL SCIENTISTS RECRUITMENT BOARD, KRISHI ANUSANDHAN BHAWAN-I (KAB-I), PUSA CAMPUS, NEW DELHI-110012	8	N/A
S.No./क्र. सं.	Consignee Reporting/Officer/प्रतिनिधी/रिपोर्टर	Address/पत्ता	Number of each Asset for AMC	Additional Requirement

Consignees/Reporting Officer/प्रतिनिधी/रिपोर्टर

Additional Specification Documents/अतिरिक्त विवरण दस्तऐवज

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range)
Make/Brand of Assets	Hp04 Kyocera04
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge; Hp04 Kyocera04 (8)

1	LAL SINGH RAWAT	110012,AGRICULTURAL SCIENTISTS RECRUITMENT BOARD, KRISHI ANUSANDHAN BHAWAN-I (KAB-I), PUSA CAMPUS, NEW DELHI-110012	48	N/A
S.No./क्र. सं.	Consignee Reporting/Officer/प्रतिनिधी/रिपोर्टर	Address/पत्ता	Number of each Asset for AMC	Additional Requirement

Specification	Values
Core	
Type of Asset	Printer (Colour, Laser, Composite Cartridge)
Make/Brand of Assets	Hp01 Samsung01
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents/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
1	LAL SINGH RAWAT	110012, AGRICULTURAL SCIENTISTS RECRUITMENT BOARD, KRISHI ANUSANDHAN BHAWAN-I (KAB-I), PUSA CAMPUS, NEW DELHI-110012	2	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Colour , Laser , Separate Drum & Tonner, Mid Range); Kyocera02 Brother07 (9)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Colour , Laser , Separate Drum & Tonner, Mid range)
Make/Brand of Assets	Kyocera02 Brother07
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.

Additional Specification Documents/अतिरिक्त विवरण दस्तावेज

Addon(s)	
Inclusive	Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines
As Indicated in Bid Document.	Onsite Service Engineers Requirement
Quarterly	Periodicity of Preventive Maintenance Services
Neither OEM nor ASP	Status of Annual Maintenance Service Provider
Hp03 Canon06 Avision07	Make/Brand of Assets
Scanner	Type of Asset
Core	
Specification	Values

Technical Specifications/तकनीकी विवरण

Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner; Hp03 Canon06 Avision07 (16)

S.No./क्र. सं.	Consignee Reporting/Officer/प्रतिवेदी/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	LAL SINGH RAWAT	110012,AGRICULTURAL SCIENTISTS RECRUITMENT BOARD, KRISHI ANUSANDHAN BHAWAN-I (KAB-I), PUSA CAMPUS, NEW DELHI-110012	9	N/A

Consignees/Reporting Officer/प्रतिवेदी/रिपोर्टिंग अधिकारी

Additional Specification Documents/अतिरिक्त विवरण दस्तावेज

Addon(s)	
Inclusive	Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines
Specification	Values

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	LAL SINGH RAWAT	110012,AGRICULTURAL SCIENTISTS RECRUITMENT BOARD, KRISHI ANUSANDHAN BHAWAN-I (KAB-I), PUSA CAMPUS, NEW DELHI-110012	16	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS(Offline 1 KVA); Cyberpower29 BPE07 Microtek07 Luminous06 (49)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	UPS(Offline 1 KVA)
Make/Brand of Assets	Cyberpower29 BPE07 Microtek07 Luminous06
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	LAL SINGH RAWAT	110012,AGRICULTURAL SCIENTISTS RECRUITMENT BOARD, KRISHI ANUSANDHAN BHAWAN-I (KAB-I), PUSA CAMPUS, NEW DELHI-110012	49	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 600-650 VA); Microtek 04 Luminous04 Zebronic02 (10)

Technical Specifications/तकनीकी विवरणियाँ

Specification		Values
Core		
Type of Asset		UPS (Offline 600-650 VA)
Make/Brand of Assets		Microtek 04 Luminous04 Zebronic02
Status of Annual Maintenance Service Provider		Neither OEM nor ASP
Periodicity of Preventive Maintenance Services		Quarterly
Onsite Service Engineers Requirement		As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive	
Addon(s)		

Additional Specification Documents/अतिरिक्त विवरण दस्तावेज़

Consignees/Reporting Officer/प्रतिनिधि/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Reporting/Officer/प्रतिनिधि/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	LAL SINGH RAWAT	110012, AGRICULTURAL SCIENTISTS RECRUITMENT BOARD, KRISHI ANUSANDHAN BHAWAN-I (KAB-I), PUSA CAMPUS, NEW DELHI-110012	10	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Online 2 KVA); Uniline (1)

Technical Specifications/तकनीकी विवरणियाँ

Specification		Values
Core		
Type of Asset		UPS (Online 2 KVA)
Make/Brand of Assets		Uniline
Status of Annual Maintenance Service Provider		Neither OEM nor ASP
Periodicity of Preventive Maintenance Services		Quarterly
Onsite Service Engineers Requirement		As Indicated in Bid Document.

Specification	Values
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

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
1	LAL SINGH RAWAT	110012, AGRICULTURAL SCIENTISTS RECRUITMENT BOARD, KRISHI ANUSANDHAN BHAWAN-I (KAB-I), PUSA CAMPUS, NEW DELHI-110012	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Online UPS 4KVA; BPE (4)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Online UPS 4KVA
Make/Brand of Assets	BPE
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

Buyer Added Bid Specific Terms and Conditions/अन्य शर्तों का विवरण नीचे

S.No./क्र. सं.	Reporting/Officer/अधिकारी/रिपोर्टिंग ऑफिसर	Address/पता	Number of each Asset for AMC	Additional Requirement
1	LAL SINGH RAWAT	110012, AGRICULTURAL BOARD, KRISHI ANUSANDHAN BHAWAN-1 (KAB-1), PUSA CAMPUS, NEW DELHI-110012	4	N/A

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.

2. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

3. Generic

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.

4. 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.

5. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

6. Service & Support

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

7. 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 100% of total value.

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. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

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.
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.

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.

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 कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---

**AGRICULTURAL SCIENTISTS RECRUITMENT BOARD
GENERAL ADMINISTRATION SECTION**

The Agricultural Scientists Recruitment Board (ASRB), an attached office with Department of Agricultural Research and Education, Government of India invites quotations, through the GeM portal, from reputed, experienced and financially sound company / firm (including partnership firms) for providing Annual Maintenance services of Computers / Desktops, UPS, Printers, Scanners and other Peripherals installed in the Board for a period of 01 year, extendable by 01 more year subject to satisfactory performance and mutual consent.

The quotation will be opened on the date and time as reflected upon the GeM portal, in the presence of the bidders who may wish to be present.

A. TENDER SCHEDULE

S.No.	Description	Value
1.	Contract start Date	01.04.2023
2.	Contract Duration	1 year, extendable by one more year
3.	Contract End Date	31.03.2024
4.	Bid duration	14 days
5.	Bid estimated value	Rs 4,00,000
6.	Bid offer validity	180 days
7.	Time allowed for technical clarifications	2 days
8.	Contact Person	Sh Lal Singh Rawat, Section Officer, General Administration Section Mob. – 9910946596

B. TERMS & CONDITIONS

1. This bid and the consequent contract shall be governed by following set of term and conditions:
 - a. General terms and conditions for the services of the GeM portal
 - b. Service specific STC of the services contracts (SLA) for the service
 - c. Bid specific Additional Terms and Conditions
2. The above terms and conditions are in reverse order of precedence i.e. ATC shall supersede Service specific STC which shall supersede GTC, whenever there is any conflicting provisions. The service specific STC and general terms and conditions for the services are annexed with this tender document.
3. The Board has Desktops/UPS/Printers/Scanners etc. of various make as indicated in the tender document. The firm may inspect the equipment, if considered necessary during office hours (Monday to Friday from 9:00 am to 5:30 pm).
4. The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to either upload an undertaking to this effect or submit a tender specific solvency certificate.

5. The bidder should have undertaken any one of the following works during the last three financial year, of any Central/State Govt.Org./PSU/Public Listed Company:
 - a. 01 order of similar nature not less than 80% of the work value to be executed.
 - b. 02 orders of similar nature not less than 50% of the work value to be executed.
 - c. 03 orders of similar nature not less than 40% of the work value to be executed.
6. If the bidder is a Micro or small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from requirement of "Experience & Turnover criteria". In case, bidder is seeking any exemption from turnover/experience criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation.
7. If the bidder is a startup, the bidder shall be exempted from requirement of "Experience and turnover criteria". In case, bidder is seeking any exemption from turnover/experience criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation.
8. Bidder shall not be banned / suspended / blacklisted by any Government /PSU / Corporate organisation or convicted in any court of law across India. A self declaration to this effect must be uploaded in the GeM portal by the bidder.
9. The contract may be extended subsequently, on mutual consent, and on same terms and conditions for a further period of 01 year on review of performance, depending upon the requirements and administrative conveniences of the Board.
10. No advance payment will be made. Payments shall be subject to any deductions (such as TDS etc.) of any amount, for which the Bidder is liable.
11. Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:
 - a. The Seller fails to comply with any material term of the contract.
 - b. The Seller informs Buyer of its inability to deliver the material(s) or any part thereof within the stipulated delivery Period or such inability otherwise becomes apparent.
 - c. The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective material(s) promptly.
 - d. The Seller becomes bankrupt or goes into liquidation.
 - e. The Seller makes a general assignment for the benefit of creditors.
 - f. A receiver is appointed for any substantial property owned by the Seller.
 - g. The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.
12. Competent Authority, without prejudice to any other remedy, for breach of contract, may terminate the contract in whole or in parts, if
 - a. the contractor fails to provide the maintenance services within the stipulated time as specified in the contract or any extension thereof granted by competent authority;

- b. If the contractor fails to perform any other obligation (s) under the General & special conditions of the contract and all clauses of this tender which are integral part of this tender.
 - c. Termination for Insolvency: The competent authority may at any time terminate the Contract by giving written notice to the contractor, without compensation to the contractor. If the contractor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter.
 - d. Mutual consent: the contract may be terminated on mutual consent in case the services are no longer required. Termination based on mutual consent will not attract any penalties or shall not be liable for any extra payments other than payment of invoices raised till the time of termination including notice period.
13. If any difference arises concerning this Agreement, its interpretation on the payment to be made there under, the same shall be settled by mutual consultations and negotiations. In the event of any question, dispute or difference arising under the agreement or in connection there with (except as to matter the decision to which is specifically provided under this agreement), the same shall be referred to sole arbitration referred to by Secretary, ASRB. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act 1996 as amended from time to time.
14. Any sum of money due and payable to the contractor may be appropriated by purchaser and set off the same against any claim of the purchaser for payment of a sum of money arising out of this contract or under any other contract made by contractor with purchaser.
15. The competent authority in the Board shall have the right to reject all or any of the offers.
16. The list of equipment mentioned in the tender document contains equipment that are currently under OEM warranty. These shall be brought under the AMC as and when the warranty period of these equipment expires and payments shall be released on pro-rata basis. The items currently under warranty are as follows:

Description	Brand/Make	Quantity	Warranty expiry
B/W Printer	Brother	08	August 2023
Printer (MFC)	Kyocera	02	August 2023
Scanner	Avision	07	November 2023
UPS (1 KVA)	Cyberpower	29	November 2023

C. SCOPE OF WORK

1. The contract shall be on COMPREHENSIVE basis, inclusive of repairs and replacement of spare parts (excluding consumables) without any extra payments. For the purpose of this contract, Batteries, Keyboard, Mouse, Hard disks, Toner/cartridges, Waste toner boxes etc. shall be treated as consumables.
2. The AMC Vendor shall carry out maintenance Services as per schedule indicated in bid document. If nothing indicated Preventive Maintenance Service (PMS) of equipment may be done once in at three months during currency of the contract.

3. The scope of Annual Comprehensive Maintenance Service covers upkeep & smooth working of the equipment within the premises of the Board as per laid down SLA and other provisions contained in the tender document.
4. Continuous efforts should be made by Service Provider Agency (SPA) to minimize the down time of the equipment as a part of the duties of the service provider agency.
5. The SPA shall ensure that all equipment is maintained at optimum operating levels.
6. All scheduled maintenance required for the upkeep of the equipment will be carried by the Service Providers. For maintenance services all the necessary & adequate tools / instruments will be provided by the service provider itself to the engineers responsible for upkeep of equipment at user's premises.
7. The firm will provide genuine parts of Computers/UPS, Printers etc. and in case of replacement of parts is needed; the parts shall be of the same make. In the event of their non-availability, good quality parts should be used under intimation to this office.
8. The firm will provide maintenance and repair service on holidays, in case of emergency.
9. Deployment of site Engineer - The successful bidder has to depute one Site engineer onsite to resolve the hardware problems, between 9:00 AM to 6:00 PM on all working days (Monday to Friday). The site engineer, so deployed, should have expertise in Maintenance services and server and network administration. The engineer is also liable to work on all holiday and Saturday/Sunday, if services are required and no additional amount will be paid. They are also required to handle ipad, Laptops, Plasma, Projector, routers for official meetings/works.
10. No separate payment shall be made by the Board for deployment of the site engineer. Bidders need to quote his rates duly incorporating the cost of deployment of the engineer in the Financial bid itself.
11. The Site Engineer deployed under this contract should be properly trained, experienced and competent in carrying out necessary maintenance services, on-site, for the equipment as per bench marked practices/OEM manuals. All complaints should be readily attended and resolved.
12. All major complaints / faults, requiring replacements of parts etc., should be normally resolved in 48 hours. In case, the down time is expected to go beyond 48 hours due to unavailability of spare parts or otherwise, standby equipment need to be provided by the Service Provider. In case the complaint is not attended to promptly within the specified time, the work will be got done from other sources at the contractor's risk and cost.
13. The contractor should not normally change the Site Engineer without the prior permission of Board. However, in extreme situation, bidder shall inform the Board at least 07 days in advance, before the engineer is replaced.
14. The Site Engineers may be, if required, called even on Saturdays, Sundays and other gazetted holidays, and may also be asked to stay beyond the normal working hours of the Board, in case of exigency of work, for which no extra payment shall be made.
15. The Site Engineer under this contract shall maintain proper office decorum.
16. The contractor shall be responsible for timely payment of wages, EPF, ESIC etc to its workers as per labour laws in force and Board would not be responsible for any lapse / irregularity.