



Bid Number/बोली क्रमांक (बिड संख्या): GEM/2025/B/60367

Dated/दिनांक : 12-03-2025

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	02-04-2025 15:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	02-04-2025 15:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	60 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Railways
Department Name/विभाग का नाम	Railways Public Sector Undertakings
Organisation Name/संगठन का नाम	Dedicated Freight Corridor Corporation Of India Limited
Office Name/कार्यालय का नाम	Office Of Cgm Jaipur
क्रेता ईमेल/Buyer Email	buycon16.dfccil.rj@gembuyer.in

Bid Details/बिड विवरण

<p>Item Category/मद केटेगरी</p>	<p>Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; HP DELL LENOVO , Annual Maintenance Service - Desktops, Laptops and Peripherals - All One PC; HP DELL LENOVO ACER , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; HP DELL LENOVO ACER , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge); CANNON EPSON , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Colour, Laser, Composite Cartridge); Cannon HP Epson , Annual Maintenance Service - Desktops, Laptops and Peripherals - Dot Matrix Printer Mid Range Speed; TVS , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Ink Tank , Mono & Colour , Mid range); EPSON CANNON HP , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Separate Drum & Toner, Mid Range); EPSON Cannon HP Sharp Versalink , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, High range); EPSON Cannon HP Sharp Versalink , Annual Maintenance Service - Desktops, Laptops and Peripherals - Plotter; HP , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS Offline 600VA 650VA 700 VA 1 KVA; Any Make as per Annexure C , Annual Maintenance Service - Desktops, Laptops and Peripherals - Biometric Attendance System Server Hardware Only; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - Firewall Hardware Only; Wjungle U250X , Annual Maintenance Service - Desktops, Laptops and Peripherals - Network Attached Storage; Synology DS918 , Annual Maintenance Service - Desktops, Laptops and Peripherals - Router; Cisco 1900 Series , Annual Maintenance Service - Desktops, Laptops and Peripherals - Network Switch Ports; DLINK CISCO HP , Annual Maintenance Service - Desktops, Laptops and Peripherals - Wifi Router Access Point; DLINK , Annual Maintenance Service - Desktops, Laptops and Peripherals - Wifi Router Access Point; TP LINK , Annual Maintenance Service - Desktops, Laptops and Peripherals - Maintenance And Or Replacement Of LAN IO Points On CAT5 CAT6 Cables Within Office Premises; Any Make , Annual Maintenance Service - Desktops, Laptops and Peripherals - Cat 6 Patch Cords; DLink , Annual Maintenance Service - Desktops, Laptops and Peripherals - Analog Cameras As Per Annexure E HIKVISION , Annual Maintenance Service - Desktops, Laptops and Peripherals - PTZ AND Bullet And Solar Cameras As Per Annexure E; CP PLUS AND HIKVISION , Annual Maintenance Service - Desktops, Laptops and Peripherals - NVR For CCTV; PLUS , Annual Maintenance Service - Desktops, Laptops and Peripherals - VR For Analog CCTV; HIKVISION , Annual Maintenance Service - Desktops, Laptops and Peripherals - PC Switch; Any Make , Annual Maintenance Service - Desktops, Laptops and Peripherals - Router With SIM Provision For CCTV Remote Connection; COFE , Annual Maintenance Service - Desktops, Laptops and Peripherals - EPABX; Panasonic</p>
<p>Contract Period/अनुबंध अवधि</p>	<p>2 Year(s)</p>
<p>Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)</p>	<p>35 Lakh (s)</p>

Bid Details/बिड विवरण

Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (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 t 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	2268874.639
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	45378

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	5.00

Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	26
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(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

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

Beneficiary/लाभार्थी :

GM/Co-ordination/JP

Office of CGM Jaipur, Railways Public Sector Undertakings, Dedicated Freight Corridor Corporation of India Limited, Ministry of Railways (Cpm Dfccil Jaipur)

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 offer 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 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 as 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 / Stat 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 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. 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 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 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 will 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 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

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:As per attached detailed scope of Services/work (SOW). Bidder has to sign and stamp each page of this document and upload it along with other desired documents as a part of bid submission.

Other Information:As per attached detailed scope of Services/work (SOW). Bidder has to sign and stamp each page of this document and upload it along with other desired documents as a part of bid submission.

Asset Details and its Distribution across the consignee /user locations:[1741668844.pdf](#)

Consignee Wise Service Engineers/Help-Desk Personal details .:[1741668851.pdf](#)

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; HP DELL LENOVO (43)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	HP DELL LENOVO
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

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	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	43	<ul style="list-style-type: none">• Number of month resident engineers 24• Number of Resider engineers : 4• Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - All In One PC; HP DEL LENOVO ACER (44)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Asset	All In One PC
Make/Brand of Assets	HP DELL LENOVO ACER
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

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

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	44	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 4 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; HP DELL LENOVO ACER (7)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	HP DELL LENOVO ACER
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	7	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 4 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome Laser , Composite Cartridge); CANNON EPSON (4)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge)
Make/Brand of Assets	CANNON EPSON
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

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
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S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	4	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 4 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Colour, Laser Composite Cartridge); Cannon HP Epson (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Printer (Colour, Laser, Composite Cartridge)
Make/Brand of Assets	Cannon HP Epson
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	2	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Dot Matrix Printer Mid Range Speed; TVS (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Dot Matrix Printer Mid Rang Speed
Make/Brand of Assets	TVS
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Docume
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	1	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer Ink Tank , Mono & Colour , Mid Range); EPSON CANNON HP (58)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Ink Tank , Mono & Colour , Mid range)
Make/Brand of Assets	EPSON CANNON HP
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	58	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 4 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer Monochrome , Laser , Separate Drum & Toner, Mid Range); EPSON Cannon HP Sharp Versalink (6)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Separate Drum & Toner, Mid Range)
Make/Brand of Assets	EPSON Cannon HP Sharp Versalink
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	6	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 4 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, High Range); EPSON Cannon HP Sharp Versalink (

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multi-function Printer (Colour , Laser , Composite Cartridge, High range)
Make/Brand of Assets	EPSON Cannon HP Sharp Versalink
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	7	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 4 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Plotter; HP (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Plotter
Make/Brand of Assets	HP
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

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
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S.No./क्र.सं	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	1	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS Offline 600VA 650VA 700 VA 1 KVA; Any Make As Per Annexure C (95)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	UPS Offline 600VA 650VA 700 VA 1 KVA
Make/Brand of Assets	Any Make as per Annexure C
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

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
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S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	95	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 4 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Biometric Attendance System Server Hardware Only; Dell (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Biometric Attendance System Server Hardware Only
Make/Brand of Assets	Dell
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	1	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Firewall Hardware On Wijungle U250X (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Firewall Hardware Only
Make/Brand of Assets	Wijungle U250X
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	1	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Network Attached Storage; Synology DS918 (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Network Attached Stora
Make/Brand of Assets	Synology DS918
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	1	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Router; Cisco 1900 Series (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Router
Make/Brand of Assets	Cisco 1900 Series
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	2	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Network Switch 24 Ports; DLINK CISCO HP (6)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Network Switch 24 Ports
Make/Brand of Assets	DLINK CISCO HP
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

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
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S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	6	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Wifi Router Access Point; DLINK (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Wifi Router Access Point
Make/Brand of Assets	DLINK
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	2	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Wifi Router Access Point; TP LINK (3)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Wifi Router Access Point
Make/Brand of Assets	TP LINK
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

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
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S.No./क्र.सं	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	3	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Maintenance And Or Replacement Of LAN IO Points On CAT5 CAT6 Cables Within Office Premises; Any Make ()

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Maintenance And Or Replacement Of LAN IO Points Or CAT5 CAT6 Cables Within Office Premises
Make/Brand of Assets	Any Make
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

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
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S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	80	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - CAT 6 Patch Cords; DLink (80)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	CAT 6 Patch Cords
Make/Brand of Assets	DLink
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	80	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Analog Cameras As Per Annexure E; HIKVISION (10)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Analog Cameras As Per Annexure E
Make/Brand of Assets	HIKVISION
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	10	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - PTZ AND Bullet And Solar Cameras As Per Annexure E; CP PLUS AND HIKVISION (22)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	PTZ AND Bullet And Solar Cameras As Per Annexure E
Make/Brand of Assets	CP PLUS AND HIKVISION
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	22	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 4 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - NVR For CCTV; CP PLI (10)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	NVR For CCTV
Make/Brand of Assets	CP PLUS
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

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
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S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	10	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 3 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - VR For Analog CCTV; HIKVISION (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	VR For Analog CCTV
Make/Brand of Assets	HIKVISION
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	1	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - POE Switch; Any Make 5)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	POE Switch
Make/Brand of Assets	Any Make
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

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
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S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	5	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 4 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Router With SIM Provision For CCTV Remote Connection; COFE (11)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Router With SIM Provision For CCTV Remote Connection
Make/Brand of Assets	COFE
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र.सं	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	11	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 4 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - EPABX; Panasonic (1

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	EPABX
Make/Brand of Assets	Panasonic
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
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)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

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
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S.No./क्र.सं.	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Upasana Sharma	302020,C-16, Khushi Vihar, Patrakar Colony, Mansarovar,	1	<ul style="list-style-type: none"> Number of month resident engineers 24 Number of Resider engineers : 1 Number of technicians : 0

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 perc at the time of issue of the contract. However, once the contract is issued, contract quantity or contract durati can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Service & Support

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

3. Generic

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

As per
attached
detailed
scope of work/services
(SOW)

4. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

CPM DFCCIL
payable at
at JAIPUR

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to Buyer within 5 days of Bid End date / Bid Opening date.

5. Forms of EMD and PBG

Bidders can also submit the EMD with Banker's Cheque in favour of

CPM DFCCIL
payable at
at JAIPUR

Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to

Buyer within 5 days of Bid End date / Bid Opening date.

6. Forms of EMD and PBG

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

CPM DFCCIL JAIPUR
Account No.
369201010054636
IFSC Code
UBIN0536920
Bank Name
UNION BANK OF INDIA
Branch address
BAPU NAGAR, JAIPUR (RAJASTHAN)

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.

7. 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.

8. 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.

9. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Name of work: - Comprehensive AMC of Desktop Computers including All in One (AIO) Systems, Laptops, all type of Printers (laser/ Inkjet) & UPS, Servers, Firewall, Switches, Routers, EPABX, other networking Equipment and CCTV Cameras at office of CGM/Jaipur and stations under CGM/JP jurisdiction of WDFC.

1. Introduction:

Dedicated Freight Corridor Corporation of India Ltd. (DFCCIL) is a Public Sector Enterprise under the Ministry of Railways, Govt. of India. The Construction work of West Dedicated Freight Corridor (Railway line) from Dadri to JNPT, Mumbai is being executed as a top priority. The project is of National Importance. CGM/JP unit (New Rewari to New Kishangarh, stretch of approx. 306 Km) of WDFC invites tenders/bids from bidders having relevant experience of maintenance of Desktop Computers including All in One (AIO) Systems, Laptops, all type of Printers (laser/ Inkjet) & UPS, Servers, Firewall, Switches, Routers, EPABX, other networking Equipment & associated Software and CCTV Cameras.

2. Scope of Work:

The scope of the work includes: -

- i. Comprehensive AMC of Desktop Computers including All in One (AIO) Systems, Laptops, all types of Printers (laser/ Inkjet) & UPS, Servers, Firewall, Switches, Routers, EPABX, networking Equipment and CCTV Cameras.
- ii. The Annual Maintenance contract of computers and printers shall be a comprehensive contract for all parts of the machine including display, Keyboard, Mouse, fuser assembly, drum assembly, all plastic/rubber parts like knobs

- sprocket, harmer block etc., and rubber components of laser jet printers. However, the burn and damage part shall not be included in AMC.
- iii. Consumables like ink Toner and Cartridges shall be provided by DFCCIL.
 - iv. The Maintenance contract for Network points will cover only indoor laying of Ethernet Cables in case of cable cuts/faulty cables (Cables to be provided by DFCCIL), service and maintenance of LAN cables & network points (including the cost of the cables (patch cord only), RJ-45 Connectors, crimping of connectors) and will also cover repair/replacement/maintenance of Network switches, routers, firewall, servers, hubs, CCTV Cameras & EPABX system.
 - v. In the case of UPS equipment, all spares, main boards like Power Board Mother board are to be changed/replaced by the service provider if required, at no additional cost. However, if battery is required to be changed, the new battery for UPS shall be provided by DFCCIL.
 - vi. The faulty/spare parts/items not covered under Comprehensive AMC can be got repaired/replaced from the successful bidder at mutually agreed rates and timelines.
 - vii. The work has to be carried out at the office of CGM/JP and stations under CGM/JP Jurisdiction. List of stations under CGM-JP Jurisdiction is attached as **Annexure-I**.
 - viii. The detailed list of the items to be covered under CAMC is given in **Annexure-A, B, C, D & E**.
 - ix. The scope of work also includes troubleshooting of intranet/internet facilities available at CGM-JP office.
 - x. This contract is comprehensive, inclusive of OS support, Anti-Virus Software and Device Driver Software support on all the systems and peripherals under AMC. Any problem(s) related to Maintenance, reloading of OS with all required Device Drivers, re-configuration of System, creating partition drive on the HDD/SSD, peripherals and associated network, problem related to Anti-Virus Software will be attended and rectified by Vendor. For upgradation of OS, support services will be given by the Vendor. The scope of work also includes maintenance of software procured by this office/in-built into the system and installed in computers and peripherals. However, procurement and supply of OS, Anti-Virus Software and MS-Office shall not be covered under the AMC.
 - xi. RSE should ensure that CCTV recording is being done properly with the usual date & time stamp. If any deviation is found, RSE should promptly ensure proper configuration in NVR/DVR. Further, whenever required by DFCCIL officials, recording of CCTV Cameras shall be extracted from NVR/DVR & shall be submitted to DFCCIL.
 - xii. The bidder has to provide Preventive Maintenance (PM) to each equipment under AMC through scheduled preventive maintenance by Resident Service Engineer, once in every two months during Contractual Period. Update required in any of the system software/OS/other software is to be ensured by the Engineer during Preventive Maintenance.
 - xiii. The Service Engineer deputed by the successful bidder shall carry out the work of creating user account in addition to already existing Admin account for all the system and should submit the compliance report to this office.

3. Period of Contract:

- i. This Maintenance Contract shall remain in force for a period of two (02) years with effect from the date of award of the contract or date of commencement

ent (start) mentioned in the Contract document/LOA, whichever is later, subject to adherence to all Terms & Conditions.

4. General Terms and Conditions:

- i. Minimum Eligibility Criteria in terms of educational qualification and experience of Resident Service Engineers (RSE) should be:
 - (a) Graduate or Diploma/Certification in Computer Hardware/ Networking with minimum 01 years of experience in Computer Hardware/Networking
 - Or**
 - (b) ITI with min 03 years of experience in Computer Hardware/Networking

Note: Bidder must submit the documents (qualification and experience) of the proposed RSE along with the bid to satisfy the above minimum eligibility criteria. Bid without these documents shall be summarily rejected.

- ii. Resident Service Engineers (RSE) shall invariably be deputed under CGP Jurisdiction. Detail of locations is as under:

Location of Posting of RSE	Minimum no. of such staff required	Reporting Official
CGM/JP Office, Patrakar Colony, Mansarovar, JP	01	Dy.PM/S&T/JP
IMD/REJN (New Rewari Station)	01	APM/S&T/REJN
IMD/SMPN (New Shrimadhapur Station)	01	Dy.PM/S&T/SMPN
FLN (New Phulera Junction Station)	01	

- iii. The RSE shall be able to carry out prompt troubleshooting during normal office working hours and even beyond normal office hours and on holidays in case of exigency and for which no additional payment will be made.
- iv. The RSE deployed by the bidder must have good knowledge in network troubleshooting.
- v. The RSE must have his own laptop/desktop to carry out the troubleshooting.
- vi. The Resident Service Engineer (RSE) must have the ID Card, provided by the company.
- vii. The successful bidder has to keep sufficient peripherals/accessories like Keyboard, Mouse, UPS at each location i.e. at CGM-JP Office, IMD-REJN and IMD-SMPN, FLN for prompt replacement of systems in case of failure. The Service Provider has to ensure availability of the spare parts in their stock. In case some of the major spares are not available with Service Provider, the same shall be arranged within seven days. Meanwhile, some standby system shall be provided.
- viii. Power Adaptor, Power Cable, interface cables are considered as an integral part of the respective System/Peripheral and hence are covered under MC. On fault, these should be replaced with new/equivalent to new in performance by the successful bidder.

- ix. The successful bidder/service provider has to make its own arrangements for transportation of RSE & Material from Station of Posting to the site, for eventive maintenance, defect rectification & replacement of the faulty IT set.
- x. The successful bidder shall submit/provide Monitoring mechanism to monitor the status of registered complaint, action taken, pending calls etc.
- xi. **Response Time:** The service provider has to maintain the response time for attending the complaint for maintenance services during the AMC period. Complaint can be registered either telephonic or by e-mail or in person at helpdesk setup established by Service Provider at user premises. The provider shall attend to all the complaints received immediately.
 - a. Ordinarily, a complaint must be attended on urgent basis (within 4 hours) when no change of spare part is involved. However, in case of requirement of change of spare part, the complaint should be resolved within 48 hours of its receipt/ lodging. Majority of faults should be rectified in the first response itself. However, maximum period allowed for defect rectification shall be 48 hours.
 - b. All the repairs and servicing of equipment shall be carried out on site at the place where it is located.
 - c. In exceptional circumstances where the equipment/ component(s) are to be taken to service provider's premises/ service center for repairs, standby arrangement will be made. The equipment being taken to the workshop for repair would be at the service provider's own risk and expense.
 - d. The service provider shall maintain the equipment and use genuine original components for replacement wherever needed. Until and unless written order of the reporting officials is conveyed, the original specifications /characteristics/ features shall not be changed or modified under any circumstances. The parts so replaced would be the property of this office. And Service provider shall also provide minimum warranty of 6 months for the replaced part from date of such replacement and for the same bidder need to give certificate on firm letterhead.
 - e. Any damage or loss caused to the Computer(s), Laptop(s), Printer/ Server(s), Scanner(s), Switches, Routers, EPABX, CCTV Cameras etc or their parts during repair due to negligence, mishandling shall be repaired by the service provider on their own cost or buy a new one (from OEM) of the same make and specifications or of higher specification.
 - f. The service provider shall be responsible for taking back up of data and program available in PC before attending the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement from the user.
 - g. The Service Provider/ Engineer should use suitable instruments/ tools to examine and repair the equipment. The AMC Vendor should have the required drivers / software for maintaining the computer devices and peripherals and for configuring them.

- h.** In case the Service Provider fails meeting maintenance service requirements in time and the equipment did not get repaired or an alternative equipment/ system is not supplied within the period of 48 hours from the time of failure reported, then the Buyer reserves its right to make its own alternative arrangements to get the servicing/ repair/ maintenance/ replacement of the equipment from any other authorized/ suitable service agency to avoid loss of productivity. Under such circumstances the Service Provider would reimburse the cost/ expenditure of such arrangements incurred by the buyer/consignee or alternatively, buyer is free to deduct from scheduled payment along with penalty as mentioned in penalty clause.
- xii.** All the consumable / non-consumable articles/ parts such as necessary adequate tools/ instruments required for repairs and maintenance of equipment/machinery will be provided by the Service Provider at no extra charge to the Buyer.
- xiii. Confidentiality of data:** Service Provider shall maintain the confidentiality of data/ any information stored in or related to the AIO/ Desktop Computers, Laptop under AMC. Service Providers shall be required to take appropriate measures to maintain confidentiality obligations by its personnel engaged. The Service Provider's personnel shall ensure the obligations of non-use and non-disclosure of confidential information.
- xiv.** The Contract shall be for a period of Two (02) year from the date of issuance of LOA or date of Commencement mentioned in the LOA or as advised by CGM/JP Office, whichever is later. The contract may be renewed for a further period of 01 year at the same rate with same terms and conditions, if CGM/JP Office is satisfied with the performance of the successful bidder.
- xv.** CGM/JP Office, however, reserves the right to review the performance of the bidder whenever a need arises, and also to terminate the contract at any point of time during the currency of the contract in case the performance of the service rendered by the bidder is found to be unsatisfactory. The decision taken by the Corporation in this regard shall be final and binding upon the firm.
- xvi.** In case the buyer decides to withdraw or dismantle any equipment from the contract during the AMC period, the same would be taken out of the contract with written information to the service provider.
- xvii. Maintenance of Record:**
- a.** Immediately on award of the service order, the SPA (service provider agency) will prepare details of assets in excel format which will be covered under AMC along with serial no., make a model of assets and details of rooms/location where these assets are installed. If there is any change in the equipment/s under this AMC, the SPA will have to make changes in record accordingly. Designated Officer in charge would assist the firm in accomplishing this task and ensure that all records to be done under his supervision or official nominated by the concerned officer-In charge.
 - b.** Service Provider shall maintain the data which will include record of all complaint made with date, time & location where fault have been occurred, details of Services provided and when

equipment got repaired or replaced, with its proper model number and necessary details along with date and time against each complaint. Service Provider shall provide quarterly call log and resolution data on pdf/ excel format along with invoice.

c. Service Provider (SP) shall maintain details of replaced equipment or spare parts in excel format.

d. Service Provider (SP) shall maintain details of software installed in system in excel format.

xviii. Only authorized service personnel shall attend the servicing and repairing work. In case resource employed by the Service Provider resort to any theft, the cost of the article shall be recovered from the Service Provider in addition to any other criminal action against such resources.

xix. Preventive Maintenance Terms & Condition:

a. Physical cleaning of the monitor, CPU, AIO system, Laptops, Keyboard, Mouse, speaker, Printer and any other associated peripherals.

b. Run scan disk, Disk clean up utility, Registry clean up, Disk Defrag (if required)

c. Remove temp internet files, cookies, adware and spy wares.

d. Upgrade the antivirus patches and critical update for the O.S.

xx. It shall be the responsibility of the Service Provider to make the Device machine work satisfactorily throughout the contract period, also to hand over the same to the department in working condition on expiry of the contract.

xxi. Penalties and Termination:

The Service Provider shall be responsible for faithful compliance of the terms and conditions of the AMC. In case of non-compliance of Service obligations, penalty per default will be imposed as per the AMC. Non delivery of service in time, not starting work in time, violation of existing laws and statutory requirements, committing fraud, etc. will be considered as a major default and the contract will be liable to be terminated immediately without giving any further notice.

a. Penalty shall be levied not only for delay in repair but also delay in response too. For delay in response as well as bringing back any equipment to working condition within such time penalties shall be deducted from the AMC charges payable to the service provider.

b. Penalty to be imposed if the resolution/ maintenance does not involve part replacement is delayed above 4 hours.

c. Penalty to be imposed if the resolution/ maintenance involving part replacement is delayed above 48 hours.

d. If the Service Provider fails to repair/ replace the equipment within the stipulated response time and is not able to complete or turn up for the complaints/ calls and deny to carry out work defined under Scope of work, the said work may be got done from any other agency and expenditure incurred in such repair/ replacement shall be recovered from Service Provider alternatively deducted from the due bill amount of the Service Provider, apart from the penalty levied as stated in preceding clause. This may even entail termination of the contract and forfeiture of security deposit.

e. No penalty shall be leviable, if the service provider provides a functional standby equipment of same till the re-delivery of the equipment duly repaired.

f. The details of imposable penalty in different circumstances are as under:

S.No.	Service level Agreement	Base line Performance	First Default	Second Default	Third Default and subsequent Default
1.	Log sheet Maintenance	Log sheet to be maintained Per Visit/ per maintenance arising on complaint/ call	Warning to be given.	Rs.250/-	Rs.500/-
2.	Denying in carrying out any work defined under the Scope of Work.	No such occasion happens.	Rs.1000/- and resource to be terminated in addition to any other action as deemed fit by the buyer organization.	Rs. 2500/- and resource to be terminated in addition to any other action as deemed fit by the buyer organization.	Rs.5000/- and resource to be terminated in addition to any other action as deemed fit by the buyer organization.
3.	Delay in carrying out Preventive/ Routine maintenance as per schedule.	To be carried out as per intervals mentioned in scope of work.	0.5 % of billed amount for everyday delay.		
4.	Delay in carrying out repairs where no spare part change is Involved.	4 hours of reporting	1 % of billing amount for the quarter for every one-day delay	2% of billing amount for quarter for every -day delay	3% of billing amount per quarter for every- one- day delay
5.	Delay in carrying out repair in where change of spare part is involved.	Should be resolved within 48 hours of lodging of complaints.	2 % of billing amount for the quarter for every one-day delay	3 % of billing amount for quarter for every one -day delay	5 % of billing amount per quarter for every one- day delay
6.	If the employee of service provider is found to have misconduct or misbehaved in any manner or resort to any violent behavior etc. with or employees of the buyer organization or other employees of service provider	No such occasion happens	Rs.1000/- and resource to be terminated in addition to any other action as deemed fit by the buyer organization.	Rs.2500/- and resource to be terminated in addition to any other action as deemed fit by the buyer organization.	Rs.5000/- and resource to be terminated in addition to any other action as deemed fit by the buyer organization.

5. Payment Terms & Conditions:

- i. The bill for the services rendered should be raised quarterly indicating the quarterly base charges (arranged in 4 parts) and the applicable taxes separately.
- ii. No advance payment will be made in any case. The payment of AMC will be released quarterly (after deducting penalty, if any) on satisfactory completion of maintenance work.
- iii. Any payment made in excess will have to be refunded by the service provider to CGM/JP in the event of termination of contract.

- iv. Additional payment at the Accepted Rate shall be made for any inclusion of an additional Computer System /Peripherals (other than the scheduled items enlisted as per Annexure-A, B, C, D & E) under CAMC up to 25 % of the contract quantity in each category.
 - v. Payment for any inclusion of any, additional Computer System /Peripherals (other than the scheduled items as per Annexure-A, B, C, D & E) under CAMC beyond 25 % of the quantity in each category, will be on mutually agreed rates.
 - vi. Any item associated with Computers/Networking Devices or Peripherals, which are not included in the CAMC, identified at later stage may be added in CAMC with mutual consent and mutually agreed rates prior approval of competent authority.
 - vii. The service provider will not have any legal right to proceed against CGM/JP Office in the event of late payment due to unforeseen reason(s).
 - viii. The rates quoted and accepted by DFCCIL shall be firm and final during the currency of contract.
 - ix. All statutory taxes (including GST) and liabilities levied / leviable by the Central & State Government or any other governing authority/agency from time to time shall be borne by the Agency/Service Provider/Contractor and the rate shall be inclusive of all such liabilities.
 - x. All statutory deductions shall be made from bills as applicable as per DFCCIL/Govt. Norms on such work.
 - xi. No Counter conditions will be accepted to any of the clauses contained in this document.
 - xii. Bidder will examine the various provisions of the Central Goods & Services Tax Act, 2017 (CGST) / Integrated Goods & Services Tax Act, 2017 (IGST) /Union Territory Goods & Services Tax Act, 2017 (UTGST) /Respective State's State Goods & Services Tax Act, 2017 (SGST) also, as notified by Central / State Government and as amended from time to time and applicable taxes before bidding. Bidders will ensure that full benefit of Input Tax Credit (ITC) likely to be availed by them is duly considered while quoting rates.
 - xiii. The successful bidder who is liable to be registered under CGST/IGST/UTGST/SGST Act shall submit GST returns along with other details required under CGST/IGST/UTGST/SGST Act to DFCCIL immediately after the execution of contract, without which no payment shall be released to the contractor. Agency/Service Provider/Contractor shall be responsible for deposition of applicable GST to the concerned authority.
 - xiv. Payment will be made through Electronic Fund Transfer system (RTGS/NEFT) only.
- 6.** DFCCIL, Jaipur reserves the right to verify/seek confirmation of all original documentary evidence submitted by Bidder in support of above-mentioned specification for eligibility, qualification criterion. In case any information furnished by the bidder is found to be false / incorrect at any stage, the bid shall be summarily rejected and no correspondence on the same shall be entertained.
- 7.** DFCCIL reserves the right to vary, if required, the quantity of each item of work to $\pm 25\%$ at the same rate and on the same terms and conditions. DFCCIL also reserves the right to delete items if not required and subsequent cost against those items will be deducted from contract value.

8. Confidentiality:

Bidder / Contractor and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or the client's business or operations without the prior written consent of the client.

10. Buyer Added Bid Specific ATC

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

11. Service & Support

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

12. Service & Support

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

13. 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 desired 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.

14. 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, mail Id and Phone No. required to be furnished along with the bid

15. Purchase Preference (Centre)

Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 50% of total value.

16. Past Project Experience

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

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

17. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

CPM DFCCIL
payable at
at Jaipur

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

18. **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). On-line payment shall be in Beneficiary name

CPM DFCCIL JAIPUR
Account No.
369201010054636
IFSC Code
UBIN0536920
Bank Name
UNION BANK OF INDIA
Branch address
BAPU NAGAR, JAIPUR (RAJASTHAN)

. 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.

19. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Seller's obligations there under.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority 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) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated 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.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this 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 / 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 override 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 ensure 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 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 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 करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---