



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2024/B/5105434  
Dated/दिनांक : 28-06-2024

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	20-07-2024 09:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	20-07-2024 09:30:00
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	Icar-nrc On Pig, Rani, Guwahati-781131, Assam
Item Category/मद केटेगरी	Custom Bid for Services - COMPREHENSIVE MAINTENANCE CONTRACT CMC OF COMPUTERS AND PERIPHERALS
Contract Period/अनुबंध अवधि	2 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	10 Lakh (s)
MSE Exemption for Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for 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) *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
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
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

**EMD Detail/ईएमडी विवरण**

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	20000

**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

(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 दस्तावेज़ 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 राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

**Beneficiary/लाभार्थी :**

Asstt. Administrative Officer

Icar-nrc On Pig, Rani, Guwahati-781131, Assam, Department of Agricultural Research and Education (DARE), Indian Council of Agricultural Research (ICAR), Ministry of Agriculture and Farmers Welfare (Uttam Prakash)

**Splitting/विभाजन**

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

**MII Compliance/एमआईआई अनुपालन**

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

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any

bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

4. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal 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 themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. 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 and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for % (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [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 seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

5. 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.

#### **Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Scope of Work:**[1719584271.pdf](#)

**Payment Terms:**[1719584278.pdf](#)

**GEM Availability Report ( GAR):**[1719584290.pdf](#)

**Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:**[1719584716.pdf](#)

#### **Custom Bid For Services - COMPREHENSIVE MAINTENANCE CONTRACT CMC OF COMPUTERS AND PERIPHERALS ( 1 )**

#### **Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	COMPREHENSIVE MAINTENANCE CONTRACT CMC OF COMPUTERS AND PERIPHERALS
Regulatory/ Statutory Compliance of Service	YES

Specification	Values
Compliance of Service to SOW, STC, SLA etc	YES
<b>Addon(s)/एडऑन</b>	

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Ratul Baishya	781131,ICAR- NATIONAL RESEARCH CENTRE ON PIG, RANI, GUWAHATI	1	N/A

#### Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

##### 1. Generic

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

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

File Attachment [Click here to view the file.](#)

##### 3. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

The specifications/scope of work are mentioned hereunder:

- All the Computers and Peripherals as listed in Annexure A should be covered under this Comprehensive maintenance contract (CMC).
- Under the CMC Contract, the agency/contractor shall maintain all Computers & Peripherals as listed in Annexure A in good working condition throughout the period of contract.
- CMC Includes weekly 02 visit on official day during the period of contract. However, if required the agency may be asked to visit on other days as per requirement without payment of additional charges.
- The CMC includes formatting of computers, data recovery and re installation including maintenance of software being used in this office.

5. Whenever the system cannot be repaired on site within the specified time limits, the company will have the option to take the equipment to their workshop/premises with prior approval and provide alternate equipment of matching specification. This Department equipment in any case will have to be repaired/set right within 05 days and installed in the office. The firm will arrange their own transport for which no extra payment will be made.

6. Penalty for not attending the calls beyond 48 hours will be Rs 500.00 per call per working day for any of the items covered under the contract.

7. CMC amount will be paid in 04 equal instalments at the end of each quarter subject to satisfactory performance and compliance of all terms & conditions of CMC Contract. However, 100 % payment may be made on submission of equal amount PBG, which is to be valid throughout contract period.

8. For UPS only Internal Batteries are included in CMC. For any problem in External Batteries the Institute will arrange for it separately.

9. List of items to be covered in Comprehensive Annual Maintenance Contract.

A. For Computers, All in One Computers & Laptops

CRT Monitor

TFT Monitor

LCD Monitor

LED Monitor

Hard Disk

SSD

DVD Drive

DVD Writer

CD Drive

CD Writer

Display Cord VGA

Display Cord HDMI

Mother Board

LAN Card

RAM

Power Supply (SMPS)

Key Board

Mouse

CPU

All Connecting Cables

B. For Printers (Laserjet, Deskjet, Ink Tank, Colour & Multifunctional Printers)

Printer Head

Belt

Fuser Assembly

Scanner Assembly

All Connecting Cables

PCB and electronic components

Drum

C. For UPS

Only Internal Batteries of UPS (External Batteries are not included)

Circuits--PCB including all electric (electrical components)

All Connecting Cables

D. For Scanners

CDD

CIS

A/D Converter

Interface Port

Lamp

Mirrors

Glass Plate

Lens

Filters

Belts

Control Circuitry

All Connecting Cables

Note: In addition to the parts mentioned in A, B, C and D under point no. 9 above, the firm should also maintain any other parts of the existing systems as indicated in Annexure A.

10. Mode of Payment: ICAR--NRCP shall make payment through PFMS/ RGTS in favour of the agency.

11. Termination: This contract can be terminated by giving one month's notice on either side and that any notice required to be served shall be sufficiently served on the parties if delivered to them personally or dispatched at the address herein given under registered post. The ICAR--NRCP will not have any responsibility towards this for any damage/loss caused and it cannot be challenged in any court of law.

12. In case of any dispute arising, decision of Director, ICAR--NRC on Pig will be final.

13. GST & Other Taxes will be paid as applicable as per Govt. of India rules.

14. Director, ICAR--NRC on Pig reserves the right to reduce or terminate the period of contract or to extend its duration in the interest of the council/Institute for any justifiable reasons.

15. If the agency/contractor does not accept the offer, after issuing of letter of award by ICAR--NRCP within 15 days, the offer made shall be deemed to be withdrawn without any notice & EMD will be forfeited

16. Evaluation of the quotation: The ICAR--NRCP, will evaluate and compare the quotation determined to be substantively responsive i.e., which are properly signed and fulfilled all the eligibility conditions. Financial bid will be opened of technically qualified firms. The ICAR--NRCP will award the contract to the responsive bidder whose total cost for all the items put together is the lowest.

18. Terms of the contract:

A. The contract will be for two (2) years. On the expiry of the contract or on its termination, the ICAR--NRC P reserves the right to renew the contract on quarterly /half yearly / yearly basis on the terms and conditions that may then be mutually agreed upon.

B. The income tax etc. as applicable will be deducted from the claim of the contractor at source.

C. The Agency/Contractor is also to abide with the rules of ICAR/ Govt. of India.

19. The Agency/Contractor should be well experienced and should have provided AMC/CMC services of computers/IT related works in any (02) two Government /Semi Government/Government funded Institution in last 05 years and shall also submit satisfactory performance report. The agency shall enclose work order copies along with satisfactory performance report. No exemption is provided to the MSME/Startup firms considering the critical security operations related to information technology equipments in accordance with MoF OM No. F.20/2/2014--15/PPD(Pt.) dated 20.09.2016.

20. EMD Amount of Rs 20,000/-- shall be submitted by the bidder.

21. Performance Security of an amount equivalent to 5 % of the total contract value has to be deposited by the agency within seven days of intimation of the award of the work.

22. The amount of Performance Security money will be refundable without any interest after 2 months of successful completion of the contract period.

23. The Performance security money can also be utilized to recover any loss/damages faced by the institute due to poor service/not attending service within the stipulated timeframe.

24. No interest will be paid against EMD and security deposit.

25. The agency/contractor should have its registered office in Guwahati for providing continuous service. Documentary proof in this regard needs to be submitted.

26. The Bidder must quote a lumpsum amount for 24 months period i.e. for 2 years.

27. The Guwahati High Court will have the jurisdiction to deal with any legal matters or dispute.

28. The Agency/Contractor shall have to provide stand-by computer & peripherals in Working Condition till such time the defective Computer & peripherals taken outside for repairs is fully repaired and installed back to the satisfaction of the user. For this purpose, the contractor/agency will be required to provide atleast 2 stand-by computers, 5 stand-by UPS, 2 Printers immediately after the award of the contract to be kept in the ICAR--NRC on Pig, Guwahati premises till the contract is over.

29. The agency/contractor shall maintain all the machines in good working condition throughout the contract period. If any Computer/Peripherals as mentioned in the list is not functioning, the cost of repair of that Unit also cover under the CMC contract and no additional charges will be paid by the institute.

30. The agency/contractor are advised to visit the site prior submission of their quote for the contract.

31. The Agency should be authorised dealer of Computer/Printer/ UPS from HP/Acer/Dell /Cannon/Brother/Epson/Elnova/Microtek (Authorisation Certificate shall be enclosed)

Sd/--

Asstt. Administrative Officer

#### PREPARATION OF TECHNICAL BID

The Technical bid shall contain following documents and shall fulfil the required criteria failing which the bids will be rejected,

a) EMD of Rs. 20,000/-- (online payment to "ICAR NR Centre on Pig" A/c No. 10029420452, State Bank of India, IFSC Code SBIN0009945, Khanapara Branch and proof of deposits must be uploaded and if the firm is exempted, necessary documents i.e., the firm having MSME/Startup firm registration certificate under the respective category to be uploaded.

b) Information schedule as per enclosed Performa (Annexure--B)

- c) Copy of TAN/PAN card.
- d) GST Registration Certificate of the firm
- e) Trade License/Registration Certificate/MSME Registration Certificate.
- f) Annual Turnover Certificate of last 3 years. The average Annual turnover for the last 3 years shall be Rs 1 0.00 lakhs. (The Turnover criteria is exempted to MSME/Startup firms as per rule.)
- g) The Agency/Contractor should be well experienced and should have provided AMC/CMC services of computers/IT related works in any (02) two Government /Semi Government/Government funded Institution in last 05 years and shall also submit satisfactory performance report. The agency shall enclose work order copies along with satisfactory performance report. No exemption is provided to the MSME/Startup firms considering the security related IT operation in accordance with MoF OM No. F.20/2/2014--15/PPD(Pt.) dated 20.09.2016.
- h) The bidder should submit the compliance statement in the prescribed format as per Annexure--C
- i) Tender Acceptance Letter in the prescribed format as per Annexure--D
- j) The agency/contractor should have its registered office in Guwahati for providing continuous service. Documentary proof in this regard needs to be submitted.
- k) The Agency should be authorised dealer of Computer/Printer/ UPS from HP/Acer/Dell/Cannon/Brother/Epson/Elnova/Microtek (Authorisation Certificate shall be enclosed)

#### PREPARATION OF FINANCIAL BID

Firm shall quote rates for 2 Year Comprehensive Annual Maintenance Contract (CMC) of Computer and Peripherals of ICAR--NRC on Pig, Guwahati. The amount shall be inclusive of all labour cost, material/spare cost, transportation & conveyance charges, administrative charges, monitoring and supervisory charges, agency profit, GST/Taxes etc.

Sd/--

Asstt. Administrative Officer

#### 4. **Buyer Added Bid Specific ATC**

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

#### 5. **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

ICAR NR Centre on Pig”

Account No.

10029420452

IFSC Code

SBIN0009945

Bank Name

State Bank of India

Branch address

Khanapara Branch

. 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.



## Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

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

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 कार्यवाही का आधार होगा।

---Thank You/धन्यवाद---

