

Bid Document

Bid Details	
Bid End Date/Time	12-07-2022 18:00:00
Bid Opening Date/Time	12-07-2022 18:30:00
Bid Offer Validity (From End Date)	60 (Days)
Ministry/State Name	Ministry Of Health And Family Welfare
Department Name	Department Of Health And Family Welfare
Organisation Name	Food Licensing And Registration System Of Food Safety And Standards Authority Of India (fssai)
Office Name	Fda Bhawan
Item Category	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - All In One PC; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - All In One PC; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - All In One PC; other , Annual Maintenance Service - Desktops, Laptops and Peripherals - All In One PC; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range); Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Mid range); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Mid range); Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Ink Tank , Mono & Colour , Lowe Range); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 750-800 VA); AAR KEY , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 750-800 VA); Luminous , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS(Offline 1 KVA); Microtek , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Online 5 KVA); other , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Apple Macbook , Annual Maintenance Service - Desktops, Laptops and Peripherals - Tablet; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Tablet; Samsung , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals -

	<p>Bid Details</p> <p>Maintenance Service - Desktops, Laptops and Peripherals - Photo Copier Machine; MANTRA , Annual Maintenance Service - Photocopier Machine - Photocopier Machine; Ricoh; Neither OEM nor ASP , Annual Maintenance Service - Photocopier Machine - Photocopier Machine; Canon; Neither OEM nor ASP , Annual Maintenance Service - Photocopier Machine - Photocopier Machine; Kyocera; Neither OEM nor ASP , Annual Maintenance Service(Hardware Security Module) - Hardware Security Module (HSM) , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Storage & Backup Devices; Storage-Server; OEM Authorised Service Provider , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Computer-Servers; OEM Authorised Service Provider , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; KVM-Switch; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - RACK PDU; Power Distribution Unit; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - 42 U RACK; Smart-Rack; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Rack TFT Monitor; Rack TFT Monitor; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; 24 Port Unmanaged Gigabit Switch; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; 48 Port Gigabit Switch; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; Wireless Router; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE - DATA CENTER ASSETS - Network Devices; 5 to 8 Port Switch; Neither OEM nor ASP , Annual Maintenance Services for Video Conferencing System (Software Based) - Polycom Real Presence Group 500; Polycom; Neither OEM nor ASP</p>
Contract Period	3 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)	45 Lakh (s)
Years of Past Experience Required for same/similar service	3 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years Of Experience and Turnover	Yes
Startup Exemption for Years Of Experience and Turnover	Yes
Document required from seller	<p>Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate</p> <p>*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</p>
Bid to RA enabled	Yes
RA Qualification Rule	H1-Highest Priced Bid Elimination
Time allowed for Technical Clarifications during technical evaluation	2 Days
Evaluation Method	Total value wise evaluation

EMD Detail

Advisory Bank	Bank Of Baroda
EMD Percentage(%)	3.00
EMD Amount	290358

ePBG Detail

Advisory Bank	Bank Of Baroda
ePBG Percentage(%)	3.00
Duration of ePBG required (Months).	38

(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.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

Beneficiary:

Sr Account

Food Safety and Standards Authority of India (FSSAI),FDA Bhawan,3rd & 4th Floor ,Near Bal Bhawan, Kotla Road,New Delhi-110002

(Sr Account Officer Fssai New Delhi)

Splitting

Bid splitting not applied.

MSE Purchase Preference

MSE Purchase Preference	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

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

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

4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned

Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

7. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

8. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- i. If number of technically qualified bidders are only 2 or 3.
- ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

Additional Qualification/Data Required

Asset Details and its Distribution across the consignee /user locations:[1654595268.pdf](#)

Consignee Wise Service Engineers/Help-Desk Personal details .:[1654595270.pdf](#)

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Hp (11)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	11	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Lenovo (28)**Technical Specifications**

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

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	28	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - All In One PC; Dell (48)**Technical Specifications**

Specification	Values
Core	
Type of Asset	All In One PC

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002, FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	48	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - All In One PC; Lenovo (62)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	62	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - All In One PC; Other (2)**Technical Specifications**

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

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	2	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - All In One PC; Hp (17)**Technical Specifications**

Specification	Values
Core	
Type of Asset	All In One PC
Make/Brand of Assets	hp

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	17	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - All In One PC; Dell (140)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	140	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid Range); Canon (25)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	25	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower Range; Hp (23)

Technical Specifications

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP

Specification	Values
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	23	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Hp (42)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	42	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Mid Range); Hp (14)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	14	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Mid Range); Canon (4)

Technical Specifications

Specification	Values
Core	
Type of Asset	Multi-function Printer (Colour , Laser , Composite Cartridge, Mid range)
Make/Brand of Assets	Canon
Status of Annual Maintenance Service Provider	Neither OEM nor ASP

Specification	Values
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	4	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Ink Tank , Mono & Colour , Lowe Range); Hp (27)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	27	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 750-800 VA); AAR KEY (99)

Technical Specifications

Specification	Values
Core	
Type of Asset	UPS (Offline 750-800 VA)
Make/Brand of Assets	AAR KEY
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	99	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 750-800 VA); Luminous (2)

Technical Specifications

Specification	Values
Core	
Type of Asset	UPS (Offline 750-800 VA)
Make/Brand of Assets	Luminous
Status of Annual Maintenance Service Provider	Neither OEM nor ASP

Specification	Values
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	2	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS(Offline 1 KVA); Microtek (106)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	106	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Online 5 KVA); Other (2)

Technical Specifications

Specification	Values
Core	
Type of Asset	UPS (Online 5 KVA)
Make/Brand of Assets	other
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	2	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Hp (10)

Technical Specifications

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly

Specification	Values
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	10	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Lenovo (8)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	8	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Apple Macbook (9)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	9	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Tablet; Lenovo (16)

Technical Specifications

Specification	Values
Core	
Type of Asset	Tablet
Make/Brand of Assets	Lenovo
Status of Annual Maintenance Service Provider	Neither OEM nor ASP

Specification	Values
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	16	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Tablet; Samsung (20)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	20	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Hp (2)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	2	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Dell (11)

Technical Specifications

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	Dell
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly

Specification	Values
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	11	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Bio Matrix Device; MANTRA (15)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	15	N/A

Annual Maintenance Service - Photocopier Machine - Photocopier Machine; Ricoh; Neither OEM Nor ASP (9)

Technical Specifications

Specification	Values
Core	
Type Of Asset	Photocopier Machine
Make/Brand Of Assets	Ricoh
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Onsite Service Engineers Requirement	As Indicated in Bid Document
Periodicity of Preventive Maintenance Services	Quarterly
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	9	N/A

Annual Maintenance Service - Photocopier Machine - Photocopier Machine; Canon; Neither OEM Nor ASP (1)

Technical Specifications

Specification	Values
Core	
Type Of Asset	Photocopier Machine
Make/Brand Of Assets	Canon
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Onsite Service Engineers Requirement	As Indicated in Bid Document
Periodicity of Preventive Maintenance Services	Quarterly
Addon(s)	

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	1	N/A

Annual Maintenance Service - Photocopier Machine - Photocopier Machine; Kyocera; Neither OEM Nor ASP (3)**Technical Specifications**

Specification	Values
Core	
Type Of Asset	Photocopier Machine
Make/Brand Of Assets	Kyocera
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Onsite Service Engineers Requirement	As Indicated in Bid Document
Periodicity of Preventive Maintenance Services	Quarterly
Addon(s)	

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	3	N/A

Annual Maintenance Service(Hardware Security Module) - Hardware Security Module (HSM) (2)**Technical Specifications**

Specification	Values
Core	
Category for Which The AMC Required	Hardware Security Module (HSM)

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	2	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Storage & Backup Devices; Storage-Server; OEM Authorised Service Provider (2)

Technical Specifications

Specification	Values
Core	
Major category of Assets	Storage & Backup Devices
Type Of Asset	Storage-Server
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Make/Brand Of Assets	NETAPP
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Quarterly
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	2	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Computer-Servers; OEM Authorised Service Provider (6)**Technical Specifications**

Specification	Values
Core	
Major category of Assets	Compute
Type Of Asset	Computer-Servers
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Make/Brand Of Assets	HP
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Quarterly
Addon(s)	

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	6	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; KVM-Switch; Neither OEM Nor ASP (1)**Technical Specifications**

Specification	Values
Core	
Major category of Assets	Compute

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	1	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - RACK PDU; Power Distribution Unit; Neither OEM Nor ASP (2)

Technical Specifications

Specification	Values
Core	
Major category of Assets	RACK PDU
Type Of Asset	Power Distribution Unit
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	HP
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Quarterly
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	2	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - 42 U RACK; Smart-Rack; Neither OEM Nor ASP (1)**Technical Specifications**

Specification	Values
Core	
Major category of Assets	42 U RACK
Type Of Asset	Smart-Rack
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	HP
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Quarterly
Addon(s)	

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	1	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Rack TFT Monitor; Rack TFT Monitor; Neither OEM Nor ASP (1)**Technical Specifications**

Specification	Values
Core	
Major category of Assets	Rack TFT Monitor

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

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	1	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; 24 Port Unmanaged Gigabit Switch; Neither OEM Nor ASP (26)

Technical Specifications

Specification	Values
Core	
Major category of Assets	Network Devices
Type Of Asset	24 Port Unmanaged Gigabit Switch
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	D-Link
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Quarterly
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	26	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; 48 Port Gigabit Switch; Neither OEM Nor ASP (2)**Technical Specifications**

Specification	Values
Core	
Major category of Assets	Network Devices
Type Of Asset	48 Port Gigabit Switch
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	D-Link
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Quarterly
Addon(s)	

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	2	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; Wireless Router; Neither OEM Nor ASP (10)**Technical Specifications**

Specification	Values
Core	
Major category of Assets	Network Devices

Specification	Values
Type Of Asset	Wireless Router
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	TP Link Netgear
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Quarterly
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	10	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; 5 To 8 Port Switch; Neither OEM Nor ASP (15)

Technical Specifications

Specification	Values
Core	
Major category of Assets	Network Devices
Type Of Asset	5 to 8 Port Switch
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	D-Link
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Quarterly
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	15	N/A

Annual Maintenance Services For Video Conferencing System (Software Based) - Polycom Real Presence Group 500; Polycom; Neither OEM Nor ASP (7)**Technical Specifications**

Specification	Values
Core	
Type Of Asset	Polycom Real Presence Group 500
Make/Brand Of Assets	Polycom
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS Drivers Update and Patch update on client Devices	Inclusive
Periodicity of Preventive Maintenance Services	Quarterly
Addon(s)	

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anindya Mandal	110002,FDA Bhawan near Bal Bhavan, Kotla Road, New Delhi	7	N/A

Buyer Added Bid Specific Terms and Conditions

1. Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organisation along with Supply/ Purchase Order.
2. If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.
3. **Generic**

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

4. **Generic**

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

5. **Generic**

Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.

6. **Generic**

Upload Manufacturer authorization: Wherever Authorised Distributors are submitting the bid, Manufacturers Authorisation Form (MAF)/Certificate with OEM details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid.

7. **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.

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

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

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity/restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and/or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents/clauses shall also be null and void. If any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations. Also, GeM does not permit collection of Tender fee / Auction fee in case of Bids / Forward Auction as the case may be. Any stipulation by the Buyer seeking payment of Tender Fee / Auction fee through ATC clauses would be treated as null and void.

This Bid is governed by the [General Terms and Conditions](#), 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 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.

---Thank You---