

Bid Document

Bid Details	
Bid End Date/Time	07-09-2021 17:00:00
Bid Opening Date/Time	07-09-2021 17:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	60 (Days)
Ministry/State Name	Uttar Pradesh
Department Name	Medical Health And Family Welfare Department Uttar Pradesh
Organisation Name	Uttar Pradesh Aids Control Society
Office Name	4th Floor, A-block, Picup Bhawan, Vibhuti Khand, Gomati Nagar, Lucknow
Total Quantity	475
Item Category	Desktop Computers , Multifunction Machines MFM , Line Interactive UPS with AVR , USB Camera for Video Conferencing System , PA Speaker
Minimum Average Annual Turnover of the Bidder	48 Lakh (s)
OEM Average Turnover (Last 3 Years)	396 Lakh (s)
Years of Past Experience required	3 Year (s)
MSE Exemption for Years Of Experience and Turnover	Yes
Startup Exemption for Years Of Experience and Turnover	Yes
Document required from seller	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (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
Past Performance	80 %
Bid to RA enabled	No
Primary product category	Desktop Computers
Time allowed for Technical Clarifications during technical evaluation	2 Days
Estimated Bid Value	9920992

Bid Details	
Evaluation Method	Total value wise evaluation

EMD Detail

Advisory Bank	Bank Of Baroda
EMD Percentage(%)	2.00
EMD Amount	198420

ePBG Detail

Required	No
----------	----

(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:

PROJECT DIRECTOR

4th Floor, A-block, Picup Bhawan, Vibhuti Khand, Gomti Nagar, Lucknow, Medical Health and Family Welfare Department Uttar Pradesh, Uttar Pradesh Aids Control Society,
(U P State Aids Control Society)

Splitting

Bid splitting not applied.

MSE Purchase Preference

MSE Purchase Preference	No
-------------------------	----

MII Purchase Preference

MII Purchase Preference	No
-------------------------	----

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. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.

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

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 Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 80% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

Desktop Computers (95 pieces)

Brand Type	Registered Brand
------------	------------------

Technical Specifications

[* As per GeM Category Specification](#)

Specification	Specification Name	Bid Requirement (Allowed Values)
Motherboard	Chipset Series	Intel Q Series Or higher
	Chipset Number	Intel Q 470 Or higher
	Expansion Slots (PCIe x 16) (Number)	1, 2, 3 Or higher
Processor	Processor Make	Intel
	Processor Generation	10.0 Or higher
	Number of Cores per Processor	6, 8, 10, 12 Or higher
	Processor Base Frequency (GHz)	3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 3.8, 3.9, 4, 4.1, 4.2, 4.3 Or higher
	Processor Description	Intel Core i5, Intel Core i7, Intel Core i9 Or higher
	Processor Number	Intel Core i9 10900K, Intel Core i9 10900KF, Intel Core i9 10900, Intel Core i9 10900F, Intel Core i7 10700K, Intel Core i7 10700KF, Intel Core i7 10700, Intel Core i7 10700F, Intel Core i5 10600K, Intel Core i5 10600KF, Intel Core i5 10600, Intel Core i5 10500 Or higher
Graphics	Graphics Type	Integrated

Specification	Specification Name	Bid Requirement (Allowed Values)
	Size of Memory in Case of Dedicated Graphic Card (GB)	0, 1, 2, 3, 4, 6, 8 Or higher
Operating System	Operating System (Factory Pre-Loaded)	Windows 10 Professional
Memory	RAM Size (GB)	8, 16, 32, 64, 128 Or higher
	RAM Expandability up to(using spare DIMM Slots in GB)	8, 16, 32, 64, 0, 128 Or higher
Storage	Type of Drives used to populate the Internal Bays	HDD, SSD
	Total HDD Capacity (GB)	1000, 1500, 2000, 2500, 3000, 4000 Or higher
	Total SSD Capacity (GB)	256, 384, 512, 768, 1024, 2048, 4096 Or higher
	Total SSHD Capacity in addition to 8 GB Flash (GB)	500, 1000, 2000, 0 Or higher
Cabinet	Cabinet Form Factor	SFF (7 to 13 Litres)
	Optical Drive	DVD R/W
Monitor	Monitor Technology	IPS Or higher
	LED Backlit Monitor Size (INCHES)	21.5, 22, 23, 24, 27, 23.8, 32 Or higher
	Monitor Resolution (PIXELS)	1920x1080, 1920 x 1200, 3200x1800, 3840 x 2160, 2560 x 1440 Or higher
Input Devices	Mouse Connectivity	Wired, Wireless Or higher
	Keyboard Connectivity	Wired, Wireless Or higher
Warranty	On Site OEM Warranty (Year)	3, 5, 4 Or higher

Additional Specification Parameters - Desktop Computers (95 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
MONITOR PORT AND CERTIFICATION PORTS WIFI & BLUETOOTH LAN ETHERNET BAYS INTERNAL	TCO 5 AND VGA & HDMI, USB 3.0-2 USB 2.0-1, HEADPHONE 1, MICROPHONE 1, AUDIO IN 1, AUDIO OUT1, RJ45 1, PS/2, AC/ 5.0, YES, 3

Specification Parameter Name	Bid Requirement (Allowed Values)
Router to be supplied with every system(95 UNITS) Transfer Rate Operating Frequency Transmit/Receive Memory Network Standard Encryption Processor Operation Mode power supply Internet connection type	802.11. a/b/g/n/ac, 2.4/5ghz, MIMO Technology, 256MB/512MB FLASH MEMORY, IEEE 802.11a;IEEE 802.11B,IEEE 802.11G,IEEE 802.11N;IEEE 802.11AC;IP4 AND IP6, 64bit WEP; 128bit WEP;WAP2-PSK;WAP-PSK WPA ENTERPRISE;WPA2 ENTERPRISE; ENTERPRISE WPS SUPPORT Wireless router/access point, 1.4ghz dual core, AC INPUT 110-240V(50-60HZ) DC OUTPUT 19VOLT WITH 2.73A CURRENT, Automatic IP,Static IP, PPPoE(MPPE SUPPORTED),PPTP,L2TP, MINIMUM 4 LAN PORT ,DHCP SERVICES SHOULD BE AVAILABLE
MS OFFICE	MS OFFICE 365
Antivirus	5 years

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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Sunil Kumar Misra	226010,UP State AIDS Control Society, 4th Floor, A-Block, PICUP Bhawan, Vibhuti Khand, Gomti Nagar	95	90

Multifunction Machines MFM (95 pieces)

Brand Type	Registered Brand
------------	------------------

Technical Specifications

[* As per GeM Category Specification](#)

Specification	Specification Name	Bid Requirement (Allowed Values)
Ungrouped	Type of Machine	Multifunction Machine
	Print Technology	Laser
	Type of Printing	Mono
	Cartridge Technology	Composite Cartridge, Separate Drum and Toner (Mono Component), Separate Drum and Toner (Dual Component) Or higher
	Platen/Flatbed Size	A4, A3, Legal Or higher
	Paper Size (Original/Image)	A4/A4
	RAM size (MB)	128, 256, 512, 1024, 2048, 4096, 6144, 3072, 320, 768, 1536, 1500, 758, 1250, 2560, 7168, 5120, 8192, 16384, 2816, 4000, 2000, 10240, 4608 Or higher
	Hard Disk Capacity(GB)	0, 8, 128, 160, 256, 320, 500, 1024, 250, 640, 32, 1000, 2000, 3000 Or higher
	Minimum Speed per Minute as per ISO/IEC 24734 in A4 Size-Mono	27, 28, 30, 31, 35, 36, 38, 40, 43, 45, 46, 47, 50, 52, 55, 60, 61, 65, 70, 71, 75, 80, 90, 95, 100, 105, 110, 51, 56, 41, 120, 130, 160, 57, 33, 34, 32, 85, 81, 53, 140 Or higher

Specification	Specification Name	Bid Requirement (Allowed Values)
	Minimum Speed per Minute as per ISO/IEC 24734 in A4 Size-Colour	12, 15, 16, 18, 20, 22, 23, 24, 25, 26, 27, 28, 30, 31, 35, 36, 4, 4.4, 5, 5.7, 5.8, 6.8, 10, 10.4, 15.5, 40, 50, 60, 5.5, 11, 46, 120, 130, 160, 65, 45, 7, 34, 55, 38, 56, 75, 81, 19, 71, 0, 21, 53, 32, 70, 140 Or higher
	Scanning Feature Availability	Yes Or higher
	Duplexing Feature Availability	Yes Or higher
	Faxing Feature Availability	Yes, No Or higher
	Networking Feature Availability	Yes Or higher
	If yes, Type of Network Interface	Ethernet 10/100/1000, Ethernet 10/100 Or higher
	Wi-Fi Availability	Yes Or higher
	If yes,Wi-Fi Type	Wi fi 802.11 b/g/n, Wi Fi Direct, Wi fi 802.11 b/g/n & Wi Fi Direct Or higher
	Original Document Feeder Type	ADF, DADF/RADF, SPDF Or higher
	Feeder Capacity (Number)	35, 40, 50, 75, 100, 120, 140, 150, 200, 250, 270, 300, 70, 220, 110, 130 Or higher
	Number of Main Paper Tray	1, 2, 3, 4, 5 Or higher
	Bypass Facility	Yes Or higher
	Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19752/2004(E) for Black (Number of prints)	5000, 6000, 8000, 9000, 10000, 11000, 12000, 15000, 18000, 20000, 23000, 24000, 25000, 30000, 35000, 37000, 40000, 43000, 45000, 55000, 83000, 120000, 17600, 15200, 10200, 14600, 42100, 69000, 36000, 56000, 28000, 3000, 85000, 91200, 26000, 3500, 10500, 12500, 6900, 4000, 33000, 48000, 34000, 54000, 13500, 29500, 5500, 2300, 7000, 1700, 2200, 2400, 2500, 3100, 2600, 6500, 2000, 38400, 43900, 106600, 82000, 105000, 54500, 31000, 88000, 6800, 10300, 5900, 9800, 16100, 3600, 70000 Or higher
	Duty Cycle (No of Prints/month)	15000, 20000, 25000, 30000, 30650, 33100, 35000, 38450, 40000, 50000, 54000, 55000, 60000, 75000, 80000, 81300, 100000, 200000, 300000, 400000, 500000, 150000, 140000, 95000, 135000, 170000, 215000, 125000, 185000, 240000, 77000, 230000, 280000, 350000, 90000, 110000, 120000, 1000000, 66000, 375000, 250000, 180000, 59000, 64000, 67200, 84000, 105000, 480000, 520000, 590000, 600000, 660000, 720000, 2500000, 2250000, 65000, 107000, 129000, 153000, 87000, 175000, 225000, 450000 Or higher
	Other Certifications Available	RoHS
	On Site OEM Warranty (Year)	1, 2, 3, 4, 5 Or higher

Additional Specification Parameters - Multifunction Machines MFM (95 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
CARTRIDGE TECHNOLOGY, DISPLAY, MAX PRINT RESOLUTION, COPY RESOLUTION, OPTICAL SCANNING RESOLUTION, OPERATING TEMPERATURE/HUMIDITY RANGE, Connection type	COMPOSITE, 2 LINE LCD TEXT, 1200X1200, 400X600, 600X600 DPI HARDWARE UP TO 4800X4800 DPI, 15-32 DEGREE CELSIUS ,10% - 80% RH, USB 2.0/3.0 AND LAN

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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Sunil Kumar Misra	226010, UP State AIDS Control Society, 4th Floor, A-Block, PICUP Bhawan, Vibhuti Khand, Gomti Nagar	95	90

Line Interactive UPS With AVR (95 pieces)

Brand Type	Registered Brand
------------	------------------

Technical Specifications

[* As per GeM Category Specification](#)

Specification	Specification Name	Bid Requirement (Allowed Values)
GENERIC	Rating in KVA/ min VAH capacity of battery (KVA/VAH)	1.0/168
	Technology	MOSFET-PWM
	Type of battery	SMF-VRLA confirming to JISC-8702 Pt 1,2 &3
	Rated Output (Volt)	Single phase sinewave 230v AC , 50Hz
	Degree of protection	IP 20
	Inverter Efficiency (%)	> / = 60%
	Warranty for the battery from the date of delivery	2 Years
	Warranty for Line Interactive UPS	2 Years
CONSTRUCTIONAL	AC out put for printer (not through inverter)	No

Specification	Specification Name	Bid Requirement (Allowed Values)
	Inverter out put socket AC out put for printer (not through inverter)	3 Three pin
FUNCTIONAL	Overload Time (Minutes)	> / = 10 minutes
	Load power factor	> / = 0.6
	Variation in AVR output in AC mode (%) AVR (Voltage regulation) output voltage in AC Mode	230 Volts +/-9%, 50 +/-3 Hz

Additional Specification Parameters - Line Interactive UPS With AVR (95 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
CERTIFICATION TECHNOLOGY BATTERY OUTPUT POWER FACTOR INPUT FREQUENCY RANGE INPUT POWER FACTOR OUTPUT CREST FACTOR PROTECTION Audible Noise Operating Temp. & Humidity	ISO 9001:2008 & 14000 OFFLINE UPS WITH DOUBLE CONVERSION TECHNOLOGY RECTIFIER & INVERTER 2 SMF BATTERY 0.8 45Hz-55Hz >=0.95 3:1 INTERNAL _EXTERNAL TRANSIENT VOLTAGE SURGE SUPPRESSOR at I/P of UPS OR Inbuilt Galvanic Isolation Transformer along with monitoring LED <45 dB @ 1meter 20-90% RH @0-40 DEGREE CENTIGRATE

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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Sunil Kumar Misra	226010,UP State AIDS Control Society, 4th Floor, A-Block, PICUP Bhawan, Vibhuti Khand, Gomti Nagar	95	90

USB Camera For Video Conferencing System (95 pieces)

Brand Type	Registered Brand
------------	------------------

Technical Specifications

[* As per GeM Category Specification](#)

Specification	Specification Name	Bid Requirement (Allowed Values)
Specification	Type of Camera & Speaker Phone Combination	Stand alone USB Camera
	Type of USB Camera for Video Conferencing System	USB Camera without Speaker Phone

Specification	Specification Name	Bid Requirement (Allowed Values)
	Resolution	(1280x720 progressive signal)
	Frame Rate	30 fps
	Number of MICS	1
	On Site OEM Warranty (Year)	1

Additional Specification Parameters - USB Camera For Video Conferencing System (95 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Resolution Focus Lens Field of View Voltage Microphone	720p/30fps Fixed Standard 60 degree 240 volts Built In with Noise Reduction

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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Sunil Kumar Misra	226010,UP State AIDS Control Society, 4th Floor, A-Block, PICUP Bhawan, Vibhuti Khand, Gomti Nagar	95	90

PA Speaker (95 pieces)

Brand Type	Registered Brand
------------	------------------

Technical Specifications

[* As per GeM Category Specification](#)

Specification	Specification Name	Bid Requirement (Allowed Values)
Specifications	Speaker Type	Main Speaker
	Amplification Method	Passive Speaker
	Configuration	One Way
	Number of Speakers	2
	Warranty (Years)	1, 2, 3, 4, 5 Or higher

Additional Specification Parameters - PA Speaker (95 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Connector type Volume Level Control Power Output	USB & 3.5mm audio jack Yes Min. 0.8 watt RMS per channel

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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Sunil Kumar Misra	226010,UP State AIDS Control Society, 4th Floor, A-Block, PICUP Bhawan, Vibhuti Khand, Gomti Nagar	95	90

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

1. 'Local content means the amount of value added in India which shall, unless otherwise Prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value and percent.

'Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50% as defined under this Order

'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under this Order

Buyer Added Bid Specific Additional Terms and Conditions

1. **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.
2. Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.
3. Experience Criteria: The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for 3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.
4. Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-

- (i) Inhibit the desires and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

5. **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.
6. Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods
7. Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
8. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.
9. Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.
10. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
11. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
12. ISO 9001: The bidder or the OEM of the offered products must have ISO 9001 certification.
13. The bidder is required to upload, along with the bid, all relevant certificates such as BIS licence, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document.
14. The Bidder / OEM {themselves or through reseller(s)}, should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following criteria:
 - (i) Single order of at least 35% of estimated bid value; or
 - (ii) Two orders of at least 20% each of estimated bid value; or
 - (iii) Three orders of at least 15% each of estimated bid value.
 Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion
15. Buyer uploaded ATC document [Click here to view the file.](#)
16. Buyer Added text based ATC clauses
 - 1.Authorization has to be bid specific
 - 2.Additional item of Routers 95 units is mentioned (with specification) in desktop additional specification has to be supplied with rest of the items
 - 3.Delivery and Installation has to be done in locations which is attached (File name Consignee.docx) in ATC kindly check.
 - 4.No extra cost will be given for delivery and installation at the site

Disclaimer

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

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

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---