

Notice Inviting Tender For Comprehensive AMC for Computer Hardware & Peripherals

01 Bid for procurement of Comprehensive AMC Services for Computer Hardware & Peripherals by O/o PAG (Audit), Assam is invited only through Government e- Marketplace Portal as follows.

Item Name	Bid Number	Bid Date	Bid Closing Date & Time
Comprehensive Annual Maintenance Contract in respect of Computer Hardware like Computers, UPS, Printers, Server Network Switch etc. for One year.	GEM/2023/B/3474381	22-05-2023	05-06-2023 & 11:00:00

Tender document can be obtained from the GeM (Government e-marketplace portal) against Bid Number mentioned above. The Tender Notice can also be downloaded from the Office website: <https://cag.gov.in/ag/assam/en> The Bids have to be placed mandatorily online through GeM.

Interested Bidders may visit GeM Portal for further information.

Sd/-

Sr.Deputy Accountant General (Administration)
O/o the Principal Accountant General (Audit),
Assam,Maidamgaon,Beltola,Guwahati-781029



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2023/B/3474381
Dated/दिनांक : 22-05-2023

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	05-06-2023 11:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	05-06-2023 11:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Comptroller And Auditor General (cag) Of India
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	Official Web Site Of Accountants General, Assam
Office Name/कार्यालय का नाम	Ag(au) Assam
Item Category/मद केटेगरी	Custom Bid for Services - Comprehensive Annual Maintenance Contract for Computer Hardware Peripherals
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	26 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),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
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No

Bid Details/बिड विवरण

Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	654706
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	13094

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	YES Bank Limited
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	3.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	14

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

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

Beneficiary/लाभार्थी :

Pay and Accounts officer
office of the Principal Accountant General(A&E) Assam.
(Pay And Accounts Officer)

Splitting/विभाजन

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

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
-------------------------------	-----

MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
---	-----

1. 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.
2. 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.
3. 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.
4. 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.
5. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Introduction about the project /services being proposed for procurement using custom bid functionality:[1684731740.pdf](#)

Instruction To Bidder:[1684731751.pdf](#)

Pre Qualification Criteria (PQC) etc if any required:[1684731771.pdf](#)

Scope of Work:[1684731779.pdf](#)

Special Terms and Conditions (STC) of the Contract:[1684731784.pdf](#)

Service Level Agreement (SLA):[1684731791.pdf](#)

Payment Terms:[1684731799.pdf](#)

Penalties:[1684731806.pdf](#)

Quantifiable Specification / Standards of The Service/ BOQ:[1684731814.pdf](#)

Project Experience and Qualifying Criteria Requirement:[1684731819.pdf](#)

Educational Qualification including Profile of SME/Consultants /Professional Resources /Technical Resources if they are part of Project .:[1684731825.pdf](#)

GEM Availability Report (GAR):[1684731830.pdf](#)

Buyer's Competent Authority Approval:[1684731849.pdf](#)

Any other Documents As per Specific Requirement of Buyer -1:[1684731853.pdf](#)

Any other Documents As per Specific Requirement of Buyer -2:[1684731858.pdf](#)

Buyers are requested to upload the format for price breakup of the lumpsum offering to be provided by the service provider (Please provide the format if financial upload required is selected as "Yes" while creating Bid):[1684731865.pdf](#)

Custom Bid For Services - Comprehensive Annual Maintenance Contract For Computer Hardware Peripherals (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Comprehensive Annual Maintenance Contract for Computer Hardware Peripherals
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

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	Arindam Nath	781029,OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), ASSAM, MAIDAMGAON, BELTOLA. GUWAHATI-781029	1	N/A

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

1. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

LIST OF DOCUMENTS TO BE UPLOADED AS PART OF TECHNICAL BID

Sl. No.	List of documents	Bid Clause reference	Document titles as asked in GeM
1	Copy of three-year experience certificate and three years' satisfactory performance certificate must be enclosed with the tender form	Clause C(5)	Experience criteria
2	Certificate from CA Regarding Annual Turnover as specified from AMC/ IT assets service business for last 03 Financial Years.	Clause C(8) & Annexure III	Bidder Turnover
3	A copy of GST Registration and past GST returns and income tax clearance certificate (ITCC) for last 03 years	Clause C(7)	Certificate (Requested in ATC)
4	Certificate of Incorporation / Firm Registration Certificate as the case may be	Clause C(2)	Certificate (Requested in ATC)
5	Copy of Trade license as may be applicable.	Clause C(14)	Certificate (Requested in ATC)
6	Copy of Income tax Registration Certificate/PAN, GST Registration, registration with EPFO and registration with ESIC.	Clause C(7)	Certificate (Requested in ATC)
7	ISO Certification related to AMC Services.	Clause C(12)	Certificate (Requested in ATC)
8.	Duly filled bidder profile as per Annexure I of the tender document	Annexure I	Additional Doc 1 (Requested in ATC)
9.	Dedicated/ Toll Free number. Escalation Matrix (Name/ Designation of persons if matter is not solved at Resident Engineer's level to whom the matter may be forwarded.	Clause C(11)	Additional Doc 2 (Requested in ATC)

10.	Scanned copy of declaration with seal and sign as per Annexure - V of the tender document.	Annexure - V	Additional Doc 3 (Requested in ATC)
11.	List of professionally qualified personnel as per Annexure IV of the tender document	Clause C(13) & Annexure IV	Additional Doc 4 (Requested in ATC)

Note:

- 1. The document uploaded should be marked serially for identification of the required documents.**
- Various Certificates as requested vide serial nos. 3 to 7 above must be merged into single pdf and uploaded as document titled "Certificate (Requested in ATC)" duly mentioning titles of distinct documents.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

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

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---