



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/4502114
Dated/दिनांक : 18-01-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	29-01-2024 18:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	29-01-2024 18:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	75 (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	Accountant General, Jammu And Kashmir
Office Name/कार्यालय का नाम	North

Bid Details/बिड विवरण

<p>Item Category/मद केटेगरी</p>	<p>Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - All In One PC; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - All In One PC; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, high range); Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range); Brother , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range); Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner; Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS(Offline 1 KVA); Intex , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS(Offline 1 KVA); Frontech , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 600-650 VA); Cyber Power , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Online 10 KVA); Nexus , ANNUAL MAINTENANCE SERVICE - VIDEO CONFERENCING SYSTEM - Video Conferencing Camera; People Link; Neither OEM nor ASP , Annual Maintenance Contract for Networking Devices (Version 2) - Swithces etc; Miscellaneous</p>
<p>Contract Period/अनुबंध अवधि</p>	<p>1 Year(s)</p>
<p>Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)</p>	<p>12 Lakh (s)</p>
<p>Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष</p>	<p>3 Year (s)</p>
<p>Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है</p>	<p>Yes</p>
<p>MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है</p>	<p>Yes</p>
<p>Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है</p>	<p>Yes</p>

Bid Details/बिड विवरण

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	Single 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	326519
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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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. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / 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.

[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.

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 similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:As mentioned in Bid Document

Other Information:As mentioned in Bid Document

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Hp (8)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Desktop PC

Specification	Values
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	8	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Dell (10)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Desktop PC
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	10	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - All In One PC; Hp (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	All In One 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

Specification	Values
Addon(s)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	1	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - All In One PC; Lenovo (2)

Technical Specifications/तकनीकी विशिष्टियाँ

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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

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

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	2	<ul style="list-style-type: none">• Number of months for technician : 12• Number of Resident engineers : 0• Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Dell (3)**Technical Specifications/तकनीकी विशिष्टियाँ**

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
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	3	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Hp (4)

Technical Specifications/तकनीकी विशिष्टियाँ

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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	4	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, High Range); Canon (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, high 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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	1	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid Range); Hp (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , 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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	1	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower Range; Hp (7)

Technical Specifications/तकनीकी विशिष्टियाँ

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
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	7	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower Range; Brother (12)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range
Make/Brand of Assets	Brother
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	12	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid Range); Canon (7)

Technical Specifications/तकनीकी विशिष्टियाँ

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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	7	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower Range; Hp (1)

Technical Specifications/तकनीकी विशिष्टियाँ

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	As OEM , OEM Authorised Service Provider , Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Monthly , Bi-Monthly , Quarterly , None
Onsite Service Engineers Requirement	NONE , As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive , Exclusive
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	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	1	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower Range; Hp (1)

Technical Specifications/तकनीकी विशिष्टियाँ

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
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	1	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner; Canon (3)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Scanner
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	3	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS(Offline 1 KVA); Intex (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	UPS(Offline 1 KVA)
Make/Brand of Assets	Intex
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	2	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS(Offline 1 KVA); Frontech (23)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	UPS(Offline 1 KVA)
Make/Brand of Assets	Frontech
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	23	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 600-650 VA); Cyber Power (15)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	UPS (Offline 600-650 VA)
Make/Brand of Assets	Cyber Power
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	15	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Online 10 KVA); Nexus (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	UPS (Online 10 KVA)
Make/Brand of Assets	Nexus
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)/एडऑन	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	1	<ul style="list-style-type: none"> Number of months for technician : 12 Number of Resident engineers : 0 Number of technicians : 1

ANNUAL MAINTENANCE SERVICE - VIDEO CONFERENCING SYSTEM - Video Conferencing Camera; People Link; Neither OEM Nor ASP (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Amc Category	Video Conferencing Camera
Amc Brand	People Link
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Additional Asset Type	Speakers Table Top/Wall Mount/Ceiling Mount
Additional Make/Brand	People Link
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client Video conference system	Inclusive
Periodicity of Preventive Maintenance Services	Quarterly
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	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	1	N/A

Annual Maintenance Contract For Networking Devices (Version 2) - Switches Etc; Miscellaneous (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Networking Device for AMC	Switches etc
OEM of Networking Devices	Miscellaneous
Type of AMC	Software and license related items of network devices
Dedicated/ toll Free Telephone No for Service Support	Yes
Requirement of Preventive Maintenance	Quarterly
Nature of Annual Maintenance Service Provider	Neither of the above
Whether passive components(like cable) need to be included in AMC	Yes
ISO certification	ISO 9001
Addon(s)/एडऑन	
Requirement of resident engineer	No
Requirement of Technicians	Yes
Additional Details/अतिरिक्त विवरण	
Model Number/Part number of networking device(In case of bid mode, buyer may upload the same in scope of work)	NA

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Devices	Additional Requirement/अतिरिक्त आवश्यकता
1	Abdul Gani Hajam	190009, Mohammad Yousuf Avenue Road Opposite Civil Secretariat	1	<ul style="list-style-type: none">• Number of months for technician : 12• Number of Resident engineers : 0• Number of technicians : 1

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. 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.

3. Generic

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

4. 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.

5. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Buyer Added Additional Terms and Conditions

1. The Contract shall be **COMPREHENSIVE ONE** and the firm will repair all defective parts of computers, printers, UPSs, Switches and other devices as mentioned at their own expenses. The faulty parts of equipment under AMC which are beyond repair or where performance is not satisfactory after repair, will be replaced by firm at his own cost. The office reserves the right to take a final decision regarding replacement of a faulty/repaired part. However, consumable parts like cartridge, ribbons, tonner, printer heads, Teflon roller etc. will not come under the Annual Maintenance Contract and the cost of consumable items shall be borne by the office. All the replaced parts shall be deposited with the In-charge of ICT Wing of this office.
2. The firm shall provide AMC for the IT Hardware/ Software/ Service for as tabulated below:

(1) IT HARDWARE & PERIPHERALS		
Hardware	Qty.	Date of Purchase
Desktop HP Core i5	5	09-07-2017
Desktop Dell Core i5	10	21-12-2018

Desktop HP Core i5	3	23-02-2021
AIO HP	1	27-12-2021
AIO Lenovo Core i5	2	13-12-2021
Laptops Dell Core i5	3	23-02-2021
Laptops HP Core i5	4	06-12-2021
Printer Canon LBP351X	1	12-03-2018
Printers HP LaserJet M126 NW	1	26-07-2018
Printers HP LaserJet 1020 Plus	7	29-11-2018
Printers Brother HL-L2321 D	12	01-03-2021
Printers Canon MF244DW	7	22-03-2021
Printer HP Smart-tank 750 All-in-One	1	21-03-2023
Printer HP 108w	1	21-03-2023
Scanners Canon DR-225II	3	22-03-2021
UPS Intex 1 KVA	2	09-07-2019
UPS Frontech 1 KVA	23	30-12-2021
UPS Cyber Power 600VA	15	10-09-2022
UPS Nexus 10KW	1	01-12-2019
People Link VC System	1	09-12-2022
(2) NETWORKING DEVICES		
Network/ Peripheral devices	Qty	Remarks
I/O Boxes	200 Units	
Network Switches	20 Units	10 (5port), 5 (8 port), 2 (24 port), 3 (16 port)
Network Cable	4.5 Km	
(3) OTHER		

- 3. The firm will be required to depute at least one technician (expert in this field) in this office on a regular basis on all working days who must be well versed with the fault repairs/software maintenance on day-to-day basis and must possess all related equipment/ software/ CDs. In case of urgent and emergent situations, he can be asked to rectify the problem on weekends and holidays and after working hours also, at no additional cost. **The wages/ salary of technician will be paid/ borne by AMC provider himself. The AMC provider will not submit any bill to this office regarding payment of the same.****
4. All records of complaints will be maintained and properly recorded by the firm with the details such as time when the call was reported and attended, signatures of the user, problem, comments of the user etc. A copy of the call/feedback report is to be given to ICT Wing.
 5. The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. In case of an instance of sub-standard repair/replacement of parts by the firm, it may lead to cancellation of the contract and legal action may be taken against the firm.
 6. Payment shall be made on quarterly basis on equal instalments after receiving satisfactory certificate of maintenance/service rendered from concerned sections.
 7. The firm shall be responsible for maintenance and upkeep of the IT Assets of this office along with networking in order to keep them in good working condition and also cleaning/vacuuming of all items on quarterly basis.
 8. The firm will attend to the fault within one hour of logging the complaint, equipment down time should not be more than 24 hours from the time of report of fault. In case of failure of the above clause, a fully functional standby/replacement should be given. This would include the attached peripherals also.
 9. In case the firm fails to repair of any of the IT Asset within a period of 3 days, the office will make repairs of the same from some other firm on the risk and responsibility of the firm and the charges on that account shall be borne by the firm. However, in case the firm fails to perform the services satisfactorily, the agreement shall be deemed cancelled and all the deposits and dues shall be forfeited and no claim for payment whatsoever will be entertained.
10. This contract extends only to problems arising out of the normal functioning of equipment and the contract does not cover damage caused due to fire, theft, riots, accident, earthquake, storm, flood, thunder, breakage and the other natural calamities.
11. To monitor the maintenance activity and to discuss other related matters, a meeting between the concerned officers of the Office and **the firm** will be held as and when the need arises for the same and on a date

convenient to both the parties.

12. The firm will inspect all the computer hardware shown in the annexure (Clause-2) after the signing of the contract or during the 1st visit after the signing of the contract.
13. The vender shall furnish an undertaking in the enclosed format, to the effect that he shall maintain the confidentiality of all information/data stored on the Computer Systems of the office and shall at no cost divulge or reveal any information wholly or part of it, which he may access during the maintenance, repairs etc. of the systems.
14. The Firm shall take all precautionary measures in order to ensure the safety of their personal (his representative, agent, sub-firm or workmen) working in the office while executing the work. The vender shall ensure that unauthorized, careless or inadvertent operation of installed equipment may result in accidents to their staff and or damage to the equipment. The firm shall assume all liability of and give to the office the complete indemnity against all action, suits, claim demands cost charges or expenses arising out of and in connection with any accident, death or injury, sustained by any of their person or persons within the office premises and any loss or damage to the asset/property sustained due to the act or omissions of the firm irrespective of whether such liability arises under the workmen compensation act or any other statute in force from time to time. The firm shall assume all liability for and give to the office a complete indemnity against all suits or action arising out of or in connection with the carrying the works, whether such action is brought by the member of public or neighbors or persons employed on the works. The firm in carrying out the works shall confirm to the statutory and other legal requirement.
15. In any case in which under clause or clause of these condition, the firm shall have rendered himself liable to pay compensation amount to the whole of the security deposit, the office shall have power to rescind the contract (of which rescission notice in writing to the firm) and in which case the security deposit/Bank Guarantee of the firm shall together with such sums due to him under this contract shall stand forfeited and be absolutely at the disposal of the Office.
16. The firm submitting the bid shall have its registered office in 'Srinagar (Jammu & Kashmir)' only. The firm shall submit proof in this regard.
17. **The following documents must be uploaded by the bidder against Certificate (Requested in ATC)' in 'Bid Documents' at the time of submission of bid,** failing which may result in disqualification.
 - (i) GST registration certificate its latest return and PAN no.
 - (ii) List of all Offices in Srinagar (Jammu & Kashmir).
 - (iii) Police Verification report/ certificate of Managing Director/ CEO of the company/ firm. This certificate should not be older than 6 months at the time of submission of bid.

'or'

the firm shall provide undertaking that 'it will submit this report/certificate within 3 months' time from the date of submission of bid'.

- (iv) Form C (Registration Certificate) under Government of Jammu & Kashmir Shops & Establishment Act 1966 as a proof for availability of the Office/ Shop at Srinagar (City).
- (v) UNDERTAKING/ LETTER OF ACCEPTANCE REGARDING BLACKLISTING / NON - DEBARMENT/LIQUIDATION/COURT RECEIVERSHIP / BANKRUPT/B order Financial Standing.
- (vi) Declaration regarding acceptance of all the terms and conditions (including buyer added bid specific ATC) of the bid. (Date of undertaking must be mentioned in declaration).
- (vii) Other Certificates/ documents as mentioned in bid.

These documents must be uploaded against 'Certificate (Requested in ATC)' in 'Bid Documents'.

18. The bidder must submit the following undertaking with the bid:

“Our firm <firm name> agrees all the terms and conditions mentioned in the bid document including buyer added bid specific ATC and this firm also agrees to depute <number of technicians> technicians in 'Office of Principal Accountant General (Audit), J&K, Srinagar' on a regular basis on all working days without any additional cost, during the period of AMC.”

19. All disputes shall be subject to the jurisdiction of Court in J&K only.

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---