

OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT-I)
JHANSI ROAD, AUDIT BHAVAN, MADHYA PRADESH, GWALIOR-474002

No.Admn/IS-WING/F-112(I)/AMC-2025-26/2

Date:- 02 May 2025

INVITATION FOR BIDS
of
Annual Maintenance Services of IT Equipment

Office of the Principal Accountant General (Audit-I), Madhya Pradesh, Audit Bhavan, Jhansi Road, Gwalior-474002 invites online bids from reputed, experienced and financially sound company/firm/agency for '**Annual Maintenance Services of Computers, Printers, UPSs, Scanners, Laptops, Projector, Monitors, Server etc.**' The bidding documents may be downloaded from GeM Portal as well as from our office website. Time Schedules related to the bids are as below: -

i.	Bid duration	:	21 Days
ii.	Date of publishing the bid	:	02.05.2025
iii.	Start date of bid preparation and submission	:	As per GeM
iv.	Expiry date/time of bid submission	:	As per GeM
v.	Date/time of bid opening	:	As per GeM (After expiry of date/time of bid duration)
vi.	Validity of bids	:	90 days

- The interested companies/firms/agencies are required to submit their offer through GeM portal only. No other mode of submission will be acceptable.
- Amount of Earnest Money to be deposited is Rs.26,000.00/- (Rupees twenty six thousand only) in the shape of FDR/BG/eBG as per Bid document of GeM, in favor of the **Principal Accountant General (Audit-I), Madhya Pradesh, Gwalior** payable at Gwalior.
- Any future clarification(s) shall be communicated through '**Contact us**' section on our website <https://cag.gov.in/ag1/madhya-pradesh/en>. In case, any corrigendum is issued in respect of this bid, kindly check '**Contact us>Working with us>Tender Notices**' section of our website.
- The interested companies/firms/agencies are required to furnish the full address of their Operating/Branch Office/Telephone No./FAX No./e-mail id/website address etc. and provide the self-attested copy of PAN card and GST registration.
- The interested companies/firms/agencies should have **at least five years' experience** in the field of annual maintenance of computer hardware and peripherals (in Government/Semi-government offices) and will submit the copies (self-attested) of experience along with the bid documents.
- The interested companies/firms/agencies should also have **at least five years' experience** in the field of repair/maintenance of computer servers (in Government/Semi-government offices) and submit the self-attested copies of experience along with the bid documents.
- The bidder must have a registered office in **Gwalior** (Madhya Pradesh) city.
- Agreement with successful firm (L1 Bidder) shall be made as per the Terms and Conditions mentioned in **Annexure-I**. All the necessary bid documents are also annexed herewith.
- The Contract will be lumpsum i.e. fixing of the prices for the entire IT equipment covering in Annual Maintenance Contract.
- After completion of the bidding process, the firm which is awarded the AMC must provide at least 02 (two) resident engineer/technician for attending and redressal of complaints.

12. Bidders must quote the AMC rate (for 10 months i.e.01-06-2025 to 31-03-2026) for all IT equipment mentioned in Annexure-II except for IT equipment tabulated below (in prescribed excel format attached with bid documents): -

Category/ Model	Purchase year	Qty.	Remarks
Laptop/Acer TMP214-53	2023	21	(i) These laptops are mentioned at Sl. no.-15 of Annexure-II. (ii) AMC rate for these laptops must be quoted for 01 month only i.e. March-2026.
Laptop/Apple MacBook Air with M2 Chip	2024	01	(i) This laptop is mentioned at Sl. no.-17 of Annexure-II. (ii) AMC rate must be quoted for 09 months only i.e. July-2025 to March-2026.

13. All the AMC rates quoted by bidders must be exclusive of GST & other applicable taxes.
14. All the necessary bidding documents (as mentioned below) are enclosed herewith: -

1. Annexure-I : Terms & Conditions
2. Annexure-II : List of IT equipment covered under AMC
3. Annexure-A : List of items not covered under AMC
4. Annexure-B : Bid Submission Form
5. Annexure-C : General Instructions to Bidder



Deputy Accountant General (Administration)

ANNEXURE-I

Terms & Conditions for Annual Maintenance Services of Computer Hardware and Peripherals (2025-26)

This agreement for Annual Maintenance Contract (herein after referred to as AMC) is made on this day of/...../2025 between the President of India (hereinafter called that President whose expression shall include his assignees) one part and M/s (Name of Vendor) (Herein after referred to as Contractor) on the other part, as per calling of bid number GEM/..B/6193709../2025 date: 02/05/2025.

I. GENERAL

1. The contract will be effective from the date of **award of the contract** (up to 31st March 2026).
2. Performance deposit of (5% of the value of AMC which will be awarded to the firm) in form of Bank Guarantee/FDR issued by any National/Scheduled Bank in favor of the Principal Accountant General (Audit-I), Madhya Pradesh, Gwalior shall have to be deposited by successful bidder at the time of signing the agreement. The currency of the bank Guarantee shall be expiry of contract agreement plus 02 month claim period.
3. The contractor alone shall be responsible for complying with all statutory provisions of all the relevant Labor and Taxation Laws in connection with the staff employed by him for performance of his obligations under the contract agreement.
4. The contractor alone shall also be responsible for all the acts of omissions and commissions of his staff deployed for performance of his obligations under the contract agreement.
5. This office reserves the right to increase or reduce the number of items offered for maintenance contracts during the period of AMC. The proportionate amount of the contract will be increased or decreased accordingly.
6. AMC for IT hardware which have completed their standard useful life (04 years for laptop & 06 years for other IT equipment), will be till March 31, 2026, or till the replacement/installment of new IT hardware, whichever is earlier.
7. This office reserves the right to recover any dues payable by the contractor from any amount outstanding to his credit, including the pending bills and/or invoking Bank Guarantee/FDR, if any, under this contract or any other contract/order.
8. This office shall be entitled, and it shall be lawful on its part to forfeit the amount of performance deposit in whole or in part in the event of any default, failure, or neglect on part of the contractor in fulfilment or performance of the contract under reference in all respects satisfaction to this office. This office shall be entitled to deduct amount from performance deposit any loss or damage which this office may suffer or be put by any reason of or due to any act or other default recoverable by this office from the contract.

II SCOPE OF AMC

1. The AMC shall be comprehensive and shall cover maintenance, cleanliness, repair, replacement and service of items (as mentioned in **Annexure-II**) and will include replacement of all the spares parts except the parts which are not covered under AMC mentioned in **Annexure-A**. The comprehensive AMC includes all the plastic items, knobs, movable and rotational parts necessary for operation of the original equipment. The replacement of defective spares with original spares or spares equivalent specification will be done by the contractor, without any extra charge of any kind.
2. The contractor shall maintain the sufficient spares to maintain the required up-time guarantee.
3. The contractor shall submit a report at the start of the contract on taking over all equipment (giving their configuration in working conditions also). It shall be the responsibility of the contractor/company to make all the computers, printers and peripherals work satisfactorily throughout the contract period and to hand over the system to this office in working conditions on the expiry of the contract. In case any damage on the systems is found, compensation that would be determined by the competent authority will have to be paid by the contractor.
4. Faulty parts shall be replaced with new working parts of the same type/capacity. The new parts

replaced by the contractor shall be the property of this office and the faulty part shall be the property of the contractor. Systems average uptime should not be less than 98%. The maximum allowable downtime of any system is three hours in case of minor problems and 24 hours for major problems.

5. The AMC shall cover the comprehensive on-site residential support contract for all service and parts of the computers and other peripherals as specified in the Annexure-II. **The vendor will provide at least 02 (two) resident engineer/technician** for all working days for attending and redressal of complaints in normal working hours of the office- 9.30 am to 6.00 pm-but in case of an emergency the company must undertake the work beyond office hours also. Their services may also be required on non-working days on some occasions to meet crisis. The contractor shall ensure that on such occasions additional personnel are deputed at no extra cost. The engineers should be equipped with mobile phones to ensure their availability.

The resident engineers may be interviewed by the competent authority and will be deployed only if found suitable by the competent authority. In case the resident engineers are not found suitable by the competent authority, the contractor will have to appoint other efficient resident engineers.

6. The service engineer provided by the contractor shall not be changed frequently (minimum six months). However, if this office finds the engineer/personnel incompetent, the contractor shall change the service engineer immediately. If the resident engineer is not available for any reason, the contractor shall be responsible for deputing another competent and experienced service engineer for that period to ensure continuity in services. The amount of Rs. 500.00 per day will be deducted if any service engineer remains absent/on leave without providing a proper substitute.
- (a) Maintenance shall include installation and updating of all kinds of software including operating system, office application, antivirus etc. The contractor is responsible to take care of the computers, printers, peripherals, and UPSs, laptop and networking and its equipment etc.
 - (b) Preventive maintenance service is to be carried out every 60-day period for all the computers and peripherals covered under the contract. Preventive maintenance status would be submitted to the competent authority, failing which an amount of Rs.1,000/- (Rupees one thousand only) as a penalty may be imposed. Preventive maintenance means bi-monthly servicing of equipment irrespective of whether the equipment has undergone a breakdown or not and it would include: -
 - (i) Defragmentation of hard disk drives and scanning for disk errors.
 - (ii) Checking and cleaning from inside and outside of all the computers and their peripherals as well.
 - (iii) Checking and fixing the network connectivity problems at client side such as IP address, finding loose contacts and fixing them inspection of cables and switches installed in the office. Further, new network points wherever are required may be fixed by the vendor.
 - (iv) Special cleaning of monitor, keyboard mouse etc.
 - (v) Cleaning and examining interior and exterior of printers for smudges, dust etc. Accumulation of paper lint should be carefully removed. Paper dust should be cleaned off with the help of vacuum cleaner.
 - (c) AMC shall include the repair /replacement of defective parts with the parts of equivalent or higher specification and details of replacements should be provided to the competent authority. A standby arrangement is also mandatory in such cases. In case any equipment must be taken out of repair, standby equipment of similar configuration will be provided by the contractor. Carriage charges for taking away/bringing back the equipment will be borne by the contractor.
 - (d) The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies/components will be withdrawn from the maintenance contract. The decision of the competent authority regarding non-availability and obsolescence of technology and withdrawal of these items from the maintenance contract will be final. The withdrawal of such systems shall be communicated to the contractor and equivalent maintenance charges shall be deducted accordingly.
 - (e) The resident engineers should maintain a log register of all calls attended, pending issues, preventive maintenance records and details of all replaced spare parts. The register

as prescribed by the competent authority will be submitted to Sr. Audit Officer (IS-Wing) on monthly basis.

- (f) In case, if it is essential to format the hard disk of a computer, the resident engineer should take proper backup of the data and only after the user is satisfied, the resident engineers should proceed with formatting of the hard disk.
 - (g) No replacement and repair charges for the parts covered under the AMC shall be made.
 - (h) The contractor is also responsible for works like installation/upgradation of software etc. in newly purchased hardware items during the warranty period.
 - (i) The contractor is also accountable for co-ordination with OEMs for troubleshooting the computer and other peripherals under warranty.
 - (j) The contractor is also responsible for work related to network service support covered under newly revamped local area network.
7. If during the currency of the contract the representative/contractor of the contract comes across confidential information, he will never disclose it to anybody else.
8. Replacement of consumable parts which are not covered in the scope of this agreement should be made available by the company on charge basis as and when required by the office, but this office would be free to procure these items from any sources and the replacement will be done by contractor.

III. DURATION OF CONTRACT

- (a) Subject to the right of the Principal Accountant General (Audit-I), Madhya Pradesh, Gwalior to terminate, the period of the contract shall be effective from award of the contract (up to 31.03.2026).
- (b) The contract may be extended for two year (one at a time), at the discretion of this office and based on satisfactory services provided by the contractor. However, the contractor must provide services at the same rate for the period up to finalization of the new AMC agreement.

IV. PAYMENT TERMS

- (a) AMC shall be for the total value of Rs./- (exclusive of applicable taxes) and it will commence from the date Maintenance charges shall be payable on a quarterly basis subject to availability of funds. In the case of a fractional period (i.e. not a complete quarter), the proportionate amount will be paid for that period.

V. FORCE MAJEURE

- (a) The.....or the second party, against the other, in case of any failure or omission or calamities such as fires, floods, earthquakes, hurricanes, or civil strikes, under any statute or regulations of the Government, lockouts, strikers, riots, embargoes from any political reasons beyond the control of any part including war (whether declared or not), civil war or state of insurrection shall give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party has delayed the performance of its work as it was beyond its reasonable control, and it has not occurred due to negligence or default on its part.
- (b) Either party, as and when gives notice of force majeure shall provide confirmation of such event in the form of a certificate from the Government department or agency or chamber of commerce. The parties shall be relieved of their respective obligations to perform, hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the event of force majeure is established as provided hereinabove.

VI. TERMINATION

- (a) If the company commits any breach of term of contract including failure in providing the repair services and maintenance and fails to rectify the complaint, the contract will be terminated, and any pecuniary loss caused due to such termination will be recovered from the company. The security deposited would also be confiscated on the termination of such a contract.
- (b) If at any time, after award of contract but before its expiry, the competent authority finds that the

annual maintenance services provided by the contractor (L1 bidder) are not satisfactory, the contract may be cancelled and the contract may be awarded to another contractor i.e. L2 bidder.

VII. CANCELLATION

- (a) The contract can be revoked at any time during the period of the contract without assigning any reasons.

VIII. EXTENSION

- (a) The contract can be extended for a further period of two-years (one year at a time) subject to willingness of both the parties.

IX. TAXES

- (a) Service tax (GST) at the prevailing rate will be paid to the contractor and Income Tax, GST and other taxes will be deducted from the bill produced by contractor as per office norms.

X. DISPUTE/ARBITRATION

- (a) In case of any dispute or mutual difference of opinion between both the parties, the decision of the Principal Accountant General (Audit-I), Madhya Pradesh, Gwalior of this office would be final and binding on both the parties. The cause of dispute in writing must be presented before the Principal Accountant General (Audit-I), Madhya Pradesh, Gwalior, within 15 days of occurring of such dispute.
- (b) It is clearly understood that for the purpose of adjudication, if the occasion arises, the jurisdiction of the appropriate court will be at Gwalior (Madhya Pradesh).


Sr. Audit Officer/IS Wing

Annexure-II
(List of IT Hardwares under AMC 2025-26)

S N	Description of items	Item of Hardware with brief configuration	Sectional Sr. No.	Qty	Purch ase Year	Cost (per unit) of Item (in Rs.)	Total Cost (in Rs.)	Rate of AMC (Per Unit) (in Rs.) exclusive of GST/applicab le taxes	Aggregate AMC Amount (in Rs.) (exclusive of GST/ applicable taxes)	Remarks
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
	COMPUTER									
1	Computer	Dell Vostro 3900 Core i5	PC-103 to PC-110, PC-112 to PC-117	14	2014	48589	680246			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
2	Computer	Dell Vostro 3900 Core i3	PC-118 to PC-126, PC-128 to PC-130, PC-132, PC-133, PC- 135, PC-137, PC-139, PC-141, PC-143 to 149	25	2014	38,162	954050			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
3	COMPUTER	HP ENVY PHOENIX 180 core i7	PC-150	1	2014	89000	89000			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
4	COMPUTER	Dell Vostro 3250 Core i3	PC-151 to PC-164 PC-166 to PC-175 PC-177 PC-181 to PC-183	28	2016	40,656	1138368			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
5	COMPUTER	Dell Vostro 3250 Core i5	PC-184 to PC-186, PC-188 to PC-199	15	2016	48,028	720420			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
6	COMPUTER	HP core i5	PC-200	1	2018	45950	45950			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
7	COMPUTER	APPLE	PC-201	1	2020	94,990	94990			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
8	COMPUTER	Acer Intel core i5 desktop 10400 Verition 52670G	PC-206 to PC-208	3	2021	49,799	149397			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
9	COMPUTER	HP ProOne 400G6 24AIO PC, All in One desktop	PC-202 to PC-205	4	2021	81,980.68	327922.72			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
			TOTAL=	92			4200343.72			
	LAPTOP									
10	LAPTOP	Dell core i7	LT-86	1	2015	69,900	69900			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
11	LAPTOP	HP core i7	LT-87, LT-88	2	2017	93,700	187400			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
12	LAPTOP	HP Notebook 15BS146TU Core i5	LT-98, LT-100 to LT-102, LT-104	5	2018	49,900	249500			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
13	LAPTOP	HP Notebook 15DA0330TU Core i5	LT-106 to LT-112 LT-115, LT-117, LT-119 to LT-121, LT-123 LT-125 to LT-145	34	2018	46,800	1591200			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
14	LAPTOP	Dell Vostro 3500	LT-204 to LT-210	7	2021	58090	406630			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.

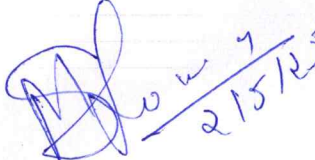
S N	Description of items	Item of Hardware with brief configuration	Sectional Sr. No.	Qty	Purch ase Year	Cost (per unit) of Item (in Rs.)	Total Cost (in Rs.)	Rate of AMC (Per Unit) (in Rs.) exclusive of GST/applicab le taxes	Aggregate AMC Amount (in Rs.) (exclusive of GST/ applicable taxes)	Remarks
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
15	LAPTOP	Acer laptop (TMP214-53)	LT-229 to LT-249	21	2023	67490	1417290			Rates of AMC must be quoted for a period from 01.03.2026 to 31.03.2026.
16	LAPTOP	Apple M1 Chip	LT-354	1	2022	82430	82430			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
17	LAPTOP	Apple Macbook Air with M2 chip	LT-416	1	2024	117882	117882			Rates of AMC must be quoted for a period from 01.07.2025 to 31.03.2026.
18	Laptop	APPLE iPad Pro	LT-417	1	2024	118000	118000			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
19	Laptop	Apple Macbook Air with M2 chip	LT-418	1	2023	137900	137900			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
Total=				74			4378132			
PRINTERS										
20	Printers	Canon All-in- One MF 4450	P-01	1	2012	17,300	17300			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
21	Printers	HP LaserJet 1606DN	P-34	1	2012	11,078	11078			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
22	Printers	HP Laser1020 Plus	P-49	1	2013	7,600	7600			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
23	Printers	HP Laser1020 Plus	P-42 to P-48 & P-50 to P-56	14	2013	8,850	123900			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
24	Printers	Wipro LMP P8C 500N	P-80	1	2013	190000	190000			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
25	Printers	HP Laser 1020 Plus	P-57 to P-70	14	2014	7,200	100800			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
26	Printers	HP M451 DN Colour Printer	P-73	1	2014	45000	45000			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
27	Printers	HP Laser 1020 Plus	P-87 to P-89	3	2015	7,500	22500			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
28	Printers	HP MFP M128FN	P-85, P-86 & P-91	3	2015	17265	51795			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
29	Printers	HP Laser 1020 Plus	P-93 to P-96	4	2016	8,000	32000			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
30	Printers	EPSON Colour L-850	P-97, P-103	2	2016	26,800	53600			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
31	Printers	EPSON Colour L-850	P-105, P-106	2	2017	26,800	53600			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
32	Printers	HP Laser 1020 Plus	P-98 to P-102	5	2016	8,500	42500			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
33	Printers	HP LaserJet MFP226DW	P-104	1	2016	29,800	29800			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
34	Printers	HP Pro M203D	P-107 to P-111	5	2017	11,600	58000			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
35	Printers	HP LaserJet 1020+	P-112 to P-116	5	2017	9,600	48000			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.

S N	Description of items	Item of Hardware with brief configuration	Sectional Sr. No.	Qty	Purch ase Year	Cost (per unit) of Item (in Rs.)	Total Cost (in Rs.)	Rate of AMC (Per Unit) (in Rs.) exclusive of GST/applicab le taxes	Aggregate AMC Amount (in Rs.) (exclusive of GST/ applicable taxes)	Remarks
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
36	Printers	HP LaserJet 1020+	P-117 to P-119 & P-122 to P-126	8	2017	10,340	82720			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
37	Printers	Canon MF244DW	P-120, P-121 & P-127	3	2017	17,900	53700			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
38	Printers	Canon MF244DW	P-128	1	2018	22480	22480			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
39	Printers	HP Laserjet pro M202dw	P-129 to P-131	3	2019	15,175	45525			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
40	Printers	XEROX RB1022PLT	P-132 to P-136	5	2018	39,990	199950			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
41	Printers	HP-Samsung M2830DW	P-137 to P-141	5	2020	10670	53350			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
42	Printers	Brother L400CDW	P-142	1	2020	31491	31491			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
43	Printers	BROTHER LJET DCP L-3551	P-148 to P-152	5	2021	31327	156635			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
44	Printers	KYOCERA LJET M2040DN	P-153,P-154,P-155,P-156	4	2021	34750	139000			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
45	Printers	SHARP AR-6020NV	P-157,P-158	2	2021	55786	111572			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
46	Printers	CANON MF244DW	P-143, P-144, P-145, P- 146, P-147	5	2020	20989	104945			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
47	Printers	HP Laserjet MFP M233DW	P-	1	2023	24541	24541			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
	TOTAL=			106			1913382			
48	UPS	Samtek 5KVA	TRG-4	1	2007	87,000	87000			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
49	UPS	Samtek 1000VA	2013/1/125	1	2013	20,350	20350			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
50	UPS	Samtek 5KVA	2013/1/126, 2013/2/127	2	2013	67,900	135800			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
51	UPS	APC 6KVA	2014-15/1 to 2014- 15/10	10	2014	89,330	893300			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
52	UPS	Uniline 6KVA	2021-22/11, 2021-22/12	2	2022	104885	209770			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
53	UPS	Uniline line Interactive UPS 650VA	2022-23/1 to 2022- 23/69	69	2023	2800	193200			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
	TOTAL=			85			1539420			
	OTHERS									
54	Scanner	HP Scanjet G3110	Scanner-01, Scanner-2	2	2013	8500.00	17000			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
55	Scanner	HP Scanjet G3110	Scanner-7	1	2015	9200.00	9200			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
56	Scanner	HP Scanjet N6350	Scanner-08	1	2016	49000.00	49000			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.

S	Description of items	Item of Hardware with brief configuration	Sectional Sr. No.	Qty	Purchase Year	Cost (per unit) of Item (in Rs.)	Total Cost (in Rs.)	Rate of AMC (Per Unit) (in Rs.) exclusive of GST/applicable taxes	Aggregate AMC Amount (in Rs.) (exclusive of GST/applicable taxes)	Remarks
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
57	Scanner	HP Scanjet G3110	Scanner-09,scanner-10	2	2017	10524.00	21048			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
58	Scanner	HP Scanjet G3110	Scanner-11	1	2017	14133.00	14133			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
59	Scanner	Scanner Epson DS530	Scanner-12, Scanner-13, Scanner-14	3	2019	25000.00	75000			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
60	Scanner	Brother 27 Scanner	Scanner-15, Scanner-16, Scanner-17	3	2021	33996.17	101988.51			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
61	Scanner	Brother 220 Scanner	Scanner-18	1	2021	23996.27	23996.27			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
62	Projector	Projector Casio	Projector-2	1	2013	77995.00	77995			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
63	Projector	Projector BENQ	Projector-3	1	2016	139800.00	139800			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
64	Monitor	Full HD Monitor	Monitor-4	1	2014	37290.00	37290			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
65	Monitor	Full HD Monitor	Monitor-5	1	2014	37200.00	37200			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
66	Monitor	Full HD Monitor	Monitor-6	1	2016	28800.00	28800			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
			Total=	19			632450.78			
67	Server	Server (PowerEdge T430) 1X1 INTEL XENON E-5-2630, SERIAL NO.-DBX6N62, 4X16 GB RAM DDR4 Expandablex4, Classic Tower Type, Performance Optimized, 1PERC H330 Integrated RAID Controller, 2xHeatsink for PowerEdge, DVD+/-RW,SATA, Internal, Dual,	-	1	2015	389000	389000			Rates of AMC must be quoted for a period from 01.06.2025 to 31.03.2026.
			TOTAL=	1		TOTAL=	389000			
			GRAND TOTAL=				13052728.50		-	

Notes:

- (i) The AMC vendor will depute full time experienced and qualified 02 resident engineer(s) in the O/o the Pr. AG(Audit-I) M.P., Gwalior to rectify the faults instantly.
(ii) The rates of AMC for above-mentioned items should be exclusive of GST.


Senior Audit Officer (IS Wing)

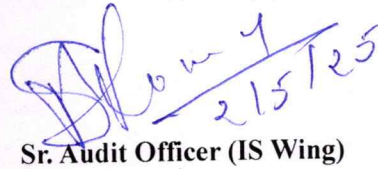
ANNEXURE-A

(List of items not covered under AMC 2025-26)

1. Lamp of Projector
2. Any natural damage caused by Rat biting/natural calamities.
3. Printer heads, UPS batteries, Laptop batteries, Printer Ribbon and Toner cartridges

Note:

- (i) The keyboards of desktop & laptops will not be considered as physically damaged if there are not working and keys come outside from keyboard while working. Such types of keyboards will have to be replaced / repaired by the firm to whom AMC is awarded.


Sr. Audit Officer (IS Wing)

Annexure-B

Bid Submission Form

(to be printed on Bidder's letterhead, signed, stamped, scanned and submitted online through GeM Portal)

Date:

Letter of Bid cum Declaration Form

To,

Deputy Accountant General (AMG-V & Admin)
O/o the Principal Accountant General (Audit-I)
Madhya Pradesh, Jhansi Road, Gwalior 474002

Sub: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR COMPUTER, PRINTER, UPS, SCANNER, LAPTOP, PROJECTOR, LED MONITOR, LAN & SERVER etc.

Ref: Invitation for Bid document No.Admn/IS-WING/F-112(I)/AMC-2025-26/ dated:

I/We, the undersigned, declare that:

1. We undertake to provide the services for annual maintenance of IT equipment viz. desktop, laptop, printer, UPS, server, scanner, projector etc. to your office in conformity with the Bidding Documents.
2. Our bid shall be valid for a period of 90 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
3. If our bid is accepted, we commit to submit a performance security in accordance with the Bidding Documents.
4. We also declare that Government of India or any other Government body has not declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any other failure/lapses.
5. We undertake; to enter into agreement as per the terms and conditions of the bidding documents and bear all expenses including charges for stamps etc. and agreement will be binding on us.
6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.
7. Further, in response to above referenced bid, I/We, a Private/Public Ltd. Company/ Partnership/Sole Proprietor submit the online bid with the following particulars:

SN	Description	Particulars
1	Name of the firm	
2	Address of the firm	
3	Email Id of the firm	
4	Name, Designation & mobile no. of the authorised person submitted the Bid	
5	Year of Establishment	
6	Registration and Incorporation particulars along with a copy of document	

7	Permanent Income Tax Number, Income Tax Circle																						
8	GST No.																						
9	Registered postal address																						
10	Telephone number with STD code																						
11	Fax number																						
12	Mobile number																						
13	Website URL (if any)																						
14	Address of Branches (if any)																						
15	(i) Name/Address of Directors, in case of company (ii) Name/Address of Sole Proprietor (iii) Name/Address of partners, in case of partnership firm																						
16	(i) Name of designation of authorized signatory (ii) Address for communication (iii) Contact details a. Phone b. Mobile c. Email d. FAX																						
17	Bidder's bank details, its address and account number																						
18	Particulars of EMD: (i) Bank Guarantee / Fixed Deposit Receipt no. (ii) Date (iii) Name of Bank (iv) Address of Bank (v) Validity of BG/FDR																						
19	Description of experience as required in Bid documents																						
20	Details of uploaded documents	<table border="1"> <tr> <td>1</td> <td>EMD</td> <td>Yes/No</td> </tr> <tr> <td>2</td> <td>Copy of PAN</td> <td>Yes/No</td> </tr> <tr> <td>3</td> <td>Copy of GST</td> <td>Yes/No</td> </tr> <tr> <td>4</td> <td>Experience Certificates in the field of AMC</td> <td>Yes/No</td> </tr> <tr> <td>5</td> <td>Experience Certificate in the field of repair/maintenance of computer server</td> <td>Yes/No</td> </tr> <tr> <td>6</td> <td>Proof for supporting the legal validity of the bidder</td> <td>Yes/No</td> </tr> <tr> <td>7</td> <td>Valid turnover certificate</td> <td>Yes/No</td> </tr> </table>	1	EMD	Yes/No	2	Copy of PAN	Yes/No	3	Copy of GST	Yes/No	4	Experience Certificates in the field of AMC	Yes/No	5	Experience Certificate in the field of repair/maintenance of computer server	Yes/No	6	Proof for supporting the legal validity of the bidder	Yes/No	7	Valid turnover certificate	Yes/No
1	EMD	Yes/No																					
2	Copy of PAN	Yes/No																					
3	Copy of GST	Yes/No																					
4	Experience Certificates in the field of AMC	Yes/No																					
5	Experience Certificate in the field of repair/maintenance of computer server	Yes/No																					
6	Proof for supporting the legal validity of the bidder	Yes/No																					
7	Valid turnover certificate	Yes/No																					

Yours sincerely,

Authorised Signatory

Full Name, Designation & Mobile number

(To be printed in Bidder's letterhead)

Annexure-C

General Instructions to the Bidders

1. GENERAL INSTRUCTIONS

- a. While all efforts have been made to avoid errors in the drafting of the bid document, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the bid documents shall be entertained.
- b. The Bidder should download the Bid documents through GeM Portal and upload it again at the time of submission of the bid with signature and stamp in token of the Bidder having acquainted himself/themselves and accepted the entire Bid document including various terms & conditions of contract.
- c. The bidder shall attach the copy of the authorization letter as proof of authorization for signing on behalf of the Bidder.
- d. All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, not accompanied with EMD of requisite amount/format, or any other requirements, stipulated in the bid documents are liable to be rejected.
- e. Bidders, who are eligible to be exempted from depositing EMD according to Rule-170 of GFRs, 2017, should submit documentary proof thereof along with technical bid online through GeM Portal.
- f. The parties to the Bid shall be the '**Bidders**' (to whom the contract has been awarded) and the **Office of the Principal Accountant General (Audit-I) Madhya Pradesh, Gwalior**.
- g. For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post with acknowledgement to the Office of the Principal Accountant General (Audit-I), Madhya Pradesh, Gwalior. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.

2. MINIMUM ELIGIBILITY CRITERIA

The following shall be the minimum eligibility criteria for selection of bidders.

- a. **Legal Valid Entity:** The Bidder shall necessarily be a proprietary firm, partnership firm, limited company, corporate body legally constituted. Proof for supporting the legal validity of the Bidder shall be submitted.
- b. **Registration:** The Bidder should be registered with the Income Tax, Goods and Service Tax.
- c. **Experience:** The Bidder should have **at least five years' experience** in the field of annual maintenance of computer hardware and peripherals in Government office/Semi-government office. Bidders should also have **at least five years' experience** in the field of repair and maintenance of servers in Government offices/Semi-government offices.

- d. **Turnover:** The Bidder should have average annual turnover of Rs 5 lakh (five lakh only) in the business of providing similar services.

3. Required Documents supporting the Minimum Eligibility Criteria

- a. Attested copy of Incorporation Certificate shall be acceptable.
- b. Attested copy of PAN, GST Registration shall be acceptable.
- c. Attested copy of the latest Annual Return of ITRs and GST/Service Tax Returns shall be acceptable.
- d. Attested copy of documentary proof of experience in the Ministry/Govt. Departments shall be required to be submitted.

4. Earnest Money Deposit

- a. The bids shall be accompanied by an Earnest Money Deposit of Rs.26,000/- (Rupees Twenty Six Thousands only) in the form of Bank Guarantee/Fixed Deposit Receipt as per bid document of GeM. The validity of the Bank Guarantee/Fixed Deposit Receipt must be **beyond three months starting from the date of submission of the bids.** The Bank Guarantee / Fixed Deposit Receipt shall be in favour of Principal Accountant General (Audit-I) Madhya Pradesh, Gwalior payable at Gwalior.
- b. The Bidder should scan a copy of the Earnest Money Deposit and upload it online through GeM Portal.
- c. Bidders, who are eligible to be exempted from depositing EMD as per existing rule should submit documentary proof thereof along with bid online through GeM Portal.
- d. No request for transfer of any previous deposit of earnest money or security deposit or adjustment against any pending bill held by the Department in respect of any previous work shall be entertained.
- e. Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited to the Government.
- f. The bids without Earnest Money shall be summarily rejected.
- g. No claim shall lie against the Government / Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.
- h. The bid security (earnest money deposit) may be forfeited:
 - i. If the bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form; or
 - ii. In case of successful bidder, if the bidder
 - 1. Fails to sign the contract in accordance with the terms of the bid document.
 - 2. Fails to furnish required performance security in accordance with the terms of bid document within the time frame specified by the Client.
 - 3. Fails or refuses to honor his own quoted prices for the services or part thereof.
 - 4. In such case, the bidder is also liable to be debarred from future tendering.

5. Preparation and Submission of e-bids in GeM portal

- a. The bid document, along with terms and conditions, has been uploaded on GeM Portal. The bidders can visit the office sub-site "<https://cag.gov.in/ag1/madhya-pradesh/en>" and see the bid documents. Since, the type of bid is Two Packet (Technical+Financial) hence Bidders are required to be submit Bids accordingly through GeM Portal electronically using valid GeM ID.
- b. The bidders should upload the scanned copies of all relevant certificates, documents etc. including earnest money deposit / exemption certificate as per the requirements contained in the Bid Document in support of their bids. The bidder should sign on all documents etc. uploaded by him, owning responsibility for their correctness/authenticity.
- c. The bids shall be summarily rejected, if the bid is submitted other than through online (GeM Portal) or original Earnest Money Deposit / exemption letter and other documents viz. affidavits are not submitted by the Bidders within stipulated date / time as mentioned in bid document.

6. Clarification on Bid Evaluation

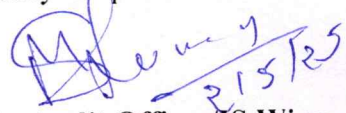
- a. The bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, this office may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by this office shall not be considered. Request for clarification from this office and the response shall be as per procedure in GeM portal.
- b. If a bidder does not provide clarifications of its bid by the date and time set in the request for clarification, its bid may be rejected.

7. Bid Opening Procedure

- a. All the Bids of all the Bidders shall be opened at the appointed date and time.
- b. Mere becoming the lowest bidder will not give any right to the lowest bidder to claim that he is successful in the bidding process.
- c. Subject to satisfaction of all terms and conditions of this tender, the bidder quoting the lowest price quoted shall be awarded the contract. If more than one bidder quotes the lowest rate, as per guidelines in GeM portal the buyer shall have two options for placement of Contract: a) Placement of contract by selection of an agency from amongst the L-1 bidders through a Random Algorithm run by GeM system or (b) Placement of contract on any one of the L-1 bidders based on any criteria as deemed fit by the Buyer with appropriate internal approvals.

8. Return of Earnest Money Deposit (Bid Security Amount)

- a. The Earnest Money Deposit of the unsuccessful bidders shall be returned.
- b. The Earnest money deposit of all the bidders shall be returned, in case of cancellation of bid after the opening of Bids.
- c. No interest shall be payable on the Earnest Money Deposit returned to unsuccessful bidders.


Sr. Audit Officer/IS Wing



GeM
Government
e Marketplace

75
Azadi Ka
Amrit Mahotsav

Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2025/B/6193709
Dated/दिनांक : 02-05-2025

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	23-05-2025 21:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	23-05-2025 21:30:00
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	Indian Audit And Accounts Department
Organisation Name/संगठन का नाम	N/a
Office Name/कार्यालय का नाम	Oo Of Tjhe Aggssa Mp Gwalior
क्रेता ईमेल/Buyer Email	ashishkv.mp1.au@cag.gov.in
Item Category/मद केटेगरी	Custom Bid for Services - Annual Maintenance Services of IT equipment
Similar Category/समान श्रेणी	<ul style="list-style-type: none">Annual Maintenance Service - Desktops, Laptops and Peripherals
Contract Period/अनुबंध अवधि	10 Month(s) 4 Day(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	5 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
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) *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 Details/बिड विवरण**Do you want to show documents uploaded by bidders to all bidders participated in bid?/**

No

Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया

No

Type of Bid/बिड का प्रकार

Two Packet Bid

Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय

2 Days

Evaluation Method/मूल्यांकन पद्धति

Total value wise evaluation

Arbitration Clause

No

Mediation Clause

No

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक

State Bank of India

EMD Amount/ईएमडी राशि

26000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक

State Bank of India

ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)

5.00

Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).

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 कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी 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 :

Principal Accountant General

Office of the Principal Accountant General Audit-I M.P. Gwalior

(Principal Accountant General Audit-i Madhya Pradesh Gwalior)

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 document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. 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 as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the OM No.1 4 2021 PPD dated 18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
4. 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 as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :

Annexure-II - [1746196429.xlsx](#)

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Introduction about the project /services being proposed for procurement using custom bid functionality:[1746196439.pdf](#)

Instruction To Bidder:[1746196445.pdf](#)

Scope of Work:[1746196454.pdf](#)

Payment Terms:[1746196458.pdf](#)

Penalties:[1746196461.pdf](#)

Project Experience and Qualifying Criteria Requirement:[1746196476.pdf](#)

GEM Availability Report (GAR):[1746196491.pdf](#)

Buyer's Competent Authority Approval:[1746196505.pdf](#)

Any other Documents As per Specific Requirement of Buyer -1:[1746196519.pdf](#)

Any Other Documents As per Specific Requirement of Buyer -2:[1746196525.pdf](#)

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:[1746196529.pdf](#)

Custom Bid For Services - Annual Maintenance Services Of IT Equipment (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Annual Maintenance Services of IT equipment
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	Amit Kumar Mishra	474002,OFFICE OF THE AG(GSSA), MP, GWALIOR	1	N/A

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

1. Buyer Added Bid Specific ATC

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

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of

bidding process without any notice:-

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

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.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

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 बडिड 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---