

Bid Document

Bid Details	
Bid End Date/Time	17-12-2022 19:00:00
Bid Opening Date/Time	17-12-2022 19:30:00
Bid Offer Validity (From End Date)	15 (Days)
Ministry/State Name	Ministry Of Education
Department Name	Department Of School Education And Literacy
Organisation Name	Kendriya Vidyalaya Sangathan (kvs)
Office Name	Kendriya Vidyalaya No.2 Soi, Hbk
Item Category	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Acer , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge) ; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge) ; Brother , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 500-550 VA); Numeric , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 600-650 VA); Uniline , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 600-650 VA); iBall , Annual Maintenance Service - Desktops, Laptops and Peripherals - VISUALIZER; GLOBUS , Annual Maintenance Service - Desktops, Laptops and Peripherals - PROJECTOR; NEC , Annual Maintenance Service - Desktops, Laptops and Peripherals - PROJECTOR; GLOBUS , Annual Maintenance Service - Desktops, Laptops and Peripherals - PROJECTOR; BENQ , Annual Maintenance service-SIP based IPPBX - INTERACTIVE BOARD; NEW VISION; Neither OEM nor ASP , Annual Maintenance Service - Desktops, Laptops and Peripherals - INTERACTIVE BOARD; GLOBUS
Contract Period	3 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)	8 Lakh (s)
Years of Past Experience Required for same/similar service	3 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years Of Experience and Turnover	Yes

Bid Details	
Document required from seller	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	No
Type of Bid	Single Packet Bid
Time allowed for Technical Clarifications during technical evaluation	3 Days
Estimated Bid Value	359500
Evaluation Method	Total value wise evaluation

EMD Detail

Required	No
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ePBG Detail

Required	No
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Splitting

Bid splitting not applied.

MSE Purchase Preference

MSE Purchase Preference	Yes
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1. 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.
2. 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.
3. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
4. 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.

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.

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

Additional Qualification/Data Required

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
12-12-2022 10:00:00	KENDRIYA VIDYALAYA NO-2, HBK, DEHRADUN

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Hp (46)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Narendra Kumar	248001,Kendriya Vidyalaya No.2 Survey of India Hathibarkala New Cantt Road Dehradun	46	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Acer (9)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Narendra Kumar	248001,Kendriya Vidyalaya No.2 Survey of India Hathibarkala New Cantt Road Dehradun	9	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Hp (6)

Technical Specifications

Specification	Values
Core	

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

Additional Specification Documents

Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Narendra Kumar	248001,Kendriya Vidyalaya No.2 Survey of India Hathibarkala New Cantt Road Dehradun	6	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Brother (1)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Narendra Kumar	248001,Kendriya Vidyalaya No.2 Survey of India Hathibarkala New Cantt Road Dehradun	1	N/A

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

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

Additional Specification Documents**Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Narendra Kumar	248001,Kendriya Vidyalaya No.2 Survey of India Hathibarkala New Cantt Road Dehradun	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 500-550 VA); Numeric (25)**Technical Specifications**

Specification	Values
Core	
Type of Asset	UPS (Offline 500-550 VA)
Make/Brand of Assets	Numeric
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Narendra Kumar	248001, Kendriya Vidyalaya No.2 Survey of India Hathibarkala New Cantt Road Dehradun	25	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 600-650 VA); Uniline (10)

Technical Specifications

Specification	Values
Core	
Type of Asset	UPS (Offline 600-650 VA)
Make/Brand of Assets	Uniline
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents**Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Narendra Kumar	248001,Kendriya Vidyalaya No.2 Survey of India Hathibarkala New Cantt Road Dehradun	10	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 600-650 VA); iBall (10)**Technical Specifications**

Specification	Values
Core	
Type of Asset	UPS (Offline 600-650 VA)
Make/Brand of Assets	iBall
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents**Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Narendra Kumar	248001,Kendriya Vidyalaya No.2 Survey of India Hathibarkala New Cantt Road Dehradun	10	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - VISUALIZER; GLOBUS (6)

Technical Specifications

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

Additional Specification Documents**Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Narendra Kumar	248001,Kendriya Vidyalaya No.2 Survey of India Hathibarkala New Cantt Road Dehradun	6	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - PROJECTOR; NEC (6)**Technical Specifications**

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

Additional Specification Documents**Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Narendra Kumar	248001,Kendriya Vidyalaya No.2 Survey of India Hathibarkala New Cantt Road Dehradun	6	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - PROJECTOR;
GLOBUS (1)****Technical Specifications**

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

Additional Specification Documents**Consignees/Reporting Officer**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Narendra Kumar	248001,Kendriya Vidyalaya No.2 Survey of India Hathibarkala New Cantt Road Dehradun	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - PROJECTOR; BENQ

(1)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Narendra Kumar	248001,Kendriya Vidyalaya No.2 Survey of India Hathibarkala New Cantt Road Dehradun	1	N/A

Annual Maintenance Service-SIP Based IPPBX - INTERACTIVE BOARD; NEW VISION; Neither OEM Nor ASP (6)

Technical Specifications

Specification	Values
Core	
Type Of Asset	INTERACTIVE BOARD
Make/Brand Of Assets	NEW VISION
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly

Specification	Values
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Narendra Kumar	248001,Kendriya Vidyalaya No.2 Survey of India Hathibarkala New Cantt Road Dehradun	6	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - INTERACTIVE BOARD; GLOBUS (1)

Technical Specifications

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

Additional Specification Documents

Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
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S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Narendra Kumar	248001,Kendriya Vidyalaya No.2 Survey of India Hathibarkala New Cantt Road Dehradun	1	N/A

Buyer Added Bid Specific Terms and Conditions

1. Generic

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

2. Buyer Added Bid Specific ATC

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

3. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

4. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

5. 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.

6. Past Project Experience

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity/restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and/or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand

names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents/clauses shall also be null and void. If any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations. Also, GeM does not permit collection of Tender fee / Auction fee in case of Bids / Forward Auction as the case may be. Any stipulation by the Buyer seeking payment of Tender Fee / Auction fee through ATC clauses would be treated as null and void.

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

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

---Thank You---