

1. Escalation Matrix for Service Support: Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
2. Documents Required: Documents in the technical bid must be attached in chronological order as per Sl. No. (1 to 43) of Checklist. Submission of checklist is mandatory for bidders failing which tender is liable to be rejected.
3. The bidder must submit a Non-Blacklisted Certificate, executed on a Rs. 100/- non-judicial stamp paper, stating that the firm has not been blacklisted by any Central government department, Public Sector Undertaking (PSU), State government department, or any other government office.
4. The bidder is required to upload, along with the bid, all relevant certificates such as BIS license, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document. *If applicable*
5. Certificates To be eligible for award of contract, OEM/bidder must possess following Certificates / Test Reports on the date of bid opening (to be uploaded with bid): An Undertaking Letter from OEM that operating system will be Factory pre-loaded to be submitted along with bid ATC. OEM should have ISO 9001, 14001, 20001, 27001, ROHS Compliance, BEE/Energy Star, Certificate of Authenticity of OS, OEM should in the top 3 IDC Players in the category as per IDC Data Q3' 2022. *If applicable*
6. OEM Turnover Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.
7. The desktop. Monitor, keyboard, & mouse to be supplied with "embossed" with the same OEM logo, Motherboard must be to same OEM. No brand sticker or any kind of pasting allowed. A certificate to this effect shall be submitted in technical bid document.
8. The processor and mother board offered shall be latest. The make / model and launch year shall be specified in the datasheet and technical document.
9. Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.
10. (a) Past Performance: The OEM/bidder must have at least 03 years' experience of Supply of {Item Name} to Central/ State Government/ PSUs/ Nationalized Banks/ Autonomous bodies/ Reputed Organizations. Out of all successfully executed supply orders during last three years, at least one successfully executed supply order shall be for any Central/ State Government/PSUs/Nationalized Banks/ Autonomous bodies/ other establishments

(preferably Government).

(b) The OEM/BIDDER must have successfully completed 03 Supply Orders of {Item Name} in any Central/ State Government/PSUs/Nationalized Banks/ Autonomous bodies/ Reputed Organizations/ other establishments (preferably Government), over the last 03 financial years ended 31st March, 2023.

Note:

For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:

- i. Execution/completion certificate by client with order value. Any other document in support of order execution like Third Party Inspection release note, etc.

11. Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.
12. The bidder should have successfully supplied or installed/ commissioned the same or similar Category Products during preceding 03 financial years (i.e. current year and four previous financial years), as per following criteria:
 - a. Single order of at least 80% of estimated bid value; or
 - b. Two orders of at least 50% each of estimated bid value; or
 - c. Three orders of at least 40% each of estimated bid value.Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion.
13. Bids of bidders, who do not meet the required qualification criteria prescribed in tender document and this ATC document will be treated as non-responsive and will not be considered further.
14. 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.
15. Bids which do not confirm to the terms and conditions of the Bid Document would be rejected.
16. OEM to certify that original OS and other Software's will be preloaded before supply of goods. Declaration to be submitted along with Bid. *If applicable*
17. Department reserves the right to accept in part or in full any bid or reject any or all bid(s), without assigning any reason or to cancel the bidding process at any time prior to award of contract, without incurring any liability whatsoever to the affected bidder's and bidder's claim / request to this effect would not be entertained at all.
18. Bidder Turnover Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the

average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

19. Corrupt or Fraudulent Practices

- a. It is required by all bidders to observe the highest standard of ethics during the procurement process and execution of contract. In pursuance of this policy, DEPARTMENT: -
 - i. will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent or collusive or coercive practices in competing for the contract in question;
 - ii. will debar or blacklist the firm, either indefinitely or for a stated period of time, from all DEPARTMENT contracts if at any time it is determined that the firm has engaged in corrupt or fraudulent or collusive or coercive practices in competing for, or in executing the contract.
 - iii. will reject the proposal/cancel award of contract if at any time it is determined that the bidder stands blacklisted by any Central/State /Govt/Municipal agency upto the date of submission of above-mentioned tender. If such a violation comes to the notice of the department before the date of start of work the Commissioner (Department) shall be free to take action as deemed fit.
20. The bidder is required to upload, along with the bid, all relevant certificates as prescribed in the Product/Service Specification given in the bid document.
21. Compliance sheet, EOL certificate, Malicious code and Warranty certificate must be in OEM/BIDDER Letterhead with company seal & sign.
22. After award of contract – Successful Bidder shall have to get advance sample approved from buyer before bulk manufacturing / starting bulk supplies. Successful Bidder shall submit One samples for Buyer`s approval, within 2 days of award of contract. Buyer shall, as per contract specifications framework, either approve the advance sample or will provide complete list of modification required in the sample within 2 days of receipt of advance sample. Seller shall be required to ensure supply as per approved sample with modifications as communicated by Buyer. If there is delay from buyer side in approval of advance sample – the delivery period shall be refixed without LD for the period of delay in sample approval. In case, the sample is found to have major deviations / not conforming to the Contract specifications, the buyer at its discretion may call for fresh samples for approval before allowing bulk supplies or may terminate the contract after notifying the deviations to the seller. Unless otherwise provided in the contract, all samples required for test shall be supplied by the contractor free of cost. Where under the contract, the contractor is required to submit an advance sample, any expenses incurred by the contractor on or in connection with the production of stores in bulk, before the sample has been approved unconditionally shall be borne by the Seller and he shall not claim any compensation in the event of such sample being found unacceptable by the Buyer / Consignee.
23. 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.
24. Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. *(You can refer to the format provided by the GeM for the Integrity Pact document, which is available on the official website of GeM.)*

25. Non- Disclosure: The OEM/bidder has to sign a Non-Disclosure agreement with the buyer.
26. Bidder shall submit the following documents along with their bid for Vendor Code Creation:
- a. OEM Authorization Certificate
 - b. OEM Turnover Certificate
 - c. Bidder Turnover Certificate
 - d. Copy of PAN Card.
 - e. Copy of GSTIN.
 - f. Copy of Cancelled Cheque.
 - g. Copy of EFT Mandate duly certified by Bank.
 - h. Average Turnover certificate CA Certified
 - i. Non-Disclosure agreement
 - j. Integrity Pact
 - k. MSE Eligibility - CA Certificate **(FORMAT - A)**
 - l. Declaration for PPP-MII Policy
 - m. Declaration for Land Border Policy
 - n. Self-certified Copy of Signed Agreement/PO copy/Work order/LOI or any other document which shows value of awarded order along with BOQ and respective Invoices for completion of order / order completion certificate.
27. Scope of supply (Bid price to include all cost components) : Only supply of Goods/Service
28. The Department follows a strict payment process where advance or partial payment on the receipt of documents through banks or other means is not allowed. Payment is only issued after the verification, inspection, and acceptance of all items specified in the BID and its notes at the designated location. This is to ensure that the department only pays for items that have actually been received and meet the specified requirements.
29. The supply of the items stated in the BID must be finished within (--) days of the contract being awarded.
30. Failure to adhere to any term and conditions specified may lead to rejection of bid
31. Deviations mentioned anywhere else shall not be considered. Bidders are advised not to upload any extra documents that are not asked for in the tender and are stating bidder's own terms and conditions etc. Such extra documents/extra terms and conditions shall be summarily ignored and shall not be considered for evaluation.
32. No counter condition is acceptable. Bidder should consider all the tender standard terms and conditions and submit their bids accordingly. Counter condition may lead to rejection of offer.
33. The firm will provide an affidavit to this effect that "THIS IS TO CERTIFY THAT THE RATES QUOTED For.....TO **DEPARTMENT** IS THE LOWEST. WE HAVE NOT QUOTED/ SUPPLIED AT LESSER PRICE TO ANY ORGANISATION WITH THESE SPECIFICATIONS. IN CASE OF NON-SUPPLY IN INDIA, THE AFFIDAVIT TO THIS EFFECT WILL HAVE TO BE SUBMITTED BY THE FIRM. WE FURTHER AGREE THAT IF ANY PRICE DISCRIPANCY IS FOUND AT A LATER DATE, WE WILL BE LIABLE TO REFUND THE DIFFERENCE".
34. Self-certified Copy of Signed Agreement/PO copy/Work order/LOI or any other document

which shows value of awarded order along with BOQ and respective Invoices for completion of order / order completion certificate.

35. No additional documents/Information, which are not part of original offer shall be accepted after the bid opening. The offer shall only be evaluated on the basis of details/documents submitted in the original offer.
36. The offers of following bidders shall be summarily ignored –
 - i) Suspended firms on GeM portal.
 - ii) The bidders against which the incident of non-delivery of similar products/service has been initiated by this office and is live on the date of bid opening.
 - iii) The bidder who has defaulted on GeM contract of similar product/service leading to cancellation of contract in last one year.
37. Confirm that the computers and its accessories shall be able to work efficiently for the lifetime in the ambient temperature without air conditioners.
38. The bidder shall append a certificate with the tender/bid that the firm has not been blacklisted or debarred any reason/period by any Central/State Government/agency of Central/Sate Government/Public Sector Undertaking/Regulatory Authority of India at the time of submission of this bid. Bidder must upload undertaking to this effect with their technical bid. If so, of the same may be furnished. Concealment of facts shall not only lead to cancellation of the order but may warrant legal action.
39. Malicious Code Certificate: The seller should upload following certificate in the bid:-
 - a. This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-
 - i. Inhibit the desires and designed function of the equipment.
 - ii. Cause physical damage to the user or equipment during the exploitation.
 - iii. Tap information resident or transient in the equipment/network.
 - b. The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.
40. Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods
41. The complete responsibility for service/maintenance/ repair of the supplied item shall be with the successful OEM/BIDDER during the warranty period and define life cycle. Further, details of after sale service support should be provided along with bid documents, which will include the followings:
 - a. Corresponding address of service center
 - b. Telephone No.(Office)
 - c. Name of Authorized Service Engineers along with mobile number & e-mail address
 - d. OEM/BIDDER's dedicated/toll Free Telephone No. for Service Support.
 - e. OEM/BIDDER's Escalation Matrix with Telephone Numbers for Service Support.
42. Warranty period of the supplied products shall be 5 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of

goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centre's near consignee destinations are to be uploaded along with the bid.

43. Mandatory documents to be submitted along with the bid. The following documents shall be mandatorily submitted along with the bid
- a. Form 1: Bidder Information.
 - b. Form 2: Performance Statement.
 - c. Form 3: Bid Securing Document (Unconditional Letter of Acceptance of tender conditions).
 - d. Form 4: Affidavit duly notarized by Notary Public on Non Judicial Stamp Paper of Rs.100/- for correctness of Document/Information.
 - e. Bidder have to upload brochure, technical specifications, etc. of the machine/equipment being offered highlighting the conformity of the technical specifications specified in the bid document.
 - f. Relevant document in support of exemption sought by the bidder/seller.

Format: A