

## Bid Document

| Bid Details                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Bid End Date/Time</b>                                                     | 16-09-2022 15:00:00                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Bid Opening Date/Time</b>                                                 | 16-09-2022 15:30:00                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Bid Offer Validity (From End Date)</b>                                    | 90 (Days)                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Ministry/State Name</b>                                                   | Ministry Of Finance                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Department Name</b>                                                       | Department Of Financial Services                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Organisation Name</b>                                                     | N/a                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Office Name</b>                                                           | Mumbai                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Item Category</b>                                                         | ANNUAL MAINTENANCE SERVICE - VIDEO CONFERENCING SYSTEM - Comprehensive Annual Maintenance Contract AMC for Video Conference System Deployed at Board Room Kidwai Nagar New Delhi; polycom; OEM Authorised Service Provider                                                                                                                                                                                                     |
| <b>Contract Period</b>                                                       | 3 Year(s)                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Years of Past Experience Required for same/similar service</b>            | 3 Year (s)                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Past Experience of Similar Services required</b>                          | Yes                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>MSE Exemption for Years Of Experience</b>                                 | Yes                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Startup Exemption for Years Of Experience</b>                             | Yes                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Document required from seller</b>                                         | Experience Criteria,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC)<br>*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 |
| <b>Bid to RA enabled</b>                                                     | No                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Time allowed for Technical Clarifications during technical evaluation</b> | 2 Days                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Estimated Bid Value</b>                                                   | 6000000                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Evaluation Method</b>                                                     | Total value wise evaluation                                                                                                                                                                                                                                                                                                                                                                                                    |

### EMD Detail

|          |    |
|----------|----|
| Required | No |
|----------|----|

### ePBG Detail

|          |    |
|----------|----|
| Required | No |
|----------|----|

### Splitting

Bid splitting not applied.

### MSE Purchase Preference

|                         |     |
|-------------------------|-----|
| MSE Purchase Preference | Yes |
|-------------------------|-----|

1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. 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

**Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:**As per scope mentioned in 1662110074.pdf file of this tender

**Asset Details and its Distribution across the consignee /user locations:**[1662110074.pdf](#)

**ANNUAL MAINTENANCE SERVICE - VIDEO CONFERENCING SYSTEM - Comprehensive Annual Maintenance Contract AMC For Video Conference System Deployed At Board Room Kidwai Nagar New Delhi; Polycom; OEM Authorised Service Provider ( 1 )**

## Technical Specifications

| Specification                                                                                            | Values                                                                                                                  |
|----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>Core</b>                                                                                              |                                                                                                                         |
| Amc Category                                                                                             | Comprehensive Annual Maintenance Contract AMC for Video Conference System Deployed at Board Room Kidwai Nagar New Delhi |
| Amc Brand                                                                                                | polycom                                                                                                                 |
| Status of Annual Maintenance Service Provider                                                            | OEM Authorised Service Provider                                                                                         |
| Additional Asset Type                                                                                    | Digital Signal Processor 8 ABC, 4 out,Telephone Hybrid                                                                  |
| Additional Make/Brand                                                                                    | Extron                                                                                                                  |
| Onsite Service Engineers Requirement                                                                     | As Indicated in Bid Document                                                                                            |
| Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client Video conference system | Inclusive                                                                                                               |
| Periodicity of Preventive Maintenance Services                                                           | Quarterly                                                                                                               |
| <b>Addon(s)</b>                                                                                          |                                                                                                                         |

## Additional Specification Documents

## Consignees/Reporting Officer

| S.No. | Consignee/Reporting Officer | Address                                                                                                                       | Quantity | Additional Requirement |
|-------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------|----------|------------------------|
| 1     | Gyan Prakash Dube           | 110023,Export-Import Bank of India Office Block, Tower 1, 7th Floor, Adjacent Ring Road, Kidwai Nagar (East) New Delhi 110023 | 1        | N/A                    |

## Buyer Added Bid Specific Terms and Conditions

### 1. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

### 2. Generic

**Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

### 3. Generic

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. [Click here](#)

[to view the file](#)

#### 4. **Generic**

Duration of the service contract may be extended up to 6 months beyond the initial contract duration (subject to satisfactory performance and mutual consent).

#### 5. **Generic**

Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.

#### 6. **Generic**

While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.

#### 7. **Generic**

**Upload Manufacturer authorization:** Wherever Authorised Distributors are submitting the bid, Manufacturers Authorisation Form (MAF)/Certificate with OEM details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid.

#### 8. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

Payments:

1. Payment will be released on yearly advance basis and
2. will be released within 30 days after receipt of original or digitally signed invoice.
3. In order to consider bid, bidder has to meet below mentioned eligibility criteria :

- i) The bidder must be a company / firm registered in India
- ii) The bidder must be Polycom, Creston and Extron authorized vendor and needs submit Manufacture Authorization letter i.e.(MAF) to participate in this tender.
- iii) The bidder must have GST registration number.
- iv) The bidder should provide onsite technical support within 8 Hrs. on 12 Hrs. X 6 days a week for any technical issue report through telephone call or email during AMC period.
- v) The bidder must have support centre in New Delhi.
- vi) The Bidder should have at least ten (10) OEM certified resources on payroll (No relaxation to any vendor on this criteria)
- vii) The bidder needs to confirm that all equipment's including consumable items mentioned in the Bill of Materials are covered under active comprehensive maintenance contract for period of three years.
- viii) The bidder should not have been blacklisted by any Public Sector Bank, RBI or IBA or any other Government agencies.
- ix) Integrity Pact Agreement (IPA) to be executed.

#### 9. **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.

## 10. Service & Support

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

## 11. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

## 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---**