

Bid Corrigendum

GEM/2022/B/2496240-C1

Following terms and conditions supersede all existing "Buyer added Bid Specific Terms and conditions" given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

Buyer Added Bid Specific Additional Terms and Conditions

1. File Attachment [Click here to view the file.](#)
2. **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. 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. 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. Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.
6. 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. **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 text based ATC clauses

Scope of Work along with Additional Terms and Conditions -

1. The Audio Video AMC vendor has to provide full comprehensive annual maintenance contract (AMC) period of 36 months starting from 04th October 2022 to 03rd October 2025.
2. The AMC vendor needs to consider all items mentioned in the BOM for comprehensive contract including consumable items (Excluding issue with Samsung (0544HNIK800024) Display panel).
3. The AMC vendor must provide technical support for the automation software installed on the iPac Laptop.
4. The AMC vendor must provide unlimited onsite technical support based on the ticket raised through portal or email.
5. The bidder should provide onsite technical support within 4 Hrs on 8 Hrs. X 6 days a week for any technical issue report through telephone call or email during AMC period.
6. Bidder should have back-to-back support with OEM.
7. Payment will be released within 30 days after receipt of original / digitally signed invoice copy in advance basis (Modified Clause).
8. The successful bidder needs to submit PBG equal to 10% of the contract value within 30 days of receipt of the confirmed order.
9. The Scope of work and Bill of material is applicable as mentioned in ATC document.

In order to consider bid, bidder has to meet below mentioned eligibility criteria :

1. The bidder must be a company / firm registered in India.
2. The bidder must be Polycom, Clear One and Extron authorized vendor and needs submit Manufacture Authorization letter i.e. (MAF) to participate in this tender.
3. The bidder must have GST registration number.
4. 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.
5. The bidder must have support centre in New Delhi.
6. The Bidder should have at least ten (10) technical resources on payroll at New Delhi Location (No relaxation to any vendor on this criteria)
7. The bidder needs to confirm that all equipment's including consumable items mentioned in the Bill of Materials (Excluding issue with Samsung (0544HNIK800024) Display panel) are covered under active comprehensive maintenance contract for period of three years.
8. The bidder should not have been blacklisted by any Public Sector Bank, RBI or IBA or any other Government agencies.
9. Integrity Pact Agreement (IPA) to be executed.
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9. 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. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
11. 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 document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)