

**PARLIAMENT OF INDIA
LOK SABHA SECRETARIAT
NEW DELHI**

BID ENQUIRY NO. LSS Computer (HW & SW) Management

/CAMC/BID/2021

BID DOCUMENT

FOR

**COMPREHENSIVE AMC OF
PCs/LAPTOPS/PRINTERSAND
ASSOCIATED PERIPHERALS**

Bid Details	
Bid End Date/Time	01-09-2021 19:00:00
Bid Opening Date/Time	01-09-2021 19:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	65 (Days)
Ministry/State Name	Lok Sabha Secretariat
Department Name	Na
Organisation Name	N/a
Office Name	Hardware Unit

DIRECTOR

Bid Document

Bid Details	
Bid End Date/Time	01-09-2021 19:00:00
Bid Opening Date/Time	01-09-2021 19:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	65 (Days)
Ministry/State Name	Lok Sabha Secretariat
Department Name	Na
Organisation Name	N/a
Office Name	Hardware Unit

Bid Details**Item Category**

Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Lower range); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Lower range); Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Separate Drum & Tonner, Lower range); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Colour , Laser , Separate Drum & Tonner, Lower range); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge) ; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Separate Drum and Tonner); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Colour, Laser, Separate Drum and Toner); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Colour, Laser, Composite Cartridge); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Ink Jet , Mono and Colour, Lower Range); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Dot Matrix Printer Low Range Speed; Epson , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 750-800 VA); PARADYNE , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 750-800 VA); Microtek , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 600-650 VA); Microtek , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 750-800 VA); Venus , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS(Offline 1 KVA); Venus , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS(Offline 1 KVA); Zebronics , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Online 20 KVA); Venus , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Apple , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner (Flat Bed); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - Work station; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - All In One PC; hp

Contract Period

1 Year(s) 6 Month(s)

Minimum Average Annual Turnover of the Bidder

17 Lakh (s)

Past Experience of Similar Services required

Yes

Bid Details	
MSE Exemption for Years Of Experience and Turnover	Yes
Startup Exemption for Years Of Experience and Turnover	Yes
SHG Exemption for Years of Experience and Turnover	No
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	Yes
RA Qualification Rule	50% Lowest Priced Technically Qualified Bidders
Time allowed for Technical Clarifications during technical evaluation	2 Days
Estimated Bid Value	3443794.6
Evaluation Method	Total value wise evaluation

EMD Detail

Required	No
----------	----

ePBG Detail

Advisory Bank	State Bank of India
ePBG Percentage(%)	3.00
Duration of ePBG required (Months).	20

(a). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

Beneficiary:

Drawing and Disbursing Officer, Lok Sabha Secretariat
Parliament of India, Lok Sabha Secretariat, New Delhi- 110001
(Drawing And Disbursing Officer, Lok Sabha Secretariat)

Splitting

Bid splitting not applied.

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". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. 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". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. 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. 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.

4. 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.

5. 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.

6. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order of prices from lowest to highest. Number of sellers eligible for participating in RA would be rounded off to next higher integer value if number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L-1 to L-4). In case number of technically qualified bidders are 2 or 3, RA will be between all without any elimination. If Buyer has chosen to split the bid amongst N sellers, then minimum N sellers would be taken to RA round. In case Primary products of only one OEM are left in contention for participation in RA based on lowest 50% bidders qualifying for RA, the number of sellers qualifying for RA would be increased to get at least products of one more OEM (directly participated or through its reseller) if available. Further, if bid(s) of any seller(s) eligible for MSE preference is / are coming within price band of 15% of Non MSE L-1 or if bid of any seller(s) eligible for Make in India preference is / are coming within price band of 20% of non MII L-1, then such MSE / Make in India seller shall also be allowed to participate in the RA process.

Additional Qualification/Data Required

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:Please see the attachment at Asset details and Its Distribution, Bid Security Form across the consignee for additional terms and conditions and additional scope of work.

Other Information:Please see the attachment at consignee-wise service engineers for service engineer details.

Asset Details and its Distribution across the consignee /user locations:[1628665740.pdf](#)

Consignee Wise Service Engineers/Help-Desk Personal details .:[1628665749.pdf](#)

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower Range; Hp (78)

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	Quarterly

Specification	Values
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 and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	78	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Lower Range); Hp (51)

Technical Specifications

Specification	Values
Core	
Type of Asset	Multi-function Printer (Colour , 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	Quarterly
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 and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	51	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Lower Range); Canon (10)

Technical Specifications

Specification	Values
Core	
Type of Asset	Multi-function Printer (Colour , Laser , Composite Cartridge, Lower range)
Make/Brand of Assets	Canon
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	10	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Separate Drum & Tonner, Lower Range); Hp (24)

Technical Specifications

Specification	Values
Core	

Specification	Values
Type of Asset	Multifunction Printer (Monochrome , Laser , Separate Drum & Toner, Lower range)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	24	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Colour , Laser , Separate Drum & Toner, Lower Range); Hp (1)

Technical Specifications

Specification	Values
Core	
Type of Asset	Multifunction Printer (Colour , Laser , Separate Drum & Toner, Lower range)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Hp (1056)**Technical Specifications**

Specification	Values
Core	
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	Quarterly
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 and Quantity**

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	1056	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Separate Drum And Tonner); Hp (28)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Printer (Monochrome , Laser , Separate Drum and Toner)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	28	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Colour, Laser, Separate Drum And Toner); Hp (2)

Technical Specifications

Specification	Values
Core	
Type of Asset	Printer (Colour, Laser, Separate Drum and Toner)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity**

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	2	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Colour, Laser, Composite Cartridge); Hp (7)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Printer (Colour, Laser, Composite Cartridge)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity**

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	7	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Ink Jet , Mono And Colour, Lower Range); Hp (4)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Printer (Ink Jet , Mono and Colour, Lower Range)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	4	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Dot Matrix Printer Low Range Speed; Epson (2)

Technical Specifications

Specification	Values
Core	
Type of Asset	Dot Matrix Printer Low Range Speed
Make/Brand of Assets	Epson
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity**

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	2	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 750-800 VA); PARADYNE (220)**Technical Specifications**

Specification	Values
Core	
Type of Asset	UPS (Offline 750-800 VA)
Make/Brand of Assets	PARADYNE
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Exclusive
Addon(s)	

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	220	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 750-800 VA); Microtek (1)**Technical Specifications**

Specification	Values
Core	
Type of Asset	UPS (Offline 750-800 VA)
Make/Brand of Assets	Microtek
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Exclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 600-650 VA); Microtek (56)

Technical Specifications

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

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	56	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 600-650 VA); Microtek (19)**Technical Specifications**

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

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	19	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 750-800 VA); Venus (857)**Technical Specifications**

Specification	Values
Core	
Type of Asset	UPS (Offline 750-800 VA)
Make/Brand of Assets	Venus
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Exclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	857	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS(Offline 1 KVA); Venus (525)

Technical Specifications

Specification	Values
Core	
Type of Asset	UPS(Offline 1 KVA)
Make/Brand of Assets	Venus
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Exclusive
Addon(s)	

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	525	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS(Offline 1 KVA); Zebronics (30)**Technical Specifications**

Specification	Values
Core	
Type of Asset	UPS(Offline 1 KVA)
Make/Brand of Assets	Zebronics
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Exclusive
Addon(s)	

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	30	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Online 20 KVA); Venus (2)**Technical Specifications**

Specification	Values
Core	
Type of Asset	UPS (Online 20 KVA)
Make/Brand of Assets	Venus
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Exclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	2	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Dell (8)

Technical Specifications

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	Dell
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	8	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Lenovo (9)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	Lenovo
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity**

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	9	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Hp (7)**Technical Specifications**

Specification	Values
---------------	--------

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	7	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Apple (2)

Technical Specifications

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	Apple
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	2	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner (Flat Bed); Hp (28)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Scanner (Flat Bed)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity**

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	28	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner; Hp (7)**Technical Specifications**

Specification	Values
---------------	--------

Specification	Values
Core	
Type of Asset	Scanner
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001, Room no. 149 First Basement Parliament Library building Parliament House Complex	7	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Hp (1266)

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	Quarterly
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 and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	1266	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Dell (40)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	Dell
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity**

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	40	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Work Station; Hp (7)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Work station
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	7	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - All In One PC; Hp (7)

Technical Specifications

Specification	Values
Core	
Type of Asset	All In One PC
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
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 and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Sanjeev Kumar	110001,Room no. 149 First Basement Parliament Library building Parliament House Complex	7	N/A

Buyer Added Bid Specific Additional Terms and Conditions

1. 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.
2. 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.
3. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
4. 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 specification 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.

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---