



Bid Number/बोली क्रमांक (बिड संख्या): GEM/2024/B/5337513 Dated/दिनांक : 29-08-2024

Bid Document/ बिड दस्तावेज़

Bid C	Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	19-09-2024 17:00:00	
Bid Opening Date/Time/बिंड खुलने की तारीख/समय	19-09-2024 17:30:00	
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)	
Ministry/State Name/मंत्रालय/राज्य का नाम	Comptroller And Auditor General (cag) Of India	
Department Name/विभाग का नाम	Na	
Organisation Name/संगठन का नाम	Accountant General, Himachal Pradesh	
Office Name/कार्यालय का नाम	National Academy Of Audit And Accounts	
Item Category/मद केटेगरी	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; HP DELL APPLE , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; HP DELL APPLE , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner; HP EPSON , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range); HP SAMSUNG , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS(Offline 1 KVA); EATON MICROTEK ELNOVA , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Colour , Laser , Separate Drum & Tonner, Mid range); hp , ANNUAL MAINTENANCE SERVICE - AUDIO CONFERENCING SYSTEM - Projector; BENQ OTHER; OEM Authorised Service Provider , ANNUAL MAINTENANCE SERVICE - VIDEO/DATA WALL - TELEVISION; LG; OEM Authorised Service Provider	
Contract Period/अनुबंध अवधि	1 Year(s)	
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)	
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छ्रट	No	
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छ्ट	No	

Bid Details/बिंड विवरण		
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC), OEM Authorization Certificate, Additional Doc 1 (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 b the buyer	
Bid to RA enabled/बिंड से रिवर्स नीलामी सक्रिय किया	No	
Type of Bid/बिंड का प्रकार	Two Packet Bid	
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days	
Evaluation Method/म्ल्यांकन पद्धति	Total value wise evaluation	

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाईजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	26250

ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता No	
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- (a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।
- (b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी:

Sr. Audit Officer

National Academy Of Audit And Accounts, NA, Accountant General, Himachal Pradesh, Comptroller and Auditor General (CAG) of India

(Sr. Audit Officer)

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes

MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes

- 1. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
- 2. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal 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 themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid 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 product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 OM No.1 4 2021 PPD dated 18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
- 3. 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.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:i) The selected company for the AMC must provide a performance security to NAAA amounting to 5% of the contract value in the form of a Bank Guarantee from any nationalized bank within 15 days of the issue of the Work Order to the Service Provider. The Performance Guarantee should cover a period of 14 months. Failure to execute the work order as per the details stated in the tender document may result in forfeiture of the performance security.

Other Information:a. If documentary proof of experience against documents submitted in support of experience is issued by a non-governmental organization, the bidder is required to submit a copy of TDS/26AS/Form 16A or any other valid tax documentary proof against the purchase order.

b. Even if the bidders meet the above qualifying criteria, they may be disqualified if they have made misleading or false representations in the forms, statements, declarations, and attachments submitted as proof of the qualification requirement.

viii) The average annual financial turnover during the immediately preceding three (03) consecutive financial years, ending on March 31, 2024, should be at least Rs. 3,00,00,000/-.

Consignee Wise Service Engineers/Help-Desk Personal details .: 1724924441.pdf

Asset Details and its Distribution across the consignee /user locations <u>1724926229.pdf</u>

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; HP DELL APPLE (125)

Specification	Values	
Core		
Type of Asset	Desktop PC	
Make/Brand of Assets	HP DELL APPLE	
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider	
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)/एडऑन		
Requirement of Resident Engineer	Yes	

Consignees/Reporting Officer/परेषिती / रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abhinav Jha	171004,National Academy of Audit & Accounts	125	 Number of month for resident engineers: 12 Number of Resident engineers: 1 Number of technicians: 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; HP DELL APPLE (20)

Laptop
HP DELL APPLE

Specification	Values
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
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)/एडऑन	
Requirement of Resident Engineer	Yes

Consignees/Reporting Officer/परेषिती /रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती /रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abhinav Jha	171004,National Academy of Audit & Accounts	20	 Number of month for resident engineers: 12 Number of Resident engineers: 1 Number of technicians: 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner; HP EPSON (6)

Specification	Values	
Core		
Type of Asset	Scanner	
Make/Brand of Assets	HP EPSON	
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider	
Periodicity of Preventive Maintenance Services	Bi-Monthly	
Onsite Service Engineers Requirement	As Indicated in Bid Document.	

Specification	Values
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abhinav Jha	171004,National Academy of Audit & Accounts	6	Number of month for resident engineers: 12 Number of Resident engineers: 1 Number of technicians: 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid Range); HP SAMSUNG (28)

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range)
Make/Brand of Assets	HP SAMSUNG
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
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)/एडऑन	
Requirement of Resident Engineer	Yes

Consignees/Reporting Officer/परेषिती / रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abhinav Jha	171004,National Academy of Audit & Accounts	28	 Number of month for resident engineers: 12 Number of Resident engineers: 1 Number of technicians: 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS(Offline 1 KVA); EATON MICROTEK ELNOVA (17)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values		
Core			
Type of Asset	UPS(Offline 1 KVA)		
Make/Brand of Assets	EATON MICROTEK ELNOVA		
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider		
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)/एडऑन			
Requirement of Resident Engineer	Yes		

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती / रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abhinav Jha	171004,National Academy of Audit & Accounts	17	 Number of month for resident engineers: 12 Number of Resident engineers: 1 Number of technicians: 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Colour , Laser , Separate Drum & Tonner, Mid Range); Hp (8)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Colour , Laser , Separate Drum & Tonner, Mid range)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
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)/एडऑन	
Requirement of Resident Engineer	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं. Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Abhinav Jha	171004,National Academy of Audit & Accounts	8	 Number of month for resident engineers: 12 Number of Resident engineers: 1 Number of technicians: 0

ANNUAL MAINTENANCE SERVICE - AUDIO CONFERENCING SYSTEM - Projector; BENQ OTHER; OEM Authorised Service Provider (5)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Audio conferencing equipment Asset	Projector
Make/Brand Of Assets	BENQ OTHER
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client Audio conferencing equipment	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Abhinav Jha	171004,National Academy of Audit & Accounts	5	N/A

ANNUAL MAINTENANCE SERVICE - VIDEO/DATA WALL - TELEVISION; LG; OEM

Authorised Service Provider (7)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type Of Asset/Product Category	TELEVISION
Amc Make/Brand	LG
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Diagonal Screen Size (Cm) Video Wall System	40 or Higher
Number Of Input Ports (Data Wall Controller)	2
Number Of Output Ports, Suitable For Data Wall Display	2
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client Video wall System	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती /रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Abhinav Jha	171004,National Academy of Audit & Accounts	7	N/A

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

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

Manufacturer Authorization: Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

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. 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.

6. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

Sr. Audit Officer, National Academy of Audit & Accounts, Shimla payable at SBI, The Mall, Shimla

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

7. Buyer Added Bid Specific ATC

Buyer uploaded ATC document Click here to view the file.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby 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. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

- 1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
- 2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
- 3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
- 4. Creating BoQ bid for single item.
- 5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.

- 6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
- 7. Floating / creation of work contracts as Custom Bids in Services.
- 8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for attached categories, trials are allowed as per approved procurement policy of the buyer nodal Ministries)
- 9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
- 10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
- 11. Creating bid for items from irrelevant categories.
- 12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
- 13. Reference of conditions published on any external site or reference to external documents/clauses.
- 14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
- 15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, 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 <u>General Terms and Conditions/सामान्य नियम और शर्तें</u>, conditions stipulated in Bid and <u>Service Level Agreement</u> specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें 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./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---