

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	09-06-2026 11:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	09-06-2026 11:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Science And Technology
विभाग का नाम / Department Name	Department Of Scientific And Industrial Research (dsir)
संगठन का नाम / Organisation Name	Council Of Scientific And Industrial Research (csir)
कार्यालय का नाम / Office Name	Csir-nml
वस्तु श्रेणी / Item Category	Annual Maintenance Service - Desktops, Laptops and Peripherals - CMC FOR SERVERS COMPUTERS AND NETWORKING COMPONENTS ETC MAKE MODEL MENTIONED IN BILL OF MATERIAL; MAKE MODEL MENTIONED IN BILL OF MATERIAL
अनुबंध अवधि / Contract Period	1 Year(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है / Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़ / Document required from seller	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC), Additional Doc 1 (Requested in ATC), Additional Doc 2 (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

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	2
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	7 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	2400000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	14

(a). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

The Director
CSIR-NATIONAL METALLURGICAL LABORATORY BURMAMINES, JAMSHEDPUR, 831007
(The Director Csir-nml)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. 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.
6. 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 as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [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 the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

7. 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.

8. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
25-05-2026 11:00:00	CR-1, CSIR-NATIONAL METALLURGICAL LABORATORY BURMAMINES 831007 at 11:00 AM , Through Virtual Mode (MS Team) link will be available on NML Website.

Annual Maintenance Service - Desktops, Laptops And Peripherals - CMC FOR SERVERS COMPUTERS AND NETWORKING COMPONENTS ETC MAKE MODEL MENTIONED IN BILL OF MATERIAL; MAKE MODEL MENTIONED IN BILL OF MATERIAL (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Asset	CMC FOR SERVERS COMPUTERS AND NETWORKING COMPONENTS ETC MAKE MODEL MENTIONED IN BILL OF MATERIAL
Make/Brand of Assets	MAKE MODEL MENTIONED IN BILL OF MATERIAL
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
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्ट दस्तावेज़ /Additional Specification Documents**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of each Asset for AMC	अतिरिक्त आवश्यकता /Additional Requirement
1	Shashikant Choudhary	831007,National Metallurgical Laboratory,Burma Mines,Jamshedpur	1	<ul style="list-style-type: none">• Number of Resident engineers : 2• Number of technicians : 2

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions**1. Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

ANNEXURE - D**Terms & Conditions for CMC of Servers, Computers & Networking Components etc.**

1) The bidder shall require to submit following document:

- (a) Bid Security Declaration (in prescribed format)
- (b) Copy of past purchase order
- (c) Declaration for Code of Integrity and Conflict of Interest (in prescribed format)
- (d) Declaration for Land boarder (in prescribed format)
- (e) Declaration of Compliance of bid (as per format)
- (f) Non-blacklisting certificate
- (g) Performance Security @ 3% of the contract value (for successful bidder)

2) ORDER ACKNOWLEDGEMENT/ CONFIRMATION BY SUCCESSFUL VENDOR:

- (a) After receipt of purchase order from CSIR-NML the order acceptance letter (official email/hard copy on letter head) must be provided by the successful bidder to SPO, CSIR-NML within 10 (Ten) working days.
- (b) After order confirmation by successful bidder, no claim for any cost escalation (due to exchange rate variation, material cost escalation, etc.) would be entertained by CSIR-NML. The Prices will remain firm during entire period of contract and will not be subject to any variation on any account.

Order acknowledgement/ confirmation should be clear and the content should be stated in unconditional and unambiguous terms.

- 3) The successful bidder, after providing acceptance of contract must verify all the listed items for its functionality. If any item found in faulty condition or other technical issue supported by valid documentary evidence, successful bidder shall provide the list of such systems within seven working days to SPO, CSIR-NML so that such systems shall be deleted from CMC list. Accordingly, the vendor will raise the quarterly bill for remaining systems only.
- 4) If no list is provided by the successful vendor within the stipulated time as mentioned in Clause No. (3), it shall be presumed that all listed systems are acceptable to successful bidder for providing CMC.
- 5) Item quantity provided against each item under Annexure-A is indicative, and the successful bidder needs to conduct a survey as per Clause number (3) to ascertain the exact number of item and furnish a list with the approval of SPO, CSIR-NML to Head-ICTU.
- 6) Participating vendors are supposed to quote for all items as per Annexure - C so that their offers can be evaluated by duly constituted Committee. (i) Failure to quote for any one item would lead to a technically unresponsive bid and their offer would be rejected. (ii) Failure to submit duly filled compliance sheet as per Annexure-B with necessary undertaking would also lead to a technically unresponsive bid and their offer would be rejected.
- 7) Bidder is expected to go through all the prescribed terms & conditions and submit its bid accordingly. Failure to furnish the required information or submission of a bid not substantially responsive to this Tender document will be entirely at bidder's risk and may result in cancellation of the offer submitted.
- 8) The successful bidder will station 2 (two) full time permanent employee of their firm at NML as resident engineers on all working day, to attend break down calls, carry out preventive and corrective maintenance.
- 9) Qualification of Resident Engineer: Both Resident Engineer must have Graduate Degree with good knowledge of service and maintenance of IT items as well as good hands on experience for servicing and maintenance of similar items as per scope of this tender. Both resident engineer must be capable of executing breakdown/maintenance calls independently and provide complete solution to user as per scope of tender. *(Copy of certificate for qualification of both Service Engineer, experience certificate for similar kind of work, employer appointment letter in the name of service engineer is to be attached with technical bid).*
- 10) The CMC vendor shall ensure the following service norms:
 - a) Service availability timings: 09:15 hours to 18:00 hours, Monday to Friday, Saturday (if working day of CSIR-NML). In Emergency Situation, the Resident Engineer will have to be available to attend the service call on 24X7 day basis. CMC vendor must ensure the services of two resident Engineer on every working day without fail.
 - b) In the situation of increased workload, the vendor will deploy the additional manpower at CSIR-NML to ascertain the prescribed job completion timeline with no extra cost.
 - c) The successful bidder will be required to inspect all the listed items and prepare an inventory with detailed specification, OEM Serial No. & location of the equipment. A copy of this inventory will be handed over to the Head, ICTU. Identification stickers will be provided by the vendor and these are to be pasted on the covers of the items at the time of preparing the inventory.
 - d) The Service response time must be less than 5 hours. If problem persist more than 8 hours CMC vendor must provide the standby until the permanent solution in consultation with end user/user department.
 - e) The successful bidder shall ensure an uptime of 98% of all PCs/Peripherals/Servers/all networking components.
 - f) The resident engineers shall intimate the status of complaints pending/ rectified on daily basis and provide weekly status report for pending jobs to coordinator and Head ICTU.
 - g) The resident engineers shall device a system for collecting user feedback, preventive maintenance carried out report, breakdown call report with details of spare parts replaced (if any) on per call basis. The reports will be submitted to coordinator and Head-ICTU on monthly basis.
 - h) The successful bidder shall provide services at following places: (a) CSIR-NML Main Building, Burma mines (b) Magnesium Pilot Plant (c) LSTF & MBPP Plant Area (d) Agrico & Tuiladungri Dispensary and (e) Residential office of the Director, CSIR-NML.

- 11) The successful bidder will ensure that genuine operating system (OS key/media will be provided by end user) and other software as available with IT Group are loaded & updated to all systems including systems covered under OEM warranty. In addition to this CMC vendor will provide support to install & update the followings open source/utility software (a) Adobe Acrobat Reader (b) JavaScript/ Java Support (c) 7 Zip (d) Google Chrome/Mozilla Firefox/Opera (none is covered under OS) (e) Installation & updation of Antivirus (f) Hindi software (g) other genuine freeware software which are essential for performing day to day work on the system. Installation of Service Packs / Patch management / Software / OS/ Firmware updates from OEM's should be carried out regularly and it is mandatory part of the contract.
- 12) The CMC vendor shall ensure to abide by the copy right, intellectual property rights and other laws as may be applicable for providing any replacements for any malfunctioning of the components/ items/ system/ software. INSTALLATION OF PIRATED SOFTWARE and violation of any legal requirement by the vendor in this regard, CSIR-NML will not take any responsibility and shall lead to termination of the contract with penalties as decided by competent authority. Ensuring compliance to all legal requirements will be the responsibility of the CMC vendor and failure to do so would lead to consequences aforesaid.
- 13) The Successful bidder should provide CMC (preventive, corrective maintenance with spares) for all items as listed in ANNEXURE-A along with all deployed Networking components, UPS with batteries and Laptop with battery. The vendor will be liable to carry out the service management and liaison from OEM for tendered category of IT Items which is under OEM warranty.

Under the scope of Comprehensive Network Support Services, the CMC Vendor shall be solely responsible for end-to-end restoration of network services in case of failure of any network switch or access point. This shall include OEM call logging, email/telephonic coordination, repair/replacement follow-up, logistics and courier management, fault tracking/reporting, deployment of compatible standby/spare switches with necessary accessories, and communication of replaced serial numbers and asset details to the PIR holder through H-ICTU.

The vendor shall ensure restoration of network communication with the SLA timelines using its own resources, manpower and logistics arrangements, without any dependency on CSIR-NML. This clause shall also apply to all Network switches and access points forming part of the CSIR-NML network infrastructure, including items under OEM warranty but outside the scope of CMC.

14) BATTERY REPLACEMENT POLICY:

- (a) UPS: The battery capacity should be at least 25% of its rated capacity, otherwise battery should be replaced.
- (b) Laptop: if back up falls below 45 minutes in standard operating condition.
- (c) CMOS battery will be replaced as and when required for all the applicable systems.

- 15) NETWORK MAINTENANCE: (a) The successful bidder shall maintain all the Passive components viz. UT P/STP and Fiber cables, I/O boxes. Patch cords (CAT6 & Fiber), LIU Patch Panels (Punching/ Connectorization / FO Splicing (if required, for network restoration on urgent basis), replacement with same passive components, relaying of CAT6/Fiber cables with conduit pipe & Saddling of sagging network cables. A CMC vendor will also provide the support for punching, crimping, FO splicing etc. under new network establishment work at no extra cost (if required). (b) The successful bidder shall maintain all deployed active components viz. Network Switch, Switch UPS along with battery, Access points and other necessary components to run the network smoothly.

- 16) ATTENDANCE OF RESIDENT ENGINEER: CMC vendor will maintain the attendance proforma for each resident engineer on monthly basis. There will be no leave for deployed resident engineer from CSIR-NML side. In case of any resident engineer opts for leave on any working day, one day prior intimation with replacement person detail must be provided to coordinator and Head-ICTU by CMC vendor.

17) REPAIR, REPLACEMENT, UPGRADATION OF HARDWARE:

- (a) In case of repairing, transportation and safety of hardware from NML site to repair center (if required) and vice versa shall be sole responsibility of CMC Vendor.
- (b) CMC vendor will ensure that the replacement parts/component are the same or better in functionality and configuration. In case the same make of part/component is obsolete, CMC vendor will replace the defective component with the item which is same/ better in configuration and functionality in consultation with end user/ Head-ICTU. The obsolescence of components shall not be taken as an excuse for declaring faulty hardware "Repair Not Possible (RNP)". In case it becomes impossible to maintain the hardware/system due to obsolescence of the technology, the vendor, shall suitably upgrade the faulty hardware/system with equivalent/ higher configuration system without any extra

a charge to CSIR-NML.

- (c) In case, any complete system replaced with equivalent or higher configuration system by the CMC vendor, then both defective and replaced system will be the property of CSIR-NML. In case, if any part/component of the system is replaced then the faulty part/component will be property of CMC vendor. In case of replacement of HDD or any storage device both replaced and defective hardware will be the property of CSIR-NML. CMC vendor will devise a method to maintain all the replacement, upgradation record properly and produce whenever needed.
- 18) **PREVENTIVE MAINTENANCE:** (a) The Successful bidder will perform preventive maintenance for all the items covered under CMC Quarterly from the receipt of Purchase Order. The report of every preventive maintenance must be provided to coordinator/Head-ICTU.
- 19) **IT SYSTEM CONNECTED WITH SPECIALIZED EQUIPMENT/ INSTRUMENT:** Components with special form factor, specialized communication card, any kind of software support, database, add-on items installed on computer connected with equipment etc. would not come under the purview of CMC and the cost would be borne by end User/CSIR-NML.
- 20) **OPTION CLAUSE:** The Purchaser reserves the right to increase or decrease the quantity of the required good/service up to 25% (Twenty-Five) percent of item category at any time, till final delivery date (or the extended delivery date of the Contract), by giving reasonable notice even though the quantity ordered initially has been supplied in full before the last date of the delivery period (or the extended delivery period).
- (a) **INCLUSION / REMOVAL OF ITEMS DURING CMC PERIOD:** Inclusion, Deletion of items from CMC on pro-rata basis with following procedures:
- During the course of CMC tenure, if any IT item, not covered in CMC list, needs to be included in the existing list under the same category at the rate of contract for that item (on PIR Holder's written request to coordinator/ Head - ICTU and written consent from CMC Resident Engineer after functionality inspection/ testing of item), then a letter from SPO, CSIR-NML shall be given to the CMC vendor (after any quarter) after which they have to provide maintenance for the item included. The CMC vendor can do necessary changes in their quarterly billing with a copy of letter from CSIR-NML for inclusion of items (if any).
- (b) During the course of CMC tenure, if an item covered under ongoing CMC, needs to be removed from the existing list of item under CMC (on PIR Holder's written request to Coordinator/ Head-ICTU), then a letter from SPO, CSIR-NML through Purchase Section shall be given to the vendor (after any quarter) after which CMC vendor has to amend the list and bill for the remaining items only with a copy of letter from CSIR-NML for deletion of items (if any).
- 21) **STOCKING OF MATERIAL:** The following spares & arrangements must be maintained at CSIR-NML main building premises at any time for which the necessary space would be provided by Head-ICTU.

a) Almirah with Lock & Key	1 No.
b) New Branded i5 or above Computer with genuine OS (CPU)	4 Nos.
c) 19.5" TFT Monitor	4 Nos.
d) B&W Laser Printer with cartridge	4 Nos.
e) A4 Scanner	4 Nos.
f) Desktop and Server SMPS	4 Nos. each
g) SATA HDD with cable	4 Nos.
h) New Keyboard & Optical Mouse	4 Nos. each
i) Motherboard	4 Nos.
j) CMOS battery	10 Nos.
k) 48 port SNMP Network Switch (Complete Set)	4 Nos.
l) 24 port SNMP Network Switch (Complete Set)	4 Nos.

m)	Network troubleshooting/detection/repairing tools, Crimping, Punching Tool, Multimeter, Cat 6 cable tester, arrangements for F.O. splicing within one hour of reported failure, Cat 6 cable roll (Min. 100 Meter) etc.	1 No. each
n)	Cat 6 I/O box complete set , 3 meter Cat 6 & F.O. Patch cord	10 Nos. each
o)	Tools for fault finding, repairing Computers/Printers	2 set
p)	DVD Drive (External and Internal)	2 Nos. each
q)	Hand Portable blower, cleaning brush	2 No. each

- 22) **VALIDITY:** The CMC contract shall remain valid for a period of one year (extendable up to two (02) years from the date of purchase order subject to proposal by IO & Head-ICTU with acceptance of Purchase Committee.
- 23) **PAYMENT:** Payment will be made in four equal installments against pre-receipted invoice from CMC vendor on post quarterly basis. Pre-receipted invoice for any quarter during contract, must be submitted with satisfactory service report duly signed by end user. CMC vendor has to provide account details in invoices for effecting e-payment. No advance payment will be made.
- 24) **GATE PASS AND ROAD PERMIT:** if it is felt necessary to take the material out of CSIR-NML for repair, the CMC vendor will raise a request letter (mentioning job details) for Gate Pass to end user/user Division. Gate Pass will be issued by user Division/Section/Unit in whose PIR the material exist. E-way bill will be arranged by the service provider.
- 25) **SELECTION OF PARTY/ AWARD CRITERIA :** The Purchaser (CSIR-NML) will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid on total, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.
- 26) **PREMATURE TERMINATION OF THE CONTRACT: -**
- i. CSIR-NML would reserve the right to terminate the contract on unsatisfactory performance of the vendor. "Unsatisfactory Performance" would mean - CMC Vendor is unable to close the breakdown call in stipulated time of 21 days, if such instances occur more than three times in a quarter or eight times in a year without supporting documentary evidence from relevant source for delay, then contract termination would be initiated based on the recommendation of Head-ICTU and with the approval of Purchase Committee and the Director, CSIR-NML. Termination/debarring the firm from business would be effected in such cases where serviceable and performing assets of CSIR-NML have been taken by the CMC vendor and cannibalized and returned in unserviceable form "Not fit for use" or subsequently not returned even after three persistent reminders from user Division/Unit in whose PIR of the material exists. In aforesaid case CSIR-NML would initiate termination/debarring the firm from business for the period as decided by the Director, CSIR-NML.
 - ii. The Director CSIR-NML reserves the right to terminate the comprehensive Maintenance Contract at any point of time by giving one month notice period without assigning any reason without prejudice to any other CSIR-NML's right under this contract.
- 27) **FINANCIAL COMPLICATION:** CSIR-NML will not accept any claims towards any new scope of work additionally added by the party and thereby not be liable to any claim or any sort of financial compensation. If there is any new scope of additional work proposed by the bidder then it would be due to lack of understanding of the technical specifications contained in this NIT on the part of the bidder.
- 28) It is emphasized that wages for skilled worker as per Govt. of India guidelines will have to be strictly ensured by the successful bidder. No price variation will be entertained in case of revision of VDA.
- 29) On expiry of the contract, the CMC vendor shall hand over all the systems in working condition, failing which penalty as decided by Competent Authority/Director-NML will be deducted from the CMC service provider.
- 30) CSIR-NML reserves the right to procure spares from vendors other than CMC vendor for upgrading of its computers and peripherals.
- 31) It should be ensured by CMC vendor that the prices charged for CSIR-NML should not exceed prevailing market rate, charged by successful vendor from other organizations for providing similar kind of service (undertaking on letter head needs to be provided by bidder with technical bid).

- 32) The bidder needs to be valid ISO certified company for providing AMC/CMC services of IT assets (Valid copy of ISO Certification needs to be provided by bidder with technical bid).
- 33) Participating vendors must attach work order copy and work completion report issued to vendor by any Central Government Departments/Autonomous bodies/Ministries/Govt. undertakings/PSU/MNC for execution of similar nature of job. The vendor should have executed minimum one contract of Rs. 20,00,000.00 (Rupees Twenty Lacs) or two contract of Rs.10,00,000/- (Rupees Ten Lacs) or more, other than CSIR-NML in last five years from tender date. Copy of recent Purchase order and work completion report must be submitted with technical bid.
- 34) The successful bidder shall submit the certificate issued by Jamshedpur Notified Area & Trade License/ competent authority for their registered office at Jamshedpur preferably within one month from receipt of the Purchase Order of CSIR-NML.
- 35) **PRE-BID CONFERENCE (PBC):** A Pre-bid Conference shall be held as indicated in invitation to bid, if any. All prospective bidders are requested to kindly attend the Pre-bid Conference. In order to facilitate the purchaser the proper conduct of the Pre-bid Conference, all prospective bidders are requested to kindly submit their queries (with envelope bearing Tender No. and Date on top and marked "Queries for Pre-bid Conference") so as to reach the purchaser as indicated in invitation to bid. The purchaser shall answer the queries during the pre-bid conference, which would become a part of the proceedings of the Pre-bid Conference. The proceeding of the Pre Bid Conference would be hosted on the website of the purchaser and GeM. Before formulating and submitting their bids, all prospective bidders are advised to surf through the purchaser's website after the Pre-bid Conference, in order to enable them take cognizance of the revised tender conditions.
- 36) **FORCE MAJEURE:** In case of an event or situation beyond the control of the supplier that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the supplier. Such events like wars, revolutions, fires, theft, riots, floods, epidemics, natural calamities, quarantine restriction, and freight embargoes, thunderstorms, lightening may be considered as not foreseeable and unavoidable by the supplier and thus the CMC vendor can approach the force majeure committee of the institute for redress.

NB. Vendors are advised to visit CSIR-NML & do the survey of the listed systems, peripherals prior to submitting quotation with prior intimation to SPO.

CoSP/ SPO
CSIR NML

ANNEXURE -A

-

List of items

SI No.	Items	Quantity * (in Nos.)
1.	Access Point	29
2.	Computer	494
3.	CVT	3
4.	External DVD Writer	7
5.	Laptop with Battery	148
6.	Monitor (17-24 inch)	15
7.	Wall Monitor (50-65 Inch)	6
8.	Printer:	

	I.	Deskjet	25
	II.	Dot Matrix Printer	1
	III.	Laserjet	290
9.	IV.	Line Matrix Printer	1
10.	Router		1
11.	Scanner		49
12.	Server		20
13.	Switch		29
14.	Tape Drive		0
15.	UPS with Battery		
	I.	0.5 KVA	1
	II.	0.6 KVA	1
	III.	1 KVA	18
	IV.	1.1 KVA	1
	V.	1.5 KVA	0
	VI.	2 KVA	5
	VII.	2.2 KVA	1
	VIII.	3 KVA	4
	IX.	5 KVA	2
	X.	6 KVA	7
	XI.	10 KVA	3
	XII.	15 KVA	3
	XIII.	30 KVA	2
16.	Workstation		15
17.	Comprehensive maintenance of LAN with around 650 nodes with MM-FO Backbone 10G (2 KM) & edge wiring of 1G with CAT 6 including all passive components & their connectivity.		1 (Lump sum)
Total:			1182

Note: Details of items is attached as ANNEXURE - E

- Item quantity mentioned against each item is indicative and will be finalized after site survey by successful bidder as per terms and conditions mentioned under this contract.

-
Annexure-B

Compliance Sheet

(Must be duly filled & submitted by participating bidder with Technical Bid)

Name of the Firm: _____

Complete Address: _____

Tender No. with Date: _____

Sl No	(supporting document, undertaking needs to be attached with Technical Bid where ever mentioned & applicable)	(Yes or No)	reference number & date of your attached documents	Remarks
1	<p>The price charged for the services under this contract by my firm is not exceeding the lowest price at which we provide the services of identical items/ description to any organizations including Govt. agencies/ PSUs/ State Govt. / Central Govt.</p> <p>(*attach undertaking on letter head with technical bid)</p>			
2	<p>We are attaching the certificate copy of (a) Qualification (b) Work experience (c) Employer appointment letter, of both Resident Engineer with technical bid. In case unsatisfactory performance as monitored by CSIR-NML, we will be bound to change the Resident Engineer up to the requisite level of expertise.</p> <p>(*attach qualification, work experience and employer appointment letter of both Resident Engineer with technical bid)</p>			
3	<p>Our firm is not been black listed by any of the Government Agency in the past years for any reasons whatsoever.</p> <p>(*attach undertaking on letter head with technical bid)</p>			
4	<p>Our Firm has successfully executed minimum one contract of Rs. 20,00,000/- (Rupees twenty lakh) or two contract of Rs . 10,00,000/- (Ten Lakh) or more other than CSIR-NML in last five years from Tender date. Copy of recent Purchase order with work completion report must be submitted with technical bid.</p> <p>(*attach order copy of above said contract value and work completion report with technical bid).</p>			
5	<p>We are valid ISO certified company for providing AMC/CMC services of IT assets. (*attach document with technical bid).</p>			
6	<p>Our firm shall submit the certificate issued by Jamshedpur Notified Area & Trade License/ competent authority for our registered office at Jamshedpur preferably within one month from receipt of the Purchase Order of CSIR-NML.</p>			

7	We fully understand the eligibility criteria, terms and conditions mentioned under this tender. All tender terms and conditions are acceptable to us.			
Name:		<hr style="border: 0; border-top: 1px solid black;"/> Signature with company seal		
Designation:				
Date:				
Contact:				

Annexure- C

Format for Price Bid

SI No.	Items	Quantity (in Nos.)	Rate (INR)/ Unit / Year (Without Tax)	Tax (%)	Total Amount (Including Tax)
1.	Access Point	29			
2.	Computer	494			
3.	CVT	3			
4.	External DVD Writer	7			
5.	Laptop with Battery	148			
6.	Monitor (17 - 24 Inch)	15			
7.	Wall Monitor (50 - 65 inch)	6			
8.	Printer				
	i. Deskjet	25			
	ii. Dot Matrix Printer	1			
	iii. LaserJet (B&W/Color)	290			
9.	iv. Line Matrix Printer	1			
10.	Router	3			
11.	Scanner	49			
12.	Server	20			
13.	Managed Network Switch (24/48 port)	29			
14.	Tape Drive	0			

15.	UPS with Battery				
	i.	0.5 KVA	1		
	ii.	0.6 KVA	1		
	iii.	1 KVA	18		
	iv.	1.1 KVA	1		
	v.	1.5 KVA	1		
	vi.	2 KVA	5		
	vii.	2.2 KVA	1		
	viii.	3 KVA	4		
	ix.	5 KVA	2		
	x.	6 KVA	7		
	xi.	10 KVA	3		
	xii.	15 KVA	3		
	xiii.	30 KVA	2		
16.	Workstation		15		
17.	Comprehensive maintenance of LAN with around 650 nodes with MM-FO Backbone 10G (2 KM) & edge wiring of 1G with CAT 6 including all passive components & their connectivity.		1 Set Lu msum		
Total:			1182		

Total [Rate/Unit/Year without Tax] in Word: (_____)

Note: The above format must be on vendor's official letterhead with duly signed, dated & stamped.

2. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

3. Buyer Added Bid Specific Scope Of Work(SOW)

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

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer, is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. 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.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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. 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.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the [सामान्य नियम और शर्तें/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 सामान्य नियम और शर्तें/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.

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।/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.

---धन्यवाद/Thank You---