

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	12-02-2026 19:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	12-02-2026 19:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	120 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Mines
विभाग का नाम / Department Name	Hindustan Copper Limited
संगठन का नाम / Organisation Name	Hindustan Copper Limited
कार्यालय का नाम / Office Name	Kolkata Corporate Office
वस्तु श्रेणी / Item Category	Customized AMC/CMC for Pre-owned Products - AMC for Desktop; Service; Annual Maintenance Contract (AMC); Monthly; Yes
अनुबंध अवधि / Contract Period	1 Year(s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है / Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़ / Document required from seller	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC), 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 by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों 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	3

बिड विवरण/Bid Details	
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	3 Days
अनुमानित बिड मूल्य /Estimated Bid Value	906000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	18120

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	14

(a). 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।/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.

(b). 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 :

Mgr. (M&C)

Hindustan Copper Limited, Indian Copper Complex, Post: Moubhandar, Sub-Division: Ghatshila, Dist: East Singhbhum, Jharkhand 832103

(Hindustan Copper Limited)

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. 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.
2. 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.
3. 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

Scope of Work:[1770031816.pdf](#)

Special Terms and Conditions/Penalty/Payment Terms pertaining to the Bid/Contract:[1770031824.pdf](#)

Product/Equipment Details:[1770031860.pdf](#)

Customized AMC/CMC For Pre-owned Products - AMC For Desktop; Service; Annual Maintenance Contract (AMC); Monthly; Yes (12)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Product category	AMC for Desktop
Product Brand	Service
Type of service	Annual Maintenance Contract (AMC)
Preventive Maintenance Frequency	Monthly
Manpower Required	Yes
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 विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/ equipment	अतिरिक्त आवश्यकता /Additional Requirement
1	Deepak Imrat Shiv	832103,Post- Moubhandar, Sub-division - Ghatsila, Dist- East-Singhbhum, Jharkhand- 832103	12	<ul style="list-style-type: none">Number of months within the contract period for which service is required : 12

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

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

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

Hindustan Copper Limited, Indian Copper Complex
Post: Moubhandar
Sub-Division: Ghatshila
Dist: East Singhbhum
Jharkhand 832103

3. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

Hindustan Copper Limited
Account No.
00000011524102778
IFSC Code
SBIN0001484
Bank Name
State Bank of India.
Branch address
State Bank of India. Branch- Moubhandar, Dist. East Singhbhum Jharkhand-832103.

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

4. 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.

5. Certificates

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.

6. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Sub : Annual Maintenance Contract for Desktop PCs and accessories for ICC Unit, through GeM Portal

Dear Sirs,

ON LINE Tenders are invited through GeM portal in **Two Part Bid system** for hiring of following service at our Indian Copper Complex Unit, Post – Moubhandar, Sub-Division-Ghatsila, Dist. East Singhbhum, Jharkhand 832103:-

Sr. No.	Item Code	Description of Job	Unit	Qty.
1	906520003	AMC for Desktops, Dot Matrix Printers, Laser printers	Number	12

Annexure - I
(Scope of Work)

Scope of Work:

- a) Comprehensive Maintenance of Hardware mentioned in Annexure "I". Accessories like Mouse, Printer Share Switch, M/b, CD/DVD(RW also)/COMBO drive(RW also), USB, K/b, SMPS, Printers Head & Teflon & its accessories, processor & its fan, UPS accessories, Batteries, Network Switches etc. of same make as in our site wherever connected will be considered part of the systems. If anyone of the above is defective/exhausted has to be replaced.
- b) Software support with respect to re-loading of Software, configuration of peripherals, protection from virus, support for data recovery etc. and its installation as and when required.
- c) Comprehensive support for repair & free replacement of spares including hard disks, floppy drives, plastic parts, ups batteries, printer head, Teflon, laser color cartridges etc. However, replacement of Printer Ribbons, Ink jet Toners is excluded from the scope of this contract.
- d) Periodic preventive maintenance at least once a quarter to avoid any break-down situation.

The contractor will be required to maintain minimum spares inventory as directed by the designated Engineer In-charge. Dept. can at any pt. of time disqualify the party & charge penalty if the work of the contractor is not satisfactory.

The contractor will make service available at ICC only. If the contractor wants to take the machine or its parts to his works for repairs, he will need prior written permission of the Engineer In-charge to & fro transportation charges in such cases will be borne by the contractor.

The rates offered should be in accordance with the following conditions:

1. As time is the essence of AMC, placement of a qualified Resident Engineer, qualification being at least a Diploma/Engineering with minimum three years' experience of maintaining similar sites.
2. Maintaining the requisite spares and consumables at the site is essential.
3. Rates quoted should be separate for each item of Annexure "I".
4. One time charges, if any, should be highlighted separately.
5. Items listed in Annexure "I" can be inspected by your representative with prior appointment on any working day during office hours, to ascertain their present health.
6. The quotation should bear the TIN number.

Important Note:

- (1) Only Payment term 30 days' credit (w. r. t. submission of duly verified bills from EIC) will be accepted.
- (2) Price submission by the bidders either in hard copy or in the techno-commercial part-I bid or in their letter head shall be summarily rejected.
- (3) L-1 will be decided on overall L-1 basis. Price will be firm, fixed and final during the entire execution period of contract.
- (4) Bidder has to quote their price inclusive of GST with grand total including GST Value.
- (5) HCL also reserves the right to disqualify any party techno-commercially who has defaulted in providing any type of services/goods at any of our Units.
- (6) HCL reserves the right to alter/defer the quantities/destinations indicated herein. HCL reserves the right to reject any or all tenders/offers and award the order in part or in full. HCL may also extend the due date of tender or cancel the tender.

- (7) Bidders have to upload the tender document (including ATC document) duly signed and stamped on each page as a token of acceptance of all the terms and conditions of the tender along with other documentary evidences in GeM portal only.
- (8) Bidder shall mention the GST% in their technical bid for the offered service.

Annexure-II

(POC)

Pre-Qualification Criteria:

- 1) The bidder should have undertaken the similar type of job of AMC of PCs, printers & accessories with any of the PSU/ Govt. Bodies/ listed organizations for the last three years. The relevant order copies and successfully completed certificates are necessarily to be enclosed.
- 2) The bidder should also provide copies of Bio-data of two (2) Hardware Engg. to be deputed at our site along with their copies of certificates duly attested prevailing which the bids are likely to be rejected. The Hardware Engg. should be at least a Graduate in Science/Engg. and hold a Diploma Degree from a Hardware Institute, deputed for maintaining these systems or with relevant experience.
- 3) The bidder should provide copy of ESIC, PF & GST Registration Certificate.
- 4) The value of executed order within last seven year ending last day of the month previous to the date of publication of the enquiry as follows:
 - One(1) executed work order copy of basic value not less than Rs. 7.25 lacs OR
 - Two(2)executed work order copy of basic value not less than Rs. 4.53 lacs for each OR
 - Three(3) executed work order copy of basic value not less than Rs. 3.62 lacs for each.
- 5) The Bidder shall have positive net worth as per their latest audited financial statement. Relevant documentary evidence including copies of Audited Report, containing Profit & Loss Statement and Balance Sheets for immediate preceding three(3) consecutive accounting years ending March-2025 or the last date on which the accounting year ends shall be furnished together with the Bid. The bidder should have an average turnover of Rs. 2.72 lakhs in the last three preceding financial years.
- 6) Documentary evidence in support of all above must be submitted along with the technical offer without which the offer could not be considered.
- 7) All parties are requested to visit the site to gain complete knowledge of the proposed job and submit the site visit certificate duly countersigned by EIC along with the bid, without which bids will be liable to be rejected.

Important criteria for Qualification:

- The bidder should have infrastructural facilities within the radius of 250 Kms from Ghatsila, having a sound financial condition & should have their registered office in Jamshedpur, Ranchi only for not less than/ at least two years. Valid proof in this respect may be attached along with offer.
- The AMC Bidder should also produce PM (quarterly) report for the total year along with Part - I bid duly signed in by Engineer-In-charge of the recent AMC undertaken by them. If the bidder has worked at our site, then its successful completion certificate should be submitted along with the bid else rejected.

7. Buyer Added Bid Specific ATC

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

8. Payment

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

9. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

Hindustan Copper Limited

Account No.

00000011524102778

IFSC Code

SBIN0001484

Bank Name

State Bank of India

Branch address

State Bank of India. Branch- Moubhandar, Dist. East Singhbhum Jharkhand-832103.

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

10. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

अस्वीकरण/Disclaimer

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.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. 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 catalogs 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 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.

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 [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---