

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	06-03-2026 17:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	06-03-2026 17:30:00
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 Railways
विभाग का नाम/Department Name	Indian Railways
संगठन का नाम/Organisation Name	South Central Railway
कार्यालय का नाम/Office Name	Principal Chief Material Manager Secunderabad
वस्तु श्रेणी /Item Category	Annual Maintenance Service - Desktops, Laptops and Peripherals - Computer of 24 nos and Printers of 35 nos; Printer HP Laserjet 05 nos HP laserjet Pro 02 nos Canon LBP 2900B 06nos CWC 05 nos Kyocera Ecosis 08 nos Toshiba 02 nos Brother 07 nos Compu..
अनुबंध अवधि /Contract Period	1 Year(s)
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	Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	No
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1

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	3
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	Single Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य /Estimated Bid Value	42480
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
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

आवश्यकता/Required	No
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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
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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.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Annual Maintenance Service - Desktops, Laptops And Peripherals - Computer Of 24 Nos And Printers Of 35 Nos; Printer HP Laserjet 05 Nos HP Laserjet Pro 02 Nos Canon LBP 2900B 06nos CWC 05 Nos Kyocera Ecosis 08 Nos Toshiba 02 Nos Brother 07 Nos Compu.. (59)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Asset	Computer of 24 nos and Printers of 35 nos
Make/Brand of Assets	Printer HP Laserjet 05 nos HP laserjet Pro 02 nos Canon LBP 2900B 06nos CWC 05 nos Kyocera Ecosis 08 nos Toshiba 02 nos Brother 07 nos Computers HP desktop 04 nos HP all in one 03 nos Dell all in one 16 nos ACER all in one 1 no
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	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

विवरण/ Specification	मूल्य/ Values
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of each Asset for AMC	अतिरिक्त आवश्यकता /Additional Requirement
1	Sunkara Kalyan	500025, OPERATING DEPARTMENT, 2ND FLOOR, RAILNILAYAM, SECUNDERABAD-025.	59	<ul style="list-style-type: none"> Number of Resident engineers : 1 Number of technicians : 0

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. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

[A] Note to the Service providers/Bidders:

South Central Railway invites Open tender through GeM portal from eligible agencies for the work: "Comprehensive Annual Maintenance contract (CAMC) of IT assets for a period of 12 months" at Principle Chief Operation Manager office, 2th floor, Rail Nilayam, Secunderabad.

The contract shall be on a comprehensive basis, inclusive of Software maintenance (includes installing updates, fixing bugs, and removing malware) and Hardware maintenance (includes repairing or replacement of faulty hardware components/spare parts) . Service providers shall visit the site and Inspect the IT items with details attached along with bid .

1. Quotation of Spare Parts and Consumable Rates:

○ The spare parts rates(including consumables) which cannot be included in the AMC cost shall be quoted by the bidder separately.(Please refer to the Asset Details attached with the Bid document and quote accordingly). The Spare part list / Item code , unit , MRP , Rate and GST extra shall be uploaded along with bid .

○ The prices quoted for these spare parts shall remain valid for the entire tenure of the contract.

○ The price quoted should not be more than MRP of the item . Discount applicable if any shall also be extended to Railways.

○ Payment of spare parts / consumable shall be done separately with AMC bills . However the cost of spare part /consumable shall be reasonable and shall be replaced in equipment only after approval of AMM/Admin in Writing . The Price shall be lower among the spare part/ consumable rate quoted separately in tender or current MRP with discount or recent finalized rate of that item in GeM (if available) , at the time of approval of AMM/Admin.

○ The spare parts/Consumables items included in the bid offer will be the only ones considered for reimbursement. Any other spare parts not listed will be replaced by the service provider at no additional cost.

2. Scope of the AMC Services and Schedule of Maintenance Contract :

-> The Contract shall be on comprehensive basis, inclusive of repairs and replacement of spare parts (excluding consumables) without any extra payments.

-> Service Provider shall carry out Maintenance Services as per schedule indicated in the bid document. Preventive Maintenance Service (PMS) of equipment shall be done once in three months during the currency of the contract. The equipment shall be in working condition all the time.

-> Service provider should deploy trained, experienced and competent service engineer for carrying out necessary maintenance services for the equipment as per bench marked maintenance practices/OEM manuals in user's location.

3. The tentative cost Estimation for Maintenance of Assets is as follows:

Schedule	Description of Items	Number of Assets for AMC (a)	Estimated AMC Cost* Per Asset Per Annum (in Rs) (b)	Total Estimated cost for AMC for one year (in Rs) (C = a x b x 1)
Schedule 1	Computer	24	720	17280
Schedule 2	Printer	35	720	25200
Total AMC cost of all Assets for one years				42480

*The above rates inclusive of GST and all other costs

4. Details of all the Assets make and brand is available at Asset Details and its Distribution across the consignee /user locations

5. The scope of Annual Comprehensive Maintenance Service covers upkeep and smooth working of the equipment within the Principle Chief Material Manager Office as per laid down SLA and other provisions contained in the agreement document.

[B] Eligibility / Mandatory criteria for Qualification of bidder : The clauses mentioned in this section shall be mandatory for all the bidders. In case of failure of the bidder to submit the documents sought in these clauses, their offer shall be summarily rejected and will not be considered at the time of representation.

1) AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Telangana for better coordination and service. DOCUMENTARY EVIDENCE TO BE UPLOADED ALONG WITH THE BID OFFER.

2) Submission of Various Undertakings - The bidders shall upload an undertaking

(a) certifying the truthfulness of all the documents submitted / uploaded along with the tender. [Proforma as per Annexure-I of Buyer uploaded ATC document]

(b) Declaration of the details of the engagement of Retired/Existing Railway Employees; Regarding site visit

t, compliance of statutory laws, penalty for violation of labor laws , Non blacklisting, bankruptcy , termination of contracts etc. [Proforma as per Annexure-II of Buyer uploaded ATC document]

The format /proforma etc is uploaded in the Buyer uploaded ATC document in the bid document . Bidders are requested to click the link and download from the bid .

3) Past performance: Bidders must have completed at least **one similar work of any value in the last five financial years and the current financial year proof of document to be submitted.** The term "

similar work" should include AMC services for computers, printers, scanners, plotters, and other IT-related equipment in Central/State Govt Organization/ PSU/Public Listed Company.

a) Copies of contracts/work orders and documentary evidence of successful execution/ completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer. [Proforma as per Annexure-III of Buyer uploaded ATC document]

b) Work experience certificates from private individuals shall not be accepted. Certificate from public listed company/private company/Trusts having annual turnover of Rs. 500 Crore and above subject to the same being issued from their Head office by a person of the company duly enclosing his authorization by the Management for issuing such credentials.

4) Service provider has to mandatory upload the Spare part and consumable cost for the IT equipment in AMC . Details for this clause are available in Clause 1 of Section [A] and list of IT equipment is attached with bid .

5) The bidder shall give full details of the constitution of the Firm/Company/Society etc. and shall also submit following documents (as applicable), in addition to documents mentioned above:

(a) Sole Proprietorship Firm: The bidder shall submit the notarized copy of the affidavit or GST Certificates which indicated Proprietorship status.

(b) Partnership Firm: The bidder shall submit self-attested copies of (i) registered/notarized Partnership Deed and (ii) Power of Attorney duly authorizing one or more of the partners of the firm or any other person(s), authorized by all the partners to act on behalf of the firm and to submit & sign the

Bid, sign the agreement, witness measurements, sign Measurement Books, receive payment, make correspondences, compromise/settle/ relinquish any claim (s) preferred by the firm, sign 'No Claim certificate', refer all or any dispute to arbitration and to take similar action in respect of all Bids/contracts OR said Bid/contract.

(c) Company registered under Companies Act-1956: The Bidder shall submit (i) the copies of MOA (Memorandum of Association) and AOA (Articles of Association) of the Company; and (ii) Power of Attorney duly registered/notarized by the company (backed by the resolution of Board of Directors) in favour of the individual, signing the Bid on behalf of the Company.

(d) Joint Venture (JV): Joint Venture (JV) not permitted /not allowed .

e) Society: The bidder shall submit (i) Self- attested copy of the certificate of Registration, (ii) Deed of Formation and (iii) Power of Attorney in favour of the tender signatory.

[C] Additional Terms & Conditions of Scope of work :

1.Additional conditions

i. This Annual Maintenance Contract shall cover annual maintenance of the Desktop Computers (outside w

arranty) and Multi-function Printers as per details given in Asset Details document. Period of Contract shall be for a period one years.

ii. Breakdown and urgent requirement in connection with any faults is to be attended immediately and call should be closed within 24 hours on intimation without any extra cost. Installations of the operating system whenever and wherever needed are required to be done by the contractor free of cost.

iii. Faults should be attended to within one hour and complaints to be got rectified within 4 hours from lodging of the complaint.

iv. In case the contractor has any other service contract, the name and address of the client with whom the service contract is in force indicating name of the contact person and e-mail ID should be furnished.

v. After replacement of spare parts invoice to be submitted to the In-charge for payment. Payment will be processed separately.

vi. The contract shall be comprehensive and onsite maintenance services during the complete period of the contract.

vii. In case the replacement of parts is essential and authorized to be replaced, the prices quoted shall only apply.

viii. The maintenance shall cover breakdown as well as preventive maintenance services.

ix. The replaced spare parts shall be of the same make as that of the original. Spare Parts of inferior makes will not be accepted as a replacement.

x. The Complaint Register is maintained by the contractor at Computer Cell and AMC person need to make entries of all issues and problems rectified.

xi. The maintenance also covers configuring PC installing/uninstalling drivers, operating systems, and other software packages/application.

xii. Maintenance of complaint Register - A logbook shall be maintained in which the Technician shall record all the complaints made. They shall attend all the complaints received in the following manner: -

a. Minor faults immediately.

b. Major faults within 3-4 hours by replacement method, with the available spares

c. Major faults within 24 hours.

d. If the equipment is required to be transported to the Vendor's/manufacturer's service Centre/workshop for repairs, the same shall be undertaken at the risk, cost, and transportation of the vendor.

e. The replacement of components shall be as per manufacturer instructions.

f. Repair and servicing of equipment can be carried out at site or at the Vendor's workshop after attending the complaint by replacement method and the same shall be done within 02 days of the receipt of complaints. The replacement of components shall be free of charge.

g. The replacement also involves all items of equipment: - (i) including major parts.

2. PREVENTIVE MAINTENANCE

i. Minimum one general preventive servicing of the assets (mentioned in bid) should be carried out

by the contractor within 3 months. Blowers should not be used for dusting the system in air-conditioned environment. Instead, service personnel shall use vacuum cleaner to clean the system.

ii. Alternatively, the system can be taken out of the air-conditioned environment for dusting (No vacuum cleaner will be provided by the department).

iii. The vendor, after accepting the contract, shall give a date-wise schedule of each equipment for the Preventive Maintenance & will strictly follow the same.

iv. The system, taken for preventive maintenance, shall be handed over to the user in fully working condition after completing the maintenance within a period of 4 hours

3. Decision of Dy.CMM/G is final in case of any conflict in the scope of work and preventive Maintenance.

[D] Special Conditions:

1) Please refer the document of Asset Details and Its Distribution Across The Consignee /User Location attached with the Bid document

2) This tender is governed by Gem SLA, GTC of GeM, Scope of work in which special conditions are defined. Situation whenever relevant rules/guidelines/clauses are not available in bid conditions, the relevant clauses/paras of General conditions of contract for services will be applicable. GCC for services 2018 and its amendments (up to tender opening date) are available in Railway board website. The Hyperlink for GCC for services in Railway is as following:

https://indianrailways.gov.in/railwayboard/uploads/directorate/Transformation_Cell/General%20Conditions%20of%20Contract%20for%20Services.pdf

3) Post tender opening no new documents(which are not part of original bid offer uploaded by service provider before opening of GeM bid) will be considered for bid evaluation. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Specification , Bid document, .Buyer Added Bid Specific Additional Terms and Conditions and Corrigendum if any.

4) (a)The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer (b). The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of the buyer. (c). 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 thereunder.

5) The Bill Passing officer is Secy to PCOM(If there is offline bill payment) or as per GeM process (Incase of online bill payment) and the Bill Paying Officer is PFA/SC

6)Duration of the service contract may be extended up to 6 months beyond the initial contract duration (Subject to satisfactory performance and mutual consent).

3. Buyer Added Bid Specific ATC

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

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---