

### Bid Document

Bid Details	
Bid End Date/Time	23-02-2021 14:00:00
Bid Opening Date/Time	23-02-2021 14:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	60 (Days)
Ministry/State Name	Ministry Of Petroleum And Natural Gas
Department Name	Na
Organisation Name	Directorate General Of Hydrocarbons (dgh) Noida
Office Name	Oidb Bhwan, Sector-73, Noida
Item Category	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Dell Lenovo Imac HLBS , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer ( Ink Jet , Mono and Colo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , C , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer ( Colour , L , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner; Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner; Avison , Annual Maintenance Service - Desktops, Laptops and Peripherals - Fax; Canon
Contract Period	2 Year(s)
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	No
Time allowed for Technical Clarifications during technical evaluation	20 Days
Estimated Bid Value	1695992
Evaluation Method	Total value wise evaluation

### EMD Detail

Required	No
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**ePBG Detail**

Advisory Bank	State Bank of India
ePBG Percentage(%)	3.00
Duration of ePBG required (Months).	26

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

**Beneficiary:**

DG, DGH

OIDB Bhawan, Sector-73, Noida

(Directorate General Of Hydrocarbons)

**Splitting**

Bid splitting not applied.

**Additional Required Data/Document(s)**

**Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:**1. Bidder must have to deploy a manpower (service technician) at DGH Noida for the entire contract period. Deployed person must have minimum 2 years experience in PC and printer maintenance. Payment to manpower deployed at DGH , Noida shall be as per prevailing minimum wages under Govt guidelines and bidder must include the cost of manpower in their AMC quote.

2. AMC for tendered items shall commence from the date as indicated in document "Asset List and item wise AMC commencement date."

**Other Information:**Bidder Eligibility Criteria

1. Bidder must be an authorized service provider or partner of OEM HP or DELL or CANON

2. Bidder must have the experience of successfully executing at least 2 orders for AMC of hardware maintenance of PC, printers, MFDs etc. in last 2 years from the date of bid closing. The Orders, separately or combined, must include maintenance services of PCs and Printers. Each order must be of minimum value of INR 500000.

3. Bidder must have its own service center in NCR region.

Documentary evidence in support of above must be submitted along with the offer.

**Asset Details and its Distribution across the consignee /user locations:**[1612766152.pdf](#)

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Hp ( 97 )****Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	Desktop PC
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	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	Exclusive
<b>Addon(s)</b>	

#### Additional Specification Documents

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Ravindran Thiagarajan	201301,DGH, OI DB BHAWAN, SECTOR-73, NOIDA	97	N/A

### Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Dell Lenovo I mac HLBS Acer ( 163 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	Desktop PC
Make/Brand of Assets	Dell Lenovo I mac HLBS Acer
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	Exclusive
<b>Addon(s)</b>	

#### Additional Specification Documents

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Ravindran Thiagarajan	201301,DGH, OI DB BHAWAN, SECTOR-73, NOIDA	163	N/A

### Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Dell ( 16 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	Laptop

Make/Brand of Assets	Dell
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	Exclusive
<b>Addon(s)</b>	

#### Additional Specification Documents

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Ravindran Thiagarajan	201301,DGH, OIDB BHAWAN, SECTOR-73, NOIDA	16	N/A

### Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Hp ( 15 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	Laptop
Make/Brand of Assets	hp
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	Exclusive
<b>Addon(s)</b>	

#### Additional Specification Documents

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Ravindran Thiagarajan	201301,DGH, OIDB BHAWAN, SECTOR-73, NOIDA	15	N/A

### Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer ( Ink Jet , Mono And Colour, High Range ); Hp ( 44 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	Printer ( Ink Jet , Mono and Colour, High Range )
Make/Brand of Assets	hp
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	Exclusive
<b>Addon(s)</b>	

#### Additional Specification Documents

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Ravindran Thiyagarajan	201301,DGH, OIDB BHAWAN, SECTOR-73, NOIDA	44	N/A

### Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge ); Hp ( 20 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge )
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	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	Exclusive
<b>Addon(s)</b>	

#### Additional Specification Documents

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Ravindran Thiyagarajan	201301,DGH, OIDB BHAWAN, SECTOR-73, NOIDA	20	N/A

## Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer ( Colour , Laser , Separate Drum & Tonner, High Range); Hp ( 9 )

### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	Multifunction Printer ( Colour , Laser , Separate Drum & Tonner, High range)
Make/Brand of Assets	hp
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	Exclusive
<b>Addon(s)</b>	

### Additional Specification Documents

### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Ravindran Thiagarajan	201301,DGH, OI DB BHAWAN, SECTOR-73, NOIDA	9	N/A

## Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge ); Canon ( 91 )

### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge )
Make/Brand of Assets	Canon
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	Exclusive
<b>Addon(s)</b>	

### Additional Specification Documents

### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Ravindran Thiyagarajan	201301,DGH, OI DB BHAWAN, SECTOR-73, NOIDA	91	N/A

### Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner; Hp ( 4 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	Scanner
Make/Brand of Assets	hp
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	Exclusive
<b>Addon(s)</b>	

#### Additional Specification Documents

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Ravindran Thiyagarajan	201301,DGH, OI DB BHAWAN, SECTOR-73, NOIDA	4	N/A

### Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner; Canon ( 2 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Type of Asset	Scanner
Make/Brand of Assets	Canon
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	Exclusive
<b>Addon(s)</b>	

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

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Ravindran Thiagarajan	201301,DGH, OIDB BHAWAN, SECTOR-73, NOIDA	2	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner; Avison ( 1 )****Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	Scanner
Make/Brand of Assets	Avison
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	Exclusive
<b>Addon(s)</b>	

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

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Ravindran Thiagarajan	201301,DGH, OIDB BHAWAN, SECTOR-73, NOIDA	1	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Fax; Canon ( 3 )****Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	Fax
Make/Brand of Assets	Canon
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	Exclusive
<b>Addon(s)</b>	

#### Additional Specification Documents

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Ravindran Thiagarajan	201301,DGH, OI DB BHAWAN, SECTOR-73, NOIDA	3	N/A

#### Bid Specific Additional Terms and Conditions

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, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 100% of total value.
2. Preference to Make In India products (For bids less than 200 Crore): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document 50%. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

This Bid is governed by the [General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

**---Thank You---**