



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2023/B/3149688
Dated/दिनांक : 20-02-2023

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	13-03-2023 14:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	13-03-2023 14:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	120 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Earth Sciences
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	National Centre For Antarctic And Ocean Research (ncaor)
Office Name/कार्यालय का नाम	Goa
Item Category/मद केटेगरी	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Acer , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Panasonic , Annual Maintenance Service - Desktops, Laptops and Peripherals - All In One PC; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - All In One PC; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - All In One PC; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Panasonic Tough Book , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Asus , Annual Maintenance Service - Desktops, Laptops and Peripherals - Work station; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Work station; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - Work station; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range); Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range); Kyocera , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid

Bid Details/बिड विवरण	range); Samsung , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer
	(Monochrome , Laser , Composite Cartridge, Mid range); Datamax , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range); Xerox , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Separate Drum & Tonner, High range); Sharp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Separate Drum & Tonner, High range); Xerox , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Mid range); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Mid range); Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Mid range); Lexmak , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Colour , Laser , Separate Drum & Tonner, High range); Sharp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Colour , Laser , Separate Drum & Tonner, High range); Kyocera , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Rack mounted Proxy server; OEM Authorised Service Provider , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Rack mounted Proxy server; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Storage & Backup Devices; Storage-System; Neither OEM nor ASP
Contract Period	1 Year(s) 1 Day(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	24 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover	No
Startup Exemption for Years of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (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 Details/बिड विवरण	
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	4 Days
Estimated Bid Value/अनुमानित बिड मूल्य	2720000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	54400

ePBG Detail/ईपीबीजी विवरण

Advisory Bank	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	10.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

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

Beneficiary/लाभार्थी :

Director
National Centre for Polar and Ocean Research (NCPOR), Ministry of Earth Sciences, Headland Sada, Post Sada,
Goa- 403804
(Director, Ncpor)

Splitting/विभाजन

Bid splitting not applied.

MII Compliance

MII Compliance	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. 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 defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
4. 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.
5. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. 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.

Additional Qualification/Data Required

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services: Scope of work added under Buyer Added Bid Specific Scope of Work (SOW).

Asset Details and its Distribution across the consignee /user locations: [1676869283.pdf](#)

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Hp (67)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Monthly

Specification	Values
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	67	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Lenovo (5)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	Lenovo
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804,Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	5	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Acer (1)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	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	Inclusive
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804,Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Dell (39)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	Dell
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	39	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Panasonic (1)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	Panasonic
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.

Specification	Values
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - All In One PC; Hp (27)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	All In One PC
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	27	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - All In One PC; Dell (50)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	All In One PC
Make/Brand of Assets	Dell
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	50	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - All In One PC; Lenovo (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	All In One PC
Make/Brand of Assets	Lenovo
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	2	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Hp (25)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
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

Specification	Values
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	25	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Lenovo (8)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	Lenovo
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	8	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Dell (5)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	Dell
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	5	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Panasonic Tough Book (6)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	Panasonic Tough Book
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	6	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Asus (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	Asus
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804,Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Work Station; Hp (16)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Asset	Work station
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	16	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Work Station; Dell (13)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Work station
Make/Brand of Assets	Dell
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	13	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Work Station; Lenovo (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Work station
Make/Brand of Assets	Lenovo
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid Range); Hp (38)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
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

Specification	Values
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	38	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid Range); Canon (3)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range)
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	Inclusive
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	3	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid Range); Kyocera (3)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range)
Make/Brand of Assets	Kyocera
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	3	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid Range); Samsung (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range)
Make/Brand of Assets	Samsung
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid Range); Datamax (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range)
Make/Brand of Assets	Datamax
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

Specification	Values
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid Range); Xerox (4)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range)
Make/Brand of Assets	Xerox
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	4	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Separate Drum & Tonner, High Range); Sharp (3)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Separate Drum & Tonner, High range)
Make/Brand of Assets	Sharp
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	3	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Separate Drum & Tonner, High Range); Xerox (4)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Separate Drum & Toner, High range)
Make/Brand of Assets	Xerox
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	4	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Mid Range); Hp (20)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multi-function Printer (Colour , Laser , Composite Cartridge, Mid range)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
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

Specification	Values
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	20	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Mid Range); Canon (4)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multi-function Printer (Colour , Laser , Composite Cartridge, Mid range)
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	Inclusive
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	4	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Mid Range); Lexmak (3)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multi-function Printer (Colour , Laser , Composite Cartridge, Mid range)
Make/Brand of Assets	Lexmak
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	3	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Colour , Laser , Separate Drum & Tonner, High Range); Sharp (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Colour , Laser , Separate Drum & Toner, High range)
Make/Brand of Assets	Sharp
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
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Colour , Laser , Separate Drum & Toner, High Range); Kyocera (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Colour , Laser , Separate Drum & Toner, High range)
Make/Brand of Assets	Kyocera
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

Specification	Values
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	1	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Rack Mounted Proxy Server; OEM Authorised Service Provider (12)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Major category of Assets	Compute
Type Of Asset	Rack mounted Proxy server
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Make/Brand Of Assets	HP
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Monthly
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	12	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Rack Mounted Proxy Server; Neither OEM Nor ASP (12)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Major category of Assets	Compute
Type Of Asset	Rack mounted Proxy server
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	Huawei
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Monthly
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	12	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Rack Mounted Proxy Server; Neither OEM Nor ASP (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Major category of Assets	Compute
Type Of Asset	Rack mounted Proxy server
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	LENOVO
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Monthly
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	2	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Storage & Backup Devices; Storage-System; Neither OEM Nor ASP (1)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Major category of Assets	Storage & Backup Devices
Type Of Asset	Storage-System
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	NETAPP

Specification	Values
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Monthly
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	1	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Storage & Backup Devices; Storage-System; Neither OEM Nor ASP (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Major category of Assets	Storage & Backup Devices
Type Of Asset	Storage-System
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	Tyrone Opslag FD2
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Monthly
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement
1	Pradeep Kumar Singh	403804, Director National Centre for Antarctic Ocean Research Headland Sada, Vasco-da-gama,	1	N/A

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

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Generic

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

3. Generic

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-

- (i) Inhibit the desires and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

4. 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.

5. 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.

6. Forms of EMD and PBG

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

NCPOR

Account No.

10153336180

IFSC Code

SBIN0004116

Bank Name

State Bank of India

Branch address

Commercial Branch Shree Vidyadiraj Bhavan, Francisco Luis Gomes Road, Vasco-Da-Gama Goa - 403 802, India

.
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.

7. **Buyer Added Bid Specific Scope Of Work(SOW)**

Text Clause(s)

Scope of the work includes:-

- i. To maintain the 99% uptime of the systems covered under AMC.
- ii. To repair / replace and make systems operational.
- iii. To maintain adequate spares to ensure 99% uptime of the systems.
- iv. The complaint reported system (downtime) should be repaired or replaced within 06hrs for normal system and 03 hours for critical servers, failing to repair / replace within the stipulated time, standby system has to be provided immediately.
- v. To perform health-checks of the available hardware, software and network working (Active, Passive components and structured cabling) infrastructure on a periodic basis and to submit the report.
- vi. To perform connectivity and standard checks pertaining to structured cabling at NCPOR on daily basis and to report to NCPOR on the points of concerns.
- vii. To install call logging software and to resolve the issues logged there-in
- viii. Comprehensive Annual Maintenance Contract of computer systems includes overall system administration, operation (all kind updates or upgradation & etc.) and management of existing and future systems. It will cover the Windows, Mac, Linux, Web, NPDC, FTP, eOffice, VMWare environment and SAP Servers & its services and remote access service (wired and wireless), database storage, content filtering, antivirus, gateway- firewall, analog telephones, Tally and any other network troubleshooting service etc.
- ix. In addition to this, bidder is responsible for operating systems maintenance i.e. installation of OS, updating OS patches inclusive of all servers

- rs (at NCPOR) patches upgradation & rectifying any OS related problems etc. and also for extending support to users in installing any third-party software/ tools.
- x. Software Subscription and Support for all the required hardware during the AMC is the responsibility of the bidder.
 - xi. To log calls and to co-ordinate with OEM / Suppliers to get the systems repaired / replaced that are under Warranty.
 - xii. Comprehensive support should include spare parts support at no extra charge. Replaced parts should be same OEM of the system.
 - xiii. In case, if a hard-disk fails, the same should be replaced with a new one of similar Make, Model, Capacity, compatible with the system or any other compatible model and duly accepted by NCPOR. However, the old faulty hard-disk will not be returned to the bidder.
 - xiv. Bare minimum standby material should be made available at NCPOR, Goa, for day- to-day work.

8. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Minimum Manpower to be deployed at NCPOR Premises during the Contract period and their qualifications, terms & conditions

The required manpower should be deployed during working hours at NCPOR, Goa during this entire contract period. The bidder should assess themselves the additional staff required in any category and to be deployed at bidder own costs to execute the contract as per the scope of work and terms & condition. (Enclose detailed bio data of proposed personnel in the bid).

Ref No	Designation	# of Person	Qualification	Exp. in Yrs

1	System administrator	01	B.E/B. Tech in CSE /IT/ OR MCA/ M.Sc.(CS/IT)	<ul style="list-style-type: none"> Atleast five years working experiences in Linux System Administration at reputed organization/ Government/ PSU Institutions. RHEL certified engineer
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9. Buyer Added Bid Specific ATC

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

10. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

11. Buyer Added Bid Specific SLA

Text Clause(s)

- 1) The Supplier should have ISO 9001:2008, ISO 20000-1: 2005 & 27001 or higher.
- 2) The Supplier needs to provide Services as per Buyer Added Specific of Work (SOW) and Buyer added bid Specific ATC (text) clauses.
- 3) The Supplier needs to provide the compliance of Buyer uploaded Specific ATC document.
- 4) The penalty and fines shall be as per GeM T&C and SLA.

12. Past Project Experience

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed. b. Execution certificate by client with contract value. c. Any other document in support of contract execution like Third Party Inspection release note, etc. **Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed. b. Execution certificate by client with contract value. c. Any other document in support of contract execution like Third Party Inspection release note, etc.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

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.
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.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), 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/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---