



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/4600259
Dated/दिनांक : 08-02-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	19-02-2024 11:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	19-02-2024 11:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Science And Technology
Department Name/विभाग का नाम	Department Of Science And Technology (dst)
Organisation Name/संगठन का नाम	Sree Chitra Tirunal Institute For Medical Sciences And Technology (sctimst)
Office Name/कार्यालय का नाम	Thiruvananthapuram
Item Category/मद केटेगरी	Custom Bid for Services - ----
Contract Period/अनुबंध अवधि	1 Year(s) 1 Day(s)
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Single Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज़ ब्रेकअप आवश्यक है	Yes

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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Splitting/विभाजन

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

MII Compliance/एमआईआई अनुपालन

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

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
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. [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.
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.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**Scope of Work:**[1707369300.pdf](#)**Service Level Agreement (SLA):**[1707369320.pdf](#)**Payment Terms:**[1707369332.pdf](#)**GEM Availability Report (GAR):**[1707369357.pdf](#)**Custom Bid For Services - ---- (1)****Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	----
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Priya P	695011,Sree Chitra Tirunal Institute For Medical Science and Technology,Medical College PO, Trivandrum, Thiruvananthapuram, 695011	1	N/A

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें**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 Scope Of Work(SOW)

Text Clause(s)

Per call servicing (PC & Printers) in Hospital Wing

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Terms & Conditions for Registration

1. The company has a service center in Thiruvananthapuram and has experience executing similar per-call service /AMC for IT hardware-related items during the last two years, having a mobile contact number as well as an office land telephone/email facility. (**Proof to be submitted**).
2. Call for per-call service will be made at any time between 8 AM and 4 PM, mainly by email.
3. Service Engineers will be issued a pass and they have to attend the service call within 1 hour.
4. **Service has to be carried out at Institute premises itself.** In case service needs outside help; Institute will issue a gate pass for taking the damaged units outside the campus for service. Unit has to be taken back after making the gate pass entry at the Security counter. A copy of the gate pass is to be retained for future reference.
5. Service report to be provided before and after service. Service report given before service should contain details of the complaint, unit stock number, signature and name of the person taking the unit out for service. Service report after service should mention the details of service carried out with details of spare used, stock number and their warranty. Service Engineer shall ensure to take the signature of the concerned person of the department in these service reports. (The damaged spare component to be handed over back to Institute).
6. The invoice against service should mention stock number of unit, warranty of spare used, service charge, service charge, tax separately for each service. Service charge is not allowed if there is only spare supply.
7. The bill amount will be paid online within one month of satisfactory service. Company has to register for online payment.
8. Successful company has to sign an agreement with the institute in a Rs 200 stamp paper along with a bank deposit (returnable after one year) of **Rs 20000/-** by DD or by Bank Guarantee. The cost will be waived on relevant certificates for the tendered items on production of documents such as NSIC Registration Certificate, etc. for the specific category of item and should remain valid for the above tender period.
9. Hand written quotation will not be accepted.

The companies who can satisfy the above conditions may submit duly filled covers super scribed “ **Quotation for PC/Printer Maintenance (Hospital Wing)**” showing the willingness to service along with the list of all hardware spares for support in the format mentioned; addressed to **Director, Sree Chitra Tirunal Institute For Medical Sciences & Technology, Medical College PO, Thiruvananthapuram Pin 695016** or **before 23/02/2024 4 PM.**

Hardware items which require per call maintenance

Printers & Scanners

Laserjet Printer - HP 1005,1020,1008,1007, 1606N, Samsung - 2850 , HP M201-M202,
HP 208 DW

Inkjet Printer - HP 1560,2460,2360,1660,1668,2568,3325,3725,3420

Ink tank Printer - Canon Pixma G 2020

Dot-matrix Printer - TVSE MSP 450 Champion, TVSE MSP 450 star

Barcode Printer - Zebra TLP 2844, S4M

Thermal Printer - TVS RP3160

Scanner - HP 8200,8300,G2410,G4010 Fijitsu FI-6130, HP Scanjet N9120

Barcode scanner - TVS BSL 301, Magellan 1000 I

ID card printer - Zebra P430I, Datacard SP30 Plus

Biometric units - Suprema BSM OC

Monitors

LCD - 15", 17" (LG, Samsung), LED 19" (LG)

PC

PC - Intel Pentium IV, Core 2 Duo, Core I3, Core I5

(intel boards - DG33BU,DG41TY,DQ35MP,DH61CR,DB75EN, DQ87PG)

Thin clients - Diskless network units of VXL Instruments

(TC4333, TC C32, TI 5433, D21S, D35S, LQ64)

Maintenance/Laying of network cabling

Terms & Conditions for Registration

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1. The company has a service center in Thiruvananthapuram and has experience executing similar per-call /AMC for IT hardware-related items during the last two years, having a mobile contact number as well as ce land telephone/email facility. **(Proof to be submitted)**.
2. Workers will be issued a pass and they have to come for work with required tools after declaring them a t security. Working Time - 8 AM to 4 PM (Critical areas - work can be done only on late evenings and on holidays)
3. Companies have to submit their quotation in the prescribed format given below.
4. A work order will be issued for the particular work and the amount will be paid online within a month of on. Company has to register for online payment.
5. Company has to arrange staff for work within 2 days of call. Company staff has to c lean the premises af ter completion of work.
6. Labeling of Cables, I/Os, Jack Panel, Switches for new connections.

7. Successful company has to sign an agreement with the institute in a Rs 200 stamp paper along with a security deposit (returnable after one year) of **Rs 20,000** by DD or by Bank Guarantee. The cost will be waived based on relevant certificates for the tendered items on production of documents such as NSIC Registration Certificate for the specific category of item and should remain valid for the above tender period.
8. The company has to attend calls immediately. The company is responsible for deputing qualified personnel for installation, testing, commissioning and repair/other services under his scope of work as per this specification. All required tools for completing the scope of work as per the specification is also the responsibility of the company.
9. Quotations without mentioning tax rates, part numbers etc. will be rejected.
10. Hand written quotation will not be accepted.

The companies who can satisfy the above conditions may submit duly filled covers super scribed “ **Quotation for maintenance of network cabling (Hospital Wing)**” showing the willingness to service with rate of all items for support in the format mentioned; addressed to **Director, Sree Chitra Tirunal Institute For Medical Sciences & Technology, Medical College PO, Thiruvananthapuram Pin 695011** on or before **23/02/2024 4 PM.**

Refilling of Toners and Catridges on per call

Terms & Conditions for Registration

1. The company has a service center in Thiruvananthapuram and has experience executing similar service during the last two years, having a mobile contact number as well as an office land telephone/emergency. (**Proof to be submitted**).
2. Door collection of toners/catridges after marking the serial numbers in a register.
3. Door delivery of catridges, toners in good packing.
4. Packing cover to have a sticker showing the date of refill, weight and components changed.
5. 100% guarantee for refilling
6. Vacuum sealing for shelf life
7. Return of non -functional catridges/toners.
8. Successful company has to sign an agreement with the institute in a Rs 200 stamp paper along with a security deposit of **Rs 15500/-** (returnable after one year) by DD or by Bank Guarantee. The cost will be waived based on relevant certificates for the tendered items on production of documents such as NSIC Registration Certificate, etc. for the specific category of item and should remain valid for the above tender period.
9. Hand written quotation will not be accepted.
10. A work order will be issued for the particular work and the amount will be paid online within a month completion. Company has to register for online payment.

The companies who can satisfy the above conditions may submit duly filled covers super scribed “ **Quotation of refilling of cartridges (Hospital Wing)**” showing the willingness to service along with rate of all spares for s rt in the format mentioned; addressed to **Director, Sree Chitra Tirunal Institute For Medical Sciences & Technology, Medical College PO, Thiruvananthapuram Pin 695011** on or before **23/02/2024 4 PM**.

Quotation format for refilling of cartridges on per call

(Company Letter Head)

1	Name of the firm				
2	Address of the firm				
3	Name of the authorised signatory				
4	Contact numbers (Mobile and Land line)				
A	Details of Service	Approximate Quantity	Rate without GST in Rs	GST in Rs	Total amount with GST in Rs.
1	Refilling rate for 140GM quantity in HP 12A (High yield polyester toner imported, print yield 1500-2000 sheets, shelf life 6 months)	89			
2	The refilling rate for 100GM quantity in HP 88A (High yield polyester toner imported, print yield 1000-1500 sheets, shelf life 6 months)	387			
3	Refilling rate for 140GM quantity in HP 78 (High yield polyester toner imported, print yield 1500-2000 sheets, shelf life 6 months)	23			
4	Refilling Rate for HP 104A laser imaging drum	5			
5	Refilling rate for full capacity in HP 137X (High yield polyester toner imported, print yield 2400-2500 sheets, shelf life 6 months)				

6	Refilling rate for full capacity in HP 137A (High yield polyester toner imported, print yield 1100-1200 sheets, shelf life 6 months)				
7	Refilling rate for full capacity in HP 77X (High yield polyester toner imported, print yield 9500-10000 sheets, shelf life 6 months)				
8	Refilling rate for full capacity in HP 77A (High yield polyester toner imported, print yield 3000-3200 sheets, shelf life 6 months)				
B	Details of Spares				
1	Drum for HP 12A	86			
2	Wiper blade for HP 12A	23			
3	Doctor blade for HP 12A	29			
4	PCR for HP 12A	30			
5	Magnetic roller for HP12A	10			
6	Drum for HP 88A	251			
7	Wiper blade for HP 88A	91			
8	Doctor blade for HP 88A	101			
9	PCR for HP 88A	107			
10	Magnetic roller for HP88A	34			
11	Drum for HP 78A	19			
12	Wiper blade for HP 78A	8			
13	Doctor blade for HP 78A	9			
14	PCR for HP 78A	9			

15	Magnetic roller for HP78A	1			
16	Drum for HP 104A/103A	6			
17	Drum for HP 137A/X	5			
18	Wiper blade for HP 137A/X	5			
19	Doctor blade for HP 137A/X	5			
20	PCR for HP 137A/X	5			
21	Magnetic roller for HP 137A/X	5			
22	Drum for HP 77A/X	2			
23	Wiper blade for HP 77A/X	2			
24	Doctor blade for HP 77A/X	2			
25	PCR for HP 77A/X	2			
26	Magnetic roller for HP 77A/X	2			

The company agrees to execute the works subject to the conditions specified in the notice

Offer validity -

Name and Signature of company executive with date.

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---