

Bid Corrigendum

GEM/2024/B/5478977-C3

Following terms and conditions supersede all existing "Buyer added Bid Specific Terms and conditions" given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

Buyer Added Bid Specific Additional Terms and Conditions

1. Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.
2. 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.
3. **Non return of Hard Disk:** As per Buyer organization's Security Policy, Faulty Hard Disk of Servers/Desktop Computers/ Laptops etc. will not be returned back to the OEM/supplier against warranty replacement.
4. **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
5. **OPTION CLAUSE:** The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 50 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 50% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.
6. Products supplied shall be nontoxic and harmless to health. In the case of toxic materials, Material Safety Data Sheet may be furnished along with the material.
7. **IMPORTED PRODUCTS:** In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.
8. Buyer Added text based ATC clauses

*** Pre-bid meeting is scheduled to be held on 26.11.2024 at 11:00AM in the Computer Facility, AIIMS, New Delhi - 110029.**

Additional Terms and Condition (ATC) :

- a) Declaration Letter from OEM that certifies Installation of Factory Pre-loaded Genuine OS should be uploaded at the time of par

icipation and same should be confirmed by the OEM.

- b) Monitor should be of same OEM. TCO certificate to be furnished at the time of bid submission.
- c) Windows certificate from Microsoft should be submitted. Proposed Model no. should be mentioned on the certification report. OEM should be genuine and authorised listed vendor in Microsoft Engagement. Bid specific Mail confirmation will be obtained from Microsoft during the evaluation.
- d) Warranty details of the Product Serial numbers should be reflected in their OEM portal.
- e) OEM logo embossed/ etched (No Stickers) for all accessories like Keyboard, Mouse, Monitor and Motherboard.
- f) Availability of Physical Service center of Bidder/OEM in consignee locations and details to be furnished at the time of bid submission. Online service centers or self-declaration will not be accepted for service.
- g) Dedicated working contact numbers/ toll free number of Bidder & Escalation matrix of OEM/Bidder with working contact numbers have to be uploaded. Calls may be made to these numbers to check their genuineness during technical evaluation. If the numbers are found to be dummy/bogus/invalid/fake the bid is liable for rejection.
- h) OEM and bidder should submit document of undertaking comprehensive warranty at the time of bidding.
- i) There should not be any open incident on GeM portal against the Bidder and OEM.
- j) The Bidders should upload a document (on their letter head) stating that they are willing to abide by all the conditions in the Bid, ATC included.
- k) Only Bid Specific OEM Authorization Certificate shall be valid.

- I) Declaration of Local Content in the product shall be declared by only OEM on its letter head.

Pre-qualification Criteria:

1. Minimum Average Annual Financial Turnover of the Bidder during the last three years, ending on 31st March of the previous financial year, shall be Rs. 2.50 Crore.
2. Experience of having successfully completed similar works during last 5 years ending last day of month previous to the one in which applications are invited should be either of the following:

Three supply orders not less than the quantity equal to 325 Nos. of Desktop/All In One Computers.

Or

Two supply orders not less than the quantity equal to 400 Nos. of Desktop/All In One Computers.

Or

One supply order not less than the quantity equal to 650 Nos. of Desktop/All In One Computers.

9. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
10. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
11. Warranty period of the supplied products shall be 5 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.
12. Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address
Computer Facility
AIIMS
Ansari Nagar
New Delhi
New Delhi - 110029
13. Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and

resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

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 document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)