



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2024/B/5440380  
Dated/दिनांक : 04-10-2024

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	25-10-2024 15:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	25-10-2024 15:30:00
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 Finance
Department Name/विभाग का नाम	Regional Rural Banks
Organisation Name/संगठन का नाम	Aryavart Bank
Office Name/कार्यालय का नाम	Aryavart Bank
Item Category/मद केटेगरी	Customized AMC/CMC for Pre-owned Products - Multi Brand Product Desktop Passbook Printer Laser Printer Inkjet Printer Dot Matix Printer MFP Printer CTS Scanner as per line item; Multi Brand; Comprehensive Maintenance Contract (CMC); Quarterly; Yes
Contract Period/अनुबंध अवधि	1 Year(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/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,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

<b>Bid Details/बिड विवरण</b>	
<b>Do you want to show documents uploaded by bidders to all bidders participated in bid?/</b>	Yes
<b>Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया</b>	No
<b>Type of Bid/बिड का प्रकार</b>	Two Packet Bid
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	2 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	5000000
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation
<b>Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है</b>	Yes
<b>Arbitration Clause</b>	No
<b>Mediation Clause</b>	No

#### **EMD Detail/ईएमडी विवरण**

Advisory Bank/एडवाइजरी बैंक	Bank of India
EMD Amount/ईएमडी राशि	100000

#### **ePBG Detail/ईपीबीजी विवरण**

Advisory Bank/एडवाइजरी बैंक	Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
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 कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी 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 :**

Manager

Aryavart Bank , Head Office -II, Ground Floor Shalimar Titanium Building, Vibhuti Khand, Gomti Nagar, Lucknow

Uttar Pradesh-226010  
(Raghwender Kumar Yadav)

**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. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
2. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
3. 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.
4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
  1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
  2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
  3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Scope of Work:**[1728039492.pdf](#)

**Special Terms and Conditions/Penalty/Payment Terms pertaining to the Bid/Contract:**[1728039499.pdf](#)

**Product/Equipment Details:**[1728039509.pdf](#)

**Financial Breakup Required:**[1728039518.pdf](#)

**Pre Bid Detail(s)**

<b>Pre-Bid Date and Time</b>	<b>Pre-Bid Venue</b>
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09-10-2024 15:00:00	Venue- Aryavart Bank , Head Office -II, Ground Floor Shalimar Titanium Building, Vibhuti Khand, Gomti Nagar, Lucknow Uttar Pradesh-226010
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**Customized AMC/CMC For Pre-owned Products - Multi Brand Product Desktop Passbook Printer Laser Printer Inkjet Printer Dot Matix Printer MFP Printer CTS Scanner As Per Line Item; Multi Brand; Comprehensive Maintenance Contract (CMC); Quarterly; Yes ( 5743 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Product category	Multi Brand Product Desktop Passbook Printer Laser Printer Inkjet Printer Dot Matix Printer MFP Printer CTS Scanner as per line item
Product Brand	Multi Brand
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	Quarterly
Manpower Required	Yes
<b>Addon(s)/एडऑन</b>	

**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 of product/equipment	Additional Requirement/अतिरिक्त आवश्यकता
1	Ankitesh Mishra	282002,1,Raghnath nagar, Opp.Sanjay Place, M.G.Road, Agra,Uttar Pradesh - 282002	186	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
2	Manoj Kumar	202001,Nranjan Priya Dham, Center Point?, Aligarh, Uttar Pradesh - 202001	435	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>

<b>S.No./क्र. सं.</b>	<b>Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी</b>	<b>Address/पता</b>	<b>Quantity of product/ equipment</b>	<b>Additional Requirement/अतिरिक्त आवश्यकता</b>
3	Pradip Yadav	271801,Regional Office-Bhinga, Hospital Chauraha Civil Lines, Bahraich - 271801	192	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
4	Saurav Kumar Suman	271801,Regional Office-Bahraich, Kachehri Road, Near Gurudwara, Bahraich, PIN Code-271801	104	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
5	Santosh Kumar	210001,Regional office , Chilla road banda-210001	369	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
6	Abhishek Mishra	225001,930/31, Krishana Bhawan, Dewa Road, Barabanki Uttar Pradesh - 225001	316	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
7	Prabhat Kumar Shukla	210205,Regional Office, Vill-Amanpur, Bedipulia, Karwi, Chitrakoot 210205 (UP)	165	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
8	Pratham Sagar	207001,G.T. Road, Next to Agrawal Petrol Pump, Aruna Nagar, Etah, Uttar Pradesh - 207001	354	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
9	Brijesh Kant	209601,2-B/105 Awas Vikas Lohiyapuram, Fatehgarh, Farrukhabad, Uttar Pradesh - 209601	128	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity of product/ equipment	Additional Requirement/अतिरिक्त आवश्यकता
10	Rajat Sandal	283203,R.S. PLAZA, Ramkishan nagar, jalesar road, firozabad?, Uttar Pradesh - 283203	242	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
11	Ajay Kumar Tripathi	241001,Ganga Nagar Colony, Circular Road, Near Lucknow Chungi, Hardoi, Uttar Pradesh - 241001	317	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
12	Sanjeev Kumar Vishnawat	204101,Munshi Gajadhar Marg, Aligarh Road, Hathras, Uttar Pradesh-204101	269	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
13	Radhika Tiwari	285001,Regional Office, Rath Road Orai, 285001, dist Jalaun	226	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
14	Manoj Kumar Agarwal	209727,Tirwa Crossing, Kannauj, Uttar Pradesh-209727	102	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
15	Mohit Singh	262701,Aryavart Bank, Regional Office Near LRP Chauraha Behind Moosaram Petrol Pump Lakhimpur Khiri	334	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
16	Prateek Srivastava	226005,569/20/K1, Sneh Nagar VIP road opposite Awadh Hospital, Lucknow Uttar Pradesh - 226005	260	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>

<b>S.No./क्र. सं.</b>	<b>Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी</b>	<b>Address/पता</b>	<b>Quantity of product/ equipment</b>	<b>Additional Requirement/अतिरिक्त आवश्यकता</b>
17	Sumit Kumar	226005,Aryavart Bhawan, Sneh Nagar, Awadh Chauraha Lucknow-226005	25	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
18	Manish Verma	210427,Regional Office, Near Dak banglow, Chhatarpur Road, Gandhinagar, Mahoba, UP 210 427	191	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
19	Narain Singh Solanki	205001,Near Raghuveer Cold Storage, Mainpuri, Uttar Pradesh 205001	230	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
20	Satish Kumar Shrivastwa	231001,Regional Office, BHARUHANA CHAURAHA, Mirzapur 231001	529	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
21	Awanish Kumar	261201,Regional office Biswan, Bamhour House, Sidhauri Raod, Near Chini Mill, Biswan, Distt-Sitapur 261201	277	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
22	Deepanshu Vaish	261001,Regional Office-Sitapur, Naipalapur, Lakhimpur Road, Sitapur U.P.-261001	176	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>
23	Shashank Pandey	209801,B-59, Avas Vikas Colony, Unnao, Uttar Pradesh - 209801	286	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity of product/ equipment	Additional Requirement/अतिरिक्त आवश्यकता
24	Raghwender Kumar Yadav	226010,Aryavart Bank, Groud Floor, Shalimar Titanium Building, Opposite indira gandhi pratisthan gate no. 2, Vibhuti Khand, Gomti Nagar, Lucknow	30	<ul style="list-style-type: none"> <li>Number of months within the contract period for which service is required : 12</li> </ul>

## 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. Generic

- The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
- The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
- The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

### 3. 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.

### 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. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

### 6. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

### 7. Service & Support

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



## 8. 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.

## 9. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

## 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. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

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 कार्रवाई का आधार होगा।

**---Thank You/धन्यवाद---**