



Bid Number: GEM/2021/B/1750436

Dated: 10-12-2021

Bid Document

Bid Details	
Bid End Date/Time	31-12-2021 19:00:00
Bid Opening Date/Time	31-12-2021 19:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	65 (Days)
Ministry/State Name	Pmo
Department Name	Department Of Atomic Energy
Organisation Name	Uranium Corporation Of India Limited
Office Name	Jaduguda

Bid Details**Item Category**

Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - All In One PC; MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner (Flat Bed); MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - Dot Matrix Printer Low Range Speed; MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge); MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range; MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Colour, Laser, Composite Cartridge); MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Lower range); MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Ink Jet , Mono and Colour, Lower Range); MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer(Ink Jet , Mono and Colour, Lower Range); MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - LASER BASED FAX MACHINE; MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Online 2 KVA); MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS(Offline 1 KVA); MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 500-550 VA); MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - CVT 1KVA 2KVA 5KVA; MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - CVT 10KVA; MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - SUPPLY AND PERIODIC MAINTENANCE OF ANTIVIRUS SOFTWARE TOTAL SECURITY VERSION; MULTIBRAND , Annual Maintenance Service - Desktops, Laptops and Peripherals - OFC JOINTING AND TERMINATION PER CORE; MULTIBRAND

Contract Period	2 Year(s)
Minimum Average Annual Turnover of the Bidder	2 Lakh (s)
Years of Past Experience required	3 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Turnover	Yes
Startup Exemption for Years Of Experience and Turnover	Yes
SHG Exemption for Years of Experience and Turnover	No

Bid Details	
Document required from seller	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC), 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	No
Time allowed for Technical Clarifications during technical evaluation	3 Days
Estimated Bid Value	708649
Evaluation Method	Total value wise evaluation

EMD Detail

Required	No
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ePBG Detail

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

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

Beneficiary:

DGM (WORKS ACCOUNTS)
WORKS ACCOUNT SECTION, URANIUM CORPORATION OF INDIA LIMITED, JADUGUDA
(Works Account Section)

Splitting

Bid splitting not applied.

MSE Purchase Preference

MSE Purchase Preference	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". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. 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". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. 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. 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.

4. 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.

5. 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.

6. 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.

7. 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

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; MULTIBRAND (98)

Technical Specifications

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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDIH STORE UCIL TURAMDIH MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	98	N/A

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

Technical Specifications

Specification	Values
Core	
Type of Asset	All In One PC
Make/Brand of Assets	MULTIBRAND
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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDIH STORE UCIL TURAMDIH MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	2	N/A

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop;
MULTIBRAND (10)**

Technical Specifications

Specification	Values
Core	

Specification	Values
Type of Asset	Laptop
Make/Brand of Assets	MULTIBRAND
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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDIH STORE UCIL TURAMDIH MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	10	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner (Flat Bed); MULTIBRAND (1)

Technical Specifications

Specification	Values
Core	
Type of Asset	Scanner (Flat Bed)
Make/Brand of Assets	MULTIBRAND
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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDIH STORE UCIL TURAMDIH MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Dot Matrix Printer Low Range Speed; MULTIBRAND (1)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Dot Matrix Printer Low Range Speed
Make/Brand of Assets	MULTIBRAND
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**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDIH STORE UCIL TURAMDIH MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); MULTIBRAND (18)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge)
Make/Brand of Assets	MULTIBRAND
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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDHI STORE UCIL TURAMDHI MINES , PO-SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	18	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower Range; MULTIBRAND (6)

Technical Specifications

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range
Make/Brand of Assets	MULTIBRAND
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**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDIH STORE UCIL TURAMDIH MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	6	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Colour, Laser, Composite Cartridge); MULTIBRAND (2)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Printer (Colour, Laser, Composite Cartridge)
Make/Brand of Assets	MULTIBRAND
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**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDIH STORE UCIL TURAMDIH MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	2	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Lower Range); MULTIBRAND (1)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Multi-function Printer (Colour , Laser , Composite Cartridge, Lower range)
Make/Brand of Assets	MULTIBRAND
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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDHI STORE UCIL TURAMDHI MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Ink Jet , Mono And Colour, Lower Range); MULTIBRAND (4)

Technical Specifications

Specification	Values
Core	
Type of Asset	Printer (Ink Jet , Mono and Colour, Lower Range)
Make/Brand of Assets	MULTIBRAND
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**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDIH STORE UCIL TURAMDIH MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	4	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer(Ink Jet , Mono And Colour, Lower Range); MULTIBRAND (7)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Multifunction Printer(Ink Jet , Mono and Colour, Lower Range)
Make/Brand of Assets	MULTIBRAND
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**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDIH STORE UCIL TURAMDIH MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	7	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - LASER BASED FAX MACHINE; MULTIBRAND (2)**Technical Specifications**

Specification	Values
Core	
Type of Asset	LASER BASED FAX MACHINE
Make/Brand of Assets	MULTIBRAND
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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDHI STORE UCIL TURAMDHI MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	2	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Online 2 KVA); MULTIBRAND (5)

Technical Specifications

Specification	Values
Core	
Type of Asset	UPS (Online 2 KVA)
Make/Brand of Assets	MULTIBRAND
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	NONE
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Exclusive
Addon(s)	

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

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDIIH STORE UCIL TURAMDIIH MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	5	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS(Offline 1 KVA); MULTIBRAND (19)**Technical Specifications**

Specification	Values
Core	
Type of Asset	UPS(Offline 1 KVA)
Make/Brand of Assets	MULTIBRAND
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	NONE
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Exclusive
Addon(s)	

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

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDIIH STORE UCIL TURAMDIIH MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	19	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 500-

550 VA); MULTIBRAND (3)**Technical Specifications**

Specification	Values
Core	
Type of Asset	UPS (Offline 500-550 VA)
Make/Brand of Assets	MULTIBRAND
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	NONE
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Exclusive
Addon(s)	

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

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDIIH STORE UCIL TURAMDIIH MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	3	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - CVT 1KVA 2KVA 5KVA; MULTIBRAND (12)**Technical Specifications**

Specification	Values
Core	
Type of Asset	CVT 1KVA 2KVA 5KVA
Make/Brand of Assets	MULTIBRAND
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	NONE
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Exclusive

Specification	Values
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDIH STORE UCIL TURAMDIH MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	12	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - CVT 10KVA; MULTIBRAND (5)

Technical Specifications

Specification	Values
Core	
Type of Asset	CVT 10KVA
Make/Brand of Assets	MULTIBRAND
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	NONE
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Exclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
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S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDIIH STORE UCIL TURAMDIIH MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	5	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - SUPPLY AND PERIODIC MAINTENANCE OF ANTIVIRUS SOFTWARE TOTAL SECURITY VERSION; MULTIBRAND (75)

Technical Specifications

Specification	Values
Core	
Type of Asset	SUPPLY AND PERIODIC MAINTENANCE OF ANTIVIRUS SOFTWARE TOTAL SECURITY VERSION
Make/Brand of Assets	MULTIBRAND
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

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDIIH STORE UCIL TURAMDIIH MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	75	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - OFC JOINTING AND TERMINATION PER CORE; MULTIBRAND (36)

Technical Specifications

Specification	Values
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Specification	Values
Core	
Type of Asset	OFC JOINTING AND TERMINATION PER CORE
Make/Brand of Assets	MULTIBRAND
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	None
Onsite Service Engineers Requirement	NONE
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Exclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of each Asset for AMC	Additional Requirement
1	Alind Ranjan Purwar	832107,UCIL TURAMDHI STORE UCIL TURAMDHI MINES , PO- SUNDARNAGER , DIST-EAST SINGHBHUM,JAMSHEDPUR JHARKHAND Ph no : 8789648210	36	N/A

Buyer Added Bid Specific Terms and Conditions

1. Generic

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

2. Generic

Bidder shall submit the following documents along with their bid for Vendor Code Creation:

- a. Copy of PAN Card.
- b. Copy of GSTIN.
- c. Copy of Cancelled Cheque.
- d. Copy of EFT Mandate duly certified by Bank.

3. Generic

Duration of the service contract may be extended up to 6 months beyond the initial contract duration (subject to satisfactory performance and mutual consent).

4. **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.

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. **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.

9. **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.

10. **Past Project Experience**

For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:

- a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
- b. Execution certificate by client with order value.
- c. Any other document in support of order execution like Third Party Inspection release note, etc.

11. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of URANIUM CORPORATION OF INDIA LIMITED payable at JADUGUDA. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

12. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

2. **SPECIAL TERMS AND CONDITIONS**

1. Working Hours:- As the requirement is for round the clock operation. Service engineer will be deputed as per instruction of Engineer-in-charge. No extra claims shall be entertained for working beyond duty hours in such urgency.
2. RESOURCE DEPLOYMENT: Contractor shall have to provide full time (7AM to 5PM) Computer maintenance technician having following qualification. Necessary documents regarding their qualifications and experience should be submitted along with acceptance letter of work order. Rate of the deployed maintenance Technician shall not be mentioned separately)
3. **Penalty (Liquidated Damage): - Following penalties shall be applicable in above Job.**

1. Non deployment of Computer Technician: If the contractor failed to depute Service engineer, a penalty shall be levied as per formula below:

Non deployment of Computer technician upto 1 day per month	No penalty
Non deployment of Computer technician more than 1 days per month	$1.5 \times (\text{Total cost of AMC for one year}) \times (\text{No. of days of absenteeism}) / 365$

2. Other penalties as per GeM contract

1. Records: The contractor shall maintain proper record of his employee's attendance and payment made to them for inspection. Documents related to Maintenance record, Damages, spare register and change record, attendance, Wages, PF & other relevant document shall also be maintained.
2. Safety Rules & Regulations for contractor's employees :- UCIL's Safety Rules & Regulations for contractor's employees as given in the Annexure-B will be complied strictly during the execution of various works at site. Contractor shall ensure the use of safety appliances during the work at site. Contractor will take full safety measures and arrange the necessary safety gadgets / appliances, tools & tackles, helmet, gumboot, safety belt, safety suit / uniform, gloves, machineries, etc required for the work by their own so as to ensure that no damage, loss or injury to corporation's personnel, contractors' personnel, third party or equipment are caused due to the work being carried out by contractor. **UCIL shall not provide any safety appliances and tools & tackles under any circumstances.** Contractor has to follow the Safety Rules & Regulations as per Indian Electricity Rules to do the electrical works. Contractor must report in writing (duplicate) to the Engineer-In-charge or Safety Officer (Mill) - UCIL immediately on becoming aware of any accident at their site.
3. **Safe Transportation / Storage of Materials:** - Contractor will have to make their own arrangement for to and fro transportation of men, material and machine, etc. Contractor will also be responsible for safe keeping of materials at their own cost issued by UCIL either free of cost or chargeable basis.
4. **Price Escalation:-** No escalation on any account shall be payable and price quoted shall be firm till completion of the work under this contract. **Offers with price variation clause will be out rightly rejected.**
5. **Fair Wages:** The wage paid to the workmen shall not be less than fair/minimum wages fixed by the Govt. from time to time. The tenderer is deemed to have taken this aspect in his unit rates estimation for various items of work covered under this contract. The tenderer shall record a certificate on every bill that minimum wages as applicable have been paid to all workmen. All Government / Departmental notification procedures issued in this regard shall be applicable to this contract.
6. **EPF, ESIC, Bonus:** The bidder shall ensure the payment of EPF, ESIC & Bonus to the engaged person. Payment of EPF, ESIC & Bonus shall be made as per prevailing act/laws.
7. **Insurance:-** The contractor shall take insurance under workmen compensation act for his workmen to be deployed for the work.

The contractor shall ensure & maintain insurance against his liability for accident or injury to workmen or machineries used for the work and shall submit two copies of the policy & receipts of premiums paid or satisfactory evidence of insurance coverage at their own cost valid for whole working / contract period at a time for all the persons to be engaged to the Engineer Incharge, UCIL before the commencement of work. Contractor shall also submit the proof of the renewal of the same policy at least two days before the expiry date of the previous policy

to the Engineer Incharge-UCIL. **The contractor will not be allowed to carry out any activity without necessary insurance coverage of their persons. Insurance policy shall also indemnify UCIL against any claim raised by the injured / affected workmen or his family.**

11. Visit of Site and Locality prior to quote rate (s):- Before submission of tender, the tenderers are advised to make themselves fully conversant with the **SCHEDULE OF ITEMS, SCOPE OF WORK, SPECIAL CONDITIONS, GENERAL CONDITIONS OF CONTRACT & WORKFORCE**. They are also advised to physically visit the site to understand the site working conditions, nature of jobs prior to quote for the same. Bidders are also requested to inspect the site and equipments covered under present tender etc.
12. **Reimbursement for variation in Taxes:-** The Contractor will be paid at actual against production of documentary evidence for any variation in statutory taxes, duties etc. or any imposition of new Governmental taxes /duties during the Contract execution etc. period. For this purpose, the bidder should indicate clearly in his price bid the details of taxes and duties considered for all those major items for which he intends to claim for such reimbursement.
13. **Award of Contract :-** The Corporation reserves the right to accept or reject any or all tender either in full or part or to split up the work, if necessary, without assigning any reasons therefore.
14. **Contract Agreement:** - Contract Agreement should be executed in prescribed format on a non-judicial stamped paper of Rs.20/- (2 Nos.) along with ePBG before commencement of work within *one week* from the date of issue of work order / L.O.I. However, no payment will be made without execution of contract agreement.
15. Sub-contract: The tenderer shall not sub-contract the whole or any part of the work
16. **Indemnity:-** Contractor will fully indemnify the corporation against all responsibility and whatsoever arising out of accident / injury to contractor's workmen, third party or to corporations' personnel and properties.
17. **Medical facilities :-** The contractor shall be fully responsible for any first aid / emergency treatment or serious medical treatment to his employees. UCIL will provide medical facilities on chargeable basis to contractor's employees.
18. **Security Rules & Regulations and Entry Passes:-** The contractor will have to submit the details of the persons to be employed for this work within two days of award of work. **The contractor will be allowed to start the work only after submission of the details in prescribed verification forms (in duplicate) along with four nos. passport size photograph for each labourer separately to the Competent Authority, UCIL.** Contractor will make necessary Entry Passes from concerned officials of CISF Unit, UCIL sufficiently in advance. Contractor shall strictly abide by the prevailing security rules and regulations and also to be enforced by UCIL time to time. Entry to the works premises is strictly restricted and only bonafide pass (permission) holders are allowed.

13. Buyer Added Bid Specific Scope Of Work(SOW)

Text Clause(s)

1. Scope of Work and Instruction to the bidder

- I. Annual Maintenance Contract of the Computer and peripherals installed at UCIL Turamdih, list of Computers, laptops, Printers, UPS. The AMC shall be on comprehensive maintenance service basis. i.e. no extra charges for spares shall be paid by the Buyer.

- II. By Personal Computer it covers all its components attached to it i.e. CD Writer/ CDRW DVD Combo/ Internal Modem/ Network card/ Display Card/RAM /Hard disc/SMPS etc.
- III. The Lamps of Flat Bed Scanners are also included in the scope of AMC.
- IV. Hard disks are covered under AMC, in case Hard Disk goes faulty in any machine the same shall be replaced with Hard Disks of Seagate/Samsung make of same or higher capacity. Faulty hard disk shall be deposited to Engineer in charge due to security reasons.
- V. Similarly if any mother board goes faulty then it shall be replaced either by a similar mother board or of Intel Motherboard.
- VI. OFC splicing shall be done as per requirement. Payment for OFC splicing shall be done as per actuals
- VII. The Bidder has to supply 75 nos. of Anti-virus software (Total security version) with 1 year license pack each year as mentioned in bid.
- VIII. These antivirus software is to be installed in Standalone as well as computers connected through LAN. The antivirus software should be equipped with latest Antivirus, Anti-spyware, Anti-Malware, Anti-rootkit, Auto-run protection, browsing protection, Anti phishing, Anti span, Firewall, Registry cleanup and upon installation it should act as it acts as a shield against viruses, worms, trojans, spywares and other malicious threats.
- IX. Acceptable make of Antivirus software: latest version of Quick heal OR Norton.
- X. Contractor shall upkeep and maintain spare parts required to attend the breakdowns.
- XI. RESOURCE DEPLOYMENT: Contractor shall have to provide full time (7AM to 5PM) Computer maintenance technician having following qualification. Necessary documents regarding their qualifications and experience should be submitted along with acceptance letter of work order. **Wages for the deployed maintenance technician shall be included in the AMC cost of equipment.** The minimum desirable qualification and responsibilities are given below:

Manpower Type	Qualification	Experience	Responsibilities
Computer Technician (Skilled Category)	Graduation with Training in Computer Hardware	At least 5 years experience in relevant field	Preventive Maintenance, Taking care of day to day problem, tracing, fault finding and its rectification, Monthly data backup from computer, Monthly Anti-virus up-gradation, Software loading etc.

*Manpower shall be deployed on all working days except Sunday and Holiday (as notified by UCIL).

- XII. Minimum wage rate payable to maintenance technician(s) in this contract as per notification of Chief Labour Commissioner (Central) and Social security benefits (EPF, ESIC, Bonus etc). In case of any escalation in minimum wages, the same has to be paid by the contractor to the deployed service engineer. (Prevailing daily wage rate of skilled category is Rs. 654 per day).
- XIII. Bidder shall ensure payment of minimum wages issued by the CLC (central) from time to time to the deployed maintenance technician.
- XIV. Payment terms: Payment will be made on quarterly basis against certified invoices. For payment of bills contractor will submit quarterly bill in triplicate to UCIL, the payment of completed work shall be released against RA (running account). The contractor shall submit his bill immediately with all supporting documents. UCIL will make payment to contractor as per contract.

- i. Bills are to be submitted in triplicate and shall accompany covering letter on contractor's letter head, serially numbered bill, AMC report for the bill period, Copy of wage register, PF challan, ESIC challan & GST challan, Copy of wage register.
 - ii. **Work Measurement & Inspection / Work Instructions:** It is to be done jointly as per schedule of items & scope of work, etc. by the Engineer-Incharge, UCIL and the Contractor. The measurement thus taken will be final and acceptable to both parties.
- XV. Income Tax: Income tax shall be deducted as per I.T. Act. Income Tax, if applicable, shall be deducted from your bills.
 - XVI. If the contractor fails to repair any equipment at site then they may be allowed to take out the equipment at the contractor's works for repair, however no extra cost for transportation etc. shall be paid by UCIL.
 - XVII. The software maintenance shall include loading, reformatting to software like Windows , MS Office, Language software, Antivirus software or any other software purchased by UCIL from time to time.
 - XVIII. Removal of virus and patch management shall be a mandatory part of the contract. Contractor's service engineer shall be required to update anti virus scanning software/monitor on a regular interval at least once in a month on preventive maintenance basis and even more frequently, if required on case-to-case basis. The contractor shall supply proper anti-virus software.
 - XIX. The services of engineer of the contractor may be required on non-working days or beyond office hours on working days on some occasions to meet emergency situation without any extra charges.
 - XX. If some machines are covered under warranty then they shall be included in AMC after the expiry of warranty. The proportional cost for AMC of the said machine shall be calculated as mentioned below.

Rate of AMC for one year

----- X proportional period of AMC in months

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- XXI. if the deployed technician is on leave, suitable replacement of technician shall be made by the contractor.
- XXII. The contractor shall maintain log-book of the maintenance job carried out and defects found and rectified.
- XXIII. All types of tools, devices required to perform specified works including any arrangement which may be necessary during maintenance work at work place shall be arranged by bidder.

14. Generic

OPTIONAL SITE VISIT:

1. The Bidder is advised to visit and examine the installation site and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the Bid. The costs of visiting the site shall be borne by the Bidder. YES

2. The Bidder representative shall be allowed entry upon consignee premises for such visits, only upon the express conditions that the Bidder will release and indemnify the Buyer and Consignee against all liabilities arising out of such visit including death or injury, loss or damage to property, and any other loss, damage, costs, and expenses incurred as a result of such visit.

3. The Bidder shall not be entitled to hold any claim against Buyer for noncompliance due to lack of any kind of pre-requisite information as it is the sole responsibility of the Bidder to obtain all the necessary information with regard to site, surrounding, working conditions, weather etc. on its own before submission of the bid.

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. 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 specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. 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](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

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

---Thank You---