

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	19-08-2026 17:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	19-08-2026 17:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Madhya Pradesh
विभाग का नाम/Department Name	Revenue Department Madhya Pradesh
संगठन का नाम/Organisation Name	Districts Of Madhya Pradesh
कार्यालय का नाम/Office Name	Collector Panna
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :dmpanna@nic.in Buyer Email id: degmpan@mp.gov.in
कुल मात्रा/Total Quantity	6
वस्तु श्रेणी /Item Category	Entry and Mid Level Laptop - Notebook (Q2)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	2.5 Lakh (s)
मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)/OEM Average Turnover (Last 3 Years)	20 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Compliance of BoQ specification and supporting document *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
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	No
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
विगत प्रदर्शन /Past Performance	30 %
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	10200

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) / ePBG Percentage (%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) / Duration of ePBG required (Months).	12

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ 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।/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.

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

(c). ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

CEO ZP

DEGS Panna, Room No - 153 , New Collectorate Building , Indrapuri Colony , District-Panna Districts of Madhya Pradesh - 488001

(Ceo District E- Governance Society)

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

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM of the product offered in the bid {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts and delivery acceptance certificates like CRAC to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.

3. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated 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 OEM 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. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

5. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 30% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU. Copies of relevant contracts (proving supply of

cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

Entry And Mid Level Laptop - Notebook (6 pieces)

Bis Required	Yes
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तकनीकी विशिष्टियाँ /Technical Specifications

[* जेम केटेगरी विशिष्टि के अनुसार / As per GeM Category Specification](#)

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
Processor	Laptop Type	Mid Level
	Processor Number	AMD Ryzen 5 5625U, Intel Core i5 - 1245U Or higher
Operating System	Operating System (Factory Pre-Loaded)	Window 11 Professional
Memory	RAM Size (GB)	16.0 Or higher
Display	Display Size (in cm) - Diagonal	38.1 to 40.63 (15 In to 15.99 In)
Storage	Capacity of Storage Drive (in GB)	512, 1024, 2048 Or higher

Additional Specification Parameters - Entry And Mid Level Laptop - Notebook (6 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Laptop Minimum Configuration	Processor-Min. Core i5 13th Gen/Core Ultra 5 series and above,Graphics-Inbuilt Intel Graphics, Ram-Min 16GB and above, Storage -Min. 512 GB SSD and above,Operating System-Min. Window 11 Professional,Wireless Interface-Min. Wi-Fi and Bluetooth,Keyboard Type-With Numeric Keypad,HDMI/VGA Port-Min. 1,USB Port-Min. 1 (2.0) and Min. 1(3.0) and above ,Screen Size-Min 15 inch and above,Screen Resolution-Min (1920*1080), Audio jack-Min 1,LAN Port-RJ 45 Jack,Warranty-Min 1 Year onsite warranty.

* Bidders offering must also comply with the additional specification parameters mentioned above.

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Tarun Chaurasia	488001,Room No - 153 , New Collectorate Building , Indrapuri Colony , Panna ,District-Panna (M.P.)	6	30

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days

Buyback Detail

Item Name	OLD Laptop
Item Description	Old Not working laptops(NXV9VSI0515521A5CC7600 , NXV9VSI0515521A5827600, INA323RKBH ,INA323RK6Y, INA323RKCEN , INA323RKFK)
Serial No.	INA323RKBH ,INA323RK6Y, INA323RKCEN , INA323RKFK
Model	Travelmate,Probook
Brand	Acer,HP
Year of Manufacturing	2013
Purchase On	2013-11-01
Age	
Size	
Rating	
Quantity	6
Unit	Numbers
Remark	Laptops are approximate 8-10 years old and Not working Conditions from 4 years kept in office. Motherboard and other devices of Laptops are Not working. NXV9VSI0515521A5CC7600 , NXV9VSI0515521A5827600, INA323RKBH ,INA323RK6Y, INA323RKCEN , INA323RKFK
Uploaded Image	View Uploaded Image
अस्वीकरण/Disclaimer The vendor will be responsible for the un-installation of Buyback items.	

Buyer added Bid Specific Additional Scope of Work

क्र.सं./S.N o.	Document Title	Description	रिवर्स प्रभार के अनुसार जीएसटी/Applicable i.r.o. Items
1	Additional Scope of Work View	Additional Scope of Work	Entry And Mid Level Laptop - Notebook(6)

The uploaded document only contains Buyer specific Additional Scope of Work and / or Drawings for the bid items added with due approval of Buyer's competent authority. Buyer has certified that these additional scope and drawings are generalized and would not lead to any restrictive bidding.

Special terms and conditions-Version:5 effective from 28-07-2025 for category Entry and Mid Level Laptop - Notebook

1.

For Buyers	
	The category has been created in accordance with the Model Technical Specification issued by the Ministry of Electronics and Information Technology (MeitY) vide letter no. W-43/4/2020-IPHW dated 19th August 2024, and is based on the parameters defined therein. The specifications applicable to this category are as per the MeitY Model Technical Specification dated 19th August 2024. Accordingly, buyers shall not specify or mandate any particular processor, processor brand, or manufacturer in the Additional Terms and Conditions (ATC). In this context, reference may also be made to Clause 2(e) of the GeM General Terms and Conditions (GTC), which inter alia states: "The Specifications shall identify the key parameters defining the products with all necessary validations related to configuration, type of data, restrictions, range / allowed values, allowed units etc. Sellers as well as Buyers while offering / buying the Goods / services shall have to comply with the validation rules / restrictions provided for in the Category Specification. Buyers / Sellers cannot add parameters and / or drop down values not provided for in category Specification." In view of the above, buyers are not permitted to amend or modify any technical specification through the Additional Terms and Conditions, and must ensure full compliance with the predefined category specifications
Product Verification	A unique device serial number shall be provided by the seller at the time of supply, which is mentioned on the product. The buyer/consignee shall be able to verify the complete product details, including configuration, through the OEM website. The buyer/consignee should be able to perform these verifications without needing to create an account on the OEM website.
Operating System	- There is no requirement that the OEM of the Laptop should be a device partner of Microsoft or hold a valid authorisation from Microsoft - Microsoft OS may be sourced directly from Microsoft by OEMs holding device partner status, and those not holding device partner status may source from authorized distributors, i.e., Ingram/Reddington and their authorized channel partners. - Buyers may ensure that the authorisation from Microsoft shall not be made a mandatory requirement in bids. - If supplies are made as per brands of OEMs who are global device partners, then the serial number of the machine supplied can be used to check the details of the product from the website of the OEM. - In the case of local device partners of Microsoft, OS details such as the digital key number should be produced with supplies, and the buyer may verify them from Microsoft. - In case of other OEMs who are sourcing from authorized distributors of Microsoft, Reddington, or Ingram, a copy of the invoice which contains the relevant serial number of Windows OS shall be submitted with supplies, and the buyer/consignee can verify the same from the OS server website or by telephone, or both. - In respect of verification of OS, the consignee shall take necessary steps at the time of acceptance. For device partner machines, buyers can check the Laptop OEM website to verify the OS by entering the PC's serial number and part code number. For entities that are not device partners and source OS from distributors' networks, they may verify the serial number through the Microsoft website or by telephone, or both. - In case the product offered is with a DOS or Linux operating system, such verification of OS shall not be applicable. - Buyer shall request for Windows Hardware Compatibility Certificate for window operating system to ensure the supply hardware is compatible with Windows operating system

Storage Retention	Buyer may add their requirement of retention of securely store all Hard Disk Drives (HDDs) or Solid-State Drives (SSDs) used in the Laptop-Notebook under ATC clause.
Requirement of OEM logo	Buyers are advised to note that incorporating a condition stipulating an OEM logo on the motherboard is restrictive and may not be incorporated into the bids.
Processors	Intel and AMD Processors are added as per Model Technical Specification of Laptop - Notebook issued by Ministry of Electronics and Information Technology (MeitY-IPHW Division) W-43/4/2020 dated 19 Aug 2024
Warranty	1. The buyer may ensure that as soon as supplies are received, a request for a warranty certificate is made, along with logging into the OEM website/call center to verify the certificate. 2. The product in GeM marketplace (Direct Purchase & L1 purchase) comes with a minimum standard on site warranty of one year. In case the seller has standard warranty more than one year, the same may be mentioned in the catalogue (including in the model name) and in such case higher warranty offered shall prevail/supersede the minimum one year warranty.
OM related to MII, Local content and MeitY advice on Model technical specifications	Buyers are requested to refer to various OM's pertaining to DPIIT and MeitY, as issued from time to time, while making procurement and follow relevant provisions as applicable.
Check points during Acceptance of Supplies	Before generating the Consignee Receipt and Acceptance Certificate (CRAC), the consignee may inspect the system condition and verify that it complies with the agreed specifications and configurations. In the case of a large number of units to be procured, then the buyer may opt for bidding and accordingly stipulate conditions regarding installation, inspection by consignees/inspection agency. Consignees who receive the supplies should be vigilant and should complete checking to ensure that there is no scope for the supply of refurbished products. At the time of receiving supplies, the consignee may adhere to the following to ensure that any discrepancies in supplies can be flagged, taken into account, and reflected while generating the CRAC: i. Packing should be checked properly ii. A warranty certificate from the OEM should be insisted upon and checked. iii. Instruction manuals and the OS installed should be checked. iv. The machine serial number should also be checked through settings and can be verified from the OEM website. The above points are for guidance, and the buyer/consignee may take steps considered suitable by them for checking at the consignee end before acceptance of systems. v. An escalation matrix for customer grievance redressal shall be insisted upon by the buyer from the seller at the time of delivery.
Battery Backup	Buyer may check/validate battery backup time with appropriate benchmark.
For Sellers	
OEM Website Link/Part No for product verification	The OEM shall share the OEM website link with the buyer at the time of delivery. The offered model details/configuration should be available on their website. A unique device serial number shall also be provided at the time of supply, which is also mentioned on the product. The buyer/consignee shall be able to verify the complete product details, including configuration, through the shared OEM website link.
Changing or altering the configuration	Seller must refrain from changing or altering the configuration of the factory pre-loaded machine. The machine should be delivered to the Consignee in its original, factory-approved configuration.
Warranty	The seller shall furnish a valid warranty Certificate/Tag from the OEM to the purchaser, guaranteeing the product's coverage under the specified warranty terms. The warranty certificate should be verifiable through the OEM website/customer care center.

Compliance of extended producer's responsibility	With effect from 1.4.23, as per the E-waste rules 2022, EPR registration is mandatory for manufacturing entities. Therefore, all OEMs shall hold valid EPR registration, and the registration number should be reflected in the catalog parameter. OEMs shall ensure compliance with all responsibilities as per EPR registration applicable from time to time.
Mandatory / Statutory requirements as applicable	OEMs shall have to ensure compliance with the mandatory/statutory requirements as per the Government of India Notifications issued from time to time for hardware and software components, as applicable.
Operating System	It shall be the responsibility of OEMs to ensure that supplies are made with genuine operating systems.

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

1. **Generic**

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity up to 25% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery time shall be $(\text{Increased quantity} \div \text{Original quantity}) \times \text{Original delivery period (in days)}$, subject to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original delivery period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.

2. **Generic**

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. **Generic**

Consortium: In case of Contracts, wherein the seller alone does not have necessary expertise, the seller can form consortium with other sellers for submission of the bid, with one of the consortium company as leader. However, each and every member of the consortium shall be equally responsible for the complete execution of the project contract. An undertaking to this effect is to be uploaded with bid.

4. **Generic**

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.

5. **Generic**

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.

6. **Scope of Supply**

Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods

7. **Service & Support**

Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have

to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.

8. Service & Support

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

9. Service & Support

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

10. 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.

11. Certificates

ISO 9001: The bidder or the OEM of the offered products must have ISO 9001 certification.

12. Certificates

The bidder is required to upload, along with the bid, all relevant certificates such as BIS licence, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document.

13. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

- 1) All expenses incurred on transportation, installation of Laptops will be borne by the supplier, no other amount will be paid by the office.
- 2) The supplier will have to install Laptops at any location like tehsil, block and district headquarters in District Panna. After successful installation, installation report will have to be obtained from the concerned officer and submitted to the office. No separate payment will be made by the office.
- 3) The specifications of Laptops are attached in this document. all the terms and conditions written in this letter must be followed completely. Otherwise, the goods will not be accepted at any cost. Letter is attached.
- 4) If any problem with Laptops during the warranty period, it will have to be rectified as soon as possible.
- 5) Payment related action will be taken after the Laptops are delivered, installed and in working condition in the said location of the district after 1 month performance measure and no issue found after installation.
- 6) Liquidated Damage for Delay Delivery with 0.5% per week up to Maximum of 10%.
- 7) Delivery Completed within 30 days from the date of work order or procurement Order.
- 8) All bidders/OEMs who are bidding, the responsibility of applicable GST will be of bidder/OEM only as per the category of the product & applicability of GST rate. Dept. will not take any responsibility OR make any additional payment if any tax liability arises. Bidders are required to submit undertaking letter for the same along with technical bid.
- 9) If the Bidder seeks exemption in EMD on the basis of MSME certificate, then the Bidder will also have to submit the license and other relevant document of the manufacturing unit.

Eligibility Criteria for the bidder:

- 1) The Bidder shall be a legally registered entity in India and shall have been in operation for at least three years as on last date of bid submission. Certificates of incorporation/ Registration Certificates along with relevant legal document.
- 2) The Bidder must have average annual turnover less than or 50% of tentative bid amount in last three financial years i.e. FY2022-23, FY2023-24 and FY2024-25. The copies of Audited Annual Accounts/Statutory CA Certificate with UDIN number for last three years shall be uploaded along with the bid.
- 3) Bid Specific MAF mandatory for Laptops should be submitted by the bidder for accepted in this Bid. (Note: In the case of an unauthorized MAF (Manufacturer Authorization Form) or any tampered document, the department can verify the authenticity of the document by contacting the concerned OEM via email. If any document is found to be tampered or unauthorized by any bidder, the department will disqualify and blacklist the firm involved.)
- 4) The bidder must have one office in Madhya Pradesh. Please upload the copy of any two of the following: Property tax bill/Electricity Bill/Telephone Bill/VAT/CST Registration/ Lease agreement.
- 5) The bidder must submit an undertaking that they have not been black listed/debarred by any state government/central government / PSU in last three years as on last date of bid submission. Undertaking on the 100 Rupees Stamp paper duly Notarized that the firm has never been blacklisted/barred (temporary or permanent) and disqualified by any state government/central government/PSU undertaking in India needs to be furnished.
- 6) No Deviation Certificate: Bidder should submit the No deviation Certificate for the Technical Specifications asked in bid.
- 7) The Bidder must submit their valid PAN, GST Registration Certificate .
- 8) The Bidder must submit Catalog, Pictures of Model, Datasheet and Specification of item will be supplied after getting Contract for supplying of Item. If not uploaded then bidder can be disqualified.
- 9) Consortium in any form will not be permitted.
- 10) OEM should have service centers in MP.
- 11) OEM logo should embossed (no stickers) be available on the Motherboard.
- 12) Only Top 3 IDC Brands For computer will be accepted in this bid.
- 13) Bidder should submit mandatory the Certification of ISO 9001-2015, ISO 14001-2015, ISO/IEC 20000:2018, ISO 27001:2013, ISO 45001-2018, ISO 50001:2018 COHSAS 18001:2007 for accepted in this Bid.
- 14) Bidder should be submitted minimum one govt order copy of Laptops or PC in favor of Bidder for past Experience to be qualified in bid.
- 15) Factory Pre-loaded Min .Microsoft Windows 10 (64- bit license in each Laptop must be supplied .
- 16) The BIDDER / OEM should have online call logging facility for Repair and Service Center Support. Evidence for same may be submitted with bid.
- 17) Product compliance Sheet of Laptops needs to be submitted with bid number, date, sign and seal. Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers will match and verify the Data Sheet with the product specifications offered. Such offered specifications must outline the offered parameters. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.
- 18) Escalation matrix may be provided along with bid on OEM letter of computer with bid number, date, sign and seal by OEM.
- 19) Product Catalogue of the Equipment offered for which Buyer can verify in the OEM website for this product.
- 20) Buyer has the right to accept or reject any bid no one will be able to take objection on buyer's decision.

Eligibility criteria for OEM as bidder :

1) Bidder should quote Laptops from those OEM, who has total Indian average annual turnover of Rs. 20 Lakhs (Max 400% of tentative bid amount) . last three financial years i.e. FY2022-23, FY2023-24 and FY2024-25. The copies of Audited Annual Accounts/Statutory CA Certificate with UDIN number for last three years shall be uploaded along with the bid.

Note: If the country of origin of OEM follows (i.e. January to December) as the financial year, then the financial turnover of the OEM would be considered as per calendar year for 2023, 2024 and 2025. OEM is to submit CA certified Positive net worth certificate of last 3 years along with technical bid.

2) OEM of Laptops should not be blacklisted / debarred by any state government/ central government/ PSU in last three years as on last date of bid submission. Kindly provide undertaking from the OEM.

3) OEM compliance letter showing line by line compliance for the quoted product specification should be submitted on OEM letterhead, GEM bid number should be mentioned along with Compliance letter.

4) OEM of Laptops should have working Service support mechanism to support the services under warranty period. Service setup details on OEM letter head/ OEM Undertaking should be duly notarized on stamped paper should be submitted by bidder in technical bid.

5) Laptops with valid manufacturing license for referred line items in his own name from 4 financial Year with ISO 9001, ISO 14001, from appropriate authority Copies of the valid licenses/certificates/ BIS are to be submitted. Submitted BIS should be in own name of OEM and manufacturing facility, as per BIS, should be in India

6) OEM should have the defined / authorized process of disposing off E-waste as per Govt. guidelines valid approval letter from respective department (CPCB) under Govt. of India.

7) OEM Laptops has to ensure timely availability of Spare parts/part replacement/defective non-repairable part or equipment during the warranty period.

8) OEM of Laptops should have 1 service branch / office in MP since last 3 years. Submit the supporting document along with technical bid. Bidder must read T&C attached as Additional Scope of work Document.

Note: In GEM bid, Eligibility Criteria i.e. bidder/OEM experience criteria, Bidder/OEM turnover criteria, technical specification of hardware etc are not mentioned, however bidder & OEM of the quoted product must meet eligibility criteria, technical specification as mentioned in this document only Eligibility Criteria & technical specification as mentioned in this document will be final and considered for evaluation. In case of non-compliance, the bid will be rejected.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer, is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.

4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. 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.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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. 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.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

यह बिड सामान्य शर्तों के अंतर्गत भी शासित है /This Bid is also governed by the General Terms and Conditions

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।/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.

---धन्यवाद/Thank You---