

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	25-09-2026 15:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	26-09-2026 15:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Railways
विभाग का नाम/Department Name	Indian Railways
संगठन का नाम/Organisation Name	Central Railway
कार्यालय का नाम/Office Name	Central Railway Stores Deptt
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :dycmms@cr.railnet.gov.in Buyer Email id: dycmmacl.store@bsl.railnet.gov.in
कुल मात्रा/Total Quantity	26
वस्तु श्रेणी /Item Category	All in One PC (V2) (Q2) , Entry and Mid Level Desktop Con , A4 and Legal Size Multifunction Printer (MFP) (Q2)
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
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Certificate (Requested in ATC),OEM A Certificate,Compliance of BoQ specification and supporting document *In case any bidder is seeking exemption from Experience Criteria, the supporting documents to prove his eligibility 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?	Yes (Documents submitted as part of a clarification or req during the tender/bid process will also be displayed to oth participated bidders after log in)
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

बिड विवरण/Bid Details	
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Single Packet Bid
प्राथमिक उत्पाद श्रेणी/Primary product category	All in One PC (V2)
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
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई खरीद वरीयता / MII Purchase Preference

एमआईआई खरीद वरीयता / MII Purchase Preference	Yes
मेक इन इंडिया विक्रेताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में है / Purchase Preference to MII sellers available upto price within L1+X%	20
मेक इन इंडिया खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MII purchase preference	50

सार्वजनिक खरीद (मेक-इन-इंडिया को प्राथमिकता) आदेश 2017 के अनुसार केवल क्लास 1/क्लास 2 के स्थानीय आपूर्तिकर्ताओं को ही भागीदारी की अनुमति है दिनांक 16.09.2020 (समय-समय पर संशोधित एवं लागू) / Allow participation only from Class 1/Class 2 local suppliers as per the Public procurement(Preference to Make-in-india) order 2017 date 16.09.2020(as amended and applicable time to time)	Yes, in compliance with the MII ORDER : DPIIT Order(as amended and applicable time to time)
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% / Purchase Preference to MSE OEMs/ Service Provider available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider Purchase preference	25

1. Preference to Make In India products (For bids < 200 Crore): Preference shall be given to Class 1 local supplier as per public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is less than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate. The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023. [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 and its subsequent Orders/Notifications issued by concerned Ministry. Benefits of MSE will be given only if seller/service provider is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

2. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having Udyam Certificate and whose credentials are validated online through Udyam Registration portal 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, the bidder must be the manufacturer / OEM of the offered product on GeM. In case of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purchase preference as per Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other entity are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid for the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 supplier and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded to him/her. (selected by Buyer) percentage of total quantity. The buyers are advised to refer 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 given only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

All In One PC (V2) (13 pieces)

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content for qualifying as Class 1 and Class 2 Local Supplier respectively)

Bis Required	Yes
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तकनीकी विशिष्टियाँ /Technical Specifications

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

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement Values)
Description	Description of store	All in One Personal Computers consist of a Mouse, Display with Web camera, inbuilt/integrated microphone array and speakers, an internal CPU with connectivity and power adapter with 1 year standard warranty
	Processor Number	Intel Core i3-12100T, Intel Core i3-13100T, Intel Core i3-12300T, Intel Core i3-13100, Intel Core i3-12100, Intel Core i3-14100T, Intel Core i3-12300, Intel Core i3-14100, Intel Core i5-12400T, Intel Core i5-12500T, Intel Core i5-12600, Intel Core i5-12400, Intel Core i5-12500, Intel Core i5-13500, Intel Core i7-12700T, Intel Core i5-12600, Intel Core i5-13500, Intel Core i5-14500T, Intel Core i5-14400, Intel Core i7-13600T, Intel Core i7-13700T, Intel Core i9-12900T, Intel Core i7-12700, Intel Core i7-14700T, Intel Core i5-13500, Intel Core i5-14500, Intel Core i9-12900, Intel Core i7-13700, Intel Core i7-14700, Intel Core i9-13900T, Intel Core i9-13900, Intel Core Ultra 5-235, Intel Core Ultra 7-265, Intel Core i3-1300T, Intel Core i5-14600T, Intel Core Ultra 5 235T, Intel Core Ultra 5 245T, Intel Core Ultra 9 285 Or higher
Input Devices	Mouse Connectivity	Wired, Wireless Or higher
	Keyboard Connectivity	Wired, Wireless Or higher
Operating System	Operating System (Factory Preloaded with Certification)	Windows 11 Professional
Memory	Type of RAM	DDR4, DDR5 Or higher
	RAM Size (GB)	8
Storage	Type of Storage Installed with the System	NVMe SSD
	Storage Capacity (in GB)	512
Display	Display Size - Diagonal (in Inches)	58.1 - 63 (22.87" - 24.8")
Ports	Number of Ports	1-DP, 1-HDMI, 1- RJ-45 (10/100/1000 Ethernet Port), 1-USB 3.1 Gen 1 TYPE C, 1-USB 3.1 Gen 2 TYPE A, 2-USB 3.1 Gen 2 TYPE A, 2-USB 3.1 Gen 2 TYPE A, Universal Audio Jack
Generic	Stand	Height Adjustable

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

क्र.सं./S.No.	परिचय/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Deli
1	Pravinkumar Suryakant Kore	425201,CENTRAL RAILWAY ELECTRIC LOCO WORKSHOP BHUSAWAL	13	45

Entry And Mid Level Desktop Computer (8 pieces)

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Conte for qualifying as Class 1 and Class 2 Local Supplier respectively)

तकनीकी विशिष्टियाँ /Technical Specifications

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

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement Values)
PROCESSOR	Description of Stores	Desktop Computer with Table Mount Monitor System Compatible Chipset as per Processor Make with Mini USB Port
	Computer Type	Mid Level
	Processor Number	AMD Ryzen 5 5600G, Intel Core i5 12400 Or higher
OPERATING SYSTEM	Factory Pre-loaded Operating System by Desktop OEM	Window 11 Professional
MEMORY (RAM)	RAM Size (Memory Card/Module) (in GB) (Capacity to be installed in the System)	16, 32 Or higher
STORAGE	Type of Storage Installed with the System	NVMe-SSD
	SSD - Storage Capacity (in GB)	1024, 2048 Or higher
	HDD - Storage Capacity (in GB)	0 as SSD only Installed Or higher
CABINET	Cabinet Form Factor	Tower (More than 13 to 26 Liters)
Monitor	Availability of Monitor	Yes as per IS 13252 (Part 1)
	Screen Size (in CMs)	53.1 - 58 (20.91" - 22.83")
WARRANTY	On Site OEM Warranty (in Year)	3, 4, 5 Or higher

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

क्र.सं./S.No.	प्रेषित/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Deli
1	Pravinkumar Suryakant Kore	425201,CENTRAL RAILWAY ELECTRIC LOCO WORKSHOP BHUSAWAL	8	45

A4 And Legal Size Multifunction Printer (MFP) (5 pieces)

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Conte
for qualifying as Class 1 and Class 2 Local Supplier respectively)

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 Values)
General Product Information	Description of Stores	A4 and Legal size Multifunction Machine Printer with function as Print, Scan and Copy with Power Cord/ connecting USB cable
	Printing Technology	Electrophotography/Xerography (Laser/LED)
	Type of Printing	Monochrome (Black), Colour Or higher
	Availability of Fax	No
Printing Performance	Minimum Print Speed per Minute as per ISO/IEC 24734 in A4 Size-Monochrome (Black) (in PPM) for Laser/LED MFPs	25 to 29, 30 to 34, 35 to 39, 40 to 44, 45 to 49, 50 to 59, 60 to 64, 65 to 69, 70 to 74, 75 to 79 Or higher
	Minimum Print Speed per Minute as per ISO/IEC 24734 in A4 Size-Monochrome (Black) (in IPM) for Inkjet MFPs	Not Applicable Or higher
	Minimum Print Speed per Minute as per ISO/IEC 24734 in A4 Size-Colour (in PPM) for Laser/LED MFPs	Not Applicable, 5 to 9, 10 to 14, 15 to 19, 20 to 24, 30 to 34, 35 to 39, 40 to 44, 45 to 49, 50 to 54, 55 to 64, 65 to 69, 70 to 74, 75 to 79 Or higher
	Minimum Print Speed per Minute as per ISO/IEC 24734 in A4 Size-Colour (in IPM) for Inkjet MFPs	Not Applicable Or higher
Duplexing & Copying Features	Auto Duplexing Printing/Coping (2-sided Feature)	Yes Or higher
Document and Paper Handling	Original Document Feeder Type (For Scanning and Copying)	Automatic Document Feeders (ADF), Reverse/Duplex Automatic Document Feeders (RADF/DADF), Single Document Feeders (SPDF) Or higher
	Number of Main Paper Tray	1, 2, 3, 4 Or higher
Connectivity and Reliability	Connectivity	USB Port, Ethernet Port, Wi-Fi

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement Values)
	Duty Cycle (Number of Prints/Month)	20,000 to 29,999, 30,000 to 49,999, 50,000 to 79,999, 80,000 to 99,999, 1,00,000 to 1,19,999, 1,20,000 to 1,49,999, 1,50,000 to 1,99,999, 2,00,000 to 2,49,999, 2,50,000 to 2,99,999, 3,00,000 to 3,49,999, 3,50,000 to 3,99,999, 4,00,000 to 4,49,999, 4,50,000 to 4,99,999 or higher
Certification and Warranty	On Site Warranty (in Year)	1 Or higher
	Extended Warranty (in Years) over and above standard warranty	0, 1, 2, 3, 4 Or higher

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 Date
1	Pravinkumar Suryakant Kore	425201,CENTRAL RAILWAY ELECTRIC LOCO WORKSHOP BHUSAWAL	5	45

Special terms and conditions-Version:7 effective from 09-09-2026 for category All in One PC (V2)

1.

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| 1 | Product Verification | Each supplied Device shall bear a unique device serial number or other device identifier traceable to the OEM. The Buyer/Consignee shall be able to verify the authenticity of the supplied product including the configuration through the OEM website. |
| 2 | Requirement of OEM Logo | Buyers shall not prescribe a requirement for embossing, engraving, printing or affixing the OEM name/logo on the motherboard or any internal component. |
| 3 | Operating System - OEM/Publisher Status | There shall be no mandatory requirement that the OEM of the offered device be a Microsoft Device Partner or hold any specific Microsoft authorisation. If an Operating System other than Microsoft Windows is offered, no specific publisher status or authorisation from the concerned Operating System publisher/provider shall be mandated. |
| 4 | Operating System - Licensing | Where Microsoft Windows is supplied, it shall be a genuine, legally licensed and activated copy of the Windows edition/version declared in the catalogue. The licence shall be obtained through a licensing or distribution mechanism approved by Microsoft. Where any other Operating System is supplied, it shall conform to the applicable licensing terms and conditions of the concerned Operating System publisher/provider, wherever licensing is applicable. |

5	Operating System - Verification	Where Microsoft Windows is supplied pre-installed, the Buyer/Consignee shall be able to verify that the supplied Windows Operating System is genuine and activated through the OEM, i.e. Microsoft. A valid digital licence or any other licensing mechanism permitted by Microsoft for the supplied device shall be acceptable. Where any other Operating System is supplied, similar verification of licence authenticity and/or activation status shall be required only where the concerned Operating System publisher/provider provides a device-level equivalent verification mechanism. Where no such verification mechanism is provided, this requirement shall not apply.
6	Operating System - Applicability	The requirements relating specifically to Microsoft Windows licensing, activation and verification shall apply where Microsoft Windows forms part of the contracted configuration. Where an Operating System other than Microsoft Windows is supplied, the applicable licensing requirements of the concerned Operating System publisher/provider shall be complied with, and verification of licence authenticity and/or activation shall be required only where such verification is supported by the concerned Operating System publisher/provider.
7	Operating System-specific Certification / Compatibility	Hardware compatibility certificate prescribed by a particular Operating System publisher/provider may be requested by buyers.
8	USB Port Declaration / Higher Interface Standard	Each physical USB port shall be declared only once under the highest interface capability supported by that port. The same physical port shall not be counted under multiple USB generations/types merely because of backward compatibility. A technically backward-compatible higher-generation version of a prescribed USB/interface standard may be offered where it meets or exceeds the functional and performance of the prescribed standard and complies with all other requirements.
9	Warranty	The warranty applicable to the supplied Device shall be as specified/seller's standard product and reflected in the resultant contract. The applicable warranty shall be verifiable through the OEM website, OEM customer support facility or warranty certificate/tag provided by the OEM. Installation requirements, wherever applicable, shall be specified by the Seller in the bid under the Installation, Commissioning and Testing (ICT) clause. Where installation is stipulated in the bid, the Seller shall be responsible for installing the complete system and for demonstrating its satisfactory functioning to the Buyer/Consignee or the Buyer's authorised representative.
10	Scope of Installation	In the case of Direct Purchase and L1 Purchase, installation of the complete system by the Seller/OEM is mandatory. Installation shall be limited to the supplied computer system and shall not include supply or installation of separately procurable software such as antivirus, office productivity software, etc., unless such software forms part of the scope through an appropriate GeM category.
11	Buyer/Consignee Obligations for Installation	Where installation is included in the resultant contract, the Buyer/Consignee shall provide reasonable access to the installation location and make available necessary site infrastructure, including power supply, networking and other preparation requirements not forming part of the Seller's contractual scope. Necessary entry/gate passes, where required, shall be facilitated by the Buyer/Consignee.
12	Acceptance of Supplies	Before acceptance and generation of CRAC, the Buyer/Consignee may verify that the supplied device conforms to the contracted specifications, configuration, quantity and warranty requirements and is free from apparent physical damage or defects. The supplied product shall be new, unused and not refurbished. The Buyer/Consignee may verify the packaging, supplied accessories/documentation, installed operating system where applicable, device serial number/identifier, contracted configuration and applicable warranty.
13	HDD/SSD Storage Retention	Where required on account of information-security or data-retention concerns, the Buyer may prescribe an appropriate contractual condition under ATC (in the case of procurement via bids) regarding retention of storage media such as HDDs used in the supplied device.

14	Availability of Monitor	Supply of the monitor shall be governed by the applicable Category parameters relating to "Availability of monitor". Any specifications or requirements for the monitor shall apply only where a monitor forms part of the contracted configuration.
15	Configuration Alteration - Seller	The configuration supplied shall conform to the configuration offered in the catalogue and resultant contract and shall be supported/authorised by the Seller. The Seller shall not make any alteration or substitution of components within deviation from the contracted configuration or affects OEM warranty/service. The machine should be delivered to the Consignee in its original, factory-approved configuration.
16	Service Escalation Matrix	The Seller shall provide appropriate contact details and an escalation matrix for warranty/service support to the Buyer/Consignee at the time of delivery.

Special terms and conditions-Version:7 effective from 09-09-2026 for category Entry and Mid Level Desktop Computer

1.

Category Specification / MeitY Model	The category has been created in accordance with the Model Technical Specification issued by Ministry of Electronics and Information Technology (MeitY) vide letter No. W-43/4/2020-IPHW dated 19.08.2024 and is based on the parameters defined therein. Buyers shall not prescribe, through
1 Technical Specification / ATC Restrictions	Added ATCs, any technical parameter, allowed value, particular processor, processor brand, particular manufacturer or other requirement which restricts or overrides the Category Specifications. Clause the GeM General Terms and Conditions (GTC) shall apply accordingly.
2 Product Verification	Each supplied Device shall bear a unique device serial number or other unique device identifier to the OEM. The Buyer/Consignee shall be able to verify the authenticity of the supplied product through the configuration through the OEM website.
3 Requirement of OEM Logo	Buyers shall not prescribe a requirement for embossing, engraving, printing or affixing the OEM Logo on the motherboard or any internal component.
4 Operating System - OEM/Publisher Status	There shall be no mandatory requirement that the OEM of the offered device should be a Microsoft Partner or hold any specific Microsoft authorisation. Where an Operating System other than Microsoft Windows is offered, no specific partner status or authorisation from the concerned Operating System publisher/provider shall be mandated.
5 Operating System - Licensing	Where Microsoft Windows is supplied, it shall be a genuine, legally licensed and duly activated Windows edition/version declared in the catalogue, and the licence shall be obtained through a direct or distribution mechanism authorised by Microsoft. Where any other Operating System is supplied, it shall comply with the applicable licensing terms and conditions of the concerned Operating System publisher/provider, wherever licensing is applicable.
6 Operating System - Verification	Where Microsoft Windows is supplied pre-installed, the Buyer/Consignee shall be able to verify the supplied Windows Operating System is genuine and duly activated through the OEM, i.e. Microsoft valid digital licence or any other licensing mechanism permitted by Microsoft for the supplied configuration shall be acceptable. Where any other Operating System is supplied, similar verification of licence authenticity and/or activation status shall be required only where the concerned Operating System publisher/provider provides a device-level or equivalent verification mechanism. Where no such verification mechanism is provided, this requirement shall not apply.
7 Operating System - Applicability	The requirements relating specifically to Microsoft Windows licensing, activation and verification shall apply where Microsoft Windows forms part of the contracted configuration. Where an Operating System other than Microsoft Windows is supplied, the applicable licensing requirements of the concerned Operating System publisher/provider shall be complied with, and verification of licence authenticity and activation shall be required only where such verification is supported by the concerned Operating System publisher/provider.
8 Operating System-specific Certification / Compatibility	Hardware compatibility certificate prescribed by a particular Operating System publisher/provider shall be requested by buyers.

9	USB Port Declaration / Higher Interface Standard	Each physical USB port shall be declared only once under the highest interface capability supported by that port. The same physical port shall not be counted under multiple USB generations/types because of backward compatibility. A technically backward-compatible higher-generation version of the prescribed USB/interface standard may be offered where it meets or exceeds the functionality and performance of the prescribed standard and complies with all other Category requirements.
10	Warranty	The warranty applicable to the supplied Device shall be as specified/selected in the product announcement in the resultant contract. The applicable warranty shall be verifiable through the OEM website, customer support facility or warranty certificate/tag provided by the OEM. Installation requirements, wherever applicable, shall be specified by the Buyer in the bid under the Installation, Commissioning and Testing (ICT) clause. Where installation is stipulated in the bid, the Seller shall be responsible for installation of the complete system and for demonstrating its satisfactory functioning to the Consignee or the Buyer's authorised representative.
11	Scope of Installation	In the case of Direct Purchase and L1 Purchase, installation of the computer system by the Seller shall be mandatory. Installation shall be limited to the supplied computer system and shall not include supply or installation of separately procurable software such as antivirus software, office productivity software, etc., unless such software forms part of the contracted scope through an appropriate GeM category.
12	Buyer/Consignee Obligations for Installation	Where installation is included in the resultant contract, the Buyer/Consignee shall provide reasonable access to the installation location and make available the necessary site infrastructure, including power supply, networking and other site-preparation requirements not forming part of the Seller's contracted scope. Necessary entry/gate passes, where required, shall be facilitated by the Buyer/Consignee.
13	Acceptance of Supplies	Before acceptance and generation of CRAC, the Buyer/Consignee may verify, as appropriate, that the supplied device conforms to the contracted specifications, configuration, quantity and warranty requirements and is free from apparent physical damage or defects. The supplied product shall be unused and non-refurbished. The Buyer/Consignee may verify the packaging, supplied accessories/documentation, installed operating system where applicable, unique device serial number/identifier, contracted configuration and applicable warranty.
14	HDD/SSD Storage Retention	Where required on account of information-security or data-retention considerations, the Buyer shall prescribe an appropriate contractual condition under ATCs (in case of procurement via bids) regarding retention of storage media such as HDDs/SSDs used in the supplied device.
15	Availability of Monitor	Supply of the monitor shall be governed by the applicable Category parameter relating to "Availability of Monitor". Any specifications or requirements relating to the monitor shall apply only where a monitor forms part of the contracted configuration.
16	Configuration Alteration - Seller	The configuration supplied shall conform to the configuration offered in the catalogue and resultant contract and shall be supported/authorised by the OEM. The Seller shall not make any alteration or substitution of components which results in deviation from the contracted configuration or affect the warranty/support. The machine should be delivered to the Consignee in its original, factory-approved configuration.
17	Service Escalation Matrix	The Seller shall provide appropriate contact details and an escalation matrix for warranty/service to the Buyer/Consignee at the time of delivery.

Special terms and conditions-Version:1 effective from 10-02-2026 for category A4 and Legal Size Multifunction Printer (MFP)

1.

Product Verification	At the time of delivery, the Seller shall provide the Original Equipment Manufacturer website link with the device serial number corresponding to the supplied product. The serial number shall be indicated on the product. The Buyer or Consignee shall be able to verify complete product details including configuration, through the Original Equipment Manufacturer website without the need for a user account.
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Warranty	1. The Seller shall provide a valid Warranty Certificate or Warranty Tag, in physical or digital form, issued by the Original Equipment Manufacturer, at the time of supply. The warranty shall be verifiable through the Original Equipment Manufacturer official website and or authorised service care centre. 2. The warranty shall remain valid for the specified number of years or until the printer reaches the Original Equipment Manufacturer defined minimum number of prints during the warranty period, whichever occurs earlier. Upon reaching either of these limits, the warranty coverage shall automatically cease. 3. The Buyer may verify the actual number of prints completed by the printer at the time of delivery to confirm that the product has not been previously used. Such verification may be carried out using the printer's in-built print counter or any other Original Equipment Manufacturer approved mechanism.. 4. The warranty shall not cover consumables, including but not limited to cartridges, toner, drum, developer, and similar consumable items.
Operating System Supportability	1. Products offered under this category shall support at least the Latest-2 versions of the operating systems specified in the catalogue. 2. If compatibility with an operating system version earlier than Latest-2 is required, the Bidder shall specify the same under the "Additional Specification Parameter" section at the time of bidding.

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

1. Generic

Manufacturer Authorization:Wherever Authorised Distributors/service providers are submitting the bid, Authorization Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and contact number are required to be furnished along with the bid

2. Generic

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain any Malicious code that would activate procedures to :-

- (i) Inhibit the desires and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any malicious code in embedded software.

3. Service & Support

Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignment Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service centre is 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 Centres.

4. Service & Support

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

5. Service & Support

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

6. Warranty

Warranty period of the supplied products shall be 3 years from the date of final acceptance of goods or after of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. Of certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarar rectification of goods in case of any break down during the guarantee period. Seller should have well establish Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

7. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent , The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequen 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 shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by th regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, 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 / bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Sing Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension p already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted with bid opening) 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 be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any viola / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Ent 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 experienc
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 specific Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Rar Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional te conditions/or any other document. If buyer needs more items along with the main item, the same must be ad bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category 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 can raise their representation against the same by using the Representation window provided in the bid details field dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allo bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including

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, Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Employees' Provident Funds Act, 1952, The Employees' State Insurance Act, 1948, The Maternity Benefit Act, 1961, The Workmen's Compensation Act, 1923, 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 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 stipulated 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 की 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 पक्ष में बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुसंधान करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from 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 contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---