

Bid Document

Bid Details	
Bid End Date/Time	07-11-2020 14:00:00
Bid Opening Date/Time	07-11-2020 14:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	60 (Days)
Ministry/State Name	Chandigarh
Department Name	Education Department Chandigarh
Organisation Name	Punjab Engineering College (pec)
Office Name	Sector 12
Item Category	Annual Maintenance Service - Desktops, Laptops and Peripherals - Multi-function Printer (Colour , L , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Ink Jet , Mono and Colo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner (Flat Bed); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS Online 40 KVA; Hitachi , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS Online 15 KVA; Numeric , Annual Maintenance Service - Desktops, Laptops and Peripherals - TFT 24 Inch; Intel , Annual Maintenance Service - Desktops, Laptops and Peripherals - Thin Client; HP Acer , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Computer-Servers; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Workstations; Neither OEM nor ASP , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner Large Format; Contex , Annual Maintenance Service - Desktops, Laptops and Peripherals - Line Matrix Printer; Wipro , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS 500 to 625 VA; Tata Emerson EI , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; HP DELL LENOVO HCL WIP , Annual Maintenance Service - Desktops, Laptops and Peripherals - All In One PC; Apple Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Apple Dell HP IBM Lenovo W , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , C , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrom , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Online 2 KVA); Emerson Lieber , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Online 3 KVA); Emerson numeri , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS Online 5 to 6 KVA; Emerson APC , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS(Offline 1 KVA); APC Tata Inte
Contract Period	1 Year(s) 10 Day(s)

Bid Details	
Bidder Turnover (Last 3 Years)	3 Lakh (s)
Project Experience Required	Yes
MSE Exemption for Turnover	Yes
Startup Exemption for Turnover	Yes
Document required from seller	Certificate (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
Estimated Bid Value	1000000

EMD Detail

Advisory Bank	State Bank of India
EMD Percentage(%)	2.00
EMD Amount	20000

ePBG Detail

Advisory Bank	State Bank of India
ePBG Percentage(%)	5.00
Duration of ePBG required (Months).	14

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

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

Beneficiary:

Network Administrator
Sector 12, Education Department Chandigarh, Punjab Engineering College (PEC) ,
(Prabhsimran Singh Bindra)

Splitting

Bid splitting not applied.

1. Project experience: The Bidder must have executed at least one single order of 80% value of the Bid or 2 orders each of 50% value of the Bid or 3 orders each of 40% value of the Bid for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company

Additional Required Data/Document(s)

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:The Firm should have their work and repair center at Chandigarh/Mohali/Panchkula.

The firm should consent to post a Permanent Resident Engineers at PEC.

Asset Details and its Distribution across the consignee /user locations:[1603871560.pdf](#)

Consignee Wise Service Engineers/Help-Desk Personal details .:[1603871566.pdf](#)

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multi-function Printer (Colour , Laser , Composite Cartridge, Mid Range); Hp (4)

Technical Specifications

Specification	Values
Core	
Type of Asset	Multi-function Printer (Colour , Laser , Composite Cartridge, Mid range)
Make/Brand of Assets	hp
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	4	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Ink Jet , Mono And Colour, Mid Range) ; Epson Canon HP (22)

Technical Specifications

Specification	Values
Core	
Type of Asset	Printer (Ink Jet , Mono and Colour, Mid Range)
Make/Brand of Assets	Epson Canon HP
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Monthly

Specification	Values
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	22	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner (Flat Bed); Hp (2)

Technical Specifications

Specification	Values
Core	
Type of Asset	Scanner (Flat Bed)
Make/Brand of Assets	hp
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	2	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS Online 40 KVA; Hitachi (1)

Technical Specifications

Specification	Values
Core	
Type of Asset	UPS Online 40 KVA
Make/Brand of Assets	Hitachi
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS Online 15 KVA; Numeric (1)

Technical Specifications

Specification	Values
Core	
Type of Asset	UPS Online 15 KVA
Make/Brand of Assets	Numeric

Specification	Values
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - TFT 24 Inch; Intel (5)

Technical Specifications

Specification	Values
Core	
Type of Asset	TFT 24 Inch
Make/Brand of Assets	Intel
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	5	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Thin Client; HP Acer (53)

Technical Specifications

Specification	Values
Core	
Type of Asset	Thin Client
Make/Brand of Assets	HP Acer
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	53	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Computer-Servers; Neither OEM Nor ASP (19)

Technical Specifications

Specification	Values
Core	
Major category of Assets	Compute
Type Of Asset	Computer-Servers

Specification	Values
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	HP HCL Apple
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Monthly
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Quantity	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	19	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Workstations; Neither OEM Nor ASP (22)

Technical Specifications

Specification	Values
Core	
Major category of Assets	Compute
Type Of Asset	Workstations
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	HP IBM
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Monthly
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Quantity	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	22	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner Large Format; Contex (1)

Technical Specifications

Specification	Values
Core	
Type of Asset	Scanner Large Format
Make/Brand of Assets	Contex
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Line Matrix Printer; Wipro (1)

Technical Specifications

Specification	Values
Core	
Type of Asset	Line Matrix Printer
Make/Brand of Assets	Wipro
Status of Annual Maintenance Service Provider	Neither OEM nor ASP

Specification	Values
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS 500 To 625 VA; Tata Emerson Elnova Uniline (63)

Technical Specifications

Specification	Values
Core	
Type of Asset	UPS 500 to 625 VA
Make/Brand of Assets	Tata Emerson Elnova Uniline
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	63	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; HP DELL LENOVO HCL WIPRO (639)

Technical Specifications

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	HP DELL LENOVO HCL WIPRO
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	639	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - All In One PC; Apple Dell (36)

Technical Specifications

Specification	Values
Core	
Type of Asset	All In One PC

Specification	Values
Make/Brand of Assets	Apple Dell
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	36	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Apple Dell HP IBM Lenovo Wipro (19)

Technical Specifications

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	Apple Dell HP IBM Lenovo Wipro
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	19	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); HP Canon Epson Samsung (200)**Technical Specifications**

Specification	Values
Core	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge)
Make/Brand of Assets	HP Canon Epson Samsung
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	200	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid Range); HP Canon Epson Brother Samsung Xerox Konica (44)**Technical Specifications**

Specification	Values
Core	

Specification	Values
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Mid range)
Make/Brand of Assets	HP Canon Epson Brother Samsung Xerox Konica
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	44	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Online 2 KVA); Emerson Liebert Numeric (20)

Technical Specifications

Specification	Values
Core	
Type of Asset	UPS (Online 2 KVA)
Make/Brand of Assets	Emerson Liebert numeric
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	20	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Online 3 KVA); Emerson Numeric Autoronica Aplab (7)**Technical Specifications**

Specification	Values
Core	
Type of Asset	UPS (Online 3 KVA)
Make/Brand of Assets	Emerson numeric Autoronica Aplab
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	7	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS Online 5 To 6 KVA; Emerson APC (3)**Technical Specifications**

Specification	Values
Core	
Type of Asset	UPS Online 5 to 6 KVA
Make/Brand of Assets	Emerson APC
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	3	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS(Offline 1 KVA); APC Tata Integrated (6)

Technical Specifications

Specification	Values
Core	
Type of Asset	UPS(Offline 1 KVA)
Make/Brand of Assets	APC Tata Integrated
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	Service Number of each Asset for AMC	Additional Requirement
1	Prabhsimran Singh Bindra	160012,Punjab Engineering College (Deemed to be University), Sector 12 Chandigarh	6	N/A

Bid Specific Additional Terms and Conditions

- For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:
 - Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
 - Execution certificate by client with order value.
 - Any other document in support of order execution like Third Party Inspection release note, etc.
- NET WORTH:** Net Worth of the OEM should be positive as per the last audited financial statement.
- Bidders can also submit the EMD with Account Payee Demand Draft in favour of Director Punjab Engineering College payable at Chandigarh.
Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
- 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.
- Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
- Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

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---