



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2023/B/4108956
Dated/दिनांक : 11-12-2023

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	01-01-2024 16:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	01-01-2024 16:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Labour And Employment
Department Name/विभाग का नाम	Employees State Insurance Corporation
Organisation Name/संगठन का नाम	Employees State Insurance Corporation
Office Name/कार्यालय का नाम	Esic Hospital Tirunelveli
Total Quantity/कुल मात्रा	42
Item Category/मद केटेगरी	Computer Printers (Q2)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	15 Lakh (s)
OEM Average Turnover (Last 3 Years)/मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)	20 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Past Performance,Bidder Turnover,OEM Authorization Certificate,OEM Annual Turnover *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
Past Performance/विगत प्रदर्शन	30 %
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid

Bid Details/बिड विवरण

Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	44100

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	62

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

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

Beneficiary/लाभार्थी :

Payable at Tirunelveli
ESIC HOSPITAL TIRUNELVELI
(Esic Fund Account No 1)

Splitting/विभाजन

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

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 {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts 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 / Public Listed Company. 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.

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
21-12-2023 11:00:00	ESIC Hospital Vannarpettai Tirunelveli

Computer Printers (42)

Technical Specifications/तकनीकी विशिष्टियाँ

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

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
Specifications	Printing Technology	Laser
	Cartridge Technology	separate toner and drum, Composite Cartridge Or higher
	Type of Printing	Mono
	Paper Size	A4, A3 Or higher
	Print Speed per minute as per ISO/IEC 24734 in (A4) Size - Mono	27, 28, 30, 35, 38, 40, 43, 45, 47, 50, 52, 55, 60, 61, 65, 70, 71, 75, 80, 85, 90, 95, 100, 105, 110, 31, 32, 62, 33, 41, 46, 56, 29, 34 Or higher

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
	Print Speed per minute as per ISO/IEC 24734 in (A4) - Color	30, 35, 40, 45, 50, 55, 60, 65, 70, 75, 80, 85, 90, 95, 100, 105, 110, 27, 31, 38, 33, 46, 34 Or higher
	Duplexing Feature	Yes Or higher
	Network Connectivity	Yes Or higher
	Wireless Connectivity	Yes, No Or higher
	Number of Main Paper Trays	1, 2, 3, 4, 5 Or higher
	Bypass Tray Facility	Yes Or higher
	On site OEM warranty (Years)	1, 3, 5, 2, 4 Or higher

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	M.Pitchaivel	627003,ESIC HOSPITAL, SALAI STREET , VANNARAPETTAI, TIRUNELVELI	42	15

Buyback Detail

Item Name	Printer
Item Description	Samsung SCX-3401
Serial No.	Z6ZZB8KD6E01A3W
Model	Samsung SCX-3401
Brand	Samsung
Year of Manufacturing	2013
Purchase On	2013-06-20
Age	
Size	
Rating	

Quantity	33
Unit	Piece
Remark	
Uploaded Image	View Uploaded Image
<p>Disclaimer/अस्वीकरण</p> <p>The vendor will be responsible for the un-installation of Buyback items.</p>	

Buyer Added Bid Specific Terms and Conditions/क्रिता द्वारा

जोड़ी गई बिड की विशेष शर्तें

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 by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Generic

Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the market and has at least 5 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

3. Generic

End User Certificate: Wherever Bidders are insisting for End User Certificate from the Buyer, same shall be provided in Buyer's standard format only.

4. Generic

Experience Criteria: The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for 3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.

5. Generic

Installation, Commissioning, Testing, Configuration, Training (if any - which ever is applicable as per scope of supply) is to be carried out by OEM / OEM Certified resource or OEM authorised Reseller.

6. Generic

Manufacturer Authorization: Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

7. **Generic**

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

8. **Generic**

Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:

- i) The Seller fails to comply with any material term of the Contract.
- ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.
- iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.
- iv) The Seller becomes bankrupt or goes into liquidation.
- v) The Seller makes a general assignment for the benefit of creditors.
- vi) A receiver is appointed for any substantial property owned by the Seller.
- vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.

9. **Scope of Supply**

Scope of supply (Bid price to include all cost components) : Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)

10. **Turnover**

Bidder Turn Over Criteria: 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 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.

11. **Turnover**

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. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.

12. **OEM**

IMPORTED PRODUCTS: In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.

13. **Service & Support**

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

14. Service & Support

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

15. 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.

16. Certificates

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

17. Warranty

Warranty period of the supplied products shall be 5 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

18. Warranty

Successful bidder will have to ensure that adequate number of dedicated technical service personals / engineers are designated / deployed for attending to the Service Request in a time bound manner and for ensuring Timely Servicing / rectification of defects during warranty period, as per Service level agreement indicated in the relevant clause of the bid.

19. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

ESIC Fund Account No 1
payable at
Payable at Tirunelveli

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.

20. Financial Criteria

NET WORTH: Net Worth of the OEM should be positive as per the last audited financial statement.

21. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. The successful bidder has to provide a security deposit in the form of a demand draft in favor of ESIC Fund Account number 1 payable at Tirunelveli. 5% of the performance guarantee shall be returned without interest after 62 months from the date of installation.
2. warranty of the supplied product must be 5 years.
3. Pre Bid meeting will be held on **21-12-2023 at ESIC Hospital Tirunelveli.**

4. Authorization certificate used by OEM should be bid-specific.
5. All bidders should upload product details with brand, model number and supply the same with the technical bid.
6. Bidder must have supplied atleast 50% of required quantity within the last 3 years and also submit a satisfying report/CRAC of the same.
7. Three years of experience must on the central / state government of India.
8. Vendor must have an office or service center at tirunelveli and submit their address of Tirunelveli and the supporting documentation.
9. Price of consumables - cartridge - must be mentioned & fixed for atleast one year.
- 10.1. The present tender involves supply of 42Nos. of Printers to the ESIC Hospital, Vannarpettai, Tirunelveli - 627003. The successful bidder has to supply, install the specified printers at respective location at their own cost in good conditions.
- 10.2. The successful bidder has to deliver the goods within 30 days from the date of award.
- 10.3. The installation of the Printers to be done within 7 days from the date of Supply.
- 10.4. The bidder shall also be responsible for deputing technical personnel for installation and testing.
- 10.5. The bidder should furnish the documents for Past Experience certificate as same as OEM brand of the similar product.
- 10.6. The details of the existing printers which have to be taken under buyback are given in S.No 14
- 10.7. The bidders shall arrange for transportation of the printers under buy back at his own cost from the respective sites. If the bidders are failing out the buyback printers within 30days from the installation of the new printer then the buyback printer shall be disposed by the ESIC Hospital Tirunelveli at the risk of the bidder and the successful bidders shall have no claim on it.
- 10.8. The bidder shall also be responsible for deputing qualified technical personnel for installation, testing, commissioning and other services under his scope of work as per the specification.

11. DELIVERY AND INSTALLATION

- 11.1. Payment shall be made by ESIC to the successful bidder, after the following documents/conditions are submitted/ fulfilled by them at the end user location.
- 11.2. Certificate of successful installation of Printers duly signed by the end-user locations.
- 11.3. The supply and installation work should be executed during the working hours of ESIC (9.00 A.M.to 4.00 P.M.) and in working days of ESIC with due advance intimation.
- 11.4. The personnel employed for the installation shall strictly obey the Safety Rules while working in ESIC premises. If any issues, the responsible will be fixed with the successful bidder only at any cost.

12. WARRANTY AND ON-SITE MAINTENANCE:

12.1. The bidder shall be responsible for the warranty and to ensure the printers supplied that are new and free from all defects and faults in materials used, workmanship the Manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials of the type ordered and shall perform in full conformity with the specifications.

12.2. Warranty period shall be minimum 5 years starting from the date of installation, testing and commissioning of the printers at the location.

12.3. Replacement under warranty clause shall be made by the bidder free of all charges at site including freight, insurance and other incidental charges during the warranty period under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications as specified.

12.4. If any call/report is logged on the printers, without raising any query, the successful bidder should supply/change the printers within two working days. For these printers, the installation has to be carried by the successful bidder only (without claiming any additional cost).

13. TECHNICAL SPECIFICATIONS OF NEW PRINTERS to be purchased

S No	Specifications	Required Specifications
1	Printing Technology	Laser
2	Cartridge Technology	Composite Cartridge
3	Type of Printing	Mon
4	Paper Size	A4
5	Print speed per minute as per Size A4	30
6	Memory (MB)	64
7	Dpi Printing	1200
8	Duplexing	Auto Duplex
9	Network Connectivity	Yes
10	Network Interface	Ethernet 10/100
11	Wireless connectivity	Wifi Direct,802.11 (b/g/n)
12	USB Port	Yes
13	Number of Main Paper Trays	1
14	Recommended monthly page volume	2000
15	Cartridge Technology	Composite cartridge

16	Color Scanning	Yes
17	Scanner Type	Flatbed, ADF
18	Mobile Printing Capability	Yes
19	Processor Speed	500 Mhz

14. TECHNICAL SPECIFICATIONS OF OLD PRINTERS to be disposed

Sl.No	Printer Make and Model	Quantity Nos)	Installation date
1.	Samsung SCX-3401	15	20.06.2013
2.	Samsung ML-1676	1	27.08.2012
3.	Samsung M-2826ND	4	20.06.2013
4.	Samsung ML-2951	10	20.06.2013
5.	HP 1536	1	16.09.2011
6.	HP 1020	1	08.11.2011
7.	TVS 455XL	1	08.11.2011

15. The supplier should undertake to buyback the above mentioned items as per the rates quoted in the bid at their own cost from the respective sites.

16. SITE DETAILS FOR BUYBACK PRINTERS

<i>Sl.no</i>	<i>Location</i>	Contact Person	Mobile No
1	ESIC Hospital, Vannarpettai, Tirunelveli-62700 3.	Pitchaivel (Care Taker), ESIC Hospital, Triunelveli.	Cell: 99444829 83 0462-2502199

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

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

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

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

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---