



दि फटिलाइजर्स एण्ड केमिकल्स ट्रावनकोर लिमिटेड  
(भारत सरकार का उद्यम)

फेक्ट-पीडी प्रशासनिक भवन, उद्योगमंडल - 683 501, कोच्ची, केरल  
ई मेल: [jayakumarp@factltd.com](mailto:jayakumarp@factltd.com) / [amrutha@factltd.com](mailto:amrutha@factltd.com), वेबसाइट: [www.fact.co.in](http://www.fact.co.in)  
दूर: 0484 - 2568123 / 2568122

**ई - निविदा आमंत्रण सूचना**

जेम पोर्टल [www.gem.gov.in](http://www.gem.gov.in) के माध्यम से निम्नलिखित कार्यों के लिए दो पैकेट के आधार पर ऑनलाइन प्रतिस्पर्धी श्रेणी की बोली निविदाएँ आमंत्रित की जाती हैं। पूरी बोली प्रक्रिया केवल ऑनलाइन (ई-टेंडरिंग) होगी। इस निविदा के संबंध में सभी अधिसूचनाएँ, समय विस्तार, शुद्धिपत्र, परिशिष्ट आदि यदि कोई हो, जेम पोर्टल और फेक्ट वेबसाइट पर होस्ट किए जाएंगे।

कार्य का नाम:- वार्षिक रखरखाव सेवा - डेस्कटॉप, लैपटॉप और बाह्य उपकरण -  
डेस्कटॉप पीसी; डेल।

निविदा सं : 01023/2024-2025/G29696

जेम आई डी : GEM/2024/B/5128918

बोलियां जमा करने की अंतिम तिथि एवं समय: **20.07.2024** प्रातः **11.00** बजे।

दिनांक: 05.07.2024

ह/-  
स म प्र(साम)सी



**THE FERTILISERS AND CHEMICALS TRAVANCORE LIMITED**

(A Government of India Enterprise)

**FACT-PD ADMINISTRATIVE BUILDING, UDYOGAMANDAL- 683501, KOCHI, KERALA**

E-mail: [jayakumarp@factltd.com](mailto:jayakumarp@factltd.com) / [amrutha@factltd.com](mailto:amrutha@factltd.com) , Website: [www.fact.co.in](http://www.fact.co.in)

Phone: 0484 – 2568123 / 2568122

**NOTICE INVITING e-TENDER**

Online competitive category bid tenders on two-packet basis are invited for the following work through GeM portal [www.gem.gov.in](http://www.gem.gov.in). The complete bidding process will be online (e-tendering) only. All the notifications, Time extension, Corrigendum, Addendum etc. if any, regarding this tender will be hosted in GeM Portal and FACT website.

**Name of Work:- Annual Maintenance Service – Desktops, Laptops and Peripherals  
– Desktop PC; Dell.**

**Tender No** : 01023/2024-2025/G29696

**GeM ID** : GEM/2024/B/5128918

**Last date & time for submission of bids: 20.07.2024 at 11.00 AM.**

Date: 05.07.2024

sd/-  
AGM(Mat)C



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2024/B/5128918  
Dated/दिनांक : 05-07-2024

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	20-07-2024 11:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	20-07-2024 11:30:00
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 Chemicals And Fertilizers
Department Name/विभाग का नाम	Department Of Fertilizers
Organisation Name/संगठन का नाम	The Fertilisers And Chemicals Travancore Limited
Office Name/कार्यालय का नाम	Kerala
Item Category/मद केटेगरी	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Dell
Contract Period/अनुबंध अवधि	2 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	4 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,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (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/बिड से रिवर्स नीलामी सक्रिय किया	No
ITC available to buyer/क्रेता के लिए उपलब्ध आईटीसी	Yes
Type of Bid/बिड का प्रकार	Two Packet Bid

**Bid Details/बिड विवरण**

<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	3 Days
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation
<b>Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है</b>	Yes

**EMD Detail/ईएमडी विवरण**

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	25000

**ePBG Detail/ईपीबीजी विवरण**

Required/आवश्यकता	No
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(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 :**

GM FINANCE

KERALA, Department of Fertilizers, The Fertilisers And Chemicals Travancore Limited, Ministry of Chemicals and Fertilizers  
(Fact Ltd)**Splitting/विभाजन**

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

**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
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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. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

3. 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.

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Dell ( 195 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Desktop PC
Make/Brand of Assets	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
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	No
Requirement of Technicians	Yes

**Input Tax Credit(ITC)/इनपुट कर क्रेडिट(आईटीसी) and/ तथा Reverse Charge(RCM)/रिवर्स प्रभार (आरसीएम) Details**

ITC on GST/जीएसटी पर इनपुट कर क्रेडिट	ITC on GST Cess/जीएसटी उपकर कर क्रेडिट
100%	100%

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Xavier Alexander Rajan	683501, HEAD OFFICE, UDYOGAMANDAL	195	<ul style="list-style-type: none"> <li>• Number of months for technician : 24</li> <li>• Number of Resident engineers : 0</li> <li>• Number of technicians : 1</li> </ul>

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

### 1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

### 2. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

FACT Ltd  
Account No.  
57017844467  
IFSC Code  
SBIN0070158  
Bank Name  
State Bank of India  
Branch address  
Udyogamandal, Kerala

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

### 3. 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.

### 4. Purchase Preference (Centre)

Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 100% of total value.

## 5. Payment

**PAYMENT OF SALARIES AND WAGES:** Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

## 6. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

### **EARNEST MONEY DEPOSIT**

EMD shall be remitted online through 'State Bank Collect' portal using the link given below: [http://www.onlinesbi.sbi/sbicollect/collecthome.htm?corpID=9303&categoryName=Earnest Money Deposit \(EMD\)/SD Remittance](http://www.onlinesbi.sbi/sbicollect/collecthome.htm?corpID=9303&categoryName=Earnest Money Deposit (EMD)/SD Remittance)

The link is also available on of our website [www.fact.co.in](http://www.fact.co.in) (Tenders → 'Click Here to Pay EMD/ Security Deposit')

The bidder shall precisely indicate the Name of the bidder, Tender number and other relevant details while making the online payment through 'State Bank Collect' and the payment receipt generated shall be uploaded along with the tender document. Bids submitted without EMD are liable to be rejected. On receipt of the Security Deposit from the successful bidder, EMD of all other bidders will be released

If the above link becomes inactive, EMD remittance may be facilitated via RTGS/NEFT. In such cases UTR No./ scanned copy of the payment receipt may be submitted along with the Part-A of the bid.

### **SECURITY DEPOSIT**

Within 15 days of the receipt of the work order, the contractor shall remit security deposit of an amount calculated as 10% of the Work order value towards security for due and faithful performance of the contractor. The security deposit shall be remitted online through 'State Bank Collect' portal using the link given below:

[http://www.onlinesbi.sbi/sbicollect/collecthome.htm?corpID=9303&categoryName=Earnest Money Deposit \(EMD\)/SD Remittance](http://www.onlinesbi.sbi/sbicollect/collecthome.htm?corpID=9303&categoryName=Earnest Money Deposit (EMD)/SD Remittance)

The link is also available on of our website [www.fact.co.in](http://www.fact.co.in) (Tenders → 'Click Here to Pay EMD/ Security Deposit')

The bidder shall precisely indicate their Name, Tender number and other relevant details while making the online payment through 'State Bank Collect' and the payment receipt generated thereon shall be submitted to us. If the amount exceeds Rs.10,000/-, Bank Guarantee from a Nationalised/ Scheduled Bank in India, in the prescribed format issued by FACT is also accepted as Security deposit. The security deposit will be released only on completion of the Guarantee/ Maintenance period, provided the contractor has cleared all dues and rectified defects if any.

### **AGREEMENT**

For contracts amounting to Rs. 3.00 lakhs and above, the contractor shall execute a formal agreement between FACT as per format on a stamped paper worth Rs.200/- before starting the work.

## 7. Buyer Added Bid Specific ATC

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

## **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. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

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. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
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.
15. 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.

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 governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), 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/सामान्य नियम और शर्तें 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./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 कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---