

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	03-08-2026 16:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	03-08-2026 16:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Ports, Shipping And Waterways
विभाग का नाम/Department Name	Na
संगठन का नाम/Organisation Name	Tariff Authority For Major Ports (tamp)
कार्यालय का नाम/Office Name	Mumbai
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :director1@tariffauthority.gov.in Buyer Email id: so@tariffauthority.gov.in
वस्तु श्रेणी /Item Category	Custom Bid for Services - COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTERS, LAPTOPS, SERVERS, PRINTERS, SCANNERS, NETWORK DEVICES, PROJECTORS AND OTHER IT PERIPHERALS
समान श्रेणी/Similar Category	Annual Maintenance Service - Desktops, Laptops and Peripherals
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	10 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/ Document required from seller	Experience Criteria,Bidder Turnover,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
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों 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 representation during the tender/bid process will also be displayed to other 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	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	3
बिड से रिवर्स नीलामी सक्रिय किया/ Bid to RA enabled	No
बिड का प्रकार/ Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय / Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	500001
मूल्यांकन पद्धति/ Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/ Arbitration Clause	No
सुलह खंड/ Mediation Clause	No

ईएमडी विवरण/EMD Detail

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

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
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ईपीबीजी प्रतिशत (%) / ePBG Percentage (%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) / Duration of ePBG required (Months).	60

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। 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।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

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

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

लाभार्थी /Beneficiary :

SECTION OFFICER
Adjudicatory Board for Major Ports
(Sujata Pralhad Gaikwad)

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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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

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. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid 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 themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service

provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of 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 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for % (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 allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

4. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

5. 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.

6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:[1783935511.pdf](#)

GEM Availability Report (GAR):[1783935518.pdf](#)

Instruction To Bidder:[1783935524.pdf](#)

Scope of Work:[1783935530.pdf](#)

Payment Terms:[1783935544.pdf](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
21-07-2026 15:00:00	Adjudicatory Board for Major Ports 4th Floor, Bhandar Bhavan, Mauzawar Pakhadi Road, Mazgaon Dock, Mazgaon, Mumbai - 400010

Custom Bid For Services - COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTERS, LAPTOPS, SERVERS, PRINTERS, SCANNERS, NETWORK DEVICES, PROJECTORS AND OTHER IT PERIPHERALS (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTERS, LAPTOPS, SERVERS, PRINTERS, SCANNERS, NETWORK DEVICES, PROJECTORS AND OTHER IT PERIPHERALS
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Sujata Pralhad Gaikwad	400010,TARIFF AUTHORITY FOR MAJOR PORTS 4TH FLOOR, BHANDAR BHAVAN, M.P.ROAD, MAZGAON, MUMBAI 400010	Project / Lumpsum Based	N/A

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

1. 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 Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel

the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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

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

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

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

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

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

action in accordance with the contract and applicable law.

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

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

This Bid is governed by the [सामान्य नियम और शर्तें/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 सामान्य नियम और शर्तें/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.

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

---धन्यवाद/Thank You---



**Adjudicatory Board for Major Ports
Ministry of Ports, Shipping and Waterways
Government of India**

File No. : D-21014/2/2026-ADMIN [E380920]

Dated the 13th July, 2026

BID DOCUMENT

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC)
OF COMPUTERS, LAPTOPS, SERVERS, PRINTERS, SCANNERS,
NETWORK DEVICES, PROJECTORS AND OTHER IT PERIPHERALS**

1. INVITATION FOR ONLINE BIDS

The Adjudicatory Board for Major Ports (ABMP), Ministry of Ports, Shipping and Waterways, Government of India, invites online bids through the Government e-Marketplace (GeM) Portal from eligible and experienced service providers for Comprehensive Annual Maintenance Contract (CAMC) of computers, laptops, servers, printers, scanners, network devices, projectors and other IT equipment/peripherals listed in the Asset Schedules forming part of this Bid Document.

The ABMP is a quasi-judicial body functioning under the administrative control of the Ministry of Ports, Shipping and Waterways. The objective of this procurement is to ensure reliable availability, preventive upkeep, prompt fault rectification, secure technical support and minimum downtime of the covered IT assets.

The bidding process and resultant contract shall be governed by the GeM General Terms and Conditions, applicable GeM Service Level Agreement, this Scope of Work, ABMP Added Bid Specific Additional Terms and Conditions (ATC), corrigenda/clarifications and the resultant GeM Contract/Work Order. In case of any inconsistency or ambiguity, the applicable GeM terms and conditions and the provisions of the Bid Document shall apply, and the decision of ABMP shall be final and binding.

2. BID SCHEDULE

Particulars	Date & Time
Bid Publication Date	13.07.2026
Last date for submission of Queries (if any)	20.07.2026
Pre-bid meeting	21.07.2026 at 3:00 PM
Clarifications/Responses to queries (if any)	23.07.2026
Bid End Date / Time	03.08.2026 at 5:00 PM
Technical Bid Opening	As per GeM Portal Schedule
Financial Bid Opening	As per GeM Portal Schedule

3. SUBMISSION OF BIDS

- a) The tender shall be submitted online through the GeM Portal in the manner configured in the Bid. Where a two packet system is configured, the Technical Bid and Financial Bid shall be submitted separately. No manual or offline bid shall be accepted.
- b) All prospective bidders shall carefully examine the entire GeM Bid and Bid Document, including the Scope of Work, SLA, ATC, Asset Schedules, terms and conditions, specifications, annexures, clarifications and corrigenda, before submission of their bids. Non compliance with any mandatory requirement may render the bid liable for rejection.
- c) The Technical Bid shall contain all eligibility, technical and documentary submissions. No price, rate, financial breakup or other indication of the quoted price shall be disclosed in the Technical Bid. Any such disclosure may render the bid liable to rejection in accordance with GeM provisions.
- d) The Financial Bid shall be submitted only through the GeM Portal in the prescribed field/format. Where ABMP requires an item wise breakup for contract administration, addition/deletion of assets or phased entry after warranty expiry, such breakup shall be uploaded only in the permitted financial document field.

4. RIGHT OF ACCEPTANCE / REJECTION AND CLARIFICATION

ABMP reserves the right, subject to applicable rules and GeM procedures, to accept or reject any bid, wholly or partly, annul the bidding process, modify the scope, issue corrigenda or seek clarifications. The Competent Authority may seek additional documents or information during evaluation within the framework permitted by GeM.

5. AVAILABILITY OF BID DOCUMENTS AND CLARIFICATIONS

The detailed Bid Document shall be available on the GeM Portal and may also be hosted on the official ABMP website. Any clarification or modification shall be issued through the GeM Portal and the official ABMP website. Prospective bidders shall regularly check the GeM Bid for updates. **No individual communication shall be obligatory.**

6. SITE INSPECTION

Site visit shall be mandatory for all prospective bidders. The bidder shall inspect the site and acquaint itself with the existing IT infrastructure, equipment condition, operational requirements and site conditions before submission of the bid. A duly signed Site Visit Certificate, in the prescribed format (**Annexure-A**), shall be uploaded along with the Technical Bid. Non-submission of the Site Visit Certificate shall render the bid liable for rejection.

7. PRE-BID MEETING

- a) A **Pre-Bid Meeting** shall be held on **21.07.2026 at 3:00 PM** at the ABMP Office, Mumbai, to enable prospective bidders to seek clarifications regarding the scope of work, equipment schedule, site conditions and other provisions of the Bid Document.
- b) Prospective bidders shall submit their queries, if any, through the GeM Portal and/or forward the same to the official e-mail **admin@abmp.gov.in** of ABMP on or before **20.07.2026**. Queries received after the stipulated date may not be considered. Clarifications/responses to the queries received, if any, shall be issued/uploaded by ABMP on 23.07.2026.
- c) Participation in the Pre-Bid Meeting is optional. However, all clarifications, amendments and corrigenda issued by ABMP shall be binding on all bidders.

8. EARNEST MONEY DEPOSIT (EMD)

- a) Each bidder shall deposit an Earnest Money Deposit (EMD) of Rs.25,000/- (Rupees Twenty Five Thousand Only) through Electronic Funds Transfer (NEFT/RTGS) or Demand Draft (DD) in favour of the Adjudicatory Board for Major Ports. The receipt/proof of payment of the EMD shall be uploaded along with the Technical Bid. The bank details are as follows :

Account Number: 001401000008048

Name of Account : Adjudicatory Board for Major Ports

Bank and Branch: Indian Overseas Bank, Fort Branch

IFSC Code: IOBA0000014.

- b) Non submission of the EMD or valid documentary proof of exemption from payment of EMD, as applicable, shall render the bid liable for rejection.
- c) Bidders eligible for exemption from payment of EMD in accordance with the applicable GeM terms and conditions shall be exempted from payment of EMD, subject to submission of valid documentary proof along with the Technical Bid.
- d) The EMD of unsuccessful bidders shall be refunded without interest in accordance with the applicable GeM terms and conditions.

9. PERFORMANCE SECURITY

- a) The successful bidder shall deposit a **Performance Security Deposit equivalent to 5% of the total contract value** through Electronic Funds Transfer (NEFT/RTGS), Bank Guarantee or Demand Draft (DD), within **10 days** from the date of receipt of intimation from ABMP. In case of payment through NEFT/RTGS or DD, the bank details specified under Clause 8 above shall apply.

b) Upon submission and acceptance of the Performance Security Deposit by ABMP, the EMD of the successful bidder shall be released in accordance with the applicable GeM terms and conditions.

c) In case the successful bidder fails to submit the Performance Security Deposit within the stipulated period, the EMD deposited by the bidder shall be liable to forfeiture and further action may be taken in accordance with the applicable GeM terms and conditions and the Bid Document.

d) The Performance Security Deposit shall be retained by ABMP for the entire duration of the contract and shall serve as security for satisfactory performance of the CAMC services and fulfilment of all contractual obligations. In case of extension of the contract period, the validity of the Performance Security Deposit shall be suitably extended for the required period.

e) In case of any increase in the contract value during the currency of the contract, including addition of IT equipment under the CAMC in accordance with the provisions of the Bid Document, the Performance Security Deposit shall be proportionately enhanced based on the revised contract value. The validity and quantum of the Performance Security Deposit shall accordingly be maintained and adjusted, wherever required, prior to its final release.

10. ELIGIBILITY CRITERIA

- a) The bidder must have its **Registered Head Office (not merely a branch office)** within the jurisdictional limits of **Greater Mumbai, Thane or Navi Mumbai** and possess valid **PAN, GST Registration and Shop and Establishment Registration or other applicable business registration**, supported by valid documentary proof.
- b) The bidder shall have a minimum of **five (05) years overall experience** in providing AMC/CAMC services for computers and IT equipment, including computers, laptops, servers, printers, scanners, network devices and other IT peripherals, out of which at least **three (03) years experience shall be in Central/State Government Departments, Public Sector Undertakings (PSUs), Autonomous Bodies or Statutory Bodies**.

Work Orders/Contracts along with Completion Certificates, Satisfactory Performance Certificates or other acceptable proof of execution shall be submitted.

- c) The bidder must have a minimum **average annual turnover of ₹.10 lakh during the last three financial years (2022-23, 2023-24 and 2024-25)**, duly supported by audited financial statements or a certificate issued by a Chartered Accountant.
- d) The bidder shall submit an undertaking confirming that **the bidder has not been blacklisted or debarred by any Central/State Government Department, Public Sector Undertaking (PSU), Autonomous Body or Statutory Body**.

- e) The bidder shall comply with the mandatory site visit requirement under Clause 6.
- f) The bidder shall undertake to deploy one (01) full time Resident Service Engineer at the ABMP Office, Mumbai, for the entire duration of the Contract. The Resident Service Engineer shall possess a B.E./B.Tech/B.Sc.(IT)/BCA/Diploma in Computer Science, Information Technology, Electronics, or an equivalent qualification, and shall have a minimum of three (03) years of relevant experience in the maintenance, servicing and troubleshooting of computers, laptops, servers, printers, scanners, network devices and other IT equipment/peripherals. The Resident Service Engineer shall remain deployed at the ABMP Office from 9:30 a.m. to 6:00 p.m., Monday to Friday, excluding holidays observed by ABMP. The bidder shall submit, along with the Technical Bid, an undertaking confirming compliance with this requirement.

11. DOCUMENTS TO BE UPLOADED WITH TECHNICAL BID

The bidder shall upload the following documents along with the Technical Bid on the GeM Portal :

- a) Bid Submission and Acceptance Letter, Undertaking, and the complete Bid Document, including all annexures and clarification/corrigenda issued by ABMP, duly signed and stamped on each page by the authorized signatory of the bidder.
- b) Valid documentary proof of the **Registered Head Office within the jurisdictional limits of Greater Mumbai, Thane or Navi Mumbai**, along with valid **PAN, GST Registration and Shop and Establishment Registration**.
- c) Work Orders/Contracts and Completion Certificates/Satisfactory Performance Certificates establishing a minimum of five (05) years overall experience in similar AMC/CAMC services, including at least three (03) years' experience in Central/State Government Departments, PSUs, Autonomous Bodies or Statutory Bodies.
- d) Audited financial statements or certificate issued by a Chartered Accountant in support of the prescribed average annual turnover of Rs.10.00 Lakhs for the financial years **2022-23, 2023-24 and 2024-25**.
- e) Undertaking/Declaration confirming that the bidder has not been blacklisted or debarred by any Central/State Government Department, PSU, Autonomous Body or Statutory Body.
- f) Duly signed **Site Visit Certificate (Annexure-A)** in the prescribed format.
- g) Details of the proposed Resident Service Engineer under Clause 10(f), including educational qualification and relevant experience, along with copies of the qualification certificate, experience certificates and Curriculum Vitae (CV), duly signed by the proposed Engineer and countersigned by the authorized signatory of the bidder.

- h) Proof of payment of Earnest Money Deposit (EMD) or valid documentary proof of exemption from payment of EMD, as applicable under the GeM terms and conditions.
- i) Valid MSE/Startup registration certificate or any other document in support of exemption or preference claimed by the bidder, wherever applicable.
- j) Any other document specifically required under the GeM Bid or sought by ABMP during the evaluation of the Bid, as permissible under the applicable GeM terms and conditions.

All documents uploaded with the Technical Bid shall be legible, valid and duly self-attested/signed and stamped by the authorized signatory of the bidder.

12. DETAILED SCOPE OF WORK

- a) The CAMC shall be comprehensive and primarily onsite. It shall cover preventive maintenance, corrective maintenance, troubleshooting, repair, rectification and replacement of defective parts/components of equipment under CAMC, without additional charge.
- b) The Service Provider shall maintain covered equipment in efficient working condition and provide manpower, supervision, tools, test instruments, transportation, packing, handling and technical support necessary for performance.
- c) The CAMC shall include replacement/repair of CPU components, motherboard, RAM, HDD/SSD, SMPS, cards, cables, keyboard, mouse, monitor, printer. Toner, ink, cartridges, ribbons, paper and other expressly listed consumables are excluded.
- d) Only new genuine parts or high quality compatible parts of equivalent or better specification, where technically appropriate and approved by ABMP, shall be used. Used, repaired or refurbished parts shall not be installed as replacements.
- e) Software support shall include installation/re-installation and troubleshooting of licensed operating systems, drivers, firmware, antivirus supplied/licensed by ABMP, backup software, e-mail clients including MS Outlook, official language software and other authorized applications used by ABMP.
- f) The Service Provider shall support network configuration, printer/scanner sharing, user connectivity, IP troubleshooting, LAN fault isolation and coordination for network services. It shall not alter security architecture without written approval.
- g) The Service Provider shall provide coordination with OEMs for assets under warranty. No action shall be taken that may void OEM warranty. Assets identified for future CAMC entry shall be covered only from the day following warranty expiry or such date as ABMP confirms.
- h) Repair shall ordinarily be carried out at the equipment location. Removal of equipment/parts from ABMP premises shall require prior written authorization and

gate pass. A functionally equivalent standby shall be provided before removal where official work would otherwise be affected.

- i) No transportation, courier, freight, packing, handling or logistics charge for repair/replacement shall be separately admissible.
- j) The Service Provider shall maintain adequate critical spares and arrange standby equipment/components to prevent prolonged disruption.
- k) Shifting, reconnection and reconfiguration of covered equipment within the same ABMP office premises shall be supported without additional charge.
- l) All complaints shall be logged in a complaint register showing asset ID, complaint, date/time of logging, attendance, action taken, parts replaced, downtime and closure confirmation by the user/authorized officer.
- m) The Service Provider shall maintain an asset wise service history and submit monthly complaint summaries and quarterly preventive maintenance reports.
- n) At the commencement of the Contract, the service provider shall jointly verify the covered assets and prepare an Opening Status Report within fifteen (15) days, recording the operational condition and any pre-existing defects, if any. Any pre-existing defect not recorded in the Opening Status Report shall not ordinarily be treated as an exclusion from the Service Provider's obligations under the CAMC.

13. PREVENTIVE MAINTENANCE

The Service Provider shall carry out **Preventive Maintenance of each equipment covered under the CAMC once every quarter**, irrespective of whether the equipment has suffered any breakdown during the quarter. The PM schedule shall be planned in consultation with ABMP so as to avoid disruption of official work. Preventive Maintenance shall include, but not be limited to, the following activities :

- a) Thorough internal and external cleaning of computers and peripherals, including CPU cabinets, monitors, keyboards, mouse unit, printers, scanners and other covered equipment, using appropriate vacuum cleaning equipment, soft brushes and lint-free materials.
- b) Inspection, testing and execution of appropriate hardware diagnostics, including checking of HDD/SSD health, wherever technically applicable, memory and hardware diagnostics, system boot performance and relevant error logs.
- c) Inspection and functional checking of keyboards, mouse, displays, ports, power and data cables, connectors, switches, covers and other external components.
- d) Cleaning and servicing of printers and scanners, including inspection of rollers, fuser units, print paths, paper feed mechanisms and other moving parts, lubrication/greasing, wherever technically required, and test printing/scanning to ensure satisfactory output quality.

- e) Checking of UPS units covered under the CAMC for functional status and backup performance, and reporting of weak or defective batteries/components. Replacement of UPS batteries shall be excluded from the CAMC.
- f) Checking of LAN connectivity at the user end, network interfaces, IP configuration, loose connections, patch cords and covered switches/network devices, including point to point connectivity testing and fault identification.
- g) Checking of equipment level power connections and reporting of any visible power supply, grounding or earthing related abnormality requiring attention.
- h) Checking and updating of approved device drivers, firmware, operating system patches and antivirus/security updates, wherever required, only with prior authorization of ABMP and in accordance with applicable licensing and security requirements.
- i) The Service Provider shall maintain an **asset wise record of Preventive Maintenance**, indicating the Asset ID, equipment details, date of maintenance, activities performed, defects noticed, corrective action taken and recommendations, if any.
- j) On completion of each quarterly Preventive Maintenance cycle, the Service Provider shall submit a **Quarterly Preventive Maintenance Report**, duly certified by the authorized representative of the Service Provider and verified by the concerned ABMP official/user.
- k) Preventive Maintenance shall be deemed complete only after all equipment due for maintenance during the quarter has been attended to and the prescribed records and reports have been submitted to ABMP. Failure to carry out PM in accordance with the prescribed schedule shall attract the applicable SLA deductions/penalties provided in the Bid Document.

14. SERVICE LEVEL REQUIREMENTS

- a) The Service Provider shall provide prompt and efficient maintenance support and ensure minimum downtime of all equipment covered under the CAMC. Complaints shall be acknowledged promptly and attended to by the Resident Service Engineer within one (01) working hour from the time of receipt of the complaint.
- b) Normal faults shall be rectified on the same working day, while faults requiring repair or replacement of parts shall be resolved within a maximum of two working days.
- c) Where any equipment cannot be made operational within two working days, the Service Provider shall provide standby equipment of equivalent or higher configuration, without additional cost to ABMP, until the original equipment is restored. Complaints relating to servers, network devices and other critical equipment shall be accorded priority.

- d) No equipment or component shall be removed from ABMP premises without prior approval and a valid gate pass, and the Service Provider shall maintain **adequate technical support, necessary spares and a complaint register** containing details of complaints, action taken, parts replaced, downtime and closure.
- e) In case of failure to attend or rectify a complaint within the prescribed timeline or to provide standby equipment, ABMP may arrange repair or replacement from another agency at the **risk and cost of the Service Provider**, in addition to applicable SLA deductions/penalties. Emergency support shall be provided for critical breakdowns affecting essential official operations.

15. SERVICE ENGINEER AND SUPPORT ARRANGEMENT

- a) In fulfillment of the requirement stipulated under Clause 10(f), the Service Provider shall ensure continuous deployment and availability of the Resident Service Engineer at the ABMP Office throughout the Contract period, during the prescribed working hours.
- b) The Service Provider shall provide a suitable substitute from the first day of absence of the Resident Service Engineer, without any additional cost to ABMP.
- c) ABMP may require replacement of the Resident Service Engineer in case of inadequate technical competence, misconduct or unsatisfactory performance, and the Service Provider shall provide a suitable replacement promptly.
- d) Engineers shall carry company identity cards, observe office decorum and comply with ABMP security instructions.
- e) Antecedent/police verification shall be arranged by the Service Provider where required by ABMP security policy or applicable rules.

16. DATA SECURITY, CONFIDENTIALITY AND CYBER HYGIENE

- a) The Service Provider and its personnel shall maintain strict confidentiality of all official information, case related data, user credentials, system configurations and network details accessed during the CAMC and shall not copy, disclose or use the same for any unauthorized purpose.
- b) Only authorized personnel shall access ABMP systems. No unauthorized software, remote access tool, USB device, external storage device or cloud service shall be used on ABMP systems.
- c) No HDD, SSD or other data bearing storage media shall be removed from ABMP premises without prior written approval.

- d) Any malware infection, unauthorized access, data breach, credential exposure or other cyber security incident shall be reported immediately to ABMP, and the Service Provider shall provide necessary assistance for investigation and remedial action.
- e) The Service Provider shall be responsible for any breach of confidentiality or security attributable to its personnel. The confidentiality and data security obligations shall continue even after expiry or termination of the Contract.

17. CONTRACT PERIOD, COMMENCEMENT AND EXTENSION

- a) The CAMC shall be valid for an period of **five (05) years** from the date of commencement of services specified in the Work Order/GeM Contract, unless terminated earlier in accordance with the terms of the Contract.
- b) The contract may be extended for a further period of up to **two (02) years**, in one or more spells, subject to satisfactory performance of the Service Provider, continued requirement of services, mutual consent and approval of the Competent Authority, in accordance with the applicable GeM terms and conditions.
- c) Any extension shall ordinarily be on the same terms and conditions and at the accepted contract rates, unless otherwise agreed in writing and permitted under the applicable GeM terms and conditions.
- d) The Service Provider shall ensure uninterrupted CAMC services throughout the contract period and any extended period and shall suitably extend the validity of the Performance Security Deposit, wherever required.

18. ADDITION / DELETION AND PHASED ENTRY OF ASSETS

- a) IT equipment already out of warranty and included in the Asset Schedule shall be covered under CAMC from the date of commencement of the Contract.
- b) Equipment presently under OEM warranty shall be brought under CAMC from the day following expiry of warranty or from such date as may be communicated by ABMP. Payment for such equipment shall be made proportionately from the actual date of its inclusion in the CAMC.
- c) ABMP may add or delete equipment from the scope of the Contract during its currency on account of fresh procurement, expiry of warranty, transfer, replacement, condemnation or disposal. The Contract value shall be adjusted proportionately for such addition or deletion, based on the accepted CAMC rates and subject to the applicable GeM terms and conditions.
- d) Any newly procured equipment shall, upon expiry of its warranty period, be brought under the CAMC for the remaining period of the Contract. The accepted CAMC rate for the same category of equipment or, where no identical category exists, the rate applicable to equipment of similar type and configuration, shall apply on a pro-rata basis.

- e) No payment shall be admissible for any equipment after its deletion from the CAMC, with effect from the date specified by ABMP.
- f) The Service Provider shall maintain an updated asset wise CAMC coverage record indicating the date of inclusion or deletion of each asset and shall provide services accordingly.

19. FINANCIAL BID AND PRICE BASIS

- a) The Financial Bid shall be submitted online only through the GeM Portal in the prescribed format. No price or financial information shall be disclosed in the Technical Bid.
- b) **The bidder shall quote unit annual CAMC rates, excluding GST, for all categories of equipment covered under the Bid.** The quoted rates shall be inclusive of all costs towards manpower, deployment of the Resident Service Engineer, preventive and corrective maintenance, repair and replacement of covered parts and components, standby arrangements, technical support, tools and testing equipment, transportation, freight, packing, handling, insurance, overheads, duties and all other incidental expenses required for satisfactory performance of the Contract. GST shall be indicated separately, as applicable.
- c) The accepted rates shall remain firm and fixed throughout the Contract period, including any extension thereof. No escalation on any account shall be admissible, except statutory variation in GST, if applicable, in accordance with the applicable GeM terms and conditions.
- d) The bidder shall furnish an item-wise/category-wise price breakup, wherever prescribed, to facilitate phased inclusion of assets after expiry of OEM warranty, addition or deletion of assets, and proportionate adjustment of the contract value.
- e) The Financial Bid shall be unconditional and complete in all respects. Financial evaluation and determination of the successful bidder shall be carried out in accordance with the applicable GeM terms and conditions and the evaluation methodology specified in the Bid.

20. TERMS OF PAYMENT

- a) Payment shall be released on **quarterly basis** after satisfactory completion of CAMC services for the quarter and certification by the authorized officer of ABMP.
- b) The Service Provider shall submit the invoice indicating the billing quarter, and tax breakup, along with the monthly complaint summaries **Quarterly Preventive Maintenance Report, downtime details, and asset addition/deletion statement**, wherever applicable.

- c) Payment shall be made only for the equipment actually covered under CAMC during the relevant billing period. In case of phased inclusion or deletion of any asset, payment shall be calculated on a **pro-rata basis** from the effective date of inclusion or deletion.
- d) No complaint shall remain unjustifiably pending at the time of submission of the quarterly claim. Any pending complaint shall be clearly disclosed with reasons and the proposed timeline for resolution.
- e) Applicable SLA deductions, penalties, risk and cost recoveries, TDS and other statutory deductions, if any, shall be adjusted from the amount payable.
- f) No advance payment shall be made. Payment shall be processed in accordance with the GeM terms and conditions and the provisions of the Bid Document.

21. PENALTIES / SERVICE LEVEL DEDUCTIONS

- a) In case the Service Provider fails to attend a complaint within the prescribed response time, a penalty of **Rs.500/- per equipment/complaint** for each day of delay or part thereof shall be levied.
- b) Failure to carry out quarterly Preventive Maintenance of any covered equipment within the prescribed period shall attract a penalty of **Rs.500/- per equipment per quarter**, in addition to proportionate deduction of CAMC charges for the affected equipment, wherever applicable.
- c) In case of use of unauthorized, used, refurbished or substandard parts, the Service Provider shall replace the same immediately at its own cost. Repeated violation may result in recovery of loss, termination of the Contract and other action under the applicable GeM terms and conditions.
- d) In case the Service Provider fails to repair the equipment or provide the required standby arrangement within the prescribed period, ABMP may get the equipment repaired from another agency at the **risk and cost of the Service Provider**, in addition to the applicable penalties.
- e) The total penalties/service level deductions shall be limited to **10% of the quarterly invoice value**. However, this limit shall not restrict recovery of actual loss, risk and cost expenditure or any other recovery arising from damage to ABMP property, data-security breach or other contractual liability.
- f) Persistent failure to meet the prescribed SLA, repeated breakdown of services or accumulation of penalties up to the maximum permissible limit may lead to termination of the Contract, forfeiture of the Performance Security Deposit and other action in accordance with the applicable GeM terms and conditions and the Bid Document.

22. INDEMNITY AND DAMAGE TO PROPERTY

- a) The Service Provider shall indemnify and keep indemnified ABMP against any loss, damage, claim or liability arising from negligence, misconduct, any act or omission of the Service Provider or its personnel, or breach of the confidentiality and security obligations stipulated under Clause 16 of the Contract.
- b) Any loss or damage caused to ABMP equipment, property, systems or data due to negligence or mishandling by the Service Provider or its personnel shall be made good by the Service Provider. ABMP may recover the assessed amount from pending bills, Performance Security Deposit or any other dues payable to the Service Provider.

23. SUBCONTRACTING AND ASSIGNMENT

The Service Provider shall not assign, transfer or sublet the Contract, wholly or partly, without prior written approval of ABMP and except as permitted under the applicable GeM terms and conditions. Any permitted subcontracting shall not relieve the Service Provider of its obligations, liabilities or responsibility for satisfactory performance of the Contract.

24. TERMINATION OF CONTRACT

- a) ABMP may terminate the Contract, wholly or partly, in case of persistent failure to meet the prescribed SLA, abandonment of services, material breach of contractual obligations, insolvency, serious misconduct, breach of confidentiality or data security, or any other default affecting satisfactory performance of the Contract.
- b) ABMP may also terminate the Contract by giving **30 days' written notice** to the Service Provider, in accordance with the applicable GeM terms and conditions and the provisions of the Bid Document.
- c) In case of termination due to default of the Service Provider, ABMP may invoke or forfeit the Performance Security Deposit, arrange the services or repairs at the **risk and cost of the Service Provider**, recover losses or additional expenditure and take such other action as permissible under the applicable GeM terms and conditions.
- d) Termination shall not affect any rights, liabilities or obligations accrued before the effective date of termination.

25. FORCE MAJEURE

Force Majeure shall be governed by the applicable GeM General Terms and Conditions and the resultant Contract. The affected party shall promptly inform the other party of the occurrence and cessation of the Force Majeure event, supported by appropriate evidence, and shall take reasonable steps to minimize its impact and resume contractual obligations at the earliest possible opportunity.

26. DISPUTE RESOLUTION AND JURISDICTION

- a) Any dispute arising out of the Contract shall first be resolved amicably, failing which it shall be dealt with as per the applicable GeM terms and conditions.
- b) The Contract shall be governed by the laws of India and the courts at Mumbai shall have jurisdiction.

27. BID EVALUATION AND AWARD OF CONTRACT

- a) Technical Bids shall be evaluated on the basis of eligibility criteria, documentary compliance, technical responsiveness and acceptance of the Scope of Work, SLA and other Bid conditions.
- b) Only technically qualified and responsive bidders shall be considered for Financial Bid evaluation.
- c) Financial evaluation, determination of L1 and award of Contract shall be carried out in accordance with the applicable GeM terms and conditions and the evaluation methodology specified in the GeM Bid.
- d) ABMP reserves the right to verify the authenticity of certificates, work orders, performance certificates and other credentials submitted by the bidder directly from the issuing organization. Submission of false, forged or misleading documents shall render the Bid liable for rejection and may attract further action under the applicable rules.

28. CONTRACT HANDOVER AND EXIT MANAGEMENT

- a) Upon expiry or termination of the Contract, the Service Provider shall hand over all CAMC related records, service history, configuration details and pending complaint status, and return all ABMP equipment, components, credentials and other property in its possession.
- b) The Service Provider shall ensure smooth transition of services to ABMP or the successor service provider. Final payment and release of the Performance Security Deposit shall be subject to satisfactory handover and fulfilment of all contractual obligations.

SITE VISIT CERTIFICATE

This is to certify that **Shri/Smt.** _____, authorized representative of **M/s** _____, visited the ABMP Office, Mumbai, on _____ in connection with the GeM Bid for the **Comprehensive Annual Maintenance Contract (CAMC) of Computers, Laptops, Servers, Printers, Scanners, Network Devices, Projectors and other IT Peripherals.**

2. The representative inspected the site and acquainted himself/herself with the existing IT infrastructure, equipment covered under the CAMC, site conditions and operational requirements relevant to the performance of the Contract.

3. This certificate is issued solely as proof of the site visit and shall not be construed as confirmation of the bidder's eligibility or technical qualification.

For the Bidder

Name: _____

Designation: _____

Signature: _____

Date: _____

Seal: _____

For ABMP

Name: _____

Designation: _____

Signature: _____

Date: _____

Office Seal: _____

BID SUBMISSION AND ACCEPTANCE LETTER

(To be submitted on Bidder's Letterhead)

GeM Bid No.: _____

To
The Joint Registrar
Adjudicatory Board for Major Ports
Ministry of Ports, Shipping and Waterways
Government of India
4th Floor, Bhandar Bhavan,
M.P. Road, Mazgaon, Mumbai – 400010

Subject: Technical Bid for Comprehensive Annual Maintenance Contract of IT Equipment and Peripherals – Acceptance of Terms and Conditions.

Madam,

We hereby certify that we have carefully read and understood the GeM Bid, Bid Document, Scope of Work, Additional Terms and Condition, Asset Schedules, annexures and all clarifications/corrigendum issued by ABMP, and unconditionally accept all the terms and conditions thereof without any deviation or reservation.

2. We undertake to perform the CAMC services strictly in accordance with the Bid Document and the resultant GeM Contract. We further certify that all information, declarations and documents submitted with our Bid are true, complete and authentic and that no price or financial information has been disclosed in the Technical Bid.

3. We understand that any false declaration, misrepresentation, material concealment or non-compliance with the Bid conditions may render our Bid liable for rejection and may result in action in accordance with the applicable GeM terms and conditions and rules.

Authorized Signatory: _____

Name: _____

Designation: _____

Bidder Name: _____

Date: _____

Seal: _____

UNDERTAKING

(To be submitted on Bidder's Letterhead)

GeM Bid No.: _____

To
 The Joint Registrar
 Adjudicatory Board for Major Ports
 Ministry of Ports, Shipping and Waterways
 Government of India
 4th Floor, Bhandar Bhavan,
 M.P. Road, Mazgaon,
 Mumbai – 400010.

Madam,

1. I/We hereby certify that I/We have carefully read and understood the entire bid document, including all annexures, schedules, and corrigenda issued from time to time, and agree to abide by all terms, conditions, and provisions contained therein.
2. I/We unconditionally accept all the terms and conditions of the bid document and corrigenda in their entirety.
3. I/We declare that our firm has not been blacklisted or debarred by any Government Department, Autonomous Body, or Public Sector Undertaking.
4. I/We confirm that the quoted prices are all inclusive (including packing, forwarding, freight, insurance, taxes, duties, etc.), are in Indian Rupees, and shall remain firm and fixed for the entire duration of the contract.
5. I/We certify that all information furnished in the bid is true and correct. In case any information is found to be false, incorrect, or misleading, the Purchaser shall have the right to reject the bid or terminate the contract without notice, including forfeiture of EMD/Performance Security.
6. I/We undertake that if we withdraw or modify the bid during its validity period, or fail to sign the contract or submit Performance Security within the stipulated time after award, we shall be liable for suspension/debarment for a period of two (2) years, as per GeM provisions.
7. I/We confirm that the minimum average annual turnover criteria, as specified in the bid document, has been complied with, and relevant supporting documents have been submitted. In case of MSME exemption, valid documentary proof has been provided.
8. I/We hereby declare that there is no conflict of interest in participating in the present bid, and I/We have not engaged in any anti-competitive practices or collusion with other bidders.
9. I/We shall comply with all applicable laws, rules, regulations, labour laws, taxation laws, and statutory requirements during the execution of the contract.
10. I/We accept that the Purchaser reserves the right to accept or reject any or all bids, cancel the bidding process, or annul the award without assigning any reason, as per GeM provisions.
11. I/We undertake to submit Performance Security within the stipulated time as per GeM terms, failing which applicable action may be taken.

Authorized Signatory: _____

Name: _____

Designation: _____

Bidder Name: _____

Date: _____

Seal: _____

ASSET SCHEDULES – A

LIST OF IT EQUIPMENT AND PERIPHERALS TO BE COVERED UNDER CAMC

Sr. No.	Brief Description of computers & peripherals	Quantity (in Nos.)	Purchase Date	Warranty Expiry Date
1	Laptops:			
i	Dell VOSTRO 2420 Express services code 28764218450 Asset Id :- TAMP/ADMIN/IT/LAP/05	01	29.1.2014	28.1.2015
ii	Apple Mac-book Pro13 Inch M2 Laptop with Mac OS, S/N DC0WJ7YHJX Part No. MNEJ3HN / A Asset Id :- TAMP/ADMIN/IT/LAP/MAC-01	01	16.11.2022	15.11.2023
iii	HP Intel Core i7 11th Generation, 16 GB RAM, 512 GB SSD, 14 Inch Laptop with Windows 11 Operating System with 3 years warranty, Model no. HP Pavilion x360 14-dy1013TU Asset Id :- TAMP/ADMIN/IT/LAP/09 Asset Id :- TAMP/ADMIN/IT/LAP/10 Asset Id :- TAMP/ADMIN/IT/LAP/11	03	11.02.2022	10.02.2025
iv	hp Workstation with Intel Core i7-1355U processor 16 GB Laptop (Windows 11 Home) [HP Pavilion x360 Laptop Model No.14-ek1020TU, with Intel core i7 13th Generation, 16 GB DDR4, 512 GB SSD, 14 inch] Product ID-7Z1P8PA#ACJ Serial Number -8CG4363TC7] with Laptop Bag & Pen. Asset Id:- TAMP/ADMIN/IT/LAP/24-25/13	01	19.12.2024	18.12.2025
v	HP Spectre x360 40.6 cm (16) 2-in-1 Laptop OLED 16-aa0664TX, Blue Serial Number – 5CD410FB47 5CD4122PB8 5CD410FB4S Asset Id:- TAMP/ADMIN/IT/LAP/2025-26/14 Asset Id:- TAMP/ADMIN/IT/LAP/2025-26/15 Asset Id:- TAMP/ADMIN/IT/LAP/2025-26/16	03	15.04.2025	14.04.2026
Total		09		

2		Computers:			
	i	Lenovo Think Centre All-In-One Computers Lenovo Intel Core i7-2600,2GB RAM, 320GB HDD, 18"TFT, DVD RW, Win 7 Professional, Keyboard & Mouse. Asset Id :- TAMP/ADMIN/IT/DSK/01 Asset Id :- TAMP/ADMIN/IT/DSK/02 Asset Id :- TAMP/ADMIN/IT/DSK/10 Asset Id :- TAMP/ADMIN/IT/DSK/11 Asset Id :- TAMP/ADMIN/IT/DSK/18 Asset Id :- TAMP/ADMIN/IT/DSK/28	06	18.2.2013	17.02.2015
	ii	LENOVO Intel core- i7, 3.4 GHz Lenovo Intel Core i7-2600, 3.4 GHz, 4GB 1066 MHz DDR3 RAM, 320 GB HDD Asset Id :- TAMP/ADMIN/IT/DSK/32	01	02.06.2012	01.06.2015
	iii	Lenovo Think Centre With Windows 8.1 Lenovo Intel Core i3-3220, Windows 8 Pro 64bit(6.2,build 9200), 3.3 GHz., 3Mb Cache or Higher, Chipset Intel Series or better, 3 PCI or More, 4GB 1333 MHz DDR3 RAM with 16 GB expandability, HDD- 500GB 7200 rpm or higher, Monitor- 47 (18.5") or larger TFT/ LED Digital Color Monitor. Asset Id :- TAMP/ADMIN/IT/DSK/33 Asset Id :- TAMP/ADMIN/IT/DSK/34 Asset Id :- TAMP/ADMIN/IT/DSK/35 Asset Id :- TAMP/ADMIN/IT/DSK/36 Asset Id :- TAMP/ADMIN/IT/DSK/38 Asset Id :- TAMP/ADMIN/IT/DSK/40	06	19.4.2014	20.04.2017
	iv	HP Make Desktop Computer Model No.HP 280 G3 MT i7 Windows10 professional 413 with V190, Intel Core i7, 8 GB RAM, 1000 GB HDD, monitor size 19.5 inch, DVD R/W, USB Keyboard & Mouse. Asset Id :- TAMP/ADMIN/IT/DSK/42 Asset Id :- TAMP/ADMIN/IT/DSK/43	06	06.12.2019	05.12.2022

		Asset Id :- TAMP/ADMIN/IT/DSK/44 Asset Id :- TAMP/ADMIN/IT/DSK/45 Asset Id :- TAMP/ADMIN/IT/DSK/46 Asset Id :- TAMP/ADMIN/IT/DSK/47			
	v	HP Intel Core i5 10400, 10 th Generation, RAM 8 GB, HDD 1 TB, SSD 128 GB, Windows 10 Professional, Monitor Size 24 inch, DVD R/W, USB Keyboard & Mouse. Asset Id :- TAMP/ADMIN/IT/DSK/48 Asset Id :- TAMP/ADMIN/IT/DSK/49 Asset Id :- TAMP/ADMIN/IT/DSK/50 Asset Id :- TAMP/ADMIN/IT/DSK/51	04	08.07.2021	07.07.2024
	vi	HP Envy All-in-one Desktop 34-C1786IN Sr. No. 8CC33518YZ 8CC33518YW 8CC32920W3 Asset Id :- TAMP/ADMIN/IT/DSK/23-24/60 Asset Id :- TAMP/ADMIN/IT/DSK/23-24/61 Asset Id :- TAMP/ADMIN/IT/DSK/23-24/62	03	05.09.2023	24.10.2024
	vii	HP Intel Core i5, 12th Generation 8 GB/1000 GB HDD, Windows 10 Professional, Monitor Size 24 inch, DVD R/W, USB Keyboard & Mouse. Asset Id :- TAMP/ADMIN/IT/DSK/22-23/53 Asset Id :- TAMP/ADMIN/IT/DSK/22-23/54 Asset Id :- TAMP/ADMIN/IT/DSK/22-23/55 Asset Id :- TAMP/ADMIN/IT/DSK/22-23/56	04	18.02.2023	17.02.2026
	viii	HP Pavilion AiO PC 27-ca2000i (6L7D8AV) Serial No. 8CC3180NZF 8CC3180NYP 8CC3180P04 Asset Id :- TAMP/ADMIN/IT/DSK/23-24/57 Asset Id :- TAMP/ADMIN/IT/DSK/23-24/58 Asset Id :- TAMP/ADMIN/IT/DSK/23-24/59	03	20.06.2023	19.06.2026
Total			33		

3		Printers:			
	i	Canon Laser shot LBP 6200 Printer Asset Id :- TAMP/ADMIN/IT/PRN/28 Asset Id :- TAMP/ADMIN/IT/PRN/29 Asset Id :- TAMP/ADMIN/IT/PRN/30 Asset Id :- TAMP/ADMIN/IT/PRN/31 Asset Id :- TAMP/ADMIN/IT/PRN/32 Asset Id :- TAMP/ADMIN/IT/PRN/33	06	28.03.2014	27.03.2015
	ii	HP LJ P 1606 Network Printer Asset Id :- TAMP/ADMIN/IT/PRN/19 Asset Id :- TAMP/ADMIN/IT/PRN/34	02	02.09.2013	01.09.2014
	iii	HP LaserJet Pro M 202 DW Network Printer Asset Id :- TAMP/ADMIN/IT/PRN/35	01	22.01.2015	21.01.2016
	iv	Laserjet Printer LBP 6230 dn Printer Asset Id :- TAMP/ADMIN/IT/PRN/18 Asset Id :- TAMP/ADMIN/IT/PRN/22 Asset Id :- TAMP/ADMIN/IT/PRN/23 Asset Id :- TAMP/ADMIN/IT/PRN/24 Asset Id :- TAMP/ADMIN/IT/PRN/25 Asset Id :- TAMP/ADMIN/IT/PRN/26	06	30.03.2017	29.03.2018
	v	Laserjet Printer LBP 6230 dn Printer Asset Id :- TAMP/ADMIN/IT/PRN/36 Asset Id :- TAMP/ADMIN/IT/PRN/37 Asset Id :- TAMP/ADMIN/IT/PRN/38 Asset Id :- TAMP/ADMIN/IT/PRN/39 Asset Id :- TAMP/ADMIN/IT/PRN/40 Asset Id :- TAMP/ADMIN/IT/PRN/41 Asset Id :- TAMP/ADMIN/IT/PRN/42	07	29.01.2020	28.01.2021
	vi	HP LaserJet Pro MFP M329DW Printer Asset Id :- TAMP/ADMIN/IT/PRN/46 Asset Id :- TAMP/ADMIN/IT/PRN/47 Asset Id :- TAMP/ADMIN/IT/PRN/48 Asset Id :- TAMP/ADMIN/IT/PRN/49	04	03.08.2021	02.08.2024

	vii	HP OFFICEJET Pro 9020 All-in-One Color Printer Asset Id :- TAMP/ADMIN/IT/PRN/23-24/50 Asset Id :- TAMP/ADMIN/IT/PRN/23-24/51 Asset Id :- TAMP/ADMIN/IT/PRN/23-24/52 Asset Id :- TAMP/ADMIN/IT/PRN/23-24/53 Asset Id :- TAMP/ADMIN/IT/PRN/23-24/54 Asset Id :- TAMP/ADMIN/IT/PRN/23-24/55	06	15.06.2023	14.06.2024
	viii	Brother A4 and Legal Size Colour Laser Multifunction Machine (MFC-L3760CDW) (Printer) Serial No. E81702C5N898692 Asset Id :- TAMP/ADMIN/IT/BRO-COL/PRN/25-26/56	01	09.06.2025	08.06.2026
Total			33		
4	Scanner:				
	i	HP Scan Jet 5590 Asset Id :- TAMP/ADMIN/IT/SCAN/02	01	30.03.2014	29.03.2015
	i	HP Scanjet Enterprises Flow N9120 Scanner Asset Id :- TAMP/ADMIN/IT/SCAN/23-24/03 Asset Id :- TAMP/ADMIN/IT/SCAN/23-24/04	02	23.06.2023	22.06.2026
Total			03		
5	Network Items:				
	i	D-Link 8- Port Fast Ethernet DES-1008 Asset Id :- TAMP/ADMIN/IT/SWITCH/09 Asset Id :- TAMP/ADMIN/IT/SWITCH/10 Asset Id :- TAMP/ADMIN/IT/SWITCH/11 Asset Id :- TAMP/ADMIN/IT/SWITCH/12	04	25.01.2016	24.01.2017
	ii	D-Link Cat 6-Patch Panels 24 ports loaded Asset Id :- TAMP/ADMIN/IT/PATCHPANEL/24-25/05 TAMP/ADMIN/IT/PATCHPANEL/24-25/06 TAMP/ADMIN/IT/PATCHPANEL/24-25/07 TAMP/ADMIN/IT/PATCHPANEL/24-25/08	04	-	-
Total			08		

6	Projector			
i	BENQ Make Projector model no. MX 666 DLP 3D Asset Id :- TAMP/ADMIN/IT/PROJECTOR/02	01	09.07.2015	08.07.2017
Total		01		

ASSET SCHEDULES - B

LIST OF IT EQUIPMENT AND PERIPHERALS PRESENTLY UNDER OEM WARRANTY

Sr. No.	Brief Description of computers & peripherals	Quantity (in Nos.)	Purchase Date	Warranty Expiry Date
1	Laptops:			
i	hp Intel Core i7 14 Inch Laptop (Windows 11 Professional) [HP Pavilion Laptop Model 14-dv2015TU, 12th generation, 1 TB SSD, 16 GB RAM with Windows 11 professional Product ID-6K9J2PA#ACJ Serial Number -5CD3523MZR] with Laptop Bag. Asset Id:- TAMP/ADMIN/IT/LAP/24-25/12	01	25.04.2024	25.04.2027
Total		01		
2	Computers:			
i	HP Intel Core i5 12500 8 GB/1000 GB HDD/ Windows 11 Professional along with wireless Keyboard & Mouse Connectivity (Model :- HP Pro Tower 280 G9 PCI) CPU/Monitor Serial number 4CE323BVZ8/ CNK33811CV 4CE323DDDH/ CNK33811B8 4CE323 DDD4/ CNK33811CF 4CE323BVYT/ CNK33811CC 4CE323C6NG/ CNK33811CW 4CE323BW0W/ CNK33811DF Asset Id:- TAMP/ADMIN/IT/DSK/23-24/63 Asset Id:- TAMP/ADMIN/IT/DSK/23-24/64 Asset Id:- TAMP/ADMIN/IT/DSK/23-24/65 Asset Id:- TAMP/ADMIN/IT/DSK/23-24/66 Asset Id:- TAMP/ADMIN/IT/DSK/23-24/67 Asset Id:- TAMP/ADMIN/IT/DSK/23-24/68	06	12.12.2023	11.12.2026
ii	HP Pro Tower 280G9 PCI Core i5 13500, 8 GB DDR4, 512 GB SSD, 1 TB HDD, 23.8 inch LED Display, wired Keyboard & Mouse with Windows 11 Professional. CPU Serial No.	08	11.11.2024	15.11.2027

		1N144105KJ 1N14410569 1N1441059J 1N144104YQ 1N1441055M 1N144105M2 1N14410504 1N1441057N. LED Monitor Serial No. CNC4360DCF CNC4360DFY CNC4360DCP CNC4332M3Q CNC4360DD0 CNC4360DDQ CNC4332M3F CNC4360DCS Asset Id:- TAMP/ADMIN/IT/DSK/24-25/69 Asset Id:- TAMP/ADMIN/IT/DSK/24-25/70 Asset Id:- TAMP/ADMIN/IT/DSK/24-25/71 Asset Id:- TAMP/ADMIN/IT/DSK/24-25/72 Asset Id:- TAMP/ADMIN/IT/DSK/24-25/73 Asset Id:- TAMP/ADMIN/IT/DSK/24-25/74 Asset Id:- TAMP/ADMIN/IT/DSK/24-25/75 Asset Id:- TAMP/ADMIN/IT/DSK/24-25/76			
Total			14		
3	Server:				
	i	HPE Proliant DL360 G11 Server Asset Id :- TAMP/ADMIN/IT/SERVER/24-25/03 Asset Id :- TAMP/ADMIN/IT/ SERVER/24-25/04	02	08.01.2025	07.01.2028
	ii	I Gigabyte L2 CISCO CBS350-24T-4G Managed Switches Asset Id :- TAMP/ADMIN/IT/SWITCH/24PORT/24-25/05 TAMP/ADMIN/IT/SWITCH/24PORT/24-25/06 TAMP/ADMIN/IT/SWITCH/24PORT/24-25/07 TAMP/ADMIN/IT/SWITCH/24PORT/24-25/08	04	08.01.2025	07.01.2028
Total			06		

FINANCIAL BID

CAMC of Computers, Laptops, Printers, Scanners, Network Devices, Projector and other IT Peripherals of the Adjudicatory Board for Major Ports (ABMP).**GeM Bid No.:** _____

The bidder shall quote unit annual CAMC rates for all categories of equipment listed in Asset Schedules–A and B through the Financial Bid on the GeM Portal.

2. The quoted rates shall be firm and inclusive of all costs relating to manpower, deployment of Resident Service Engineer, maintenance, repair and replacement of covered parts and components, standby arrangements, technical support, tools, transportation, insurance, overheads and all incidental expenses required for satisfactory performance of the Contract. GST shall be indicated separately, as applicable.

3. Equipment listed in Asset Schedule–B and presently under OEM warranty shall be brought under CAMC only upon expiry of the respective warranty, and the accepted unit rates shall apply from the date of its inclusion under CAMC.

4. Payment shall be made on a pro-rata basis at the accepted unit annual CAMC rates, only for the actual number of equipment and the period for which such equipment remained covered under CAMC.

Sr. No.	Description / Category of Equipment	Total Qty.	Qty. Initially under CAMC	Qty. under OEM Warranty / Phased Entry	CAMC Rate per Unit per Year (Rs.), excluding GST	Annual Amount for Total Qty. (Rs.), excluding GST
1	Laptops					
1.1	Dell Vostro 2420 Laptop	1	1	–		
1.2	Apple MacBook Pro 13-inch M2	1	1	–		
1.3	HP Pavilion x360 14-dy1013TU	3	3	–		
1.4	HP Pavilion x360 14-ek1020TU	1	1	–		
1.5	HP Spectre x360 16-aa0664TX	3	3	–		
1.6	HP Pavilion 14-dv2015TU	1	–	1		
	Subtotal – Laptops	10	9	1		
2	Desktop Computers / All-in-One PCs					
2.1	Lenovo All-in-One, Intel Core i7-2600	6	6	–		
2.2	Lenovo Desktop, Intel Core i7-2600	1	1	–		
2.3	Lenovo ThinkCentre, Intel Core i3-3220	6	6	–		
2.4	HP 280 G3 MT Desktop, Intel Core i7	6	6	–		
2.5	HP Desktop, Intel Core i5-10400, 10th Gen.	4	4	–		
2.6	HP Envy All-in-One 34-c1786in	3	3	–		
2.7	HP Desktop, Intel Core i5, 12th Gen.	4	4	–		
2.8	HP Pavilion All-in-One 27-ca2000i	3	3	–		
2.9	HP Pro Tower 280 G9 PCI, Core i5-12500	6	–	6		
2.10	HP Pro Tower 280 G9 PCI, Core i5-13500	8	–	8		
	Subtotal – Desktop Computers / AIO PCs	47	33	14		
3	Printers / Multifunction Printers					
3.1	Canon Laser Shot LBP 6200	6	6	–		
3.2	HP LaserJet P1606 Network Printer	2	2	–		
3.3	HP LaserJet Pro M202dw	1	1	–		

3.4	Canon LBP 6230dn - Batch I	6	6	-		
3.5	Canon LBP 6230dn - Batch II	7	7	-		
3.6	HP LaserJet Pro MFP M329dw	4	4	-		
3.7	HP OfficeJet Pro 9020 Colour Printer	6	6	-		
3.8	Brother MFC-L3760CDW Colour Laser	1	1	-		
	Subtotal - Printers / MFPs	33	33	-		
4	Scanners					
4.1	HP ScanJet 5590	1	1	-		
4.2	HP ScanJet Enterprise Flow N9120	2	2	-		
	Subtotal - Scanners	3	3	-		
5	Network Devices / Items					
5.1	D-Link DES-1008 8-Port Ethernet Switch	4	4	-		
5.2	D-Link Cat-6 24-Port Loaded Patch Panel	4	4	-		
5.3	Cisco CBS350-24T-4G Managed Switch	4	-	4		
	Subtotal - Network Devices / Items	12	8	4		
6	Servers					
6.1	HPE ProLiant DL360 Gen11 Server	2	-	2		
	Subtotal - Servers	2	-	2		
7	Projector					
7.1	BenQ MX666 DLP 3D Projector	1	1	-		
	Subtotal - Projector	1	1	-		
	TOTAL Excluding GST	108	87	21		
	GST as applicable					
	GRAND TOTAL ANNUAL CAMC VALUE INCLUSIVE OF GST					

5. We certify that the rates quoted are firm and inclusive of all costs required for satisfactory execution of the CAMC, including manpower, deployment of the Resident Service Engineer, preventive and corrective maintenance, repair/replacement of covered parts, standby arrangements, tools, transportation and all incidental expenses, excluding GST, which shall be payable as applicable.

6. The bidder shall quote rates for all assets listed in Asset Schedules-A and B. However, payment shall be made only for the actual number of assets under CAMC during the relevant billing period. Assets presently under OEM warranty shall become eligible for payment only from the date of their inclusion in CAMC after expiry of the respective warranty, and payment shall be calculated on a pro-rata basis at the accepted unit rates.

7. The quoted CAMC rates shall also apply, on a pro-rata basis, to equipment added to or deleted from the CAMC during the Contract period, including newly procured equipment after expiry of its warranty, as provided under Clause 18(c) and (d) of the Bid documents.

Signature of Authorized Signatory: _____

Name: _____

Designation: _____

Name of Firm: _____

Date: _____

Seal of Firm: _____