



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/5695027
Dated/दिनांक : 11-12-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	21-12-2024 21:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	21-12-2024 21:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Chemicals And Fertilizers
Department Name/विभाग का नाम	Department Of Chemicals And Petrochemicals
Organisation Name/संगठन का नाम	Hindustan Organic Chemicals Limited
Office Name/कार्यालय का नाम	Ambalamugal,ernakulam
Item Category/मद केटेगरी	Custom Bid for Services - AMC TALLY SERVER 2024 TO 2027
Similar Category/समान श्रेणी	<ul style="list-style-type: none">Annual Maintenance Service - Desktops, Laptops and Peripherals
Contract Period/अनुबंध अवधि	3 Year(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/अनुभव के वर्षों से एमएसई छूट/	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (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
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	Yes
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No

Bid Details/बिड विवरण	
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. 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.
4. 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 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 service. 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. The buyers are advised to refer to 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 the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

5. 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.

6. 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.

Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :

BOQ AMC TALLY SERVER 2024-2027 - [1733928074.xlsx](#)

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Introduction about the project /services being proposed for procurement using custom bid functionality:[1733928102.pdf](#)

Instruction To Bidder:[1733928108.pdf](#)

Pre Qualification Criteria (PQC) etc if any required:[1733928115.pdf](#)

Scope of Work:[1733928116.pdf](#)

Payment Terms:[1733928122.pdf](#)

Quantifiable Specification / Standards of The Service/ BOQ:[1733928131.pdf](#)

Project Experience and Qualifying Criteria Requirement:[1733928136.pdf](#)

GEM Availability Report (GAR):[1733928142.pdf](#)

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:[1733928154.pdf](#)

Custom Bid For Services - AMC TALLY SERVER 2024 TO 2027 (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	AMC TALLY SERVER 2024 TO 2027
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Priya Zacharia	682302,HOCL AMBALAMUGAL ERNAKULAM	1	N/A

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. 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.

3. 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.

4. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

5. **Service & Support**

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

6. **Service & Support**

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

7. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

SCOPE OF WORK

AMC FOR TALLY SERVER FOR ONE YEAR (2024-2027)

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AMC support for hardware and operating system of Dell server installed in our premises (mentioned in the Bill of Materials).

1. Breakdown Maintenance - As and when required
2. You should provide well qualified and experienced service professionals.
3. The AMC is comprehensive in nature including the spare
4. The service engineer deployed at site shall have necessary technical skill and sufficient prior experience in the Server maintenance. Necessary security clearance/police verification certificate as stipulated by organization shall have to be produced at the time of entering to the contract. In the context of replacement of service engineer allotted, prior intimation shall be given.

Server Administration:

- Operating Systems: Proficiency in Windows Server operating system.
- Server Setup: Ability to install, configure, and manage server hardware and supporting software mentioned in the specification of server including RDP software.
- The vendor shall be OEM for Dell.

Response Time:

The response time is categorized based on the priority of the incident as under which will be decided by HOCL.

Priority	Response time
Priority 1	Remote assistance within 30 minutes of problem reporting. Report onsite immediately within 3 hours.
Priority 2	Remote assistance within one hour of problem reporting. Root cause analysis and initiate to solve the issue within 10hrs if it doesn't involve any hardware part replacement or major modification.
Priority 3	To be taken up within 24 hrs. Proceed on mutually agreed basis between HOCL and Support provider.

Priority 1: All or part of system is unavailable due to failure of a critical component/server/, causing significant impact on business continuity or it leads to slowdown/ halt HOCL business activities.

Priority 2: A part of the system/server/component/functionality is unavailable with no impact on business continuity.

Priority 3: Issue in part of the system/server/component /functionality with minimal impact or no impact. Or the system/server/component /functionality is not working as desired.

Spare parts:

Defective/damaged parts should be replaced free of cost during the period of contract. In case of replacement of hardware, the spare/replaced parts should be new and of the same configuration/higher configuration and equivalent in performance. Records shall be submitted to HOCL in proof of the same if required.

Service & Support

1. Availability of Service Centres: Bidder must have a Functional Service Centre in the State of each Consignee's Location. If service centre is not already there at the time of bidding, successful bidder shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre
2. BIDDER must have Dedicated/ toll Free Telephone No. for Service Support.
3. Escalation Matrix For Service Support : Bidder must provide Escal

ation Matrix of Telephone Numbers for Service Support.

Buyer Added Bid Specific ATC

- 1. BIDDER SHOULD HAVE PROPER FUNCTIONING OFFICE IN THE STATE OF KERALA WITH AUTHORISED GST NUMBER AND VALID EMAIL ID
- 2. AVAILABILITY OF SERVICE CENTRE IN THE CONSIGNEE LOCATION AND THEIR DETAILS TO BE FURNISHED AT THE TIME OF BID SUBMISSION
- 3. ANY DEVIATIONS IN SPECIFICATION AS PER OEM WEBSITE MAY LEAD TO FULL/PARTIAL REJECTION.

In case of underperformance, the contract for AMC will be revoked without any notice.

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Bill of Materials (BOM)

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SL. NO	DESCRIPTION AND SPECIFICATION OF ITEM
1	DELL POWEREDGE R440 server (2 x Intel Xeon Silver 4110 2.1G, 8C/16T, 9.6GT/s, 11M Cache,8 x 16 GB 2666MT/s, Dual Rank,4 x 600GB 10K RPM SAS 12Gbps 512n 2.5in Hotplug Hard Drive,2x 1GbE ports and dedicated iDRAC network port, Microsoft Windows Server 2016,Microsoft Remote Desktop User CAL License)

ANNEXURE-II

GENERAL TERMS AND CONDITIONS OF THE TENDER

VALIDITY OF OFFER:

The offer shall be valid for a period of 90 days from the date of submission for placement of order.

CONTACT PERSONS (Hindustan Organic Chemicals Limited):

Naseema A P

Chief Manager (MSS)

Land line :0484-2727481

Mobile: 9947115482

Email:mss.kochi@hoclindia.com

RIGHT TO REJECT A BID:

HOCL reserves the right to reject any bid due to reasons such as (a) Vendor not following above bidding procedures (b) Vendor not being technically acceptable to HOCL (c) Vendor not agreeing with the general conditions of the tender. (d) Not enclosing any particular documents asked for. (e) Any other valid reasons.

SIGNING AND SEALING ON ALL PAGES OF BIDS:

The vendor shall sign and seal on all the pages of the bids uploaded, failing which bids are liable to be rejected.

PERIOD OF CONTRACT:

The period of the contract shall be Three years from issue of work order.

PAYMENT TERMS:

Quarterly payment on submission of invoices at the end of each quarter. Payment will be made within 30 days after submission of bill, on recommendations of the Engineer in charge. In case any item is replaced by HOCL in the scope of work, during the tenure of contract, then the AMC for the same will be discontinued and the payment will be on pro-rata basis.

DEFECT LIABILITY PERIOD:

AS PER GCC.

TIME OF COMPLETION:

The period of the contract shall be Three years from issue of work order.

PERFORMANCE SECURITY:

Nil.

LIQUIDATED DAMAGES:

If the work is not completed within the stipulated time, the contractor is liable to pay a LD of ½% of the total contract value per week of the delay or part thereof subject to a maximum of 5% of the contract value.

EARNEST MONEY DEPOSIT (EMD):

Nil.

Scope of Supply

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MATERIALS

Contractor's Scope:- All the materials required (Spares) shall be arranged by the contractor. Spares should be maintained in HOC premises to minimize the downtime

HOCL Scope:- NIL

TOOLS AND TACKLES

Contractors Scope Of Supply:-All the tools and tackles required for maintenance shall be arranged by the contractor.

HOCL SCOPE OF SUPPLY:- NIL

LABOUR LAWS AND ENVIRONMENTAL PROTECTION:

You shall strictly abide by the 'article-8 "Labour Laws" of General Conditions of Contract and 8.6 "Employee State Insurance Act" and "PF-Act" in particular (Refer Annexure A & B attached).

GENERAL CONDITIONS OF CONTRACT:

All other Terms and Conditions will be as per our General Conditions of Contract, as published in our website www.hoclindia.com and special condition of contract. The GCC and Special conditions of contract can also be referred in our office during office hours in all working days.

ANNEXURE-III

TECHNICAL BID

Technical Bid should contain the following details which must be uploaded in the NIC website in pdf format:

Sl. No.	Item	Details to be filled up by vendor
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1	Name and address of the vendor	
2	GSTIN No	
3	Details of contact person : Name, phone number, e mail ID	
4	Have you read and understood the SCOPE OF WORK and Agreeing to provide support as mentioned in the SCOPE for all the items in the Bill of Materials	(Yes/ No)
5	Any Deviation from General Terms and conditions of the contract	(Yes/ No) <i>Deviations if any should be attached to this technical bid, sealed and signed on all the page</i>
6	Check whether you have attached the following documents to this technical bid, duly signed and sealed on all the pages. If the bid does not contain these, it is liable to be rejected.	(i) Covering letter of the offer on your company letter head (ii) Scope of work duly filled and sealed (iii) Authorization letter from OEM (Dell) for Server. (iv) Work orders of minimum THREE numbers of similar kind of work carried out during last three years. (v) Minimum stock of spares (ANNEXURE IV) duly filled and sealed (vi) Deviations from the general conditions of contract if any (vii) All Annexure A, B, C, D, E, H, L, R & W
7	Have you been blacklisted by any Government or organization in the past. If yes, furnish the details.	(Yes/ No)

8	BIDDER SHOULD HAVE PROPER FUNCTIONING OF FICE IN THE STATE OF KERALA WITH AUTHORISED GST NUMBER AND VALID EMAIL ID	(Yes/ No)
9	AVAILABILITY OF SERVICE CENTRE IN THE CONSIGNEE LOCATION AND THEIR DETAILS TO BE FURNISHED ALONG WITH THE SUBMISSION OF BID DOCUMENT	(Yes/ No)

This is to certify that all the facts furnished above and documents attached are genuine/ true. I also understand that in case it is subsequently found that the documents / facts furnished are false, the contract (if placed on us) is liable to be cancelled. I confirm that we accept the general conditions of contract for this tender and deviations if any have been attached to this technical bid.

DATE:

PLACE:

SEAL & SIGNATURE:

8. 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---