

### Bid Document

| <b>Bid Details</b>   |   |
|--|---|
| <b>Bid End Date/Time</b>   | 10-03-2022 15:00:00   |
| <b>Bid Opening Date/Time</b>   | 10-03-2022 15:30:00   |
| <b>Bid Life Cycle (From Publish Date)</b>                                    | 90 (Days)   |
| <b>Bid Offer Validity (From End Date)</b>                                    | 60 (Days)   |
| <b>Ministry/State Name</b>   | Ministry Of Finance   |
| <b>Department Name</b>   | Regional Rural Banks  |
| <b>Organisation Name</b>   | Karnataka Gramin Bank   |
| <b>Office Name</b>   | Dit Wing Bengaluru  |
| <b>Total Quantity</b>  | 1500  |
| <b>Item Category</b>   | All in One PC (Q2)  |
| <b>Minimum Average Annual Turnover of the Bidder</b>                         | 375 Lakh (s)  |
| <b>OEM Average Turnover (Last 3 Years)</b>                                   | 3000 Lakh (s)   |
| <b>Years of Past Experience required</b>                                     | 3 Year (s)  |
| <b>MSE Exemption for Years of Experience and Turnover</b>                    | No  |
| <b>Startup Exemption for Years of Experience and Turnover</b>                | No  |
| <b>Document required from seller</b>   | Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC)<br>*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 |
| <b>Past Performance</b>  | 80 %  |
| <b>Bid to RA enabled</b>   | Yes   |
| <b>RA Qualification Rule</b>   | H1-Highest Priced Bid Elimination   |
| <b>ITC available to buyer</b>  | Yes   |
| <b>Time allowed for Technical Clarifications during technical evaluation</b> | 7 Days  |
| <b>Evaluation Method</b>   | Total value wise evaluation   |

#### EMD Detail

|                   |                     |
|-------------------|---------------------|
| Advisory Bank     | State Bank of India |
| EMD Percentage(%) | 2.00                |
| EMD Amount        | 1500000             |

#### ePBG Detail

|                                     |                     |
|-------------------------------------|---------------------|
| Advisory Bank                       | State Bank of India |
| ePBG Percentage(%)                  | 10.00               |
| Duration of ePBG required (Months). | 42                  |

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

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

#### Beneficiary:

Manager  
DIT WING BENGALURU, REGIONAL RURAL BANKS, Karnataka Gramin Bank, Ministry of Finance  
(Ganesh V)

#### Splitting

Bid splitting not applied.

#### MII Purchase Preference

|                         |     |
|-------------------------|-----|
| MII Purchase Preference | Yes |
|-------------------------|-----|

#### MSE Purchase Preference

|                         |     |
|-------------------------|-----|
| MSE Purchase Preference | Yes |
|-------------------------|-----|

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

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

3. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old,

the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

4. Preference to Make In India products (For bids < 200 Crore):Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

5. 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% (Selected by Buyer)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 25%(selected by Buyer) percentage of total QUANTITY.

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.

7. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 80% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

8. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- i. If number of technically qualified bidders are only 2 or 3.
- ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

## **All In One PC ( 1500 pieces )**

**(Minimum 50% Local content required for qualifying as Class 1 Local Supplier)**

|            |                  |
|------------|------------------|
| Brand Type | Registered Brand |
|------------|------------------|

### **Technical Specifications**

[\\* As per GeM Category Specification](#)

| Specification    | Specification Name  | Bid Requirement (Allowed Values)  |
|------------------|---|---|
| Processor        | <b>Processor Make</b>   | Intel   |
|                  | <b>Processor Generation</b>                                   | 10.0 Or higher  |
|                  | <b>Number of Cores per Processor</b>                          | 6, 8, 10 Or higher  |
|                  | Processor Base Frequency (GHz)                                | 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 3, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 3.8, 3.9, 4, 4.1, 4.2, 4.3 Or higher   |
|                  | <b>Processor Description</b>                                  | Intel Core i5, Intel Core i7, Intel Core i9 Or higher   |
|                  | <b>Processor Number</b>                                       | Intel Core i5 10210U, Intel Core i5 10500T, Intel Core i5 10600T, Intel Core i7 10700T, Intel Core i5 10400, Intel Core i9 10900T, Intel Core i5 10500, Intel Core i5 10600, Intel Core i7 10700, Intel Core i7 10700K, Intel Core i9 10900, Intel Core i9 10900K, 10th-generation Intel Core i5, Turbo Boost up to 4.5GHz, 10th-generation Intel Core i5, Turbo Boost up to 4.8 GHz, 10th-generation Intel Core i7, Turbo Boost up to 5.0GHz Or higher |
| Motherboard      | <b>Chipset Series</b>   | Intel H Series, Intel B Series, Intel Q Series, Intel Z Series Or higher  |
|                  | <b>Chipset Number</b>   | Intel H310, Intel H370, Intel B360, Intel Q 250, Intel Q 270, Intel Q 370, Intel B460, Intel Q470, Intel H 470, Intel H 410, Intel Z 490, Intel Q570, Intel B560, Intel H510 Or higher  |
| Graphics         | Graphics Type   | Integrated  |
|                  | <b>Size of Memory in Case of Dedicated Graphic Card (GB)</b>  | 0, 1, 2, 3, 4, 8 Or higher  |
| Operating System | <b>Operating System (Factory Pre-Loaded)</b>                  | Windows 10 Professional   |
| Memory           | <b>RAM Size (GB)</b>  | 8, 16, 32, 64 Or higher   |
|                  | <b>RAM Expandability up to( using spare DIMM Slots in GB)</b> | 64 Or higher  |
| Storage          | <b>Type of Drives used to populate the Internal Bays</b>      | SSD   |
|                  | <b>Total HDD Capacity (GB)</b>                                | 500, 1000, 1500, 2000, 2500, 3000, 0 Or higher  |
|                  | <b>Total SSD Capacity (GB)</b>                                | 512, 768, 1024, 2048, 4096 Or higher  |
| Display          | <b>Display Size (INCHES)</b>                                  | 21.5, 22, 23.6, 23.8, 27, 34, 37.5 Or higher  |
|                  | <b>Display Type</b>   | Non Touch, Touch Or higher  |
|                  | <b>Panel Technology</b>                                       | IPS, WVA Or higher  |
|                  | <b>Display Resolution (PIXELS)</b>                            | 1920x1080, 1920 x 1200, 3200x1800, 3840 x 2160, 3440 x 1440, 4096x2304, 5120x2880 Or higher   |
|                  | <b>Availability of Webcam integrated with Display</b>         | Yes   |
|                  | If yes, Resolution of Webcam                                  | FHD, NA Or higher   |

| Specification | Specification Name                               | Bid Requirement (Allowed Values)                                   |
|---------------|--|--|
|               | Availability of Speakers integrated with Display | Yes  |
|               | If Yes, Number of Speakers available             | 2 Or higher  |
| Connectivity  | Number of Ethernet Ports                         | 1, 2 Or higher   |
|               | Type of Ethernet Ports                           | 10/100/1000 on board Integrated Gigabit Port                       |
| Generic       | Headphone out                                    | Yes  |
|               | Microphone-in                                    | Yes  |
|               | Stand  | Standard, Height Adjustable, Recliner/Flexi/Articulating Or higher |
| Input Devices | Mouse Connectivity                               | Wired, Wireless Or higher  |
|               | Keyboard Connectivity                            | Wired, Wireless Or higher  |
|               | Type of Keyboard                                 | Standard with Rupee Symbol Or higher                               |
| Warranty      | <b>On Site OEM Warranty (Year)</b>               | 3, 5 Or higher   |

#### Input Tax Credit(ITC) and Reverse Charge(RCM) Details

| ITC on GST | ITC on GST Cess | RCM Applicable |
|------------|-----------------|----------------|
| 50%        | NA              | No             |

#### Consignees/Reporting Officer and Quantity

| S.No. | Consignee/Reporting Officer | Address   | Quantity | Delivery Days |
|-------|-----------------------------|---|----------|---------------|
| 1     | Ganesh V                    | 577502,2nd floor, KaGB building, IUDP Layout, Chitradurga | 1500     | 90            |

#### Buyer added Bid Specific Additional Scope of Work

| S.No. | Document Title | Description | Applicable i.r.o. Items |
|-------|----------------|-------------|-------------------------|
|-------|----------------|-------------|-------------------------|

| S.No. | Document Title                        | Description   | Applicable i.r.o. Items |
|-------|---------------------------------------|---|-------------------------|
| 1     | Scope of Work<br><a href="#">View</a> | 1. The Scope of the work is for Supply, Installation and Maintenance of All-in-One Desktop Computers. 2. The Vendor should maintain the system during warranty period. During the warranty period, the Vendor is bound to do all hardware spares replacement without extra cost to Bank covering all parts and labour from the date of acceptance of the systems by Karnataka Gramin Bank at the respective locations i.e. onsite comprehensive warranty. | All In One PC(1500)     |

**The uploaded document only contains Buyer specific Additional Scope of Work and / or Drawings for the bid items added with due approval of Buyer's competent authority. Buyer has certified that these additional scope and drawings are generalized and would not lead to any restrictive bidding.**

## Buyer Added Bid Specific Terms and Conditions

### 1. Generic

**Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

### 2. Generic

Bidders shall quote only those products in the bid which are not obsolete in the market and has at least 1 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

### 3. Generic

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

### 4. Generic

Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

### 5. Generic

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

### 6. Generic

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

### 7. Generic

IT equipment shall be IPv6 ready from day one.

## 8. Generic

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-

- (i) Inhibit the desires and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

## 9. Generic

**Non return of Hard Disk:** As per Buyer organization's Security Policy, Faulty Hard Disk of Servers/Desktop Computers/ Laptops etc. will not be returned back to the OEM/supplier against warranty replacement.

## 10. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

## 11. 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.

## 12. Generic

The seller is required to print logo as per buyer's requirement.

## 13. Generic

**Upload Manufacturer authorization:** Wherever Authorised Distributors are submitting the bid, Manufacturers Authorisation Form (MAF)/Certificate with OEM details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid.

## 14. Generic

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

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

15. **Generic**

While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.

16. **Scope of Supply**

Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods

17. **Turnover**

Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

18. **OEM**

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

19. **Inspection**

**Pre-dispatch inspection at Seller premises (Fee/Charges to be borne by the BUYER):** Before dispatch, the goods will be inspected by Buyer / Consignee or their Authorized Representative or by Nominated External Inspection Agency (independently or jointly with Buyer or Consignee as decided by the Buyer) at Seller premises (or at designated place for inspection as declared / communicated by the seller) for their compliance to the contract specifications. Fee/Charges taken by the External inspection Agency and any external laboratories testing charges shall be borne by the Buyer. For in-house testing, the Sellers will provide necessary facilities free of cost. Seller shall notify the Buyer through e-mail about readiness of goods for pre-dispatch inspection and Buyer will notify the Seller about the Authorized Representative/ Nominated External Inspection Agency and the date for testing. The goods would be dispatched to consignee only after clearance in pre-dispatch inspection. Consignee's right of rejection as per GTC in respect of the goods finally received at his location shall in no way be limited or waived by reason of the goods having previously been inspected, tested and passed by Buyer/ Consignee or its Nominated External Inspection Agency prior to the goods' shipment. While bidding, the sellers should take into account 7 days for inspection from the date of email offering the goods for inspection. Any delay in inspection beyond 7 days shall be on the part of the buyer and shall be regularised without Liquidated Damages.

When there is requirement of submission the advance sample, the seller shall inform the buyer promptly through emails about the date of submission of sample to the buyer nominated Inspection agency.

20. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

21. **Certificates**

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

22. **Certificates**

The bidder is required to upload, along with the bid, all relevant certificates such as BIS licence, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document.

23. **Certificates**



To be eligible for award of contract, Bidder / OEM must possess following Certificates / Test Reports on the date of bid opening (to be uploaded with bid): Win Logo 10 OS, ROHS and EPR Certificate, The All-in-One Computer compliant to BIS Standards..

#### 24. **Warranty**

Warranty period of the supplied products shall be 3 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

#### 25. **Warranty**

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

#### 26. **Sample Clause**

After award of contract – Successful Bidder shall have to get advance sample approved from buyer before bulk manufacturing / starting bulk supplies. Successful Bidder shall submit 2 samples for Buyer's approval, within 7 days of award of contract. Buyer shall, as per contract specifications framework, either approve the advance sample or will provide complete list of modification required in the sample within 7 days of receipt of advance sample. Seller shall be required to ensure supply as per approved sample with modifications as communicated by Buyer. If there is delay from buyer side in approval of advance sample – the delivery period shall be refixed without LD for the period of delay in sample approval. In case, the sample is found to have major deviations / not conforming to the Contract specifications, the buyer at its discretion may call for fresh samples for approval before allowing bulk supplies or may terminate the contract after notifying the deviations to the seller.

Unless otherwise provided in the contract, all samples required for test shall be supplied by the contractor free of cost. Where under the contract, the contractor is required to submit an advance sample, any expenses incurred by the contractor on or in connection with the production of stores in bulk, before the sample has been approved unconditionally shall be borne by the Seller and he shall not claim any compensation in the event of such sample being found unacceptable by the Buyer / Consignee.

#### 27. **Forms of EMD and PBG**

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name DIT & DBS WING, KARNATAKA GRAMIN BANK, BENGALURU Account No. 105061013050077 IFSC Code PKGB0010506 Bank Name KARNATAKA GRAMIN BANK Branch address CANARA RRB PROJECT OFFICE, 3RD FLOOR, 19-1/19, SOUTH END CIRCLE,BASAVANAGUDI,BENGALURU560004.

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

#### 28. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name DIT & DBS WING, KARNATAKA GRAMIN BANK, BENGALURU Account No. 105061013050077 IFSC Code PKGB0010506 Bank Name KARNATAKA GRAMIN BANK Branch address CANARA RRB PROJECT OFFICE, 3RD FLOOR, 19-1/19, SOUTH END CIRCLE,BASAVANAGUDI,BENGALURU560004. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

#### 29. **Service & Support**

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

### 30. **Service & Support**

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

### 31. **Past Project Experience**

For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:

- a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
- b. Execution certificate by client with order value.
- c. Any other document in support of order execution like Third Party Inspection release note, etc.

### 32. **Past Project Experience**

The Bidder / OEM {themselves or through reseller(s)}, should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following criteria:

- (i) Single order of at least 35% of estimated bid value; or
- (ii) Two orders of at least 20% each of estimated bid value; or
- (iii) Three orders of at least 15% each of estimated bid value.

Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion

### 33. **Buyer Added Bid Specific ATC**

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

## **Disclaimer**

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. 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 specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. If any seller has any objection / grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

[This Bid is also governed by the General Terms and Conditions](#)

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

**---Thank You---**