



भारतीय राष्ट्रीय महासागर सूचना सेवा केंद्र
पृथ्वी विज्ञान मंत्रालय, भारत सरकार
"ओशियन वैली", प्रगति नगर (बी. ओ), निज़ामपेट (एस. ओ), हैदराबाद - 500 090
दूरभाष सं. 040-2388 6002 / 23886074 फैक्स : 040-2389 2910 / 2389 5001
INDIAN NATIONAL CENTRE FOR OCEAN INFORMATION SERVICES
Ministry of Earth Sciences, Government of India
"Ocean Valley", Pragathi Nagar (BO), Nizampet (SO), Hyderabad - 500 090
Phone No.040-2388 6002/23886074

इंकोईस:क्रय:02/2026
Ref. INCOIS: PUR: 02/2026

दिनांक:18.08.2026
Date: 18. 08. 2026

सरकारी ई बाज़ार द्वारा निविदा सूचना आमंत्रण
Notice Inviting Tender through Government E Market Place (GeM)

भारतीय राष्ट्रीय महासागर सूचना सेवा केंद्र, हैदराबाद भारत सरकार के पृथ्वी विज्ञान मंत्रालय के अंतर्गत एक स्वायत्त निकाय है।
Indian National Centre for Ocean Information Services (INCOIS), Hyderabad is an autonomous body under Ministry of Earth Sciences, Government of India.

निम्न विवरणों के लिए पंजीकृत विक्रेताओं से निविदाओं/बोलियों को आमंत्रित किया जाता है। जीईएम की एक अधिप्राप्ति होने के नाते बोलियों को केवल सरकारी ई बाज़ार (जीईएम) <http://gem.gov.in/> द्वारा ऑनलाइन से ही जमा किया जाए। एनआईटी का संक्षिप्त विवरण नीचे दिया जा रहा है।

Tenders/Bids are invited from registered vendors of GeM for the following items. Being a GeM procurement, the bids has to be submitted online through **Government E- Market Place (GeM)** <http://gem.gov.in/> only. The brief details of NIT are appended below.

क्र. सं. S I No	कार्य का नाम Name of the Work	बोली संदर्भ सं. Bid Reference No.	बोली संख्या एवं दिनांक Bid Number and Date	बोली समाप्ति की तारीख और समय Bid end date and Time
(1)	INCOIS, हैदराबाद में तीन साल की अवधि के लिए IT पेरिफेरल्स का कॉम्प्रेहेंसिव एनुअल मेंटेनेंस कॉन्ट्रैक्ट (CAMC) 'Comprehensive Annual Maintenance Contract (CAMC) of IT Peripherals for a period of three year at INCOIS, Hyderabad	इंकोईस:क्रय: 02/2026 INCOIS:PUR: 02/2026	जीईएम/2026/बी/7930315 दिनांक: 18.08.2026 GEM/2026/B/7930315 dated 18.08.2026	08.09.2026 15:00

जीईएम की एक अधिप्राप्ति होने के नाते बोलियों को केवल जीईएम पोर्टल अर्थात बोली/आए के खाने के अंतर्गत <http://gem.gov.in/> द्वारा ऑनलाइन से ही जमा किया जाए। किसी भी प्रकार की सहायता के लिए कृपया जीईएम पोर्टल की हेल्प लाइन से संपर्क करें। निम्न अधिकारियों से भी संपर्क किया जा सकता है: श्री वी सुब्रह्मण्यम (ईमेल: manyam@incois.gov.in; दूरभाष सं. 040 2388 6022)/ श्री दसारी प्रसाद (ईमेल: dasariprasad@incois.gov.in दूरभाष सं 040-2388 6082)

Being a GeM procurement, the bid has to be submitted online through the GeM portal i.e., <http://gem.gov.in> under the Bids/RAs column. For any assistance, please contact help line of GeM portal. The following officials may also be contacted: Mr. V. Subrahmanyam (email: manyam@incois.gov.in; Phone No. 040 2388 6022)/Mr. Dasari Prasad (email: dasariprasad@incois.gov.in Phone No. 040-2388 6082).



(V. Subrahmanyam)
(प्रशासनिक अधिकारी (क्रय)/ Administrative Officer (Purchase)
निविदा आमंत्रण प्राधिकारी, इंकोईस/
Tender Inviting Authority, INCOIS

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	08-09-2026 15:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	08-09-2026 15:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Earth Sciences
विभाग का नाम/Department Name	Department Of Earth Sciences
संगठन का नाम/Organisation Name	Earth Sciences Secretariate
कार्यालय का नाम/Office Name	Indian National Centre For Ocean Information Servi
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :bala@incois.gov.in Buyer Email id: dasariprasad@incois.gov.in
वस्तु श्रेणी /Item Category	Custom Bid for Services - Comprehensive Annual Maintenance Contract (CAMC) of IT Peripherals for a period of 03 years
समान श्रेणी/Similar Category	Annual Maintenance Service - Desktops, Laptops and Peripherals
अनुबंध अवधि /Contract Period	3 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	24 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	GeM verified turnover
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for Turnover	Yes Complete
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Relaxation for Turnover	Yes Complete

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् 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	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
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	4 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	4799988
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
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	96000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) / ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) / Duration of ePBG required (Months).	38

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी 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 :

DIRECTOR INCOIS

Payable at Hyderabad Indian National Centre for Ocean Information Servi, Department of Earth Sciences, Earth Sciences Secretariate, Ministry of Earth Sciences
(Director Incois)

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. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
3. The minimum average annual financial turnover of the bidder during the last three financial years, ending on 31st March of the previous financial year, should be as indicated in the bid document. The turnover of the bidder shall be validated by the system based on the financial data available on the GeM portal. The average turnover

shall be calculated based on the last three financial years where data is available; in case data is available for only two of the last three financial years, the average shall be computed based on those two years. In case the date of constitution / incorporation of the bidder is less than three years old, the average turnover in respect of the completed financial years after the date of constitution / incorporation shall be taken into account for this criterion. No separate documentary evidence is required to be uploaded by the bidder for this criterion, as the system shall derive and validate the turnover figures from the data available on the GeM portal.

4. 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.

5. **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.

6. 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.

7. 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.

8. 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.

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

PRICE BID - [1787039284.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Introduction about the project /services being proposed for procurement using custom bid functionality:[1787038999.pdf](#)

Scope of Work:[1787039005.pdf](#)

GEM Availability Report (GAR):[1787039324.pdf](#)

Payment Terms:[1787039551.pdf](#)

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:[1787040166.pdf](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
25-08-2026 11:00:00	INCOIS, HYDERABAD (HYBRID MODE). BIDDERS WHO ARE PARTICIPATING IN THE PRE-BID MEETING SHOULD HAVE AUTHORIZED DOCUMENTS FOR ATTENDING THE MEETING

Custom Bid For Services - Comprehensive Annual Maintenance Contract (CAMC) Of IT Peripherals For A Period Of 03 Years (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 IT Peripherals for a period of 03 years
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**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Reddipalli Velangini Giridhar	500090,Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Government of India, Ocean valley, Pragathi Nagar BO, Nizampet SO, Hyderabad - 50090 INDIA	Project / Lumpsum Based	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions**1. Generic**

OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Comprehensive Annual Maintenance Contract (CAMC) of IT Peripherals for a period of 03 years at INCOIS, Hyderabad

Contract period: For a period of 03 years, W.e.f date of issue of work order

Payment terms:

- Payment will be released on quarterly basis against submission of the Ink Signed invoice in triplicate (Original, Duplicate and Triplicate) and subject to satisfactory performance.
- The following documents are to be accompanied while submitting the quarterly invoice:•
 - a. Joint Log Report for the quarter,
 - b. Attendance details of manpower deployed.
 - c. Tax payment copies as applicable.
 - d. Proof of back-to-back support from OEM (Wherever applicable)

Net payment will be released after statutory deductions, and no other payment terms will be considered.

Scope of Work:

- a. To maintain the 99% up time of the IT Peripherals covered under Comprehensive Annual Maintenance (CAMC) and to maintain adequate spares at INCOIS.
- b. CAMC includes installation and updating OS patches, whenever OEMs release new patches.
- c. To log calls and to co-ordinate with OEMs to get the systems repaired / replaced that are under Warranty, if any.
- d. To depute TWO dedicated on-site engineers at INCOIS premises during the contract period from Monday to Saturday between 9 AM to 5:30 PM. In case, If required, on-site engineers should ensure service/support beyond office hours, on public/closed holidays.

3. 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 कार्यवाई 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---



INCOIS: PUR: 02/2026

18-08-2026

Open Tender Enquiry for "Comprehensive Annual Maintenance Contract (CAMC) of IT Peripherals for a period of 03 years at INCOIS, Hyderabad".

Dear Sirs,

On behalf of Director, INCOIS tenders are invited under "Two Bid System" (Part –I Techno Commercial Bid, Part- II Commercial Bid) from Potential bidders towards (CAMC) of IT Peripherals"

1.	Name of the work	:	Comprehensive Annual Maintenance Contract (CAMC) of IT Peripherals for a period of 03 years at INCOIS, Hyderabad
2.	BID Reference No.	:	INCOIS: PUR: 02/2026 dated 18 August 2026
3.	Earnest Money Deposit (EMD)	:	Rs. 96,000/- (Rupees ninety-six thousand only)
4.	Last date for seeking clarifications	:	22-08-2026 1600 Hrs.
5.	Pre Bid Conference (Hybrid)	:	25-08-2026 1100 Hrs
6.	Due date Bid submission	:	08-09-2026 1500 Hrs
7.	Bid opening date	:	08-09-2026 1530 Hrs

The offers, in the prescribed format, shall be submitted through online Government e- Marketplace at <http://gem.gov.in>

Postal/ Location Address

Indian National Centre for Ocean Information Services (INCOIS),
Ministry of Earth Sciences, Govt. of India,
Ocean Valley, Pragathi Nagar BO, Nizampet SO,
Hyderabad - 500 090
Ph.No.040-2388 6000

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1. Introduction:

Indian National Centre for Ocean Information Services (ESSO_INCOIS), an autonomous body under Ministry of Earth Sciences, Govt. of India is a premier scientific Institute of the country, functioning on 24X7 basis to provide Ocean data, information and advisory services to society, industry, Government and Scientific community through sustained ocean observation and constant improvement through systematic and focused researching information and Ocean modeling and is located at approximate 3km from Pragathi Nagar at Ocean valley, Pragathi Nagar PO, Nizampet SO, Hyderabad - 500090. The requirement is for Comprehensive Annual Maintenance Contract (CAMC) of IT Peripherals for three years at INCOIS, Hyderabad.

2. Scope of Work:

- To maintain the 99% up time of the IT Peripherals covered under Comprehensive Annual Maintenance (CAMC) and to maintain adequate spares at INCOIS.
- CAMC includes installation and updating OS patches, whenever OEMs release new patches.
- To log calls and to co-ordinate with OEMs to get the systems repaired / replaced that are under Warranty, if any.
- To depute TWO dedicated on-site engineers at INCOIS premises during the contract period from Monday to Saturday between 9 AM to 5:30 PM. In case, If required, on-site engineers should ensure service/support beyond office hours, on public/closed holidays.

3. List of Inventory for CAMC:

Bidders should quote for all the items listed at table A below. Future inventory that gets added to the list is given at table B below. Those systems are presently covered under warranty and will be included into the CAMC inventory at the end of their warranty period. The payments for those added items shall be on a pro-rata basis against the price offered.

A. Existing Inventory:**a. Printers**

Sl. No	Description	Quantity
1	HP LaserJet Pro 400 M 401 DNE	38 No
2	HP LaserJet Pro 3015	05 No
3	HP LaserJet Pro 1606dn	05 No
4	Xerox AltaLink B8170 (MFP)	03 No
5	Xerox AltaLink C8170 (MFP)	02 No

6	HP LaserJet Pro M202DW	01 No
7	HP LaserJet P2055dn	01 No
8	Canon IMAGECLASS MF234	01 No
9	EPSON L3101	01 No
10	Canon G2010	01 No
11	HP Smart Tank 675	01 No
12	HP COLOR LASERJET PRO MFP 3303sdw	01 No

b. Desktops

1	HP Z2 Intel Xeon E-2224G 3.50 GHZ/ 8 GB Ram/ 3 x 1 TB/Windows 10 Pro with 19.5-inch monitor Model No HP P204v	35 No
2	Dell Precision 5820 Intel Xeon W-2265/ 16 GB RAM/ 4 x 1 TB/ Nvidia Quadro P1000 4GB VRAM/Windows 11 Pro with a 24-inch monitor model Dell P2419H	06 No
3	Mac Mini M2 Pro Chip/16 GB RAM/ 512 GB SSD	01 No

c. Laptops

1	Dell LATITUDE 3420 11Gen i7-1165G7 2.80 GHZ/16 GB Ram/ 120 GB SSD/1 TB HDD/ Windows 11 Pro	55 No
2	Dell LATITUDE 3551 11Gen i7-10750 2.60 GHZ/8 GB Ram/ 120 GB SSD/1 TB HDD/ Windows 11 Pro	05 No
3	Apple MacBook Pro 2020 (C02D14P3ML7J)	01 No

d. Projectors

1	Panasonic PT-EZ570	02No
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B. Inventory to be added during contract period:

Sl. No	Description	Quantity
1	Exatron Tx100-1009/i5-14600k 5.10 GHZ/32 GB RAM/ 5 x 1 TB SSD/Nvidia RTX 4060 TI 8 GB/Ubuntu Linux with 24-inch Monitor model EVH2401A-IPNB Warranty expires on 13/01/2027	2 No
2	Exatron x-miniz2 Intel Celoron N4120 1.10 GHZ/8 GB Ram/ 256 GB SSD/Windows 11 Pro with 22-inch monitor model no. EM2201A-IPNB Warranty expires on 17/01/2027	40 No
3	Microsoft Surface Laptop 6 2033 Intel core Ultra 7 165H 3.80 GHZ/32 GB RAM/ 1 TB SSD/Windows 11 Pro Warranty expires on 10/06/2028	09 No
4	Exatron Tx100-1038/i9-14000k 3.20 GHZ/64 GB RAM/ 1 TB HDD/512 GB SSD/Nvidia RTX 5060 TI 16 GB/Wi-Fi 6 Card/ /Windows 11 Pro with 27-inch Monitor model EVH2701A-IPNB Warranty expires on 29/12/2028	85 No
5	Exatron Dx510P /i7-14000k 2.10 GHZ/32 GB RAM/ 1 TB HDD/512 GB SSD/Wi-Fi 6 Card/Windows 11 Pro 24-inch with monitor model EVH2401A-IPNB Warranty expires on 29/12/2028	80 No
6	Exatron Dx510T /i7-14000k 2.10 GHZ/16 GB RAM/ 1 TB HDD/512 GB SSD/Wi-Fi 6 Card/Windows 11 Pro 24-inch with monitor model EVH2401A-IPNB Warranty expires on 29/12/2028	55 No

4. Eligibility Criteria

- The bidder must be a Company registered under Indian Company Act 1956 or a registered firm. Proofs for Registration of company, PAN and GST certificates to be submitted.
- The bidder should have an average annual financial turnover of Rs. 24.00 lakhs or more during the last three years ending March 31, 2026. Proof of turnover and Proof of annual profit certificate issued by the chartered accountant to be submitted.
- The bidder should have past experience in "Supply and providing warranty support" OR "CAMC of IT peripherals" i.e., Workstations / Desktops, Laptops, Projectors, Printers in last three years ending previous day of last date of submission of the online Bid. Out of which One work of value Rs. 38.40 lakhs or above OR Two works of value Rs. 24.00 lakhs each or above OR Three works of value Rs.19.20 lakhs each or above. PO Copy along with client certificates to be submitted as proof.
- The bidder should have an operating support center with adequate technical manpower at Hyderabad prior to bid closing date. The bidder should furnish proof of their office setup (such as lease/ rental agreement, GST or any statutory registration certificate showing the specified address), details of manpower and their expertise, Escalation matrix with full contact details working at their Hyderabad Office.
- Earnest Money Deposit (EMD): As per Clause 05 of Section 08.
- **Start-ups:** In order to promote make in India and startups, the prior turnover for all startups shall be relaxed partially subject to their meeting of quality, technical specifications and tender conditions as per tender. The bidder who intends to participate as "start up" company should enclose the certificate towards startup enterprise registration/recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry

NOTE:

- Offers of bidders which do not fulfill the eligibility criteria or fail to submit documentary proof for all the points under eligibility criteria will not be considered for further evaluation. No further communication in this regard will be entertained.

5. **Contents of the Bid:** The quote should be submitted in two bid format. (i) Technical Bid and (ii) Commercial Bid. Technical bid should contain filled-in Table-1 along with legible documentary proof. Commercial bid should contain filled-in Table-2.

Table 1: Technical Compliance Statement

S No	Description	Page number of the proof attached		Remarks
1.	Name of the bidder, bidder address and contact details like E Mail, Phone etc.,			
2.	Full Bank Details: <i>(Note: Bank Details provided cannot be changed during Contract, unless special request from the company)</i>			
3.	Single point of Contact Name: E-mail: Ph No.			
		Compliance status Yes / No	Page number of the proof attached	Remarks
4.	Proof of registration of company, PAN and GST certificates			
5.	The bidder must be a Company registered under Indian Company Act 1956 or a registered firm.			
6.	The bidder should have an average annual financial turnover of Rs. 24.00 lakhs or more during the last three years ending March 31,			

S No	Description	Page number of the proof attached		Remarks
	2026.			
7.	The bidder should have an operating support center with adequate technical manpower at Hyderabad prior to bid closing date. The bidder should furnish proof of their office setup (such as lease/ rental agreement, GST or any statutory registration certificate showing the specified address), details of manpower and their expertise, Escalation matrix with full contact details working at their Hyderabad Office.			
8.	Escalation matrix with full contact details			
9.	Earnest Money Deposit (EMD)			
10.	The bidder who intends to participate as "startup" company should enclose the certificate towards startup enterprise registration/recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry			
11.	Acceptance/Declaration to Terms and Conditions given in the tender document (Section 10) signed and stamped by the authorized signatory.			
12.	The bidder should submit Eligibility Declaration (Annexure –III) signed and stamped by the authorized signatory			
13.	The bidder should submit Labor-Law Compliance Undertaking (Annexure-IV) signed and stamped by the authorized signatory			
14.	The bidder should have past experience in "Supply and providing warranty support" OR "CAMC of IT peripherals" i.e., Workstations / Desktops, Laptops, Projectors, Printers in last three years ending previous day of last date of submission of the online Bid. Out of which One work of value Rs. 38.40 lakhs or above OR Two works of value Rs. 24.00 lakhs each or above OR Three works of value Rs.19.20 lakhs each or above.			

Table 2A: Un-Priced bid

NOTE:

- Bidder has to quote for all the components given in the Price bid. Please indicate as Yes or No in the table given below.
- Bidder should upload the price breakup as per table 2b given below.

S No.	Item Description	Quantity	Units	Please confirm whether prices are Quoted in commercial bid or not. (Yes / No) <u>Please do not mention prices in un-priced bid</u>
1	CAMC of IT Peripherals (as per inventory in table 2B) for a period of 03 years	03	Year	

Table 2B: Detailed Price break-up format (to be uploaded separately in GeM portal price bid financial document pdf)

NOTE: DO NOT indicate prices here

Sl. No	Description	Quantity	1 st Year	2 nd year	3 rd Year
1	HP LaserJet Pro 400 M 401 DNE	38 No			
2	HP LaserJet Pro 3015	05 No			
3	HP LaserJet Pro 1606dn	05 No			
4	Xerox AltaLink B8170 (MFP)	03 No			
5	Xerox AltaLink C8170 (MFP)	02 No			
6	HP LaserJet Pro M202DW	01 No			
7	HP LaserJet P2055dn	01 No			
8	Canon IMAGECLASS MF234	01 No			
9	EPSON L3101	01 No			
10	Canon G2010	01 No			
11	HP Smart Tank 675	01 No			
12	HP COLOR LASERJET PRO MFP 3303sdw	01 No			
13	HP Z2 Intel Xeon E-2224G 3.50 GHZ/ 8 GB Ram/ 3 x 1 TB/Windows 10 Pro with 19.5-inch monitor Model No HP P204v	35 No			
14	Mac Mini M2 Pro Chip/16 GB RAM/ 512 GB SSD	1 No			
15	Dell Precision 5820 Intel Xeon W-2265/ 16 GB RAM/ 4 x 1 TB/ Nvidia Quadro P1000 4GB VRAM/Windows 11 Pro with a 24-inch monitor model Dell P2419H	06 No			
16	Dell LATITUDE 3420 11Gen i7-1165G7 2.80 GHZ/16 GB Ram/ 120 GB SSD/1 TB HDD/ Windows 11 Pro	55 No			
17	Dell LATITUDE 3551 11Gen i7-10750 2.60 GHZ/8 GB Ram/ 120 GB SSD/1 TB HDD/ Windows 11 Pro	05 No			
18	Apple MacBook Pro 2020 (C02D14P3ML7J)v	01 No			
19	Panasonic PT-EZ570	02No			
20	Exatron x-miniz2 Intel Celoron N4120 1.10 GHZ/8 GB Ram/ 256 GB SSD/Windows 11 Pro with 22-inch monitor model no. EM2201A-IPNB Warranty expires on 17/01/2027	40 No			
21	Microsoft Surface Laptop 6 2033 Intel core Ultra 7 165H 3.80 GHZ/32 GB RAM/ 1 TB SSD/Windows 11 Pro	09 No			

	Warranty expires on 10/06/2028				
22	Exatron Tx100-1038/i9-14000k 3.20 GHZ/64 GB RAM/ 1 TB HDD/512 GB SSD/Nvidia RTX 5060 TI 16 GB/Wi-Fi 6 Card/Windows 11 Pro with 27- inch Monitor model EVH2701A- IPNB Warranty expires on 29/12/2028	85 No			
23	Exatron Tx100-1009/i5-14600k 5.10 GHZ/32 GB RAM/ 5 x 1 TB SSD/Nvidia RTX 4060 TI 8 GB/Ubuntu Linux with 24-inch Monitor model EVH2401A-IPNB Warranty expires on 13/01/2027	2 No			
24	Exatron Dx510P /i7-14000k 2.10 GHZ/32 GB RAM/ 1 TB HDD/512 GB SSD/Wi-Fi 6 Card/Windows 11 Pro 24-inch with monitor model EVH2401A-IPNB Warranty expires on 29/12/2028	80 No			
25	Exatron Dx510T /i7-14000k 2.10 GHZ/16 GB RAM/ 1 TB HDD/512 GB SSD/Wi-Fi 6 Card/Windows 11 Pro 24-inch with monitor model EVH2401A-IPNB Warranty expires on 29/12/2028	55 No			
26	Manpower	2 No			

6. Penalty Clause

- Up to 4 Hours – No Penalty
- 4-24 hrs – No Penalty, If a stand-by of same make and whose configuration is similar / higher and duly accepted by INCOIS is arranged (OR) faulty system is repaired and put to operations (**ELSE**) 2% of quarterly CAMC charges of that system / peripheral will be imposed as penalty.
- 24-48 Hrs – No Penalty, If the faulty system is repaired or a new system of same make and whose configuration is similar / higher and duly accepted by INCOIS, in the place of faulty system is arranged and put to operations (**ELSE**) 5% of quarterly CAMC charges (total amount of CAMC of that quarter) will be imposed as penalty.
- Beyond 48 Hours - 10% of quarterly CAMC charges (total amount of CAMC of that quarter) will be imposed and the rectification of the problem through alternative means will be initiated at the risk and cost of the bidder.

7. Technical Terms and Conditions

- On-Site engineers should report to the concerned officer of INCOIS during the contract period and should be able to attend/ handle maintenance jobs independently.
- On-site engineers should be available on phone calls beyond office hours and during public/closed holidays as per INCOIS calendar.
- On-site engineers follow all standard industry practices while diagnosis / resolution of the problems reported. During an event when data is formatted accidentally, recovery of data would be done at the cost of the bidder.

- d. The onsite engineer should possess B.Sc with computer science or BCA or three years diploma in computer engineering or computer technology or information technology from a recognized university / institute with at least 60% of marks in the qualifying degree or its equivalent, valid certifications and minimum three years relevant work experience in handling Windows / Linux administration, Microsoft Office 365, Diagnosis and Resolution of problems with respect to the list of items mentioned in this tender.
- e. Bidder should provide the Bio-data along with all certificates and testimonials for INCOIS to interview and select the suitable on-site engineer. Thereafter, bidder to submit the antecedent verification confirmation of the selected candidate to ensure safety and security of data and information.
- f. Bidder should pay the on-site engineers as per prevailing market standards to ensure that same engineer continues from first day till end of contract period .
- g. In the event of Engineers (CAMC) availing leaves during any working day (Monday to Saturday), the same has to be reported to INCOIS in advance and a suitable standby engineer accepted by INCOIS has to be provided, failing which appropriate charges will be arrived from CAMC charges and deducted.
- h. In case of resignation of on-site engineer, a replacement is to be provided immediately. If replacement of engineer is not done with-in two days of relieving of engineer who resigned, 10% of the quarterly charges of manpower will be deducted from the quarterly bill.
- i. Addition / Deletion of Bill of material given in this tender is at the discretion of INCOIS with one month's notice. For items added, the pricing will be arrived at considering its nearest equivalent in the existing inventory.
- j. Failure to meet contractual obligations or perform satisfactorily allows INCOIS to terminate the contract and proceed as per its rules.

8. General terms and Conditions:-

Point No.	Details
1.	Validity Period: Bids/Offer shall have the validity period of 90 days from the tender closing date.
2.	Contract period: For a period of 03 years, W.e.f date of issue of work order
3.	* Acceptance of the order by successful bidder upon AOC: Within 10days from the date of issue of the PO/Order. If the acceptance communication is not received with in 10days, then PO would be deemed as accepted and binding to the successful bidder.
4.	Payment terms: • Payment will be released on quarterly basis against submission of the Ink Signed invoice in triplicate (Original, Duplicate and Triplicate) and subject to satisfactory performance. • The following documents are to be accompanied while submitting the quarterly invoice: a. Joint Log Report for the quarter, b. Attendance details of manpower deployed. c. Tax payment copies as applicable. d. Proof of back-to-back support from OEM (Wherever applicable) <i>Net payment will be released after statutory deductions, and no other payment terms will be considered.</i>
5.	Earnest Money Deposit (EMD): Bid Security (BS) Rs.96,000/- (Rupees ninety-six thousand only) has to be submitted as per the following form/ options: 1. Demand Draft 2. Insurance Security Bond 3. e-Bank Guarantee 4. Fixed Deposit in favor of Director, INCOIS payable at Hyderabad with validity for a period of 45 days beyond the tender validity period. 5. Online payment through NEFT/RTGS as per Bank details given below: Name of the Bank: SBI, HAL Campus Branch: HAL Campus Account Name: Director, INCOIS Account No.10442322840 IFSC Code: SBIN0001676

	The scanned copy of the same is to be uploaded to the GeM Portal while submitting the tender. Bank Guarantee should be sent by the issuing banker directly to the office of INCOIS, Hyderabad. The original DDs / Financial instruments if any should reach to INCOIS within 5 working days of Bid opening, failing which the bid may be treated as incomplete & may lead to rejection of the bid by buyer without making any reference to the bidder. Start ups recognized by DPIIT and MSMEs registered with Udyam / NIN are exempted from paying EMD subject to the submission of valid registration certificate for the services being tendered.
6.	Performance Guarantee: Successful Bidder should submit Performance Bank Guarantee 5% of the total CAMC contract value valid for 38 months, within 15 days from the date of Award of Contract as per the following form/ options: - Demand Draft - Insurance Security Bond - e-Bank Guarantee - Fixed Deposit Receipt in favor of Director, INCOIS payable at Hyderabad - Online payment through NEFT/RTGS as per Bank details given below: Name of the Bank: SBI, HAL Campus Branch: HAL Campus Account Name: Director, INCOIS Account No. 10442322840 IFSC Code: SBIN0001676 Performance Guarantee is liable to be invoked in the event of - Non-execution contract during validity period of the contract - If the service of the successful bidder is found to be unsatisfactory and fails to adhere to our bid terms and conditions Any unilateral revision/decision made by the successful bidder during the validity period of the contract.
7.	Successful bidder has to submit the Service Legal Agreement in prescribed format on Indian non-judicial stamp paper worth Rs. 200/- duly signed by authorized signatory within 21 days of the acceptance of the order
8.	If any loss or damage is caused to INCOIS property by workmen deployed by the successful bidder, the cost of the same will be recovered from the agency/contractor.
9.	The Successful Bidder shall ensure safety and security of all workforce employed for this work and equipments provided by him under the Contractor until all the works entrusted are completed in all respects and taken over by INCOIS. In the event of damages except under force majeure clause i.e., fire, wind, rain, floods or through any hazards, pilferage, other natural calamities etc., the Contractor shall make good the damaged works and restore the same to the original condition at his own cost
10.	GST: The Successful bidder should specifically/particularly state GST if any applicable as extra and the rate at which the same is chargeable, failing which, the prices quoted, will be deemed to be inclusive of such levies. If a particular bidder is not registered under the GST Act, the prices quoted by him will be treated as net and inclusive of all taxes and statutory levies and that any future claims made by him for reimbursement of those levies on account of retrospective registration under the GST Act will under no circumstances be entertained by the INCOIS and that liability for payment of these levies will be wholly and exclusively that of the bidder quoting against our tender.
11.	Force Majeure Clause: A Force Majeure (FM) means extraordinary events or circumstances beyond human control, such as an event described as an act of God (like a natural calamity) or events such as a war, strike, riots, crimes (but not including negligence or wrong-doing, predictable/seasonal rain and any other events specifically excluded in the clause). An FM clause in the contract frees both parties from contractual liability and obligation when prevented by such events from fulfilling their obligations under the contract. An FM clause does not entirely excuse a party's non-performance but only suspends it for the duration of the FM. The firm must give notice of FM within a reasonable time as the conditions permit (not later than 14 days after its occurrence), and it cannot be claimed ex-

	post facto. There may be an FM situation affecting the purchase organisation only. In such a situation, the purchase organisation is to communicate with the supplier along similar lines as above for further necessary action. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding 90 (ninety) days, either party may, at its option, seek to terminate the contract without any financial repercussion on either side. Notwithstanding the punitive provisions contained in the contract for delay or breach of contract, the supplier would not be liable for imposition of any such sanction so long as the delay and/or failure of the supplier in fulfilling its obligations under the contract is the result of an event covered in the FM clause.
12.	Confidentiality, data security and IPR : All personnel maintain strict confidentiality of scientific data, network and security configurations, CCTV and access-control layouts and any information encountered on campus. Nothing is copied, photographed or disclosed without the written permission of the Director, INCOIS. A non-disclosure undertaking is signed before deployment. Any intellectual property arising vests with INCOIS. Breach is material breach and attracts action under the Information Technology Act 2000 and other law.
13.	Price and price variation: Quoted rates are firm for the full contract period and any extension, inclusive of all costs except GST. The only escalation allowed is for a statutory increase in minimum wages or statutory levies, paid pro-rata on proof of actual payment to workers. No escalation on account of inflation or any other factor is admissible.
14.	Statutory compliance, safety and indemnity: The Contractor is solely responsible for compliance with Code on Wages 2019, the Code on Social Security 2020, the Occupational Safety, Health and Working Conditions Code 2020, Industrial Relations Code , 2020 and all other applicable central and state labor laws/rules as amended from time to time, the Minimum Wages and Payment of Wages Acts, the Payment of Bonus Act, the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023 and the applicable PESO / pollution-control norms, and all other applicable law, and maintains the logbooks, wage, attendance, ESI and PF registers for inspection. INCOIS is not responsible for any accident, injury or death of the Contractor's personnel; the Contractor indemnifies INCOIS against all claims under the Workmen's Compensation Act 1923 or otherwise, and holds valid insurance (Workmen's Compensation, third-party liability and all-risk for its equipment). Any damage to persons or property of INCOIS attributable to the Contractor is made good by the Contractor.
15.	If INCOIS requires additional manpower of any category for a specific work, extended hours or a new facility, the Contractor shall provide it within a reasonable time on a written request, engaged in full compliance with the Contract Labor (Regulation and Abolition) Act, the Minimum Wages Act, the EPF and ESI Acts and all applicable labour law, and at terms and conditions mutually agreed and recorded in writing on the prevailing minimum-wage base for the category plus a documented overhead agreed in writing). INCOIS may reject or seek replacement of any person found unsuitable; all additional personnel are subject to the same police verification and INCOIS clearance before deployment.
16.	Any bidder from a country which shares a land border with India shall be eligible to bid in this tender only if the bidder is registered with the Competent Authority, i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT), in terms of Department of Expenditure O.M. No. F.7/10/2021-PPD dated 23.02.2023 read with O.M. F.No. 6/18/2019-PPD dated 23.07.2020 and the amendments thereto. The bidder shall submit a certificate to this effect in the bid. If the certificate is found false, this would be a ground for immediate termination and further legal action in accordance with law.
17.	Dispute Resolution: (a) Any dispute or difference arising out of or in connection with this contract shall first be settled amicably by discussion between INCOIS and the Contractor, within 30 days of a written dispute notice by either party. (b) Failing amicable settlement, the dispute shall be referred to a Dispute Resolution Committee comprising representatives of INCOIS and the Contractor, chaired by an officer nominated by the Director, INCOIS, which shall Endeavour to resolve the matter within 30 days of its constitution. (c) Failing resolution under (b), the parties may by mutual written consent refer the dispute to mediation under the Mediation Act, 2023. (d) Arbitration shall not be a method of dispute resolution under this contract. Disputes not resolved through (a) to (c) shall be adjudicated by the courts at Hyderabad, Telangana, which alone shall

	have jurisdiction. This contract is subject to the laws of India alone.
18.	Termination for default: Where the Contractor commits a material breach — including a repeated breach after a Performance Improvement Notice, INCOIS may, after issuing 15 (fifteen) days' written notice to cure and the Contractor having failed to cure within that period, terminate the contract in whole or in part and forfeit the Performance Guarantee in full. INCOIS may additionally get the balance work executed at the Contractor's risk and cost and recover the excess expenditure from any sum due to the Contractor or from the Performance Guarantee. INCOIS may also terminate the contract for convenience on 90 (ninety) days' written notice, in which case the Contractor is paid for services satisfactorily rendered up to the date of termination and the Performance Guarantee is released, with no further claim on either side. Termination does not prejudice any accrued right or remedy of either party.

9. Technical Clarifications through GeM only : -If bidder requires clarifications on any point in this document, it may be submitted through GeM Portal only and replies will be furnished by INCOIS through GeM Portal.

10. Pre Bid meeting (Online): 25.08.2026 at 1100 Hrs at INCOIS, Hyderabad.

If any correspondence / Clarifications are received outside GeM, despite above clear instructions such correspondence/ Clarifications will be ignored by INCOIS.

Declaration:

I, _____ son/daughter of _____ aged _____ years and residing at _____ State and sole proprietor /managing partner /director of _____, after having read and understood the tender document No..... dated..... floated by the Institute, hereby undertake that I agree to and shall abide by the terms and conditions prescribed in the said tender document **"Comprehensive Annual Maintenance Contract (CAMC) of IT Peripherals for a period of 03 year at INCOIS, Hyderabad**

Signature of the Bidder/Authorized Signatory & date

Name

OFFICE SEAL,

Address

Note: The bidder / Bidder has to sign & stamp on all pages of tender document and upload the same

IMPORTANT NOTE

If there is any discrepancy or contradiction between the Bid Specific Additional Terms and Conditions (ATC) and the GeM General Terms and Conditions (GTC), the clauses mentioned in the buyer added ATC – including payment conditions - will prevail and shall supersede the GeM GTC.

Bank Guarantee Format for Bid Security

Whereas.....¹ (hereinafter called "the Bidder") has submitted its bid dated.....(date of submission of bid) for the supply of(name and / or description of the goods) (hereinafter called "the Bid").
 KNOW ALL PEOPLE by these presents that WE(name of bank) of(name of country), having our registered office at(address of bank) (hereinafter called "the Bank"), are bound unto.....(name of Purchaser) (hereinafter called "the Purchaser") in the sum of _____for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of ____20 ____.

THE CONDITIONS of this obligation are:

1. If the Bidder Withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:
 - (a) fails or refuses to execute the Contract Form if required; or
 - (b) fails or refuses to furnish the performance security, in accordance with the instruction to Bidders.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and Including 45days after the period of bid validity i.e, up to..... And any demand in respect thereof should reach the bank not later than this date.

(Signature of the Bank)

Name of the Bidder

Bank Guarantee Format for Performance Security

To

The Director
 Indian National Centre for Ocean Information Services (INCOIS)
 Ocean vally, Pragathi Nagar (BO), Nizampet (SO)
 Pragathi Nagar
 Hyderabad-500 090

Whereas..... (name and address of the contractor) (hereinafter called "the contractor") has undertaken, in pursuance of contract no date..... to CAMC (Description of goods and Works/ Services) (hereinafter called "the contract").

And whereas you have stipulated it in the said contract that the contractor shall furnish you with a bank guarantee by a Commercial bank for the sum specified therein as security for compliance with its obligations as per the contract.

And, whereas we have agreed to give the contractor such a bank guarantee.

Now Therefore we hereby affirm that we are guarantors and responsible to you, on behalf of the contractor, up to a total of(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the contractor to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the sail debt from the contractor before presenting us with demand. We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the contractor shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall be valid until theday of20.....

Our.....branch at.....*(Name & Address of the*(branch) is liable to pay the guaranteed amount depending on the filing of a claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our* branch a written claim or demand and received by us at our* branch on or before Dt..... Otherwise, the bank shall be discharged of all liabilities under this guarantee after that.

(Signature of the authorized officer of the Bank)

.....

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of Branch

*Preferably at the headquarters of the authority competent to sanction the expenditure for the procurement of goods or at the concerned district headquarters or the state headquarters.

Eligibility Declarations

(To be submitted as part of Technical bid)

(On Company Letter-head)

(Along with supporting documents)

Ref: Your Tender Document No. INCOIS: PUR 02/2026; Tender Title: **Comprehensive Annual Maintenance Contract (CAMC) of IT Peripherals for a period of 03 year at INCOIS, Hyderabad**

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No. _____ Date.....

Note: The list below is indicative only. You may attach more documents as required to confirm your eligibility criteria.]

Eligibility Declarations

(Please tick appropriate boxes or cross out any declaration not applicable to the bidder)

We hereby confirm that we comply with all the stipulations of tender document and declare as under and shall provide evidence of our continued eligibility to the Procuring Entity as may be requested:

Legal Entity of Bidder: _____

Bidder/ Agent Status: _____

We solemnly declare that we (including our affiliates or subsidiaries or constituents):

- (a) are not insolvent, in receivership, bankrupt or being wound up, not have our affairs administered by a court or a judicial officer, not have our business activities suspended and are not the subject of legal proceedings for any of these reasons;
- (b) (including our Contractors/ subcontractors for any part of the contract):
 - i) Do not stand declared ineligible/ blacklisted/ banned/ debarred by the Procuring Organisation or its Ministry/ Department from participation in its Tender Processes; and/ or
 - ii) Are not convicted (within three years preceding the last date of bid submission) or stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of Government of India from participation in Tender Processes of all of its entities, for offences mentioned in Tender Document in this regard. We have neither changed our name nor created a new "Allied Firm", consequent to the above disqualifications.
- (c) Do not have any association (as bidder/ partner/ Director/ employee in any capacity) with such retired public official or near relations of such officials of Procuring Entity, as counter-indicated, in the Tender Document.
- (d) We certify that we fulfil any additional eligibility Criteria mentioned prescribed in Tender Document.
- (e) We have no conflict of interest, which substantially affects fair competition. The prices quoted are competitive and without adopting any unfair/ unethical/ anti-competitive means. No attempt has been made or shall be made by us to induce any other bidder to submit or not to submit an offer to restrict competition.

Restrictions on procurement from bidders from a country or countries, or a class of countries under Rule 144 (xi) of the General Financial Rules 2017:

 "We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries, and solemnly certify that we fulfil all requirements in this regard and are eligible to be considered. We certify that:

 we are not from such a country or, if from such a country, we are registered with the Competent Authority (copy enclosed). and;

we shall not subcontract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.

MSME Status:

Having read and understood the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 (as amended and revised till date), and solemnly declare the following:

- a) We are - Micro/ Small/ Medium Enterprise/ SSI/ Govt. Deptt. /PSU/ Others:.....
- b) We attach herewith, Udyam Registration Certificate with the Udyam Registration Number as proof of our being MSE registered on the Udyam Registration Portal. The certificate is the latest up to the deadline for submission of the bid.
- c) Whether Proprietor/ Partner belongs to SC/ ST or Women category. (Please specify names and percentage of shares held by SC/ ST Partners):.....

Start-up Status

we confirm that we are/ are not a Start-up entity as per the definition of the Department of Promotion of Industrial and Internal Trade – DPIIT.

Make in India Status:

Having read and understood the Public Procurement (Preference to Make in India PPP - MII) Order, 2017 (as amended and revised till date) and related notifications from the relevant Nodal Ministry/ Department, and solemnly declare the following:

a) **Self-Certification for the category of suppliers:**

(Provide a certificate from statutory auditors/ cost accountant in case of Tenders above Rs 10 Crore for Class-I or Class-II Local Suppliers).Details of local content and location(s) at which value addition is made are as follows:

Local Content and %age

Location(s) of value addition

Therefore, we certify that we qualify for the following category of the supplier (tick the appropriate category):

- ☐ Class-I Local Supplier/
- ☐ Class-II Local Supplier/
- ☐ Non-Local Supplier.

b) **We also declare that.**

- ☐ There is no country whose bidders have been notified as ineligible on a reciprocal basis under this order for the offered Services, or
- ☐ We do not belong to any Country whose bidders are notified as ineligible on a reciprocal basis under this order for the offered Services.

Penalties for false or misleading declarations:

We hereby confirm that the particulars given above are factually correct and nothing is concealed and undertake to advise any future changes to the above details. We understand that any wrong or misleading self-declaration would violate the Code of Integrity and attract penalties as mentioned in this Tender Document.

.....
(Signature with date)

.....
(Name and designation)

Duly authorized to sign bid for and on behalf of

.....
.....
[name & address of Bidder and seal of company]

Annexure IV — Labor-Law Compliance Undertaking (format)

Along with the above forms the Bidder has to attach the following Annexure without fail with the technical bid .

We, M/s **[Company Name]**, undertake to comply at all times during the contract period with

- a) Code on Wages 2019,
- b) Code on Social Security 2020,
- c) Occupational Safety, Health and Working Conditions Code 2020,
- d) Industrial Relations Code , 2020

and all other applicable central and state labor laws/rules as amended from time to time. We confirm that we employ no child or forced labor, and shall maintain all statutory registers to produce them on demand.

Date: **[Insert Date]**

Signature, Name, Designation, and Seal.