QUALIFICATION CRITERIA

Sr.	Qualification Criteria	Required Supporting document
1	Bidder must be a **registered firm/company in India under Companies Act**, 1956/2013 and should have been in operation for at least 5 years as on date of RFP.	Certificate of Incorporation, Commencement of Business or Partnership deed (whichever applicable) should be Uploaded.
2	The bidder company shall have a valid **Goods & Service Tax Registration Number and PAN.**	Attested copies of Goods & Service Tax Registration Number and PAN.
3	The Bidder and the Original Equipment Manufacturer (OEM) shall possess valid **ISO 9001** (Quality Management System) certification issued by an accredited certification body.	ISO certificate of OEM & Bidder is required for offered product(s). The certifications shall be valid as on the date of bid submission.
4	Bidder shall be either **Original Equipment Manufacturer (OEM)** or shall be Authorized Partner having direct purchase and support agreement with the OEM for this tender.	In case of a Non-OEM Bidder, a valid **Manufacturer's Authorisation Form (MAF)** or Manufacturer's Authorisation Certificate, issued by the respective OEM in the name of the bidder, shall be furnished along with the bid.
5	**Bidder Turnover:** The **bidder** shall have a minimum average annual financial turnover of **at least 50% of the estimated tender cost** during the preceding three financial years immediately prior to the financial year in which the bid is invited.	The Bidder shall submit audited standalone financial statements or annual reports for the preceding three financial years immediately prior to the financial year in which the bid is invited. The financial statements shall clearly indicate the relevant revenue heads. Additionally, a turnover certificate issued by the Statutory Auditor or a Chartered Accountant (CA), as applicable, shall be submitted as documentary evidence of the claimed turnover.
6	**OEM Turnover:** The Original Equipment Manufacturer (OEM) of the offered product shall have a minimum average annual financial turnover of **at least 400% of the estimated tender cost** during the preceding three financial years immediately prior to the financial year in which the bid is invited.	The OEM shall submit audited standalone financial statements or annual reports for the preceding three financial years immediately prior to the financial year in which the bid is invited. The financial statements shall clearly indicate the relevant revenue heads. Additionally, a turnover certificate issued by the Statutory Auditor or a Chartered Accountant (CA), as applicable, shall be submitted as documentary evidence of the claimed turnover.
7	The bidder shall have a **positive net worth** in each of the preceding three financial years immediately prior to the financial year in which the bid is invited.	The bidder shall submit audited financial statements or a certificate issued by the Statutory Auditor/Chartered Accountant in support of the claimed net worth.
8	The Bidder & OEM company should not have been **black listed or given "stop deal"** notice by any Bank / Govt. /	Bidder & OEM will have to submit undertaking letter at the time of bidding.

	Govt. agency / PSUs Bank(s) / Financial Institutions /GUVNL and/or their any subsidiary company viz. GSECL / GETCO / DGVCL / MGVCL/UGVCL / PGVCL in India.	
9	**Experience Criteria :** The **Bidder/OEM** must have successfully supplied, installed, commissioned, and maintained MFM Printer or Similar Work in at **least three (3)** projects for any Government Department/PSU/Public Sector Undertaking or Publicly Listed Company in India during the last five (5) years, as on the original bid submission date.	Work Order/LOA/Contract Agreement should be attached. Work Completion Certificate should be attached.
10	The bidder must have at **least one registered office** located in the State of Gujarat.	Please submit copy of any one document of the following in the name of Bidder: Property tax /Electricity Bill/Telephone Bill/GST Registration/ Lease agreement etc.
11	Bidder / OEM must provide **Escalation Matrix** of Telephone Numbers for Service Support.	Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
12	**Service & Support** (Dedicated /toll Free Telephone No. for Service Support)	BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

A. All above mentioned documents for pre-qualification criteria of bid must be notary certified true copy. **The pdf scan copy is to be uploaded**.

B. The above mentioned eligibility criteria should be necessarily met, and adequate documentary proof be submitted for verification. If any / partial / all of the above mentioned eligibility criteria don't fulfil by bidder, then that bid is disqualified for the technical bid opening.

C. Bidders are requested to upload all the supporting documents required.

ADDITINONAL TERMS AND CONDITIONS;

Penalty:

Penalty Clause for delay in delivery:

Penalty shall be @ 0.5% per week or part thereof plus applicable taxes on delayed portion subject to maximum 10% plus applicable taxes of the delayed portion order value (End Cost including applicable taxes) in case of supply only, for calculating the delayed portion, date of actual receipt of material at store shall be considered.

GETCO will have the right to recover the liquidated damages, if any, from any amount payable to the supplier under any other contracts awarded by GETCO. Also, if the specifications of the RFP are not met by the contractor during various tests, the contractor shall rectify or replace the same to comply with the specifications immediately to ensure the committed uptime, failing which GETCO has the sole right either to reject or to accept it finally by recovering the suitable amount as deemed reasonable by GETCO.

Any delay under the scope of work due to GETCO will be not counted under the penalty.

Penalty Clause for delay in installation

1. If the bidder fails to install the requisite hardware and operating software within the time limit as mentioned in the bid, then 0.5% of the total contract value of delayed qty. per week or part of the week of delayed period shall be deducted.
2. Any delay under the scope of works due to GETCO will be not counted under the penalty.

Penalty for non-adherence to resolution time of problems:

If any reported fault in the Printer is not resolved within the stipulated SLA resolution time, a penalty of ₹200/- plus applicable taxes for every four (4) working hours of delay shall be levied per unresolved complaint per location, from the expiry of the resolution time until restoration of normal operation.

During the warranty period, applicable penalties shall be communicated to the supplier by the concerned Engineer-in-Charge on a quarterly basis and recovered as per the contract terms.

Payment Terms:

1. **65% of supply value**: After receipt and acceptance of materials at store locations of the respective company.
2. **Balance 25% of supply value:** After successful completion of installation of all Printers and submission of 3-year warranty certificate. Warranty of all Printers will start together from this date.
3. **Balance 10 % of supply value:** will be released on quarterly basis on equal instalments for 3 years, after accounting for any deductions on account of penalty if any due to non-meeting of SLAs and other criteria as per relevant provisions of scope of work.

Delivery Period:

The Printers shall be delivered in full at site within 90 working days from the date of issue of order by the GETCO. However, if required staggered delivery in separate/multiple lots may be required to be done as per decision of IT personnel and schedule of the staggered delivery will be intimated by the respective site/project/region after award. The staggered deliveries of the Printers may be spread over a period of one year from the PO date.

Pre-dispatch inspection at Seller premises (Fee/Charges to be borne by the BUYER):

1. All supplies are to be offered to the inspection and approval of GETCO. GETCO will depute team of officers or authorize D G S & D OR any other Govt. or Govt. Approved agencies (Not private) or NABCB approved Third Party Inspection Agency, to carry out the inspection on behalf of GETCO.
2. GETCO also reserves the right to waive the inspection before dispatch and authorize the consignee to carry out the final inspection.
3. For the purpose of inspection normally not more than 10% of the Printers to be delivered under the respective PO lot would be randomly drawn for the inspection. However, more number/percentage of samples can be drawn for inspection if required/as desired by the respective location IT Personnel. During the inspection process the representative/s of the supplier should be present at the location and co-ordinate all the Physical and functional checks/testing process including opening of the Printers boxes and placement of the machines, powering on the machines and carrying out the functional checks etc.
4. During the inspection adherence of the supplied Printers to the PO technical specifications will be checked and any deviations of the Printers with respect to the PO specifications will make the lot liable for rejection.
5. **Note:** Technically superior /better configuration/parameters as compared to the PO specifications will also be acceptable for the supplied Printers.
6. **The successful bidder** has to offer the inspection call 15 days prior to proposed date of inspection and prior to 30 days from the due date of delivery schedule.
7. If above clause is fulfilled by firm, then any delay in inspection will not be considered for penalty purpose.

Service Level Agreement:

1. The bidder must provide a detailed escalation matrix with contact details for ensuring timely resolution of issues.
2. This section describes the metrics or Service Level Agreements that will be used to measure the performance of the Printer, hardware and associated infrastructure.
3. The Printer or any equipment up time should be 99.7 % during office hours.
4. The OS and/or preloaded software up time should be 99.7 % on Printer or any equipment up-time basis.
5. The severity level classifications have been established to provide a service delivery monitoring and evaluation mechanism.
6. Support services would be provided on 24X7 basis.
7. Support service includes Telephonic support and remote assistance.
8. Support service includes onsite support also.

The Successful Bidder/OEM shall have an **established service presence** or an **authorized service partner** in Gujarat, preferably in Ahmedabad, Gandhinagar, Vadodara, Rajkot, Surat or anywhere in Gujarat capable of providing 24×7 online/remote technical support.

The support shall cover fault diagnosis, troubleshooting, repair, and replacement of defective components, as applicable, during the warranty period, without any additional cost to GETCO.

Warranty Period:

The onsite warranty support & service period shall be of 03 (Three) years comprehensive from the date of the commissioning. It is mandatory for the bidder to quote their bid including 3 years' warranty support service.

Bidders shall agree the warranty support for the period of 3 years with back to back OEM support. It shall be the responsibility of the bidder to replace any defective parts without any additional cost.

Scope of Maintenance during Warranty period:

Problem Identification:

The successful bidder will exert best efforts to perform all fault isolation and problem determination including hardware, software and connectivity problem diagnosis for the goods/items/software/ tools supplied, installed and commissioned by the Supplier. The successful bidder is responsible for the identification of a problem, even if the source of the problem is different than that originally suspected or reported by GETCO.

Call Attendance Procedure

The replacement should be performed at GETCO location(s). This Replacement plan involves the temporary replacement by the Supplier of faulty equipment with spare or float equipment until the faulty equipment can be repaired and returned to service to maintain the uptime as per SLA.

Supplier maintenance personnel will visit the GETCO locations as the OWNER reports of failed or defective units.

The successful bidder /OEM will dispatch personnel to the designated location and replace the same as per the Resolution Matrix Upon completion of the replacement, Supplier's/OEM's maintenance personnel will sign the Problem Description Card, stating the nature of the replacement, date, contact person, and contact phone number.

Onsite Maintenance:

Major Maintenance repair/replacement performed at the GETCO where the goods/ items/ software/ tools are installed. If equipment cannot have repaired or replaced on-site, it may be removed by the vendor, with the OWNER's approval, and returned to the site for reinstallation by the vendor/supplier/OEM after repair/replace. Goods/items/software/tools given a severity of High, Medium and Low as under.

Call logging services will be provided by the Bidder on behalf of the OEM during the period of warranty.

Response time (Measured from time of raising of complaint to the supplier to the service engineer attending/responding to the complaint against the machine) and resolution time (measured from time of raising of the complaint to the supplier) for resolving the complaints raised against the defect/problems in Printers during warranty period shall be as per following:

***Locations description**	***Response time (in hours)**	***Resolution time**
Head Offices / Corporate Offices or equivalent location	2	Same Day
Town/City Offices or equivalent location	4	1 Working Day
Rural Offices or equivalent location	6	2 Working Day

*Calculation of response and resolution time for any complaint shall be counted during business days working hours of respective company and excluding closed holidays. In case the fault does not rectify within the same working day then the next business day working hours will be included for total response/resolution time.

Severity	
High Severity Category	Those requests that stop the system access completely.
Medium Severity Category	Those requests that stop the system access but have some work around to keep the system running.
Low Severity Category	Those requests that do not stop the system access but will be required to improve the performance and maintenance of the system.

The Resolution Matrix and the definitions below specify the service level that Supplier agrees to provide for any equipment with a particular priority.

Telephonic Support: The successful bidder shall provide a toll-free number, available during 24x7 working hours that the OWNER can use to notify the Supplier that a problem exists.

Call-back Time: Supplier shall respond with a telephone call back to the OWNER within a time period, of receiving the notification of a problem.

Problem Investigation: Supplier shall be actively taking measures addressing the problem within this time after notification of a problem.

Escalation: Supplier agrees that Supplier's will escalate problems reported by the OWNER every (or less) of down time if no resolution of the problem is eminent. If OWNER notifies Supplier that a problem has recurred, Supplier agrees that it will escalate the problem to

the next level above the highest level reached during the previous event. The successful bidder will have to provide their Escalation process and levels for the same.

Onsite Response: The successful bidder shall provide within this time all personnel and equipment necessary to resolve the problems at the location of the equipment.

Maximum Repair/ replacement: Maximum repair/replacement time for on-site maintenance will be this time after notification by the OWNER that remedial maintenance is required excluding Sundays, and GETCO recognized holidays.

Resolution Notification: Supplier shall notify the OWNER within this time of final resolution of the problem.

Resolution Matrix:

Resolution Matrix	Severity - High	Severity – Medium	Severity - Low
Availability	24 Hours	24 Hours except Holidays	8am to 8pm
Call Back Time	Immediate	Within 1 hour of identifying the failure	4 hours from identifying the failure
Problem Investigation	8 hours	1 working Day	2 working Days
Escalation	8 hours	1 Working Days	2 working Days
On-site Response	1 working Day	2 working Days	3 working Days
Maximum Repair/replacement	1 working Day	2 working Days	3 working Days
Resolution Notification	2 working Day	3 working Days	4 working Days

Warranty Terms:

1. The warranty period shall commence upon the successful installation, commissioning, testing and handover of all A3 Colour Multifunction Printers. The warranty for all printers shall start from the same date to ensure uniformity in the commencement and expiry of the warranty period. The bidder shall take the necessary action in coordination with the Original Equipment Manufacturer (OEM) to ensure compliance with this requirement.
2. Onsite maintenance and break-fix services shall be provided during the warranty period of Three (3) years from the date of successful installation and handover. In the event of printer breakdown, malfunction or reinstallation, the bidder shall attend to hardware problems and carry out all necessary activities required to restore the printer to proper working condition, including reinstallation, configuration and testing, wherever applicable.
3. The onsite warranty and all support services shall be backed by the OEM. If the bidder is not the OEM, an authorization certificate issued by the OEM, duly authorizing the bidder

to participate in this tender and supply the offered printer model, shall be submitted along with the bid.

4. All materials supplied against this bid document shall have a comprehensive onsite warranty of Three (3) years from the date of successful installation and handover. All support services for the printers shall be backed by the OEM to meet the Service Level Agreements (SLAs) defined in this bid document.

5. The successful bidder shall submit an OEM warranty certificate confirming Three (3) years of comprehensive onsite warranty for the supplied A3 Colour Multifunction Printers. The supplier shall ensure that the correct warranty commencement and expiry dates, as per the contractual terms, are reflected on the OEM's official website against the serial number of each printer. Failure to ensure the required OEM warranty registration shall be treated as non-fulfilment of the warranty obligation until rectified.

6. The warranty shall be verified by the respective IT Personnel of GETCO through the OEM's official website for all printers or randomly selected printer serial numbers. Any discrepancy observed in the registered warranty period shall be rectified by the supplier in coordination with the OEM within Three (3) working days from the date of notification by GETCO. Failure to rectify such discrepancies may result in withholding of the applicable installation payment until the warranty issue is resolved, subject to the payment terms of the contract.

7. Wherever applicable, relevant warranty certificates and supporting documents from the OEMs of third-party products or components supplied along with the printers shall also be submitted.

8. During the warranty period, if GETCO relocates any supplied and installed printer from one office/location to another GETCO office/location, the printer shall continue to remain covered under the warranty for the remaining contractual period. The supplier/OEM shall provide warranty services at the relocated location, subject to the service coverage requirements specified in the tender.

9. All supplied printers and applicable software licences, wherever applicable, shall be registered in the name of Gujarat Energy Transmission Corporation Limited (GETCO). The supplier shall provide the relevant warranty certificates, product details and registration documents at the time of installation and handover.

10. The bidder shall provide all maintenance services throughout the warranty period, including diagnosis, troubleshooting, repair, replacement of defective hardware components, labour and other necessary services required to maintain the printers in proper working condition, without any additional cost to GETCO.

11. In case the bidder fails to provide satisfactory support or causes undue delay in providing warranty services, GETCO reserves the right to arrange repairs through an alternative agency at the risk and cost of the bidder, after issuing written notice and allowing a cure period of Ten (10) days, in accordance with the terms and conditions of the contract.

12. All required power cables, interface cables, connectors, accessories, drivers and other items necessary to make the printers fully functional shall be supplied by the bidder without any additional cost to GETCO.

13. The bidder shall ensure that warranty support and service are available at all designated delivery and installation locations of GETCO. Repair and replacement services for faulty

printers or components shall be provided within the response and resolution time stipulated in the tender document and the applicable Service Level Agreement (SLA).

14. The comprehensive warranty shall cover all hardware components, replacement parts, labour and onsite service required to rectify defects arising under normal operating conditions.

Warranty Scope:

1. Corrective Maintenance: The bidder shall provide corrective maintenance for printer breakdowns, hardware defects, firmware issues, printing, scanning, copying and network connectivity problems during the warranty period.

2. Replacement of Defective Parts: The warranty shall cover repair or replacement of all defective hardware components, including the print engine, scanner assembly, controller board, display panel, power supply, paper feed mechanism, fuser assembly, rollers, sensors and other essential components, without additional cost to GETCO.

3. Software and Firmware Support: Installation, configuration and troubleshooting of printer drivers, scanning software, network settings and OEM-recommended firmware updates shall be provided during the warranty period without additional cost.

4. Standby Printer: If a printer is not restored to normal working condition within the stipulated SLA resolution time, the bidder shall provide a standby printer of equivalent or better configuration at no additional cost until the original printer is restored. The acceptability of the standby printer shall be determined by the Engineer-in-Charge.

5. Onsite Support: All repairs, replacement of defective parts, testing and restoration of printer functionality shall be carried out onsite within the response and resolution times specified in the tender. All activities covered under the warranty shall be provided without additional cost to GETCO.