

Bid Corrigendum

GEM/2026/B/7919588-C5

Following terms and conditions supersede all existing "Buyer added Bid Specific Terms and conditions" given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

Buyer Added Bid Specific Additional Terms and Conditions

1. **OPTION CLAUSE 25% :** The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 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 25 percent with the consent of the service provider
2. Buyer uploaded ATC document [Click here to view the file.](#)
3. Buyer Added text based ATC clauses

Minutes of Pre-bid meeting held on 19/08/26

Annexure-I

S.No	Query raised By vendor	Response
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1.	As per the M/s seamless InfoTech The existing Clause 17 specified the following criteria: - Three similar completed works, each costing not less than 40% of the estimated cost; OR - Two similar completed works, each costing not less than 60% of the estimated cost; OR - One similar completed work costing not less than 80% of the estimated cost. The bidder pointed out that the estimated cost/bid value was not mentioned in the tender document, although the eligibility criteria were linked to 40%, 60% and 80% of the estimated cost. The bidder therefore requested clarification regarding the estimated cost/bid value so that its eligibility could be assessed accordingly.	No deviation in Technical specification. Response: - The approximate estimated cost of AMC for two years is Rs. 37,50,000 (inclusive all taxes) The bidder should have successfully completed similar works involving LAN, Network, Server and Wi-Fi AMC services during the last five years, ending on the date of bid submission, as under: (i) Three similar completed works, each costing not less than ₹15,00,000/-; OR (ii) Two similar completed works, each costing not less than ₹22,50,000/-; OR (iii) One similar completed work costing not less than ₹30,00,000/-. Successful CAMC/AMC completion certificates from the previous client organizations shall be submitted as documentary evidence."
2.	As per M/s Tejmay Services MAF (Manufacturer Authorization Form) may be required for the equipment specified in the tender. However, the equipment mentioned in the tender relates to old Cisco equipment, for which we have previously provided AMC support. These models are now very old and are no longer supported by Cisco OEM. In view of the above, we would like to understand how the MAF can be obtained from the OEM for these legacy/unsupported equipment. Therefore, kindly confirm whether the MAF is mandatory for participation in this tender or whether the same can be exempted/waived in view of the equipment being obsolete and no longer supported by the OEM.	No deviation in Technical specification. Response: - The vendor shall be solely responsible for the maintenance and support of the equipment throughout the AMC period, including addressing any technical issues that may arise, repairing/replacement of faulty devices with the same model no/higher model compatible with the existing infrastructure. In view of the above, MAF is not required in this case and, accordingly, no MAF requirement has been included in the Scope of Work and Terms & Conditions of the bid. However, the valid CISO Authorized Partner Certificate (Service Provider) must be attached.

Annexure-B

Nature, scope of work and terms and conditions

Tenders are invited in two bid system (Technical and Financial) from the Authorized Partners of OEM M/s. CISCO in India for the items listed in Annexure-A and equivalent partners in case of other Passive Components, which are required to support the Active Components as listed in Annexure-A for the period of two years.

S. No.	TERMS & CONDITIONS	Compliance and acceptance
1.	The valid supporting documents in terms of "Authorized Partner" of M/s CISCO should be attached along with the bid.	Yes
2.	Making complete testing, operational, comprehensive maintenance for all items listed in Annexure - A will be the responsibility of the vendor.	Yes
3.	For all equipments under AMC, the vendor shall provide replacements of the equipments with same or Higher or Equivalent configuration within next working day, whenever the equipments became faulty.	Yes
4.	In case of failure on Active/ Passive items of Switches, Wi-Fi AP/ Components, etc. the standby equipments shall be provided by the vendor till the Original Equipment is being rectified/ replaced, so that the downtime of the LAN is minimized.	Yes
5.	In case of Hardware failure or malfunction of the equipments, call will be logged with the supporting vendor for replacement of faulty parts/ Hardware.	Yes
6.	During the AMC period, The selected bidder is responsible for i) Solving all configuration related problems. ii) Hardware/configuration, troubleshooting and diagnosis for all equipments covered under AMC .	Yes
7.	IOS/Software maintenance, reloading, backup, reconfiguration , if required.	Yes

8.	Vendor's expert Engineers in specific domain shall visit CRRl Campus whenever needed for major configuration changes f or items covered under CAMC. The engineer will make a call report for such visits and submit the same to CRRl.	Yes
9.	The support will include smooth functioning of the LAN equipments to ensure accessibility of servers (DNS/ ADS/ BDS/ Proxy Server etc) on the LAN.	Yes
10.	The vendor should not take more than two business days to repair and satisfactorily rectify/replace the systems/ peripherals/any active or passive components, etc. for any kind of complaints. In case, the system is not repaired/ replaced etc. within the. above said period, CRRl has the right to impose a penalty at the rate of @Rs. 2000/- per day not exceeding the value of Performance Bank Guarantee as deposited by the vendor.	Yes
11.	Deviations: All the services, works and jobs shall be performed strictly in accordance with Terms & Conditions and Scope of work mentioned in the Tender documents. No Technical deviation shall be acceptable.	Yes

12.	The vendor shall provide a experienced CISCO certified on premises technical support/ maintenance service, to look after the complete operational and smooth functioning of total LAN system (LAN Hardware, Active, Passive components, connectivity between endpoints/ ports, trouble shooting and fixing at Switch Levels, users end, Servers and Applications, etc. as mentioned above) within the CRRl campus on all working days from 9:00 AM to 5:30 PM for three year comprehensively.	Yes
13.	The bidder shall submit valid Cisco certification(s) of the proposed technical manpower along with the bid document.	Yes

14.	The duties of on premises technical support/ maintenance service also include the following: a. Proper Log Book Record maintenance of Equipments. b. Daily call reports are required to be prepared on premises technical support/ maintenance service. c. Bi-Monthly system check of all the Switches (i.e. including all its peripherals, patch panels, ios, Active and Passive Components, etc.) d. Monthly Preventive Maintenance of all the Switches as mentioned above e. Regular update and upgrades of the ios and utilities of the switches. (Packages/ Patches, Service Packs, Security Patches and Firmware, etc.) Defective part replacement with original parts f. Break-fix support on Network connectivity of the entire Server-Clients side.	Yes
15.	On premises technical support/ maintenance service would also be responsible for running, configuring the present VC equipment installed under the present LAN System.	Yes
16.	In case the, on premises technical support/ maintenance service provided by the vendor is on leave, then equivalent replacement must be provided during the period. If no alternative is given/ provided by the vendor, then the CRRI has the right to impose a penalty at the rate of @ Rs.1500/- per day will be deducted from the payment dues of the vendor.	Yes
17.	The bidder should have successfully completed similar works involving LAN, Network, Server, Wi-Fi AMC services during the last three years, ending on the last date of bid submission, as under: (i) Three similar completed works each costing not less than 15,00,000 or (ii) Two similar completed works each costing not less than 22,50,000 or (iii) One similar completed work costing not less than 30,00,000 . Successful CAMC/AMC completion certificates from the previous client organizations shall be submitted as documentary evidence."	Yes
18.	In order to have smooth functioning of AMC services and on premises technical support/ maintenance service to CSIR-CRRI, the vendor should have offices/ service centers in Delhi/NCR.	Yes

19.	The vendor may visit the installation site and the equipments during office hours.	Yes
20.	The payment for AMC and Technical support at premises shall be released on quarterly basis after satisfactorily report from Engineer-in-Charge.	Yes
21.	The AMC services are valid till the installation of new LAN infrastructure in CRRI. CSIR-CRRI has right to terminate the AMC services by giving one month notice or after completion of installation of new LAN infrastructure. Prior to that, CSIR-CRRI has right to stop/cancel the services by giving two month notice period in case of any unsatisfactory/deviations occurs.	Yes

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 (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) 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.

*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

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