



Bid Number/बोली क्रमांक (बिड संख्या)[:] GEM/2025/B/6227418 Dated/दिनांक : 14-05-2025

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण				
Bid End Date/Time/बिड बंद होने की तारीख/समय	26-05-2025 09:00:00			
Bid Opening Date/Time/बिंड खुलने की तारीख/समय	26-05-2025 09:30:00			
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)			
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Labour And Employment			
Department Name/विभाग का नाम	Na			
Organisation Name/संगठन का नाम	Employees Provident Fund Organisation (epfo)			
Office Name/कार्यालय का नाम	Regional Office Kollam			
क्रेता ईमेल/Buyer Email	nisha.s@epfindia.gov.in			
Total Quantity/कुल मात्रा	4			
ltem Category/मद केटेगरी	Split Air Conditioner Including Green AC, Wall Mount Type (V2) (Q2)			
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	1 Lakh (s)			
OEM Average Turnover (Last 3 Years)/मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)	1 Lakh (s)			
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	1 Year (s)			
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/	Yes			
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/	Yes			
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Past Performance,Bidder Turnover,OEM Annual Turnover *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			

Required/आवश्यकता MII Purchase Preference/एमआईआई खरीद वरीयता MII Purchase Preference/एमआईआई खरीद वरीयता No	Bid Details/बिड विवरण			
Bid to RA enabled/बिंड से रिवर्स जीलाजी सक्रिय किया RCM Applicable/लागू आरसीएम Type of Bid/बिंड का प्रकार Time allowed for Technical Clarifications during technical evaluation/तक्जीकी मृत्यांकन के दौरान तक्जीकी स्पष्टीकरण हेतु अनुमत समय Inspection Required (By Empanelled Inspection Authority / Agencies pre- registered with GeM) Evaluation Method/मृत्यांकन पद्धित Total value wise evaluation Arbitration Clause No Mediation Clause No Required/आवश्यकता No Mil Purchase Preference/एमआईआई खरीद वरीयता MII Purchase Preference/एमएसई खरीद वरीयता	by bidders to all bidders participated in	No		
RCM Applicable/लागू आरसीएम Yes Type of Bid/बिड का प्रकार Two Packet Bid Time allowed for Technical Clarifications during technical evaluation/तकतीकी मुल्यांकन के दीरान तकनीकी रपष्टिकरण हेतु अनुमत समय Inspection Required (By Empanelled Inspection Authority / Agencies preregistered with GeM) Evaluation Method/मूल्यांकन पद्धति Total value wise evaluation Arbitration Clause No Mediation Clause No EMD Detail/ईएमडी विवरण Required/आवश्यकता No MII Purchase Preference/एमआईआई खरीद वरीयता MII Purchase Preference/एमआईआई खरीद वरीयता MII Purchase Preference/एमआईआई खरीद वरीयता MSE Purchase Preference/एमएसई खरीद वरीयता	Past Performance/विगत प्रदर्शन	10 %		
Type of Bid/बिड का प्रकार Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय Inspection Required (By Empanelled Inspection Authority / Agencies preregistered with GeM) Evaluation Method/मूल्यांकन पदित Total value wise evaluation Arbitration Clause Mo Mediation Clause No Required/आवश्यकता No Mo MII Purchase Preference/एमआईआई खरीद वरीयता MII Purchase Preference/एमआईआई खरीद वरीयता MISE Purchase Preference/एमएसई खरीद वरीयता	Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No		
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मृल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय Inspection Required (By Empanelled Inspection Authority / Agencies preregistered with GeM) Evaluation Method/मृल्यांकन पद्धित Total value wise evaluation Arbitration Clause No Mediation Clause No EMD Detail/इंएमडी विवरण Required/आवश्यकता No PepBG Detail/ईपीबीजी विवरण Required/आवश्यकता No MII Purchase Preference/एमआईआई खरीद वरीयता MII Purchase Preference/एमआईआई खरीद वरीयता MII Purchase Preference/एमएसई खरीद वरीयता MSE Purchase Preference/एमएसई खरीद वरीयता	RCM Applicable/लागू आरसीएम	Yes		
during technical evaluation/तकनीकी सृल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय Inspection Required (By Empanelled Inspection Authority / Agencies preregistered with GeM) Evaluation Method/मृल्यांकन पद्धति Arbitration Clause No Mediation Clause No Required/आवश्यकता Required/आवश्यकता Required/आवश्यकता No MII Purchase Preference/एमआईआई खरीद वरीयता MII Purchase Preference/एमएसई खरीद वरीयता MSE Purchase Preference/एमएसई खरीद वरीयता	Type of Bid∕बिड का प्रकार	Two Packet Bid		
Inspection Authority / Ágencies preregistered with GeM) Evaluation Method/मृल्यांकन पद्धति Arbitration Clause No Mediation Clause No Required/आवश्यकता Required/आवश्यकता Required/आवश्यकता No MII Purchase Preference/एमआईआई खरीद वरीयता MII Purchase Preference/एममआईआई खरीद वरीयता MSE Purchase Preference/एमएसई खरीद वरीयता	during technical evaluation/तकनीकी मूल्यांकन के	2 Days		
Mediation Clause Mo EMD Detail/ईएमडी विवरण Required/आवश्यकता No PBG Detail/ईपीबीजी विवरण Required/आवश्यकता No MII Purchase Preference/एमआईआई खरीद वरीयता MII Purchase Preference/एमआईआई खरीद वरीयता MSE Purchase Preference/एमएसई खरीद वरीयता	Inspection Authority / Agencies pre-	No		
Mediation Clause No EMD Detail/ईएमडी विवरण No Required/आवश्यकता No Required/आवश्यकता No MII Purchase Preference/एमआईआई खरीद वरीयता No MSE Purchase Preference/एमएमई खरीद वरीयता No	Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation		
Required/आवश्यकता No PBG Detail/ईपीबीजी विवरण Required/आवश्यकता No MII Purchase Preference/एमआईआई खरीद वरीयता MII Purchase Preference/एमआईआई खरीद वरीयता No MSE Purchase Preference/एमएसई खरीद वरीयता	Arbitration Clause	No		
Required/आवश्यकता No Required/आवश्यकता No MII Purchase Preference/एमआईआई खरीद वरीयता MII Purchase Preference/एमआईआई खरीद वरीयता No MSE Purchase Preference/एमएसई खरीद वरीयता	Mediation Clause	No		
ePBG Detail/ईपीबीजी विवरण Required/आवश्यकता No MII Purchase Preference/एमआईआई खरीद वरीयता MII Purchase Preference/एमआईआई खरीद वरीयता No MSE Purchase Preference/एमएसई खरीद वरीयता	EMD Detail/ईएमडी विवरण			
Required/आवश्यकता MII Purchase Preference/एमआईआई खरीद वरीयता MII Purchase Preference/एमआईआई खरीद वरीयता No MSE Purchase Preference/एमएसई खरीद वरीयता	Required/आवश्यकता	No		
MII Purchase Preference/एमआईआई खरीद वरीयता MII Purchase Preference/एमआईआई खरीद वरीयता No MSE Purchase Preference/एमएसई खरीद वरीयता	ePBG Detail/ईपीबीजी विवरण			
MII Purchase Preference/एमआईआई खरीद वरीयता MSE Purchase Preference/एमएसई खरीद वरीयता	Required/आवश्यकता	No		
MSE Purchase Preference/एमएसई खरीद वरीयता	MII Purchase Preference/एमआईआई खरीद वरीयता			
	MII Purchase Preference/एमआईआई खरीद वरीयता	No		
MSE Purchase Preference/एमएसई खरीद वरीयता Yes	MSE Purchase Preference/एमएसई खरीद वरीयता			
	MSE Purchase Preference/एमएसई खरीद वरीयता	Yes		

- 1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
- 2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and

- "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

 3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
- 4. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM of the product offered in the bid {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts and delivery acceptance certificates like CRAC to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.
- 5. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
- 6. Purchase preference will be given to MSEs having valid Udyam Registration 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. 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. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. 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 25% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 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.
- 7. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 10% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

Section 9(3) Of GST/जीएसटी की धारा 9(3)।

Where ever RCM is applicable, sellers (Regular GST registered seller who opted out of FCM, unregistered seller, seller registered under composition scheme) will be forced to put Zero GST and GST cess in their bids. Buyer will have liability of paying the GST and GST cess to the government on the specified rate mentioned by them in this Bid.

If the buyer has mentioned MSE purchase preference in ATC then service provider is required to upload necessary documents for MSE purchase preference for verification by the buyer during evaluation.

Split Air Conditioner Including Green AC, Wall Mount Type (V2) (4 pieces)

Technical Specifications/तकनीकी विशिष्टियाँ

* जेम केटेगरी विशिष्टि के अनुसार / As per GeM Category Specification

Specification Name/विशिष्टि का नाम		Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य		
Description/Applicati on	Description	Split Air Conditioner Including Green AC, Wall Mount Type		
	Application	A Split air conditioner is used for cooling (cooling and dehumidification during cooling mode) or cooling & heating (cooling and dehumidification during cooling mode, and heating during heating mode) in offices etcareas.		
Generic	Classification By Function	Cooling Only, Cooling & Heating		
	Nominal Marketing Cooling Capacity (in Ton) {Hint: 1 Ton= 3000 Kcal/Hr, Tolerance +/-10%}	1.5 Ton		
	Star Rating (ISEER value range)	3 Star (ISEER value from 3.8 to 4.39)		
	Compressor Type as per BEE Star Rating Label	Inverter AC - Variable Speed		
Refrigerants	Eco-friendly Refrigerant	Yes		
	Refrigerant Ozone Depletion Potential is Zero	Yes		
Green AC Related Environment Friendly Requirement	Compliance to Green AC related environmental friendly features complied	No		
Features/Accessories	Salient Features/Remote Control Features	Turbo Mode, Dehumidification Mode, Power Saving Mode, Auto Clean Mode, Self Diagnosis Mode, Quiet Mode, Dry Mode, Cool Mode, Fan Mode, Air Swing, Timer, Sleep Mode, Auto Off, Fan Speed Control, Power(On-Off), Temperature Up/Down		
	Salient Accessories	1 m (PVC Insulated sheathed cables as per IS:694), 3 m Refrigerant Copper pipe set + connecting cable (Installation Kit), Remote, User Manual, Warranty card		
Warranty/Service	Comprehensive Warranty on Air Conditioner/Machine (in years)	1		
	Warranty on Compressor (in years)	5, 10 Or higher		
	Optional Warranty on PCB	Same as machine warranty, 5 years Or higher		
	Installation/Commissioning	Without Installation Commissioning, With Free Standard Installation Commissioning Or higher		
	Number of free services during the Comprehensive Warranty on Air Conditioner/Machine	4 services per year Or higher		

Spec	cification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिंड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
	Turn Around Time (TAT) After Sales Service Calls		48 hours for Capital Cities (State Capitals)/72 hours for District place (Municipal Corporation Cities)/120 hours for Rural (Gram Panchayat), 24 hours for Capital Cities (State Capitals)/48 hours for District place (Municipal Corporation Cities)/72 hours for Rural (Gram Panchayat) Or higher
		Other Services Provided (Inclusive in the scope of supply)	24*7 Customer Online Service, Demonstration of features & functioning and setting-up of split air conditioner at consignees place, NA
	yer Specific quirement Optional Accessories/Work Required (inclusive in the scope of supply)		Suitable Wall Mount Stand for Outdoor Unit, NA
		Optional Extended Comprehensive Warranty on Air Conditioner/Machine Effective After Standard Warranty (inclusive in the scope of supply) (in years)	4 years, NA
Certifica	ations	Mandatory compliance / conformity to relevant ISS	As per IS 1391 (Part 2)-Latest and as per Gazette Notification no. S.O. 3897(E) dated,29th October 2019 and as per BEE Notification dated 19th April 2022

Input Tax Credit(ITC)/इनपुट कर क्रेडिट(आईटीसी) and/ तथा Reverse Charge(RCM)/रिवर्स प्रभार (आरसीएम) Details

ITC on GST/जीएसटी पर इनपुट कर क्रेडिट	ITC on GST Cess/जीएसटी उपकर कर क्रेडिट	RCM Applicabl e/लाग् आरसीएम	GST as per RCM/रिवर्स प्रभार के अनुसार जीएसटी	GST Cess 1 as per RCM/रिवर्स प्रभार के अनुसार जीएसटी उपकार 1	GST Cess 2 as per RCM	Optional RCM/वैकल्पि क रिवर्स प्रभार
NA	NA	Yes	18%	NA	NA	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Applicable Specification Document	<u>View</u>
Applicable Drawing Document	<u>View</u>
Verified and Signed Tp document	<u>View</u>

Consignees/Reporting Officer/परेषिती /रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	4	25

Special terms and conditions-Version:3 effective from 21-02-2025 for category Split Air Conditioner Including Green AC, Wall Mount Type (V2)

- 1. (I) As per latest Version of STC document "STC- Split Air Conditioner Including Green AC, Wall Mount Type (V2)" available at the time of bid creation.
 - (II) BEE Star Rating (Central Ministries/ Departments while procuring shall ensure that the items carry 5 star or higher Star Rating of BEE)

Hint: Central Ministries/ Departments while procuring electrical appliances notified by Department of Expenditure (DoE) shall ensure that they carry the notified threshold or higher Star Rating of Bureau of Energy Efficiency (BEE). In this regard, DoE OM No.26/6/2012-PPD dated 21.01.2013 may also be seen by the buyer from the below link.

https://doe.gov.in/files/circulars_document/OM_energy_ElecAppl.pdf

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

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity up to 25% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery time shall be (Increased quantity ÷ Original quantity) × Original delivery period (in days), subject to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original delivery period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.

2. Generic

After award of contract – Successful Bidder shall have to get Detailed Design Drawings approved from buyer before starting fabrication. Successful Bidder shall submit Detailed Design Drawings for Buyer's approval, within 5 days of award of contract. Buyer shall, either approve the drawings or will provide complete list of modification required in the drawings within 5 days. Seller shall be required to ensure supply as per approved Drawings with modifications as communicated by Buyer. If there is delay from buyer side in approval of drawing– the delivery period shall be refixed without LD for the period of delay in approval of Drawing.

3. Generic

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

EMPLOYEES PROVIDENT FUND ORGANISATION PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE REGIONAL OFFICE KOLLAM 691001

4. Generic

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

5. Generic

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

6. Generic

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

7. Generic

IT equipment shall be IPv6 ready from day one.

8. Scope of Supply

Scope of supply (Bid price to include all cost components): Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)

9. **OEM**

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

10. Purchase Preference (Centre)

Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 10% of total value.

11. Service & Support

Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.

12. Service & Support

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

Telephone No. for Service Support.

13. Service & Support

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

14. Certificates

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

15. Certificates

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

16. Certificates

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

17. Warranty

Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide AMC Service for next 5 years for the offered products at the rate not more than 10 % of contract price per annum. Buyer reserves the right to enter into an AMC agreement (covering preventive maintenance and servicing) with the Successful Bidder / OEM after expiry of the Warranty period at rate as mentioned above and the payment for the AMC charges would be made Quarterly after rendering of the AMC Services of the relevant AMC period. Performance Security of the successful bidder shall be forfeited if it fails to accept the AMC contract when called upon by the buyer. The original Performance Security of contract will be returned only after submission and verification of AMC Performance Security for 10% of total AMC value valid up to AMC period plus 2 months (if there is no other claim). (Undertaking of acceptance to be uploaded with bid).

18. Warranty

Warranty period of the supplied products shall be 5 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

19. Warranty

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

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

- 1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
- 2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
- 3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
- 4. Creating BoQ bid for single item.
- 5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
- 6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
- 7. Floating / creation of work contracts as Custom Bids in Services.
- 8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for <u>attached categories</u>, trials are allowed as per approved procurement policy of the buyer nodal Ministries)
- 9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
- 10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
- 11. Creating bid for items from irrelevant categories.
- 12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
- 13. Reference of conditions published on any external site or reference to external documents/clauses.
- 14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
- 15. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
- 16. 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 catalogs 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 within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws 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. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is also governed by the General Terms and Conditions/ यह बिड सामान्य शर्तों के अंतर्गत भी शासित है

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---