

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	07-08-2026 16:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	07-08-2026 16:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	120 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Pmo
विभाग का नाम/Department Name	Na
संगठन का नाम/Organisation Name	N/a
कार्यालय का नाम/Office Name	Centre Of Plasma Physics-institute For Plasma Research, Dae
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id : Buyer Email id: hemanta@cpiipr.res.in
कुल मात्रा/Total Quantity	1
वस्तु श्रेणी /Item Category	Diesel Power Generator (up to 900 KVA) (Q2)
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Compliance of BoQ specification and supporting document *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 दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू 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

बिड विवरण/Bid Details	
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	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	H1-Highest Priced Bid Elimination
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	7 Days
निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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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).	40

(a). 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.

लाभार्थी /Beneficiary :

Centre Director, CPP-IPR
Centre Of Plasma Physics-institute For Plasma Research, Nazirakhat, Sonapur-782402, Kamrup(M), Assam
(Centre Director)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई खरीद वरीयता / MII Purchase Preference

एमआईआई खरीद वरीयता / MII Purchase Preference	Yes
मेक इन इंडिया विक्रेताओं को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ तक की सीमा में है / Purchase Preference to MII sellers available upto price within $L1+X\%$	20
मेक इन इंडिया खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MII purchase preference	100
सार्वजनिक खरीद (मेक-इन-इंडिया को प्राथमिकता) आदेश 2017 के अनुसार केवल क्लास 1/क्लास 2 के स्थानीय आपूर्तिकर्ताओं को ही भागीदारी की अनुमति है दिनांक 16.09.2020 (समय-समय पर संशोधित एवं लागू) / Allow participation only from Class 1/Class 2 local suppliers as per the Public procurement(Preference to Make-in-india) order 2017 date 16.09.2020(as amended and applicable time to time)	Yes, in compliance with the MII ORDER : DPIIT Order(as amended and applicable time to time)

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
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider Purchase preference	100

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

2. 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 100% (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.

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

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

Diesel Power Generator (up To 900 KVA) (1 pieces)

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

तकनीकी विशिष्टियाँ /Technical Specifications

[* जेम कैटेगरी विशिष्टि के अनुसार / As per GeM Category Specification](#)

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
Installation Configuration	Power Generator Installation Configurations as per CPWD General Specifications for Electrical Works - Part VII (DG Set)	Fixed (Power Generators are permanently installed)"
Ratings	Nominal Rated Capacity (in kVA)	125
	Number of Phase	Three Phase
Engine	Rated Engine Power (kWm)	110 % of the required powered at STP(Standard Temperature Pressure) i.e equal to (Nominal Rated Capacity (KVA) of power generator Any Auxiliary power Consumption by the Power generator) x Power factor(0.8) / Alternator efficiency Or higher
	Type of Engine Cooling	Liquid Cooled
	Type of Governor	Electronic Or higher
	Number of Cylinders	4, 6

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
	Rated Engine Speed (in RPM)	1500
	Type of Fuel	High Speed Diesel (HSD)
Alternator	Alternator Voltage Rating	415.0 (Volt)
	Conformity to Indian Standard For Alternator	Generally conforming to IS:13364 (Part-2) latest (Above 20 KVA)
	Voltage Regulation Grade	VG 3 Or higher
	Alternator IP (Ingress Protection) Rating	IP 23 Or higher
Control Panel	Type of Control Panel	Manual Control Panel
	Control Panel Location	Inside the canopy
	Display Meters in Control Panel (with Appropriate Rating and Accuracy Class) - Included in Scope of Supply	Multifunctional Digital display meter (displaying Voltage, Current, Frequency, Power Factor)
Fuel Tank	Fuel Tank Capacity	200.0, 230.0, 240.0, 250.0, 292.0, 300.0 (liter)
	Number of Fuel Tank	1
Battery	Battery Type	"Low Maintenance free to IS: 14257 for high cranking performance"
Salient Features	Salient Features of Power Generator	Glass window on Accoustic Enclosure in front of the Control Panel, Emergency Stop outside the Accoustic Enclosure
Trailer	Availability of Trailer	NA for Fixed/Skid Mounted Power Generator
Installation Requirement	Scope of installation for diesel generating set when offered by the vendor - inclusive in the scope of supply (Part-1)	a) Installation of Power Generator when offered by the vendor is inclusive in the scope of supply and shall be done by the seller. The installation work of Power Generator and its constituent parts shall be generally conforming to CPWD General Specification for Electrical Works, Part - VII - latest. b) Foundation shall be constructed by the seller. Foundation shall be of PCC type with the ratio of 4:2:1. The length and breadth of the foundation shall be 300 mm more from the respective length and breadth of the Power Generator. The height of the foundation shall be 400 mm, i.e., 200 mm below and 200 mm above the ground level. All the materials / labour required for foundation work shall be supplied by the seller.

विवरण/Specification	विशिष्ट का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
	Scope of installation for diesel generating set when offered by the vendor - inclusive in the scope of supply (Part-2)	c) Supply, laying and termination of interconnecting power and control cable shall be done by the seller. The cable supplied shall be ISI marked heavy duty PVC insulated, armoured cable, with PVC outer Sheath of Type ST-2 (FR Grade, Category C1), with aluminium conductor having insulation of PVC compound type -C, suitable for rated voltage upto and including 1100 volts and conforming to IS: 1554 (Part-1) latest. For 3-Phase Power Generators, 3.5 core or higher core cables shall be used. Total length of the cable supplied by the seller shall be within 30 meters for each Power Generator with manual control panel and within 60 metres for each Power Generator with AMF control panel. The current rating of the cables shall be as indicated below: 2C, 6 Sq mm for Single Phase, 3.5 & 5.0 KVA 2C, 10 Sq mm for Single Phase, 7.5 & 10 KVA 2C, 25 Sq mm for Single Phase, 15 KVA 2C, 35 Sq mm for Single Phase, 20 KVA 2C, 70Sq mm for Single Phase, 25 KVA 2C, 95Sq mm for Single Phase, 30 KVA 2C, 120Sq mm for Single Phase, 40 KVA 4C, 4 Sq mm for Three Phase,
	Scope of installation for diesel generating set when offered by the vendor - inclusive in the scope of supply (Part-4)	e) Construction of suitable earthing station and necessary connections shall be done by the seller. All the materials / labour required for construction of earthing station shall be supplied by the seller. The total number of earthing pits/stations shall be 4, i.e., 2 for neutral and 2 for body-earthing. Netutral earthing shall be done with copper Plate and Body earthing shall be done with G.I. plate / Copper. The consignee should choose installation site in such a way that the earthing stations can be made within 10 metres of the Power Generator. Earthing station shall be typically constructed as per prevalent standard practices and shall be generally conforming to CPWD General specification for Electrical Works, Part - VII & Part - I - latest. e) Installation of Fuel Tank including foundation / stand shall be done by the seller. f)The warranty is applicable upto specified value of month/hours whichever occurs first's.
	Above Scope of Installation for the Diesel Generating Set, when offered by the vendor, has been seen, read, understood, and agreed to Comply	Yes
Warranty/Services	Number of Preventive Maintenance Visits Offered in an Year During Warranty Period (Supply of all consumables is the buyer's responsibility)	2
Test Reports	Type of lab which carried out test of complete product to prove the conformity of product specification	Certificates required as per CPCB

Additional Specification Parameters - Diesel Power Generator (up To 900 KVA) (1 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Standard Warranty on Complete Power Generator / DG Set	36 month
Response Time to attend the complaint during Warranty/ Time Duration for Repairing /Replace the defect during Warranty	Time to attend the complaint : 2 days Time Duration for Repairing /Replace the defect : 7 days
No of Strokes (nos) / Governor Class	4 / A2 or better
Overload capacity	Engine is capable of delivering an output of 10% in excess of rated KVA for a period of one hour in any period of 12 hours continuous running
Audio Alarm	High water / coolant / cylinder head temperature, Low fuel level, Low Lube oil pressure, Over speed

* Bidders offering must also comply with the additional specification parameters mentioned above.

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

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Hemanta Sarma	782402,Nazirakhat, Sonapur	1	60

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

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

Centre of Plasma Physics-Institute for Plasma Research
Nazirakhat
Sonapur-782 402
Kamrup (M)
Assam
.

2. 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 %.

3. Generic

Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers

can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

4. **Generic**

Manufacturer Authorization: Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

5. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

Institute for Plasma Research A/C CPP
payable at

State Bank of India, Sonapur Branch, IFSC: SBIN0011616

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

6. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

Institute for Plasma Research A/C CPP

A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

7. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

Institute for Plasma Research A/C CPP

Account No.

31012661865

IFSC Code

SBIN0011616

Bank Name

State Bank of India

Branch address

New Market Road, Sonapur, Kamrup(M), Assam-782402

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

8. **Scope of Supply**

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

9. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

- A)** Bidders shall submit a duly filled and signed Self-Certification under the **“Preference to Make in India” Order (Annexure-I)** strictly in the prescribed format without any alteration or modification. Non-submission, incomplete submission, or any modification to the prescribed format shall render

er the bid liable for disqualification/rejection from further evaluation.

- B)** Bidders seeking to avail of MSE purchase preference are required to submit a duly filled and signed undertaking **(ANNEXURE-II)** strictly in the prescribed format, without making any modifications to the document uploaded under the “Buyer Uploaded ATC Document”
- C) Packing & Delivery Note:** In case of an order, all packages must be clearly superscribed with details such as the GeM Contract No., Consignee Name, Phone Number, etc., to prevent the consignment from being refused at the time of delivery.
- D)** Bidders must upload a duly filled-in compliance statement with accurate facts and figures (do not mention yes/ok/acceptable/compliance, etc., wherever possible). Any deviation or mismatch in the specifications mentioned in the technical compliance sheet will not be accepted.
- E) Performance Security Bank Guarantee:** The supplier must ensure delivery of the original hard copy of the BG/DD to the buyer within 15 days of the contract award. The BG/DD should be valid for a period of 40 months.

F) Acceptance criteria:

1. The items should reach the CPP-IPR site in a damage-free condition.
2. The item should be supplied as per the quoted specification.
3. Acceptance of the item is subject to successful installation, demonstration, and testing.

G) ELIGIBILITY CRITERIA

The Bidders, who fulfil the following requirements on their own, shall only be eligible to apply. Joint ventures are not accepted

Sr. No.	CPP-IPR's Requirements	Documentary proof for the eligibility (To be Scanned and Uploaded)
1	Bidder must have successfully executed minimum one similar work in India within the last 7 years, ending on date of bid opening. Note: “similar work” means Supply, Installation, Testing and Commissioning of DG set of rating 100 kVA or higher capacity.	A) The bidder must provide copy(s) of purchase order/ contracts/ work orders (unpriced) executed with required technical details/scope of work. AND B) Documentary proof of acceptance/installation/commissioning/work completion certificate from the end user/buyer against the submitted purchase order mentioned above (A).

2	An OEM or OEM authorized service centre of the bidder must be located in the state of Consignee i.e. Assam to provide after-sales service support for the quoted equipment.	A. Valid OEM Authorisation Certificate clearly mentioning: · Name and full address of the authorized service centre located in Assam. · Confirmation that the centre is authorised for after-sales service of the quoted product. · Validity of the authorization letter for the entire duration of the contract. B. Documentary proof of the existence of the service centre at the Assam address, in the name of the service centre / bidder, such as: Trade License / Municipal Registration, GST Registration certificate showing the Assam address, Rent/Lease agreement etc. C. Contact details of the service centre, including, phone number, and email ID.
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(The bidder is required to submit all supporting documents as proof for the compliance. Bids received without valid documents and/or incomplete and irrelevant documents are likely to be rejected summarily)

Note: Original documents shall be produced for verifications, if required.

The tenders received without submission of proof of above points will summarily be rejected without further communication.

H) NOTE:

- I. Submission of the offer shall be deemed acceptance of all terms and conditions mentioned in the bid documents, including delivery period, payment, ePBG, etc. Any deviation found in uploaded documents shall not be considered. The GeM GTC, STC, and all the clauses incorporated by the Buyer in ATC and various corrigendum of the bid will be final.
- II. **RECTIFICATION AND REPLACEMENT OF DEFECTIVE STORES:** In case repair/replacement of defective/rejected stores during the warranty period is necessary and becomes essential to return the stores, to the contractor, where the purchaser has already made full or part payment, the contractor shall submit bank guarantee for the value of stores so found defective/rejected as per **Annexure-III** valid till receipt and acceptance of repaired/replaced/entire stores within fifteen days of intimation to collect the stores. However, the contractor will not be absolved from his responsibility as specified in the bid document.

10. Buyer Added Bid Specific ATC

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

11. Warranty

Warranty period of the supplied products shall be 3 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of

delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

12. 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.

13. Service & Support

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

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.

[यह बिड सामान्य शर्तों के अंतर्गत भी शासित है /This Bid is also governed by 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 कार्रवाई 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---