

दिनांक /Dated: 18-09-2025





# बिड दस्तावेज़ / Bid Document

| बिड विवरण/Bid Details   |  |  |
|---|--|--|
| बिड बंद होने की तारीख/समय /Bid End Date/Time  | 09-10-2025 16:00:00  |  |
| बिड खुलने की तारीख/समय /Bid Opening<br>Date/Time  | 09-10-2025 16:30:00  |  |
| बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer<br>Validity (From End Date)  | 90 (Days)  |  |
| मंत्रालय/राज्य का नाम/Ministry/State Name   | Ministry Of New And Renewable Energy   |  |
| विभाग का नाम/Department Name  | Ministry Of New And Renewable Energy   |  |
| संगठन का नाम/Organisation Name  | National Institute Of Wind Energy  |  |
| कार्यालय का नाम/Office Name   | Chennai  |  |
| कुल मात्रा/Total Quantity   | 2  |  |
| वस्तु श्रेणी /Item Category   | Split Air Conditioner (Ceiling Mount Type), as per IS: 1391<br>(part 2) (Q2), Split Air Conditioner Including Green AC, Wall<br>Mount Type (V2) (Q2)   |  |
| बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)<br>/Minimum Average Annual Turnover of the<br>bidder (For 3 Years)  |  |  |
| उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के<br>वर्ष/Years of Past Experience Required for<br>same/similar service  | 3 Year (s)   |  |
| वर्षों के अनुभव के लिए एमएसई को छूट प्राप्त है / MSE<br>Exemption for Years Of Experience   |  |  |
| वर्षों के अनुभव के लिए स्टार्टअप को छूट प्राप्त है / Startup<br>Exemption for Years Of Experience   | Yes   Complete   |  |
| विक्रेता से मांगे गए दस्तावेज़/Document required<br>from seller   | Experience Criteria, Bidder Turnover, Certificate (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 दस्तावेज़ों को<br>निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना<br>चाहते हैं? संदर्भ मेनू है/Do you want to show<br>documents uploaded by bidders to all<br>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 वि  | वरण/Bid Details  |  |
|---|--|--|
| बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए<br>आवश्यक बिड की संख्या। / Minimum number of<br>bids required to disable automatic bid<br>extension  | 3  |  |
| दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा<br>बढ़ाई जाएगी। / Number of days for which Bid<br>would be auto-extended   | 7  |  |
| ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। /<br>Number of Auto Extension count  | 1  |  |
| बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled  | No   |  |
| बिड का प्रकार/Type of Bid   | Two Packet Bid   |  |
| प्राथमिक उत्पाद श्रेणी/Primary product category   | Split Air Conditioner (Ceiling Mount Type), as per IS: 1391 (part 2) |  |
| तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु<br>अनुमत समय /Time allowed for Technical<br>Clarifications during technical evaluation   | 2 Days   |  |
| निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ<br>पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By<br>Empanelled Inspection Authority / Agencies<br>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 |
|-------------------|----|
|                   |    |

## ईपीबीजी विवरण /ePBG Detail

| आवश्यकता/Required No | आवश्यकता/Required | No |
|----------------------|-------------------|----|
|----------------------|-------------------|----|

# विभाजन/Splitting

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

# एमआईआई खरीद वरीयता/MII Purchase Preference

| एमआईआई खरीद वरीयता/MII Purchase Preference | No |  |
|--|----|--|
|--|----|--|

#### एमएसई खरीद वरीयता/MSE Purchase Preference

| एमएसई खरीद वरीयता/MSE Purchase Preference | Yes |
|---|-----|

- 1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.
- 2. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.
- 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. 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.

### Split Air Conditioner (Ceiling Mount Type), As Per IS: 1391 (part 2) (1 pieces)

| Bis Required | Yes |
|--------------|-----|
|--------------|-----|

#### तकनीकी विशिष्टियाँ /Technical Specifications

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

| विवरण/Specification | विशिष्टि का नाम /Specification<br>Name | बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement<br>(Allowed Values) |
|---------------------|--|--|
|                     |  |  |

| विवरण/Specification विशिष्टि का नाम /Specification Name   |  | बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement<br>(Allowed Values)                 |  |  |
|---|--|--|--|--|
| STANDARDS   | Availability of BIS/ISI Mark<br>Certification for split AC<br>Ceiling mount type   | Yes Or higher  |  |  |
| GENERIC   | Technology of air conditioner  | Inverter AC - Variable Speed   |  |  |
|   | Nominal Marketing capacity<br>as per BEE Star Rating<br>Label (hint: 1 Ton = 3000<br>Kcal/Hr, Tolerance +/- 10%)<br>(in Ton)   | 3.0  |  |  |
| Rated cooling capacity (in Watts) as per IS:1391 (Part 2) (Cooling Capacity Value should match with respect to their Nominal Marketing Capacity in Tonnage) |  | 10501 ? 12000  |  |  |
|   | BEE Star rating of the product (Central Ministries/Depts while procuring shall ensure that the items carry 5 star(under normal conditions where annual usages is expected to be >1000 hrs),3 Star(where usage is Limited)or higher Star Rating of BEE) | 3, 4, 5 Or higher  |  |  |
|   | Rated voltage (in Volts)   | 230 V, 1 Phase, 50 Hz, AC  |  |  |
| CONSTRUCTION  | Classification by function   | Cooling only (Cooling and dehumidification during cooling mode)                    |  |  |
|   | Heating capacity (in Watts)<br>(Heating Capacity Value should<br>match with respect to their<br>Nominal Marketing Capacity in<br>Tonnage)  | Not applicable for Cooling only (Cooling and dehumidification during cooling mode) |  |  |
| WARRANTY  | AC Machine warranty (in<br>Year)   | 1.0 Or higher  |  |  |
|   | Warranty on compressor (in Years)  | 1.0 Or higher  |  |  |
| INSTALLATION Installation   |  | Standard Installation included (Scope of installation as per STC attached)         |  |  |

उपरोक्त मद के लिए इंस्टॉलेशन कमीशनिंग एंड टेस्टिंग (आईसीटी) का विवरण / Installation Commissioning and Testing (ICT) details for the above item:

| % of Product Cost Payable on Product Delivery                               | 70%     |
|---|---------|
| Min Cost Allocation for ICT as a % of product cost                          | 30%     |
| Number of days allowed for ICT after site readiness communication to seller | 10 Days |

## अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

| Applicable Specification<br>Document | <u>View</u> |
|--------------------------------------|-------------|
|--------------------------------------|-------------|

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

| क्र.सं./S.N<br>o. | परेषिती / रिपोर्टिंग<br>अधिकारी / Consignee<br>Reporting/Officer | पता/Address   | मात्रा /Quantity | डिलीवरी के दिन/Delivery<br>Days |
|-------------------|--|---|------------------|---------------------------------|
| 1                 | A Jaseela Banu   | 600100,NATIONAL INSTITUTE<br>OF WIND ENERGY VELACHERY-<br>TAMBARAM MAIN ROAD,<br>PALLIKARANAI CHENNAI | 1                | 15                              |

# Split Air Conditioner Including Green AC, Wall Mount Type (V2) ( 1 pieces )

| Bis Required | Yes |
|--------------|-----|
|--------------|-----|

## तकनीकी विशिष्टियाँ /Technical Specifications

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

| विवरण/Specification                | विशिष्टि का नाम /Specification<br>Name   | बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement<br>(Allowed Values)   |
|------------------------------------|--|--|
| Description/Applicati<br>on        | Description  | Split Air Conditioner Including Green AC, Wall Mount<br>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 etc areas. |
| Generic Classification By Function |  | Cooling Only   |
|                                    | Nominal Marketing Cooling<br>Capacity (in Ton) {Hint: 1<br>Ton= 3000 Kcal/Hr,<br>Tolerance +/-10%} | 2 Ton  |
|                                    | Star Rating (ISEER value range)  | 5 Star (ISEER value from >=5 to <=5.5)   |
|                                    | Compressor Type as per BEE<br>Star Rating Label  | Inverter AC - Variable Speed   |
| Refrigerants                       | <b>Eco-friendly Refrigerant</b>  | Yes  |

| विवरण/Specification  | विशिष्टि का नाम /Specification<br>Name   | बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement<br>(Allowed Values)   |  |
|--|--|--|--|
|  | Refrigerant Ozone<br>Depletion Potential is Zero   | Yes  |  |
| Green AC Related<br>Environment<br>Friendly<br>Requirement | Compliance to Green AC related environmental friendly features complied  | No   |  |
| Features/Accessories                                       | Salient Features/Remote<br>Control Features  | Turbo Mode, Dehumidification Mode, Power Saving<br>Mode, Auto Clean Mode, Self Diagnosis Mode, Quiet<br>Mode, Dry Mode, Cool Mode, Fan Mode, Air Swing,<br>Timer, Sleep Mode, Auto Off, Fan Speed Control,<br>Power(On-Off), Temperature Up/Down |  |
|  | Salient Accessories  | 1 m (PVC Insulated sheathed cables as per IS:694), 3<br>m Refrigerant Copper pipe set + connecting cable<br>(Installation Kit), Remote, User Manual, Warranty card   |  |
| Warranty/Service   | Comprehensive Warranty<br>on Air Conditioner/Machine<br>(in years)   | 1  |  |
|  | Warranty on Compressor (in years)  | 10 Or higher   |  |
|  | Optional Warranty on PCB   | 5 years Or higher  |  |
|  | Installation/Commissioning   | With Free Standard Installation Commissioning Or higher  |  |
|  | Number of free services<br>during the Comprehensive<br>Warranty on Air<br>Conditioner/Machine  | 2 services per year, 4 services per year Or higher   |  |
|  | Turn Around Time (TAT) After<br>Sales Service Calls  | 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 (<br>Inclusive in the scope of<br>supply)  | 24*7 Customer Online Service, Demonstration of features & functioning and setting-up of split air conditioner at consignees place  |  |
| Buyer Specific<br>Requirement                              | Optional Accessories/Work<br>Required (inclusive in the scope<br>of supply)  | NA   |  |
|  | Optional Extended<br>Comprehensive Warranty on<br>Air Conditioner/Machine<br>Effective After Standard<br>Warranty (inclusive in the<br>scope of supply) (in years) | NA   |  |
| Certifications   | Mandatory compliance /<br>conformity to relevant ISS   | As per IS 1391 (Part 2)-Latest and as per Gazette<br>Notification no. S.O. 3897(E) dated,29th October 2019<br>and as per BEE Notification dated 19th April 2022  |  |

# उपरोक्त मद के लिए इंस्टॉलेशन कमीशनिंग एंड टेस्टिंग (आईसीटी) का विवरण / Installation Commissioning and Testing (ICT) details for the above item:

| % of Product Cost Payable on Product Delivery                               | 70%     |
|---|---------|
| Min Cost Allocation for ICT as a % of product cost                          | 30%     |
| Number of days allowed for ICT after site readiness communication to seller | 10 Days |

#### अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

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

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

| क्र.सं./S.N<br>o. | परेषिती / रिपोर्टिंग<br>अधिकारी / Consignee<br>Reporting/Officer | पता/Address   | मात्रा /Quantity | डिलीवरी के दिन/Delivery<br>Days |
|-------------------|--|---|------------------|---------------------------------|
| 1                 | A Jaseela Banu   | 600100,NATIONAL INSTITUTE<br>OF WIND ENERGY VELACHERY-<br>TAMBARAM MAIN ROAD,<br>PALLIKARANAI CHENNAI | 1                | 15                              |

# Special terms and conditions-Version:1 effective from 03-05-2023 for category Split Air Conditioner (Ceiling Mount Type), as per IS: 1391 (part 2)

#### 1. STC FOR SPLIT AIR CONDITIONER

Central Ministries/ Departments while procuring electrical appliances notified by the Department of Expenditure (DoE) shall ensure that they carry the notified threshold or higher Star Rating of the Bureau of Energy Efficiency (BEE). In this regard, DoE OM No.26/6/2012-PPD dated 21.01.2013 may also be referred to wherein appliances and threshold star ratings have been circulated.

#### Scope of installation and Commissioning for Ceiling Mount / Cassette AC

- (1) Mounting/Fitting of indoor and outdoor units at the respective locations after cutting the false ceiling/drilling holes into the roof, if required.
- (2) Laying of refrigerant piping and connecting with indoor and outdoor units after drilling hole/holes in the wall (all type of walls), if required.
- (3) Checking / Charging Refrigerant gas in the unit.
- (4) Suitable electric wiring between indoor units and switches up to 3 meters in length.
- (5) Testing for satisfactory working without any abnormal noise as well as leakage test of entire system.

#### The following are not included in the scope of supply for Ceiling Mount / Cassette AC:

(1) Refrigerant pipe of the required length.

- (2) Set of 4 nos. of Rods for fixing Cassette AC to the roof.
- (3) Chiselling / Ducting / grooving for concealing the Refrigerant piping/cabling.
- (4) Switches/ Sockets / Plug Tops / Voltage Stabilizer./ Stand for ODU/Drain pipe/Angles.

# 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

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

#### 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  $\div$  Original quantity)  $\times$  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

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

NATIONAL INSTITUE OF WIND ENERGY VELACHERY TAMBARAM MAIN ROAD PALLIKARANAI CHENNAI PIN-600100

#### 3. 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.

#### 4. Generic

Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the market and has at least 3 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

#### 5. 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.

#### 6. Generic

Experience Criteria: The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for 3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.

#### 7. 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.

#### 8. 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

#### 9. Generic

#### **OPTIONAL SITE VISIT:**

1. The Bidder is advised to visit and examine the installation site and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the Bid. The costs of visiting the site shall be borne by the Bidder.

SITE ADDRESS :NATIONAL INSTITUTE OF WIND ENERGY, PALLIKARANAI, CHENNAI 600100

- 2. The Bidder representative shall be allowed entry upon consignee premises for such visits, only upon the express conditions that the Bidder will release and indemnify the Buyer and Consignee against all liabilities arising out of such visit including death or injury, loss or damage to property, and any other loss, damage, costs, and expenses incurred as a result of such visit.
- 3. The Bidder shall not be entitled to hold any claim against Buyer for noncompliance due to lack of any kind of pre-requisite information as it is the sole responsibility of the Bidder to obtain all the necessary information with regard to site, surrounding, working conditions, weather etc. on its own before submission of the bid.

#### 10. Generic

The successful bidder has to supply all essential accessories required for the successful installation and commissioning of the goods supplied. Besides standard accessories as per normal industry practice, following accessories must be part of supply and cost should be included in bid price:

AS PER THE ATTACHED ATC DOCUMENT

### 11. Generic

- 1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buver.
- 2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
- 3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

#### 12. Generic

Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:

- i) The Seller fails to comply with any material term of the Contract.
- ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.
- iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.
- iv) The Seller becomes bankrupt or goes into liquidation.
- v) The Seller makes a general assignment for the benefit of creditors.
- vi) A receiver is appointed for any substantial property owned by the Seller.
- vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.

#### 13. Service & Support

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

#### 14. Service & Support

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

#### 15. 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.

#### 16. 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.

#### 17. Certificates

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

#### 18. 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.

#### 19. Warranty

Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 7 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG).Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imberse the cost of such service / rectification to the Buyer.

#### 20. Warranty

Warranty period of the supplied products shall be as given in specifications 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.

#### 21. Buyer Added Bid Specific ATC

Buyer uploaded ATC document Click here to view the file.

# अस्वीकरण/Disclaimer

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.

यह बिंड 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---