

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	17-11-2025 11:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	17-11-2025 11:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Statistics And Programme Implementation
विभाग का नाम / Department Name	National Sample Survey Office (nsso)
संगठन का नाम / Organisation Name	Field Operations Division (fod)
कार्यालय का नाम / Office Name	Madurai
वस्तु श्रेणी / Item Category	ANNUAL MAINTENANCE SERVICES FOR WATER PURIFICATION AND CONDITIONING SYSTEM (Version 2) - Potable Water Purification System Reverse Osmosis Or UV Based; 3 to 5; PACKAGE-5 : Water purifier and conditioning system maintenance involving basic servicing, .. , Annual Maintenance service - EPABX System , Annual Maintenance Service - Photocopier Machine - Versalink B7025 Monochrome B&W; Xerox; Any Service Provider , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS(Offline 1 KVA); BPE , Annual Maintenance Service - Desktops, Laptops and Peripherals - Inverter 3KV; Luminuous , Annual Maintenance service-AIR CONDITIONER , Customized AMC/CMC for Pre-owned Products - Diesel Generator; Leyland; Comprehensive Maintenance Contract (CMC); As and when required; No
अनुबंध अवधि / Contract Period	1 Year(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है / Past Experience of Similar Services required	Yes
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Exemption for Turnover	Yes Complete
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Exemption for Turnover	Yes Complete

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate *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
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / 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
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य /Estimated Bid Value	4650
मूल्यांकन पद्धति/Evaluation Method	Item wise evaluation/
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

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

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).	14

(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 :

ASSISTANT DIRECTOR & H.O.

National Statistics Office, BSNL Stone Building 2nd Floor, V.P. Rathinasamy Nadar Road, Bibikulam, Madurai-2 (L Palaniappan)

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

एमआईआई अनुपालन / MII Compliance

एमआईआई अनुपालन / MII Compliance	Yes
---------------------------------	-----

एमएसई खरीद वरीयता / MSE Purchase Preference

एमएसई खरीद वरीयता / MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य $L1 + X\%$ तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within $L1 + X\%$	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

1. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover, 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 "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover shall upload the supporting documents to prove his eligibility for exemption.
3. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
4. 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 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 service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price

within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to 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 the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Detailed description such as Model, Brand , capacities, associated accessories etc, of the assets to be covered under the AMC:

1. Real Water - R/W/35 LPH RO/UV
 2. Matrix PABX System - EPABX COMPLETE with extensions NA analog trunk (FXO) 4.
 3. A/C - Whirlpool and Indcool models
 4. BPE UPS 1KV
 5. Luminuous Inverter 3KV
 6. Leyland Diesel Generator
 7. Xerox Versalink B7025
- Refer the attached file for more details

Other buyer specific requirements and details:[1762170094.pdf](#)

मूल्यांकन विधि(मदवार मूल्यांकन विधि) / Evaluation Method (Item Wise Evaluation Method)

Contract will be awarded schedulewise and the determination of L1 will be done separately for each schedule. The details of item-consignee combination covered under each schedule are as under:

मूल्यांकन अनुसूचियां / Evaluation Schedule s	अनुमानित मूल्य / Estimated Value	वस्तु/श्रेणी / Item/Category	मात्रा / Quantity
Schedule 1	1000	Annual Maintenance Services For Water Purification And Conditioning System (version 2) - Potable Water Purification System Reverse Osmosis Or Uv Based; 3 To 5; Package-5 : Water Purifier And Conditioning System Maintenance Involving Basic Servicing, ..	Quantity : 1
Schedule 2	1000	Annual Maintenance Service - Epabx System	Quantity : 1
Schedule 3	1000	Annual Maintenance Service - Photocopier Machine - Versalink B7025 Monochrome B&w; Xerox; Any Service Provider	Quantity : 4

Schedule 4	50	Annual Maintenance Service - Desktops, Laptops And Peripherals - Ups(Offline 1 Kva); Bpe	Number of each Asset for AMC : 62
Schedule 5	100	Annual Maintenance Service - Desktops, Laptops And Peripherals - Inverter 3kv; Luminuous	Number of each Asset for AMC : 1
Schedule 6	500	Annual Maintenance Service-air Conditioner	Quantity : 6
Schedule 7	1000	Customized Amc/cmc For Pre-owned Products - Diesel Generator; Leyland; Comprehensive Maintenance Contract (cmc); As And When Required; No	Quantity of product/ equipment : 1

ANNUAL MAINTENANCE SERVICES FOR WATER PURIFICATION AND CONDITIONING SYSTEM (Version 2) - Potable Water Purification System Reverse Osmosis Or UV Based; 3 To 5; PACKAGE-5 : Water Purifier And Conditioning System Maintenance Involving Basic Servicing, .. (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Annual maintenance contract (AMC) for kind of water purification/ conditioning System Category	Potable Water Purification System Reverse Osmosis Or UV Based
Vintage of water purification / conditioning System covered under the service (Yearly)	3 to 5
Type of AMC Package	PACKAGE-5 : Water purifier and conditioning system maintenance involving basic servicing, filters, membranes, All electrical parts including pump and compressor
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	L Palaniappan	625002,National Statistical Office (FOD) II floor, BSNL Stone Building, VPR Road, Bibikulam Madurai	1	N/A

Annual Maintenance Service - EPABX System (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Amc for	PABX System - EPABX (V2)
Brand/MAKE OF EPABX SYSTEM	Matrix
Technology/Architecture of EPABX system	Hybrid (Microprocessor based also supporting SIP extension)
Number Phone/end point (Analogue Extensions /FXS) (max)	NA
Number of Digital Phone (max)	NA
Number of Junction/FXO line (max)	4
Number of SIP Phones (max)	NA
Number of SIP Trunks (max)	NA
OTHER ASSETS which are integral part of the EPABX system and covered under the scope of the AMC service	FXS Gateway
VINTAGE of the EPABX System	3 to 5 years
Frequency of Routine/Preventive Maintenance Service	monthly
condition of Product (AT THE TIME OF BIDDING)	Under Warranty and functional; Under AMC and function; Functional;
Type of AMC	Comprehensive
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	L Palaniappan	625002,National Statistical Office (FOD) II floor, BSNL Stone Building, VPR Road, Bibikulam Madurai	1	N/A

Annual Maintenance Service - Photocopier Machine - Versalink B7025 Monochrome B&W; Xerox; Any Service Provider (4)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type Of Asset	Versalink B7025 Monochrome B&W
Make/Brand Of Assets	Xerox
Status of Annual Maintenance Service Provider	Any Service Provider
Onsite Service Engineers Requirement	None
Periodicity of Preventive Maintenance Services	Monthly
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	L Palaniappan	625002,National Statistical Office (FOD) II floor, BSNL Stone Building, VPR Road, Bibikulam Madurai	1	N/A
2	Venkatraman Kamarajan	613004,NSO (FOD), Plot No.60, 5th Cross, Sundaram Nagar, Medical College Road, Thanjavur.	1	N/A
3	Sudheer K T	627007,NSO(FOD), Plot No.1, First Floor, 'B' Extension, Telephone Exchange Road, NGO 'B' Colony, Tirunelveli.	1	N/A
4	Rethinam V	626001,NSO (FOD), D.No.114/3/4A, Katcheri Road, NH-7, 4 Way Road, TNSTC Opp., Virudhunagar.	1	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS(Offline 1 KVA); BPE (62)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Asset	UPS(Offline 1 KVA)

विवरण/ Specification	मूल्य/ Values
Make/Brand of Assets	BPE
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Monthly
Onsite Service Engineers Requirement	NONE
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of each Asset for AMC	अतिरिक्त आवश्यकता /Additional Requirement
1	L Palaniappan	625002,National Statistical Office (FOD) II floor, BSNL Stone Building, VPR Road, Bibikulam Madurai	28	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0
2	Venkatraman Kamarajan	613004,NSO (FOD), Plot No.60, 5th Cross, Sundaram Nagar, Medical College Road, Thanjavur.	10	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0
3	Sudheer K T	627007,NSO(FOD), Plot No.1, First Floor, 'B' Extension, Telephone Exchange Road, NGO 'B' Colony, Tirunelveli.	13	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0
4	Rethinam V	626001,NSO (FOD), D.No.114/3/4A, Katcheri Road, NH-7, 4 Way Road, TNSTC Opp., Virudhunagar.	11	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Inverter 3KV; Luminuous (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Asset	Inverter 3KV
Make/Brand of Assets	Luminuous
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Monthly
Onsite Service Engineers Requirement	NONE
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents
परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of each Asset for AMC	अतिरिक्त आवश्यकता /Additional Requirement
1	Venkatraman Kamarajan	613004,NSO (FOD), Plot No.60, 5th Cross, Sundaram Nagar, Medical College Road, Thanjavur.	1	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Service-AIR CONDITIONER (6)
तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Amc Category	Air Conditioner-IS 1391
Type Of AIR CONDITIONER	High Wall Split AC
Amc Brand	Whirlpool and Indcool
Nominal Cooling Capacity in TON	1.5 Ton/4500 Kcal/hr
Vintage	Upto 3 years
Technology of Air Conditioner	Inverter and Non Inverter Type

विवरण/ Specification	मूल्य/ Values
Number of Routine/ Preventive Maintenance Service Per Year	One Preventive Maintenance (Overhaul) + One Wet (Routine Service) + One Dry (Routine Service)
Condition of Air Conditioners (AT THE TIME OF BIDDING)	Under AMC and Functional
Type of AMC	Comprehensive
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	L Palaniappan	625002,National Statistical Office (FOD) II floor, BSNL Stone Building, VPR Road, Bibikulam Madurai	3	N/A
2	Venkatraman Kamarajan	613004,NSO (FOD), Plot No.60, 5th Cross, Sundaram Nagar, Medical College Road, Thanjavur.	1	N/A
3	Sudheer K T	627007,NSO(FOD), Plot No.1, First Floor, 'B' Extension, Telephone Exchange Road, NGO 'B' Colony, Tirunelveli.	1	N/A
4	Rethinam V	626001,NSO (FOD), D.No.114/3/4A, Katcheri Road, NH-7, 4 Way Road, TNSTC Opp., Virudhunagar.	1	N/A

Customized AMC/CMC For Pre-owned Products - Diesel Generator; Leyland; Comprehensive Maintenance Contract (CMC); As And When Required; No (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Product category	Diesel Generator
Product Brand	Leyland
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	As and when required

विवरण/ Specification	मूल्य/ Values
Manpower Required	No
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity of product/equipment	अतिरिक्त आवश्यकता /Additional Requirement
1	Rethinam V	626001,NSO (FOD), D.No.114/3/4A, Katcheri Road, NH-7, 4 Way Road, TNSTC Opp., Virudhunagar.	1	<ul style="list-style-type: none"> Number of months within the contract period for which service is required : 12

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

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. 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.

3. Generic

Consortium: In case of Contracts, wherein the seller alone does not have necessary expertise, the seller can form consortium with other sellers for submission of the bid, with one of the consortium company as leader. However, each and every member of the consortium shall be equally responsible for the complete execution of the project contract. An undertaking to this effect is to be uploaded with bid.

4. 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

L. Palaniappan
payable at

National Statistics Office, RO, Bibikulam, Madurai - 625 002.

. 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.

5. **Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

6. **Service & Support**

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

7. **Service & Support**

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

8. **Service & Support**

The Service Provider is required to have at least 10 % of the required manpower on service provider's payroll for at least one year. Necessary documents relating to such manpower will be uploaded by the bidder for verification of the buyer. Such manpower will be part of total manpower to be provided by the Service Provider in case he gets the contract against this bid.

9. **Service & Support**

The Service Provider must own 10% of the bid quantity of vehicles in Service Provider's name or in the name of the proprietor / partner of the Service Provider. Necessary documents relating to proof of ownership will be uploaded by the bidder for verification of the buyer. Such Service Provider owned vehicles will be part of the fleet to be deployed by the Service Provider in case he gets the contract against this bid.

10. **Past Project Experience**

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

11. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

1. Service provider **must quote Item wise service value in bid for comprehensive service (including parts cost)** as the number of items listed which are in working conditions may subject to change depend upon the future requirements.
2. The service provider known as the '**Original Service Provider**' must be capable of servicing the items listed. **When the service provider is not capable of doing servicing of any one of the items, the service provider must arrange substitute for service at their own cost. However, the billing liability and the contract remains with the original service provider,** who is accountable for the quality of the service delivered by the himself or the substitute.

3. The service provider is responsible for ensuring the substitute has necessary qualifications.
4. The service provider is solely responsible for any cost incurred or associated with the deployment of the substitute service provider.
5. The buyer should be informed in advance about the substitute service provider before taking for service.
6. The service provider must arrange periodic visits to the locations listed at their own cost as a part of **preventive maintenance** to ensure and to keep the items in good working conditions even though when any of the item is not reported for service in any of the location.
- 7. Service provider from Madurai, Virudhunagar, Thanjavur, Tirunelveli are preferred to ensure timely availability for service.**
8. The service provider after receiving the call from concerned consignee, may be noted the time of call and response would happen within 24 hours of the call received.
9. Service may be provided at the consignee's location during the office hours only.
10. In case, the service provider finds unable to service at consignee's location, the item may be taken to the service provider's location. However, the item must be repaired and set to working condition at the consignee place within 48 hours from the time of call.
11. In case, the service provider after receiving the failure item, finds unable to repair and return the item within 48 hours of the said time, an alternative (good working) item must be arranged as substitute within that 48 hours and it can be replaced with the original item after servicing. If the service provider fails to provide an alternative within 48 hours, penalty may be imposed as per the GeM guidelines and if continues, the buyer shall terminate the service provider by giving prior notice.
- 12. In case, if the call is not attended by the service provider within 24 hours, the concerned consignee or the buyer may choose other authorized or suitable outside service agency to get the item repaired with parts replacement if necessary. The cost and expenditure incurred with the outside vendor therein shall be recoverable from the service provider during that serviced quarter.**
13. The contract amount will be paid as 4 quarterly installments(**subject to availability of funds**) after completion of every quarter provided that the service rendered by the vendor during that quarter is found satisfactory.
14. If the services are not found satisfactory, the buyer can terminate the contract by giving a prior notice of two weeks.

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 [attached categories](#), 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. 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.
16. 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.
17. 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 governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in 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---