

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	20-10-2025 11:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	20-10-2025 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 Finance
विभाग का नाम / Department Name	Department Of Revenue
संगठन का नाम / Organisation Name	Central Board Of Direct Taxes (cbdt)
कार्यालय का नाम / Office Name	Prcit 1 Chennai
वस्तु श्रेणी / Item Category	Repair and Overhauling Service - Split Air Conditioner including Green AC; Voltas; Yes; Buyer Premises
अनुबंध अवधि / Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) / Minimum Average Annual Turnover of the bidder (For 3 Years)	3 Lakh (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
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Exemption for Years Of Experience and Turnover	Yes Partial Experience - 1 year (s) Turn over value - 1 (in lakhs)
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Exemption for Years Of Experience and Turnover	Yes Partial Experience - 1 year (s) Turn over value - 1 (in lakhs)
विक्रेता से मांगे गए दस्तावेज़ / Document required from seller	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC) *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

बिड विवरण/Bid Details	
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	1
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	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	125000
मूल्यांकन पद्धति/Evaluation Method	Total value 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
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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).	15

(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 :

DDO

INCOME TAX OFFICE PLOT NO 2 J N ROAD NEAR JANANI HOSPITAL TIRUVALLUR 602001

(Income Tax Officer)

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
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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 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. 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.

9. 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

Product Details:[1759922796.pdf](#)

Scope of Work:[1759922800.pdf](#)

Terms and Conditions pertaining to the Bid/Contract:[1759922804.pdf](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
13-10-2025 11:00:00	INCOME TAX OFFICE. PLOT NO 2, J N ROAD, NEAR JANANI HOSPITAL, TIRUVALLUR - 602001

Repair And Overhauling Service - Split Air Conditioner Including Green AC; Voltas; Yes; Buyer Premises (10)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Product Category	Split Air Conditioner including Green AC
Product Brand	Voltas
Spares Required	Yes
Place of Repair/Maintenance	Buyer Premises
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Product Details	11

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परिषदी/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परिषदी/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Products to be Repaired	अतिरिक्त आवश्यकता /Additional Requirement
1	Bodinortham Vamsikrishna	602001,NO-2, JN ROAD, NEAR JANANI HOSPITAL, TIRUVALLUR.	10	N/A

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

1. Buyer Added Bid Specific Scope Of Work(SOW)

Text Clause(s)

Scope of work

1. It is the primary duty of the successful contractor to ensure that all 10 air-conditioners under the contract are in working condition.

2. Type of AMC.

- | | | | |
|-----|------------------------------------|---|--|
| (a) | Periodicity Preventive Maintenance | - | Once in 3 months. |
| (b) | Breakdown Maintenance | - | As and when called for / complaints lodged |

3. Activities in the quarterly servicing, the contractor should

- water service the AC unit including water washing of filter,
- Clean the drain tray and drain pipe,
- Clean the Evaporator with brush,
- oiling/greasing of all Fans,
- checking of current consumption,
- checking of output performance,
- testing of Gas pressure if necessary,
- water washing of Condenser Coil, etc.

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Terms and Conditions

1. Introduction: This document outlines the terms and conditions for the Annual Maintenance Contract (AMC) along with Operation and Maintenance Servicing of Split Air conditioners (10 Nos.) including spares at Income Tax Office, Tiruvallur. The AMC aims to ensure the proper functioning and maintenance of the Split Air conditioners as it is essential for office complex.

2. Details of Air Conditioners: 10 Split Air Conditioners (Make & Model – Voltas, 1.5 Ton, 5 star BEE rated) installed in the office complex.

3. Contract Period: The AMC will be valid for a period of One year from the date of signing the agreement. The contract may be extended upto 3 months based on satisfactory performance and mutual agreement.

4. **Service Level Agreement (SLA):** The contractor shall adhere to the following service levels:

- a. Response Time: Within 24 hours of registering a complaint.
 - b. Resolution Time: Maximum of 72 hours for resolving any issue.
 - c. Uptime Guarantee: 99% uptime for the systems during the contract period.
 - d. Penalties may apply for non-compliance with the SLA.
 - e. The contractor shall ensure confidentiality of the data and systems.
- Any additional work not covered under the AMC shall be executed only after obtaining prior approval from ITO, Tiruvallur and at mutually agreed rates.
- All complaints should be addressed within 6 hrs. In the event of major repairs, complaints should be addressed within 48 hrs.

5. **Compulsory Terms for compliance:**

- a. Bidders are strictly advised not to participate if the Geographical presence is out of **Tiruvallur** (Rental agreement is not considered as a proof of Geographical presence).
- b. Pre-bid meeting: This bid is regarding AMC, to evaluate the operational/Maintenance of the installed Split Air Conditioners is considered as mandatory before undertaking the contract. Hence pre-bid meeting is Obligatory. **Only pre-bid meeting participants are considered for technical evaluation.**

6. **Eligibility of the Contractor:**

The contractor must fulfil the following criteria:

- a. Minimum 3 years of experience in maintaining Split Air Conditioners of similar scale and complexity.
- b. Availability of qualified technical personnel for on-site support as required.

7. **Liability:** The service provider shall be fully responsible for any damage to the equipment caused due to negligence or improper handling during the maintenance process.

8. **Force Majeure:** Any delay or failure in service due to unforeseen circumstances, such as natural disasters, strikes, or government restrictions, will be dealt with as per the applicable force majeure clause.

9. **Payment Terms:** - Payment shall be made on a quarterly basis after submission of bills along with service reports. - **No advance payment shall be made on any account**

- All bills must be addressed to: Income Tax Officer, Plot No.2, J.N Road, Near Janani Hospital, Tiruvallur - 602001.

- Tax Deduction at Source (TDS), including TDS on GST, will be deducted as per applicable rules.

10. **Rates and Taxes:** - The rates quoted shall be inclusive of all taxes. - No extra payment on any other account shall be made.

11. **Earnest Money Deposit (EMD):** Not Applicable (*due to bid estimated value is below 5 lakhs*).

12. **Termination of Contract:** ITO, Tiruvallur reserves the right to terminate the contract if the service provider fails to comply with the terms and conditions or if performance is found unsatisfactory. A 30- day notice period will be given in such cases.

13. **Compliance with Regulations:** The service provider must comply with all statutory regulations, including labour laws, safety norms, and any other applicable rules.

14. **GeM Terms:** - All terms and conditions specified by GeM for tender and contract execution shall be binding on the service provider.

15. **Dispute Resolution:** - In case of any dispute, the matter shall be referred to the Income Tax Officer, Plot No.2, J.N Road, Near Janani Hospital, Tiruvallur - 602001 whose decision shall be final and binding on both parties.

16. **Bid Evaluation:** The L-1 bidder will be selected based on the total value of the contract and not on the rates of individual items.

17. **Penalty Clause:** - A penalty of Rs. 100/- per day in each case, will be imposed:

- a. If delay in repair occurs
- b. If the contractor doesn't respond through telephone/e-mail within 24 hours.
- c. If the scheduled visit for repair & maintenance is not adhered.
- d. If the resolution provided is not satisfactory and fulfils the purpose of repair & maintenance. - Continued non-performance may lead to the termination of the contract and forfeiture of performance guarantee/security deposit.

18. **Performance Security/Guarantee:** - The successful bidder shall submit a performance guarantee/security equivalent to 5% of the awarded contract value within 15 days of the award of the contract. - The security shall remain valid for a period of 15 months and can be submitted in the form of an account payee demand draft/FDR/bank guarantee (including e-bank guarantee) issued by a commercial bank. - No interest will be payable on the performance security/guarantee.

19. **Maintenance of registers/Log books:** The service provider (L1 Bidder) is required to maintain a Maintenance register containing the details of visit by the authorised person, repairs/Overhauling undertaken i.e countersigned by the official of Income Tax Office Tiruvallur.

20. **Payment Terms:** Quarterly payment will be undertaken to service provider from the date of commencement of contract.

21. **Technical Evaluation Criteria:**

- a. The service provider must have a local office in Chennai or Tiruvallur only. Documentary evidence must be submitted to verify this criterion.
- b. The Bidders should have a valid license/registration with OEM for undertaking electrical work in the state of Tamil Nadu.
- c. Bidders must have experience of 03 years in same field in any organization public/private.
- d. Bidders must submit undertaking for non-bankruptcy.
- e. Bidders must submit undertaking for non-blacklisted.

22. List of spare parts covered under this contract

Description of Spares/Items	
Compressors	Starting Capacitors
Running Capacitors	Relays, Thermostats
Fan Capacitors	Fan Motors
Selector switches	Gas charging
Contactors (Power / Control)	PCB / Electronic Control Circuitries
Rewinding of motors	Ball bearings of motors
Fan blades	Remote Control Units incl batteries
Micro Swing Motors	Built - in Timer kit

Air-Filters	External Electronic / Analog time switches for timed running of A.C's
Existing copper piping and cabling from indoor to outdoor	Outdoor unit mounting frames
Condenser Coils/Copper Tubes of indoor/outdoor units	Parts of indoor / Outdoor unit enclosures

Note:

1. The above list is only indicative. The scope of the contract include replacement / repairs of any spares other than those indicated above for the smooth running of the AC equipment. No extra cost will be paid.
2. If, the spare costs more than Rs. 15,000/- will be excluded from this contract. (Only on submission of original bill for the spare).

SAFETY GUIDELINES FOR THE CONTRACTOR:

The Contractor should strictly adhere to the following General safety Guidelines while executing the work:

1. Smoking is strictly prohibited at workplace.
2. No one is allowed to work at or more than three meters height without wearing safety belt and anchoring the lanyard of safety belt to firm support preferably at shoulder level. Chinstrap of safety helmet shall be always on and safety boot is worn.
3. Usage of eye protection equipment shall be ensured when workmen are engaged for grinding, chipping, welding and gas-cutting. For other jobs eye protection has to be provided as per the need.
4. All safety appliances like Safety shoes, Safety gloves, Safety helmet, Safety belt, Safety goggles etc. shall be arranged before starting the job.
5. Excavated pits for earthing, cable laying shall be barricaded till the backfilling is done. Safe approach to be ensured into every excavation.
6. Preferably the work shall be carried out during the daytime. However, adequate illumination at workplace shall be ensured in case any work is carried out at night.
7. Suitable and strong scaffolds should be provided for workmen for all works that cannot safely be done from the ground.
8. All the dangerous moving parts of the portable / fixed machinery being used shall be adequately guarded.
9. Ladders being used at site shall be adequately secured at bottom and top. Ladders shall not be used as work platforms.
10. Debris, scrap and other materials to be cleared from time to time from the workplace and at the time of closing of work every day.
11. Other than electricians no one is allowed to carry out electrical connections, repairs on electrical equipment or other jobs related thereto.
12. All electrical connections shall be made using 3 or 5 core cables, having a earth wire.

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 [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---