



Bid Number/बोली क्रमांक (बिड संख्या) GEM/2025/B/6074354 Dated/दिनांक : 21-03-2025

# Bid Document/ बिड दस्तावेज़

| Bid Details/बिड विवरण  |  |  |  |  |  |
|--|--|--|--|--|--|
| Bid End Date/Time/बिड बंद होने की तारीख/समय  | 01-04-2025 10:00:00  |  |  |  |  |
| Bid Opening Date/Time/बिंड खुलने की<br>तारीख/समय   | 01-04-2025 10:30:00  |  |  |  |  |
| Bid Offer Validity (From End Date)/बिड पेशकश<br>वैधता (बंद होने की तारीख से)   | 120 (Days)   |  |  |  |  |
| Ministry/State Name/मंत्रालय/राज्य का नाम  | Ministry Of Finance  |  |  |  |  |
| Department Name/विभाग का नाम   | Department Of Financial Services   |  |  |  |  |
| Organisation Name/संगठन का नाम   | National Bank For Agriculture And Ruraldevelopment                               |  |  |  |  |
| Office Name/कार्यालय का नाम  | Nabard Bihar Ro Patna  |  |  |  |  |
| क्रेता ईमेल/Buyer Email  | con74.nbar.bh@gembuyer.in  |  |  |  |  |
| Total Quantity/कुल मात्रा  | 400  |  |  |  |  |
| ltem Category/मद केटेगरी   | Electric Ceiling Fan with BLDC Motor (V3) ISI Marked to IS 374 (Q2) ( PAC Only ) |  |  |  |  |
| Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)                              | 6 Lakh (s)   |  |  |  |  |
| OEM Average Turnover (Last 3 Years)/मूल<br>उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)  | 24 Lakh (s)  |  |  |  |  |
| Years of Past Experience Required for<br>same/similar service/उन्हीं/समान सेवाओं के लिए<br>अपेक्षित विगत अनुभव के वर्ष                     | 3 Year (s)   |  |  |  |  |
| MSE Exemption for Years Of<br>Experience/अनुभव के वर्षों से एमएसई छूट/ and<br>Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है              | Yes  |  |  |  |  |
| Startup Exemption for Years Of<br>Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and<br>Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है | Yes  |  |  |  |  |

| Bid Details/बिड विवरण  |   |  |  |  |
|--|---|--|--|--|
| Document required from seller/विक्रेता से मांगे<br>गए दस्तावेज़  | Experience Criteria, Past Performance, Bidder Turnover, Certificate (Requested in ATC), OEM Authorization Certificate, OEM Annual Turnover, Additional Doc 1 (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 |  |  |  |
| Do you want to show documents uploaded by bidders to all bidders participated in bid?/   | No  |  |  |  |
| Past Performance/विगत प्रदर्शन   | 80 %  |  |  |  |
| Bid to RA enabled/बिंड से रिवर्स नीलामी सक्रिय किया  | No  |  |  |  |
| Type of Bid/बिंड का प्रकार   | Two Packet Bid  |  |  |  |
| Time allowed for Technical Clarifications<br>during technical evaluation/तकनीकी मूल्यांकन के<br>दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय | 2 Days  |  |  |  |
| Inspection Required (By Empanelled Inspection Authority / Agencies preregistered with GeM)   | No  |  |  |  |
| Evaluation Method/मूल्यांकन पद्धति   | Total value wise evaluation   |  |  |  |

# EMD Detail/ईएमडी विवरण

| Advisory Bank/एडवाईजरी बैंक | AXIS BANK LTD |
|-----------------------------|---------------|
| EMD Amount/ईएमडी राशि       | 24000         |

## ePBG Detail/ईपीबीजी विवरण

| Advisory Bank/एडवाइजरी बैंक   | AXIS BANK LTD |
|---|---------------|
| ePBG Percentage(%)/ईपीबीजी प्रतिशत (%)                                  | 5.00          |
| Duration of ePBG required (Months)/ईपीबीजी की<br>अपेक्षित अविध (महीने). | 66            |

- (a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।
- (b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन

जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

#### Beneficiary/लाभार्थी:

Assistant MANAGER
NABARD BIHAR RO PATNA, Department of Financial Services, National Bank for Agriculture and RuralDevelopment, Ministry of Finance (Anup Kumar)

#### **Details of the Competent Authority approval for PAC**

Competent Authority Approval document for PAC: View Document

| Name of Competent Authority   | SHRI BINAY KUMAR SINHA   |  |  |
|---|--|--|--|
| Designation of Competent Authority                                  | Chief General Manager  |  |  |
| Office / Department / Division of Competent<br>Authority            | NABARD BIHAR RO  |  |  |
| CA Approval Number  | 06032025   |  |  |
| Competent Authority Approval Date                                   | 2025-03-06 00:00:00  |  |  |
| Brief Description of the Approval Granted by<br>Competent Authority | CGM APPROVED THE NOTE FOR PURCHASE OF CEILING FAN UNDER PAC MODE |  |  |

- 1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
- 2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
- 3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
- 4. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {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 to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.
- 5. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
- 6. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 80% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having

highest bid value should meet this criterion.

# Electric Ceiling Fan With BLDC Motor (V3) ISI Marked To IS 374 ( $400~\rm pieces$ ) ( $\rm Under~\rm PAC$ )

| Bis Required |           | Yes |
|--------------|-----------|-----|
| Make havells |           |     |
| Model        | pro26bldc |     |

# Technical Specifications/तकनीकी विशिष्टियाँ

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

| Specification           | Specification Name/विशिष्टि का<br>नाम | Bid Requirement/बिंड के लिए आवश्यक (Allowed<br>Values)/अनुमत मूल्य |  |  |
|-------------------------|---------------------------------------|--|--|--|
| GENERIC                 | Size of ceiling fans (in mm)          | 1200.0 Or higher   |  |  |
|                         | BEE Star Rating                       | 5.0 Or higher  |  |  |
|                         | Number of blades (in Nos)             | 3  |  |  |
|                         | Type of Regulator                     | Electronic Regulator   |  |  |
| WARRANTY AND<br>MARKING | Warranty (in Months)                  | 60 Or higher   |  |  |

# Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

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

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

| S.No./क्र.<br>सं. | Consignee<br>Reporting/Officer/<br>परेषिती/रिपोर्टिंग<br>अधिकारी | Address/पता  | Quantity/मात्रा | Delivery Days/डिलीवरी के<br>दिन |
|-------------------|--|--|-----------------|---------------------------------|
| 1                 | Anup Kumar   | 800023,Mobile 9977406959<br>Address Maurya Lok Complex,<br>Block "B", 4th and 5th Floor,<br>Dak Bungalow Road, | 400             | 15                              |

#### **Buyback Detail**

|           |              | ĺ |
|-----------|--------------|---|
| Item Name | CIELING FANS |   |
|           |              | ı |

| Item Description      | ALL CILING FANS ARE WORKING CONDITION  |  |  |
|-----------------------|--|--|--|
| Serial No.            | 111111   |  |  |
| Model CIELING FANS    |  |  |  |
| Brand USHA, BAJAJ ETC |  |  |  |
| Year of Manufacturing | 2013   |  |  |
| Purchase On           | 2013-06-30   |  |  |
| Age                   |  |  |  |
| Size                  | 1  |  |  |
| Rating                |  |  |  |
| Quantity              | 400  |  |  |
| Unit                  | 1200 MM  |  |  |
| Remark                | Minimum price for buy back of items is fixed to rupees 400+ GST. NABARD reserves the right to amend the quantity of buy back items (may increase or decrease) agency to bill accordingly |  |  |
| Uploaded Image        | View Uploaded Image  |  |  |

# Special terms and conditions-Version:1 effective from 19-08-2024 for category Electric Ceiling Fan with BLDC Motor (V3) ISI Marked to IS 374

1. Central Ministries/ Departments while procuring shall ensure that the items carry 5 star or higher Star Rating of BEE. 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 bee seen.

# Buyer Added Bid Specific Terms and Conditions/क्रेन द्वार

जोड़ी गई बिड की विशेष शर्तें

#### 1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity up to 25% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery time shall be (Increased quantity  $\div$  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

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

Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the market and has at least 5 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

#### 4. Generic

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

#### 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

#### **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.

#### AS PER DISCRETION OF AGENCY

- 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.

#### 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

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:

#### ALL COMPONANTS REQUIRED FROM DELIVERY TO INSTALLATION

.

#### 10. Generic

- 1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
- 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.

#### 11. Generic

While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.

#### 12. **OEM**

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

#### 13. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

National Bank for Agriculture and Rural Development

Account No.

NABADMN25

IFSC Code

NBRD000002

**Bank Name** 

**NABARD** 

Branch address

**HEAD OFFICE. MUMBAI** 

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Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

#### 14. Forms of EMD and PBG

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

National Bank for Agriculture and Rural Development

Account No.

NABADMN25

IFSC Code

NBRD000002

Bank Name

**NABARD** 

Branch address

HEAD OFFICE, MUMBAI

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload

scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

#### 15. Financial Criteria

**NET WORTH:** Net Worth of the OEM should be positive as per the last audited financial statement.

# 16. Scope of Supply

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

# 17. Buyback for Non PFMS / Non GPA

Buyback for Non PFMS/Non GPA:

- 1. GST will apply on the value of buyback and separate invoice is to be prepared by Government buyer/Consignee for buyback items offline outside the GeM system. Vendor should work out input credit for that GST applicable on the buy back while quoting the product/services.
- 2. Input GST Credit consideration by seller- seller shall offer the prices in the bid by the total amount of new goods including GST- total amount of old goods quoted by the firm excluding GST. This is because GST charged by buyer on buy-back value will be available for full ITC (input tax credit) on the hands of bidder. Therefore, for the purpose of quoting in the bid and evaluation, value as quoted by the bidder (excluding any GST on buy back) as indicated in column G below will be considered.

Illustrative examples for bidders are as under for understanding of the seller.

| Excel sheet for explanation to Buyback ATC |                                    |  |             |         |           |  |  |
|--|------------------------------------|--|-------------|---------|-----------|--|--|
| S.no                                       | Cost<br>of<br>Fresh<br>Good<br>(A) | %age of GST<br>on Fresh Good<br>as considered<br>by seller at<br>the time of<br>quote (B). | on<br>Fresh | COST OT | items (E) | item (F) as applicable at the time of invoice by | Quote<br>of the<br>Bidder<br>(G=<br>{A+C-<br>D}) |
| 1  | 100                                | 28   | 28          | 20      | 8         | 1.6  | 108  |
| 2  | 100                                | 9  | 9           | 20      | 8         | 1.6  | 89   |
| 3  | 110                                | 10   | 11          | 24      | 8         | 1.92   | 97   |

Seller after the award of the GeM contract, will indicate all column A to G which will not alter their quoted price indicated in Colum-G

- 3. Successful lowest bidder has to provide detailed cost break up of tendered items as well as buy back items separately after award of contract through email to the government buyer/consignee.
- 4. The seller of new item /service provider shall deposit the cost of invoiced buy back item with GST to the buyer for allowing seller to lift up the material from the buyer/consignee premise.
- 5. Transportation of buy back items from buyer premises shall be arranged by the seller itself without any extra cost.
- 6. Government Buyer organisation /consignee will issue invoice of buy back items to the seller at the cost of buyback to be indicated to the buyer by the seller offline after receipt of order. This in no case will modify the bid in any manner.
- 7. The seller will be entirely responsible for the safe disposal of old items without affecting the environment in any manner as per prevailing statutory rules and Act/ law of the land.
- 8. The seller may visit the site and inspect the condition of buy back item in advance before quoting for the bid.

- 9. Receipt of payment by the buyer for Old items and invoicing by buyer will be out of GeM portal.
- 10. Government Buyer will upload the details of old goods along with the bid in the corrigendum with minimum price.
- 11. If the minimum price (Optional) is indicated and sellers of new item who are not agreeing to take back the old item at equal to or above that minimum price should not participate in the bid.
- 12. In case they participate into the bid and afterwards indicates the price of old goods, less than the minimum price shown by Government Buyer in corrigendum, EMD of the bidder will be forfeited.
- 13. Item Details Consignee wise will be indicated in the corrigendum like -
  - 1. Consignee wise
  - 2. Item Description
  - 3. Serial Number
  - 4. Model
  - 5. Brand
  - 6. Year of manufacturing
  - 7. Purchased on
  - 8. Age
  - 9. Size, Rating, Designation
  - 10. Quantity
  - 11. Min price (Optional)
  - 12. Unit
  - 13. Working Guidelines (/Functional/Non-Functional)
  - 14. Remarks
- 14. The successful bidder shall remove the old goods from the premise of the Government buyer/consignee at the time of the supply, installation and commissioning of fresh goods. Seller will be entitled for payment only after removal of old goods from Government buyer/consignee/user's premise and after supplying the fresh goods in terms of contract.
- 15. Note: This clause of ATC shall be operated by non PFMS; non GPA buyer i.e. all PSU working through their ERP and not integrated with GPA.

#### 18. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

- 1. 1. The minimum buyback price is fixed at ₹ 400.00 per item plus GST as applicable.
- 2. Total buyback quantity is 400. NABARD reserves the right to amend the buyback quantity, if any. The agency must adhere and to raise bill accordingly.
- 3. All buyback items are operational and are of different make & models, purchase d between Year 2000 to 2013.
- 4. The cost should include all necessary accessories required for installation at loca tion specified by buyer

- 5. The bidder to submit Bid specific Manufacture Authorization certificate.
- 6. The colour of product should be IVORY or as decided by NABARD.
- 7. The bidder to upload technical specification of product offered.

#### 19. Turnover

Bidder Turn Over Criteria: 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 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.

# 20. Turnover

OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.

# 21. 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.

## 22. Service & Support

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

#### 23. Service & Support

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

# 24. 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.

# 25. 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 3 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 reimberse the cost of such service / rectification to the Buyer.

# 26. 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.

# 27. Past Project Experience

The Bidder / OEM {themselves or through reseller(s)}, should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following criteria:

- (i) Single order of at least 35% of estimated bid value; or
- (ii) Two orders of at least 20% each of estimated bid value; or
- (iii) Three orders of at least 15% each of estimated bid value.

Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion

# Disclaimer/अस्वीकरण

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

- 1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
- 2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
- 3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
- 4. Creating BoQ bid for single item.
- 5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.

- 6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
- 7. Floating / creation of work contracts as Custom Bids in Services.
- 8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for <u>attached categories</u>, trials are allowed as per approved procurement policy of the buyer nodal Ministries)
- 9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
- 10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
- 11. Creating bid for items from irrelevant categories.
- 12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
- 13. Reference of conditions published on any external site or reference to external documents/clauses.
- 14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

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

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

---Thank You/धन्यवाद---