

**बिड दस्तावेज़ / Bid Document**

| बिड विवरण/Bid Details                                                                                                       |                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| बिड बंद होने की तारीख/समय /Bid End Date/Time                                                                                | 07-09-2026 14:00:00                                                    |
| बिड खुलने की तारीख/समय /Bid Opening Date/Time                                                                               | 07-09-2026 14:30:00                                                    |
| बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)                                                   | 120 (Days)                                                             |
| मंत्रालय/राज्य का नाम/Ministry/State Name                                                                                   | Ministry Of Civil Aviation                                             |
| विभाग का नाम/Department Name                                                                                                | Na                                                                     |
| संगठन का नाम/Organisation Name                                                                                              | N/a                                                                    |
| कार्यालय का नाम/Office Name                                                                                                 | O/o Js(u),b Block, Rajiv Gandhi Bhawan, New Delhi                      |
| शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal                                                       | HOD Email id :pk.thakur@nic.in<br>Buyer Email id: anurag.pandey@nic.in |
| कुल मात्रा/Total Quantity                                                                                                   | 3                                                                      |
| वस्तु श्रेणी /Item Category                                                                                                 | A3 Size Multifunction Printer (MFP) (Q2)                               |
| बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)              | 5 Lakh (s)                                                             |
| मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)/OEM Average Turnover (Last 3 Years)                                      | 50 Lakh (s)                                                            |
| उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service              | 3 Year (s)                                                             |
| टर्नओवर पात्रता मानदंड/Turnover eligibility criteria                                                                        | To be verified by the buyer at the time of technical evaluation        |
| वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover                | Yes   Complete                                                         |
| स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover | No                                                                     |

| बिड विवरण/Bid Details                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| विक्रेता से मांगे गए दस्तावेज़/Document required from seller                                                                                                                                                              | Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC)<br>*In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer |
| क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को 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                                                                                                                                                                                                                                                                                                                                                                                                           |
| विगत प्रदर्शन /Past Performance                                                                                                                                                                                           | 30 %                                                                                                                                                                                                                                                                                                                                                                                                        |
| बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled                                                                                                                                                                        | No                                                                                                                                                                                                                                                                                                                                                                                                          |
| बिड का प्रकार/Type of Bid                                                                                                                                                                                                 | Two Packet Bid                                                                                                                                                                                                                                                                                                                                                                                              |
| प्राथमिक उत्पाद श्रेणी/Primary product category                                                                                                                                                                           | A3 Size Multifunction Printer (MFP)                                                                                                                                                                                                                                                                                                                                                                         |
| तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation                                                                                         | 2 Days                                                                                                                                                                                                                                                                                                                                                                                                      |
| निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)                                      | No                                                                                                                                                                                                                                                                                                                                                                                                          |
| मूल्यांकन पद्धति/Evaluation Method                                                                                                                                                                                        | Total value wise evaluation                                                                                                                                                                                                                                                                                                                                                                                 |
| मध्यस्थता खंड/Arbitration Clause                                                                                                                                                                                          | No                                                                                                                                                                                                                                                                                                                                                                                                          |
| सुलह खंड/Mediation Clause                                                                                                                                                                                                 | No                                                                                                                                                                                                                                                                                                                                                                                                          |

#### ईएमडी विवरण/EMD Detail

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

#### ईपीबीजी विवरण /ePBG Detail

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

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

#### एमआईआई खरीद वरीयता/MII Purchase Preference

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

#### एमआईआई के लिए सक्षम प्राधिकारी का विवरण:/Details of the Competent Authority for MII

|                                                                                                                                   |                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| सक्षम प्राधिकारी का नाम/Name of Competent Authority                                                                               | Ram Mohan Naidu Kinjarapu                                                         |
| सक्षम प्राधिकारी का पदनाम/Designation of Competent Authority                                                                      | HMCA                                                                              |
| सक्षम प्राधिकारी का कार्यालय/विभाग/प्रभाग/Office / Department / Division of Competent Authority                                   | Ministry of Civil Aviation                                                        |
| सीए अनुमोदन संख्या/CA Approval Number                                                                                             | 136119                                                                            |
| सक्षम प्राधिकारी अनुमोदन तिथि/Competent Authority Approval Date                                                                   | 13-08-2026                                                                        |
| सक्षम प्राधिकारी द्वारा प्रदान की गई स्वीकृति का संक्षिप्त विवरण/Brief Description of the Approval Granted by Competent Authority | HMCA has granted his approval vide Note#636 of e-file No.D-19015/8/2018-ANG-MOCA. |

Competent Authority Approval for not opting Make In India Preference : [View Document](#)

#### एमएसई खरीद वरीयता/MSE Purchase Preference

|                                                                                                                                                                                                           |     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| एमएसई खरीद वरीयता/MSE Purchase Preference                                                                                                                                                                 | Yes |
| सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ / Purchase Preference to MSE OEMs/ Service Provider available upto price within $L1+X\%$           | 15  |
| सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider Purchase preference | 25  |

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed 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 relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st

March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

4. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM of the product offered in the bid {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts and delivery acceptance certificates like CRAC to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.

5. 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. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

7. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 30% 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.

### A3 Size Multifunction Printer (MFP) ( 1 pieces )

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

#### तकनीकी विशिष्टियाँ /Technical Specifications

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

| विवरण/Specification         | विशिष्टि का नाम /Specification Name | बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)                                                        |
|-----------------------------|-------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| General Product Information | <b>Description of Stores</b>        | A3, Legal and A4 size Multifunction Machine Printer with core function as Print, Scan and Copy with Power Cord/Adapter |
|                             | <b>Printing Technology</b>          | Electrophotography/Xerography (Laser/LED)                                                                              |
|                             | <b>Type of Printing</b>             | Colour Or higher                                                                                                       |

| विवरण/Specification          | विशिष्टि का नाम /Specification Name                                                                           | बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)                                                                                                                                                                                                    |
|------------------------------|---------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                              | Availability of Fax                                                                                           | Yes, No                                                                                                                                                                                                                                                            |
| Hardware Configuration       | RAM Size (MB)                                                                                                 | 4096, 4608, 5120, 5632, 6144, 6656, 7168, 7680, 8192 Or higher                                                                                                                                                                                                     |
|                              | Storage Capacity (in GB)                                                                                      | 256, 512, 1024, 320, 640, 500 Or higher                                                                                                                                                                                                                            |
| Printing Performance         | Minimum Print Speed per Minute as per ISO/IEC 24734 in A4 Size-Monochrome (Black) (in PPM) for Laser/LED MFPs | 35 to 39, 40 to 44, 45 to 49, 50 to 54, 55 to 59, 60 to 64, 65 to 69, 70 to 74, 75 to 79, 80 to 84, 85 to 89, 90 to 94, 95 to 99, 100 to 104, 105 to 109, 110 to 119, 120 to 129, 130 to 139, 140 to 149, 150 to 159, 160 to 169, 170 to 179, 180 to 189 Or higher |
|                              | Minimum Print Speed per Minute as per ISO/IEC 24734 in A4 Size-Monochrome (Black) (in IPM) for Inkjet MFPs    | Not Applicable Or higher                                                                                                                                                                                                                                           |
|                              | Minimum Print Speed per Minute as per ISO/IEC 24734 in A4 Size-Colour (in PPM) for Laser/LED MFPs             | 35 to 39, 40 to 44, 45 to 49, 50 to 54, 55 to 59, 60 to 64, 65 to 69, 70 to 74, 75 to 79, 80 to 84, 85 to 89, 90 to 94, 95 to 99, 100 to 104, 105 to 109, 110 to 119, 120 to 129, 130 to 139, 140 to 149, 150 to 159, 160 to 169, 170 to 179, 180 to 189 Or higher |
|                              | Minimum Print Speed per Minute as per ISO/IEC 24734 in A4 Size-Colour (in IPM) for Inkjet MFPs                | Not Applicable Or higher                                                                                                                                                                                                                                           |
| Duplexing & Copying Features | Auto Duplexing Printing/Coping (2-sided Feature)                                                              | Yes Or higher                                                                                                                                                                                                                                                      |
| Document and Paper Handling  | Original Document Feeder Type (For Scanning and Copying)                                                      | Platen, Automatic Document Feeders (ADF), Reverse/Duplex Automatic Document Feeders (RADF/DADF), Single-Pass Document Feeders (SPDF) Or higher                                                                                                                     |
|                              | Number of Main Paper Tray                                                                                     | 2, 3, 4, 5, 6 Or higher                                                                                                                                                                                                                                            |
| Connectivity and Reliability | Connectivity                                                                                                  | USB Port, Ethernet Port, Wi-Fi                                                                                                                                                                                                                                     |
| Certification and Warranty   | On Site Warranty (in Year)                                                                                    | 1 Or higher                                                                                                                                                                                                                                                        |
|                              | Extended Warranty (in Years) over and above standard warranty                                                 | 0, 1, 2, 3, 4 Or higher                                                                                                                                                                                                                                            |

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

| क्र.सं./S.N<br>o. | प्रेषिती/रिपोर्टिंग<br>अधिकारी /Consignee<br>Reporting/Officer | पता/Address                                                   | मात्रा /Quantity | डिलीवरी के दिन/Delivery<br>Days |
|-------------------|----------------------------------------------------------------|---------------------------------------------------------------|------------------|---------------------------------|
| 1                 | Anurag Pandey                                                  | 110003,B-Block, Rjiv Gandhi<br>Bhavan, Jor Bagh, New Delhi-03 | 1                | 30                              |

### A3 Size Multifunction Printer (MFP) ( 2 pieces )

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

### तकनीकी विशिष्टियाँ /Technical Specifications

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

| विवरण/Specification             | विशिष्टि का नाम /Specification<br>Name                                                                                               | बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement<br>(Allowed Values)                                                                                                                                                                                                                                                                        |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| General Product<br>Information  | <b>Description of Stores</b>                                                                                                         | A3, Legal and A4 size Multifunction Machine Printer<br>with core function as Print, Scan and Copy with Power<br>Cord/Adapter                                                                                                                                                                                                              |
|                                 | <b>Printing Technology</b>                                                                                                           | Electrophotography/Xerography (Laser/LED)                                                                                                                                                                                                                                                                                                 |
|                                 | <b>Type of Printing</b>                                                                                                              | Monochrome (Black), Colour Or higher                                                                                                                                                                                                                                                                                                      |
|                                 | <b>Availability of Fax</b>                                                                                                           | Yes, No                                                                                                                                                                                                                                                                                                                                   |
| Hardware<br>Configuration       | <b>RAM Size (MB)</b>                                                                                                                 | 2048, 2560, 3072, 3584, 4096, 4608, 5120, 5632,<br>6144, 6656, 7168, 7680, 8192, 1500 Or higher                                                                                                                                                                                                                                           |
|                                 | <b>Storage Capacity (in GB)</b>                                                                                                      | 512, 1024, 320, 640, 500 Or higher                                                                                                                                                                                                                                                                                                        |
| Printing Performance            | <b>Minimum Print Speed per<br/>Minute as per ISO/IEC 24734<br/>in A4 Size-Monochrome<br/>(Black) (in PPM) for<br/>Laser/LED MFPs</b> | 30 to 34, 35 to 39, 40 to 44, 45 to 49, 50 to 54, 55 to<br>59, 60 to 64, 65 to 69, 70 to 74, 75 to 79, 80 to 84,<br>85 to 89, 90 to 94, 95 to 99, 100 to 104, 105 to 109,<br>110 to 119, 120 to 129, 130 to 139, 140 to 149, 150<br>to 159, 160 to 169, 170 to 179, 180 to 189 Or higher                                                  |
|                                 | <b>Minimum Print Speed per<br/>Minute as per ISO/IEC 24734<br/>in A4 Size-Monochrome<br/>(Black) (in IPM) for Inkjet<br/>MFPs</b>    | Not Applicable Or higher                                                                                                                                                                                                                                                                                                                  |
|                                 | <b>Minimum Print Speed per<br/>Minute as per ISO/IEC 24734<br/>in A4 Size-Colour (in PPM)<br/>for Laser/LED MFPs</b>                 | Not Applicable, 15 to 19, 20 to 24, 25 to 29, 30 to 34,<br>35 to 39, 40 to 44, 45 to 49, 50 to 54, 55 to 59, 60 to<br>64, 65 to 69, 70 to 74, 75 to 79, 80 to 84, 85 to 89,<br>90 to 94, 95 to 99, 100 to 104, 105 to 109, 110 to<br>119, 120 to 129, 130 to 139, 140 to 149, 150 to 159,<br>160 to 169, 170 to 179, 180 to 189 Or higher |
|                                 | <b>Minimum Print Speed per<br/>Minute as per ISO/IEC 24734<br/>in A4 Size-Colour (in IPM)<br/>for Inkjet MFPs</b>                    | Not Applicable Or higher                                                                                                                                                                                                                                                                                                                  |
| Duplexing &<br>Copying Features | <b>Auto Duplexing<br/>Printing/Coping (2-sided<br/>Feature)</b>                                                                      | Yes Or higher                                                                                                                                                                                                                                                                                                                             |

| विवरण/Specification          | विशिष्टि का नाम /Specification Name                                  | बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)                                                                                |
|------------------------------|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Document and Paper Handling  | <b>Original Document Feeder Type (For Scanning and Copying)</b>      | Platen, Automatic Document Feeders (ADF), Reverse/Duplex Automatic Document Feeders (RADF/DADF), Single-Pass Document Feeders (SPDF) Or higher |
|                              | <b>Number of Main Paper Tray</b>                                     | 2, 3, 4, 5, 6 Or higher                                                                                                                        |
| Connectivity and Reliability | <b>Connectivity</b>                                                  | USB Port, Ethernet Port, Wi-Fi                                                                                                                 |
| Certification and Warranty   | <b>On Site Warranty (in Year)</b>                                    | 1 Or higher                                                                                                                                    |
|                              | <b>Extended Warranty (in Years) over and above standard warranty</b> | 0, 1, 2, 3, 4 Or higher                                                                                                                        |

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

| क्र.सं./S.No. | परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer | पता/Address                                                | मात्रा /Quantity | डिलीवरी के दिन/Delivery Days |
|---------------|---------------------------------------------------------|------------------------------------------------------------|------------------|------------------------------|
| 1             | Anurag Pandey                                           | 110003,B-Block, Rjiv Gandhi Bhavan, Jor Bagh, New Delhi-03 | 2                | 30                           |

**Special terms and conditions-Version:1 effective from 10-02-2026 for category A3 Size Multifunction Printer (MFP)**

1.

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Product Verification | At the time of delivery, the Seller shall provide the Original Equipment Manufacturer website link along with the device serial number corresponding to the supplied product. The serial number shall be clearly indicated on the product. The Buyer or Consignee shall be able to verify complete product details, including configuration, through the Original Equipment Manufacturer website without the need to create a user account.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Warranty             | <ol style="list-style-type: none"> <li>The Seller shall provide a valid Warranty Certificate or Warranty Tag, in physical or digital form, issued by the Original Equipment Manufacturer, at the time of supply. The warranty shall be verifiable through the Original Equipment Manufacturer official website and or authorised customer care centre.</li> <li>The warranty shall remain valid for the specified number of years or until the printer reaches the Original Equipment Manufacturer defined minimum number of prints during the warranty period, whichever occurs earlier. Upon reaching either of these limits, the warranty coverage shall automatically cease.</li> <li>The Buyer may verify the actual number of prints completed by the printer at the time of delivery to confirm that the product has not been previously used. Such verification may be carried out using the printer's in-built print counter or any other Original Equipment Manufacturer approved mechanism..</li> <li>The warranty shall not cover consumables, including but not limited to cartridges, toner, ink, developer, and similar consumable items.</li> </ol> |

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operating System Supportability | <ol style="list-style-type: none"> <li>1. Products offered under this category shall support at least the Latest-2 versions of the operating systems specified in the catalogue.</li> <li>2. If compatibility with an operating system version earlier than Latest-2 is required, the Buyer may specify the same under the "Additional Specification Parameter" section at the time of bid creation.</li> </ol> |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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

### 1. **Generic**

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

Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

### 4. **Generic**

**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.

### 5. **Generic**

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-

- (i) Inhibit the desires and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

### 6. **Generic**

Installation, Commissioning, Testing, Configuration, Training (if any - which ever is applicable as per scope of supply) is to be carried out by OEM / OEM Certified resource or OEM authorised Reseller.

### 7. **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

**8. 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.

**9. 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.

**10. 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.

**11. Service & Support**

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

**12. Service & Support**

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

**13. Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

**14. Certificates**

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

**15. Warranty**

Warranty period of the supplied products shall be as given in specifications from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

**16. 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.

#### 17. Financial Criteria

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

#### 18. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. The Seller has to upload the "Bid Specific MAF" in respect of photocopier machines mentioned in the Bid document on the respective OEM Letter Head.
2. The Seller should not be blacklisted from any Central or State Government Department. An undertaking to this effect should be submitted in the technical bid on their Company's Letter Head.
3. The turnover certificate on the authorized Chartered Accountant Letter Head with valid UDIN should be submitted.
4. The Following Annexures, wherever applicable in the standard format have to be up loaded by each bidders in the technical submission stage:-(i) MII (Make In India) Undertaking on Company's letterhead.  
(ii) Non-malicious code Undertaking on OEM letterhead.  
(iii) Specification compliance on Company's Letter Head.
5. The OEM of the product to be offered by the bidders should have at least 3-5 functional/walk-in Service Centers in the Delhi/NCR. The documentary evidence in this regard has to be attached by all the bidders.
6. Availability of Run-time intrusion detection, Embedded security feature to prevent malware attacks, Auto Bios Code check before start up.
7. If any of the above documents are not submitted by any participated bidder, their bids will be summarily rejected and would not be able to participate in the financial evaluation.

#### अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer, is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of

Single Bid / Proprietary Article Certificate (PAC) Buying.

3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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

**All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.**

**For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.**

**The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:**

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

**All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.**

**This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.**

**However, in case of Service, if any condition specified in General Terms and Conditions is**

**contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.**

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

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई 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---**